

ONTARIOMD STAKEHOLDER REPORT:

Products and Services by LHIN for February 2021

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1. Executive Notes for February

Executive Notes – February 2021

OntarioMD is aligning its communications, including these monthly stakeholder reports, under three pillars to reflect our activities as outlined in our [2020-25 Strategic Plan](#):

- OMD Connects
- OMD Educates
- OMD Partners

Since we’re known in the health care sector as OMD, we’ve applied that abbreviation of our name to our pillars.



Client Service & Engagement Teams – Support and Onboarding

OntarioMD (OMD) continues to raise awareness of digital health and virtual care tools and offers learning opportunities to physicians and their staff on using these tools effectively during COVID-19 and beyond. More than 30,000 clinicians, practice staff and diverse stakeholders have used at least one OMD product or service. Demand for education remains steady as more physicians are onboarded to digital health tools for daily use and shift to virtual care tools when appropriate. OMD has continued to see high demand for digital health tools such as HRM®, OLIS and the ConnectingOntario ClinicalViewer that specifically assist clinicians in supporting their patients with COVID-19 assessment results.

Communications

The [February 2021 Digital Health eTips newsletter](#) was sent to clinicians and included a variety of practical information to inform clinician practices and promote the use of digital and virtual tools.

COVaxON Training for Clinicians

OMD was asked by the Ministry of Health (MOH) to participate in the pilot to roll out the AstraZeneca COVID-19/COVISHIELD vaccine to Ontarians in primary care settings in six Public Health Units (Hamilton, Peel, Peterborough, Simcoe Muskoka, Toronto and Wellington-Dufferin-Guelph). OMD’s role is to assist primary care clinicians and practices to onboard and use the COVaxON tool, which is a mandatory requirement for those administering COVID-19 vaccinations. OMD will provide its expertise in virtual learning for primary care providers to offer them a series of webinars to train them on the provincial COVaxON online vaccine management system starting on March 13, in time for the roll out on March 15. The webinars will offer training on the clinical workflow as well as complete end-to-end training sessions. They will continue for the duration of the pilot and their frequency will be adjusted to meet demand.

Digital Health and Virtual Care Curriculum for Clinicians

OMD regularly contributes its thought leadership on diverse digital health and virtual care topics from the clinician perspective. OMD hosted its second OMD Educates webinar for 2021 on **Privacy and Cybersecurity for Your Practice** presented by General Counsel & Chief Privacy Officer, Ariane Siegel. The next OMD Educates webinars will be held on **March 24 from 12:00 to 1:00 pm on Virtual Care for all the Tasks of an Office** and on **April 28 from 12:00 to 1:00 pm on The Power of EMR: More impactful than your stethoscope!** Clinicians can [register for the webinars](#) on OntarioMD.ca. The webinars are accredited for family physicians and specialists.

OMD Privacy and Security Training Module

Physicians, as health information custodians (HICs) under the *Personal Health Information Protection Act* (PHIPA), need to be kept up-to-date on this privacy legislation and educate themselves and their staff on how to fulfill their obligations to protect Personal Health Information (PHI) on an ongoing basis. OMD’s online Privacy and Security Training Module meets this need by offering education on key topics such as safeguarding PHI from breaches and security incidents, and how to comply with PHIPA obligations. The training is more important than ever as clinicians move to adopt new virtual care tools. Family physicians earn 2 Mainpro+ credits for completing the training. Specialists can claim 2 credits/hour under the Royal College Maintenance of Certification (MOC) Program as a Section 2: Personal Learning Project.

1. Executive Notes for February Continued

Close to 4,000 clinicians and their practice staff have completed the training, which is available in both French and English at [OntarioMD.ca](#). The module is updated with the latest information and can be accessed from any internet-connected device. OMD continues to develop new collateral that cover important privacy and security topics. The availability of new resources is shared with clinicians through the Digital Health eTips newsletters.

Virtual Care Resources

OMD continues to add virtual care resources for clinicians on [OntarioMD.VC](#) and OntarioMD.ca from partners and vendors. Its [OntarioMD.Live](#) site from Digital Health and Virtual Care Day will soon be updated with new information on this year's OMD Educates: Digital Health and Virtual Care Day on September 30, 2021.

Physicians are also directed to the OMA for guidance on policy and billing and to Ministry InfoBulletins for the latest directives.



Ontario Virtual Care Clinic

OMD and the OMA continue to support the Ontario Health's (OTN) Ontario Virtual Care Clinic (OVCC) at [seethedoctor.ca](#) to serve patients who cannot access their family physician or do not have a family physician. To date, the OVCC has provided service to thousands of patients. OMD provides support to OVCC physicians, monitors referral volumes and adjusts the schedule of physicians (using MetricAid scheduler) on shift to meet patient demand.

Health Report Manager: Contributing to Timely Care During COVID-19

COVID-19 Vaccine Notifications - HRM® enables hospitals to deliver medical notes related to vaccine distribution to primary care clinicians. Several hospitals are sending notes related to vaccines to primary care EMRs with their existing HRM integration. OMD is also working with the Ministry of Health (MOH) to enable integration of the COVaxON COVID-19 Vaccination Management System with HRM for the purpose of enabling vaccine notifications to be sent to primary care. Once this integration is complete, any point of care utilizing MOH's COVaxON system will have the capability to notify the patient's primary care provider of their vaccination.

COVID-19 Test Result Notifications - HRM® is delivering notifications to primary care providers' EMRs to notify them that **positive** COVID-19 test results are available for their patients in the Ontario Laboratories Information System (OLIS). OMD worked with Ontario Health to implement this valuable sharing of patient information. To date, more than 3.7 million COVID-19 test result notifications have been delivered to clinicians.

COVID-19 Discharge Reports - HRM is also delivering discharge information to EMRs from hospitals that are COVID-19 assessment centres. This is in addition to the patient information in the more than 2 million reports per month HRM delivers from more than 500 hospital and specialty clinic sites across Ontario to the EMRs of more than 12,000 clinicians.

Recent HRM Go Lives - The new Cortellucci Vaughan Hospital went live on HRM on February 7. HRM also added many specialty clinics as new sending facilities in February. Some sending facilities have also updated the report types they send through HRM. For the latest versions of the Report Type lists (indicated in red), please visit the [HRM Sending Facilities](#) page.

Physician Office Integration (POI) Transition to HRM – Clinicians in the North East LHIN were notified that they will begin receiving diagnostic imaging and medical record reports in their EMRs from HRM as of April 5, 2021. North Bay Regional Health Centre, Sault Area Hospital, and West Parry Sound Health Centre will be going live on HRM in 2021 to send their reports as well.

HIS Changes - The HRM team is monitoring HRM feeds for upcoming HIS upgrades to ensure report delivery to clinicians is not disrupted and are working as clinicians expect. The team is also monitoring impact on clinicians resulting from changes to medical record report formats.

1. Executive Notes for February Continued

Insights4Care Program

The i4C Program continues to recruit more clinicians to the current total of 1,300 clinician i4C Dashboard users. Dashboard offerings have been introduced at the end of Q3 by YMS and QHR. The i4C Advisory Service continues to support the Remote Patient Monitoring (RPM) Pilot project with Ontario Health – North (OHN) that commenced in November 2020. Leveraging EMR-based tools, OMD staff are helping primary care practitioners to identify and refer patients with chronic diseases (COPD, CHR, Diabetes) into the provincial Telehomecare program for remote care and monitoring. The i4C team is progressing well towards the pilot target and the Telehomecare program is reporting increased referrals since the pilot began.

EMR-integrated Digital Forms Platform

In collaboration with Ontario Health and the Ontario Ministry of Transportation (MTO), OntarioMD is developing an EMR-integrated digital forms platform to present and exchange health forms from clinicians. MTO’s Driver Medical Review forms will be the first available through the system with a target for the first clinician user live by June 30, 2021. The platform will be flexible to support a wide variety of health-related forms, as well as integration with HRM for direct filing of form submissions into the patient’s chart within the EMR. OMD is exploring partners beyond MTO to leverage this functionality.



Dynacare Lab eOrdering Pilot: OMD is working with Dynacare on an eOrdering pilot that will see development of eOrdering integration with up to three OMD-certified EMR offerings and Dynacare, piloting eOrdering services at Dynacare Collection Centres and evaluation of the results against Key Performance Indicators (KPI). Dynacare and OMD will work to explore provincial scalability and expansion to other EMR vendor products and additional provinces.

Infoway and OMA: Infoway and the OMA are advancing virtual care and privacy & security education for clinicians through regular virtual care webinars and other tooling. For more information, please visit [OMD Educates](#).

Kingston General Asthma Unit: Through a grant opportunity, OMD and The Asthma Research Unit (ARU), based out of the Department of Medicine at Queen’s University, partnered to research asthma tools and indicators. The ARU’s area of focus is centred around asthma symptom perception and lung mechanics, cough variant asthma, asthma epidemiology, asthma guidelines, and knowledge translation, as well as asthma management.

Ontario Health ONE® Mail Direct Retirement

OMD communicated to physicians about the retirement of ONE Mail Direct after physicians received an initial communication from Ontario Health to tell them that this secure email service is being retired in 2021. Ontario Health followed up with another communication with details about a new secure email service from a third party recommended by Ontario Health and giving physicians 90 days to migrate to this new service or select an alternate service. The OMA also communicated to physicians who use ONE Mail Direct that the third-party service provides good value.

Solicitor General: OMD is supporting the Solicitor General/Corrections Ontario in their exploration around EMRs and digital tooling to assist their patients across all facilities in Ontario.

OMD Certification Program

At the beginning of February, the OMD Certification Program supported a virtual information session led by the Government of New Brunswick’s EMR Program for EMR vendors. The session was by invitation only for EMR vendors that have expressed interest in being certified for New Brunswick. A total of 18 vendors attended the information session including five that are currently OMD-certified for Ontario.

Note: The Microsoft Power BI interactive version of this report features a colour palette for improved visual accessibility for users.

2. Introduction

The purpose of this report is to provide a monthly update on the provincial view of community-based family physicians’ and community specialists’ adoption and optimized use of certified EMRs and digital health tools and services integrated with certified EMRs. Except where indicated, this report does not include information about adoption of the referenced digital health applications by nurse practitioners or other health care service providers.

By helping physicians become increasingly proficient EMR users, [OntarioMD](#) assists physician practices in realizing more clinical value and the full potential of digital health tools and services to enhance patient care. These tools and services are also improving Ontarians’ access to care and improving clinical outcomes in an increasingly integrated and coordinated health care system.

3. OntarioMD, Ontario Health and Ontario Health Teams

OntarioMD is focused on the delivery of digital health products and services that translate into clinical value for physicians and their patients. OntarioMD has the infrastructure, relationships and experience to deliver cost-effectively the full spectrum of high-quality digital health programs and services for clinicians and Ontario Health Teams across the province in alignment with Ontario’s Digital First Strategy. It works closely, and in partnership, with health care organizations across Ontario.

OntarioMD staff take a holistic approach to working with physician practices, bundling products and change management services on behalf of our stakeholders for efficient visits to practices regionally and locally. This reduces multiple touchpoints to the physician office and streamlines training and onboarding, so physicians can spend less time on administration and more time on patient care.

What We Do

- Connect clinician practices to OntarioMD’s digital health tools that improve access to care, clinical outcomes and decision-making, such as Health Report Manager (HRM), eNotifications and the i4C Dashboard.
- Connect clinician practices to eConsult on behalf of the Ontario eConsult Program; eVisits (Enhanced Access to Primary Care) on behalf of OTN; eNotifications in collaboration with Ontario Health’s Shared Services (formerly HSSO); the DHDR and DHIR (when ready for deployment) on behalf of the Ministry; and deploy the Ontario Laboratories Information System (OLIS), ConnectingOntario ClinicalViewer, ONE®ID and ONE Mail on behalf of Ontario Health’s Digital Services (formerly eHealth Ontario).
- Provide physicians with trusted advice, guidance and onboarding support from OntarioMD staff, located across Ontario, to optimize EMR and digital health use.
- Provide in-depth, hands-on support for physicians’ quality improvement and population health management goals through our i4C Advisory Service’s experienced staff.
- Mentor physician practices with practical EMR tips from physician, nurse and clinic manager Peer Leaders who understand how physicians practice and share their expertise with the same EMR.
- Advise public and private sector partners on how to develop and advance digital health tools and services for clinicians leveraging our OntarioMD Clinician Advisors for focus groups, and product feedback.
- Deliver the OntarioMD Vendor Management Program and associated Certification Program to provide assurance to physicians that their EMRs are continuing to evolve with health system priorities and meet ongoing clinical requirements and functionality; assess and monitor EMR offerings for alignment with the Ontario EMR Specifications and broader provincial priorities.

4. OntarioMD Products and Services

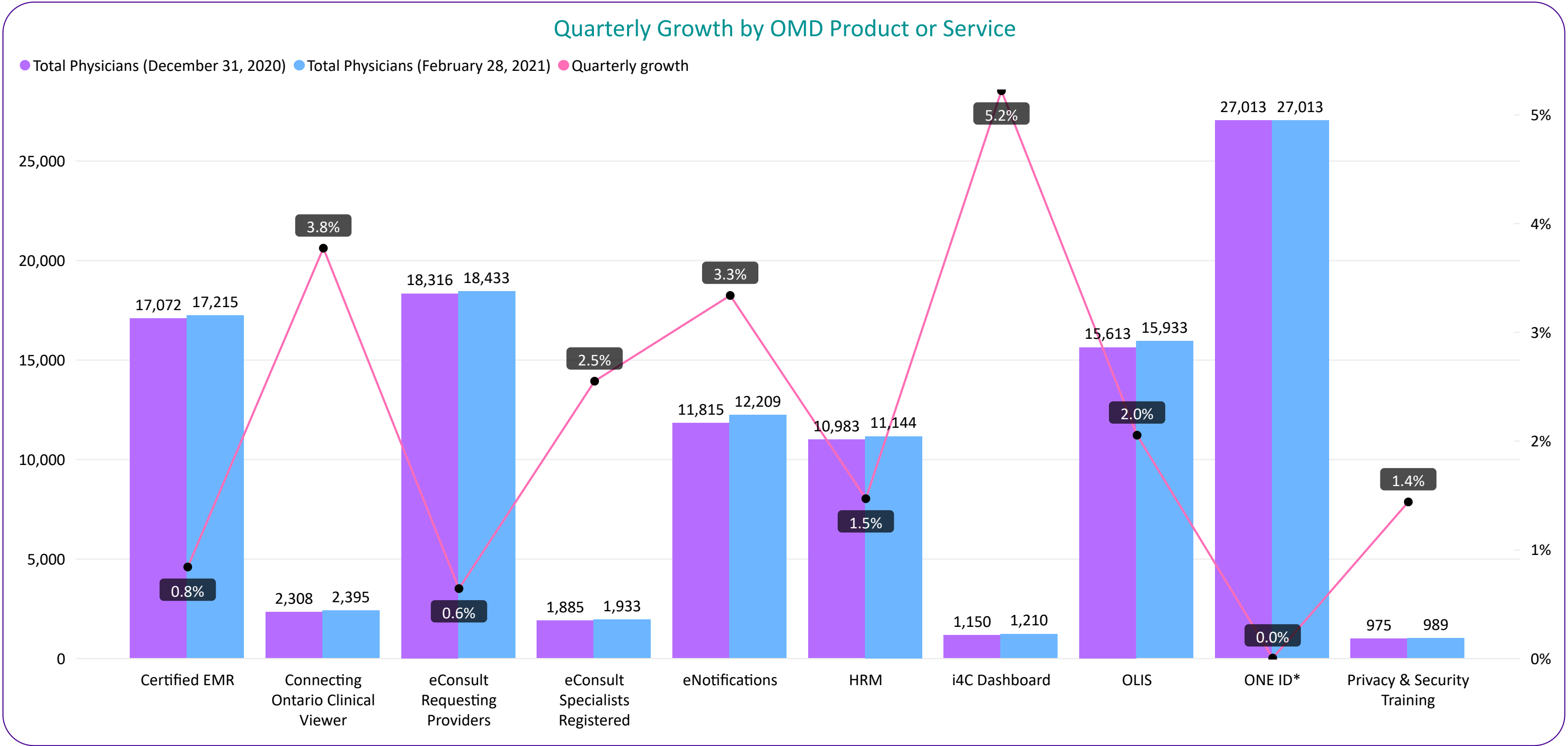
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- Access to care, services and health information
- Enhances the efficiency of the health system
- Strengthens quality, effectiveness and accountability
- Stimulates innovation and growth

OntarioMD receives funding from the Ministry of Health (MOH), with a mandate to support connectivity, interoperability, and integration of EMRs with the digital health delivery system more broadly and to work with clinicians to optimize the clinical value of their certified EMRs to provide enhanced care to their patients.

For an overview of all OntarioMD products and services, please read our [Products & Services brochure](#).

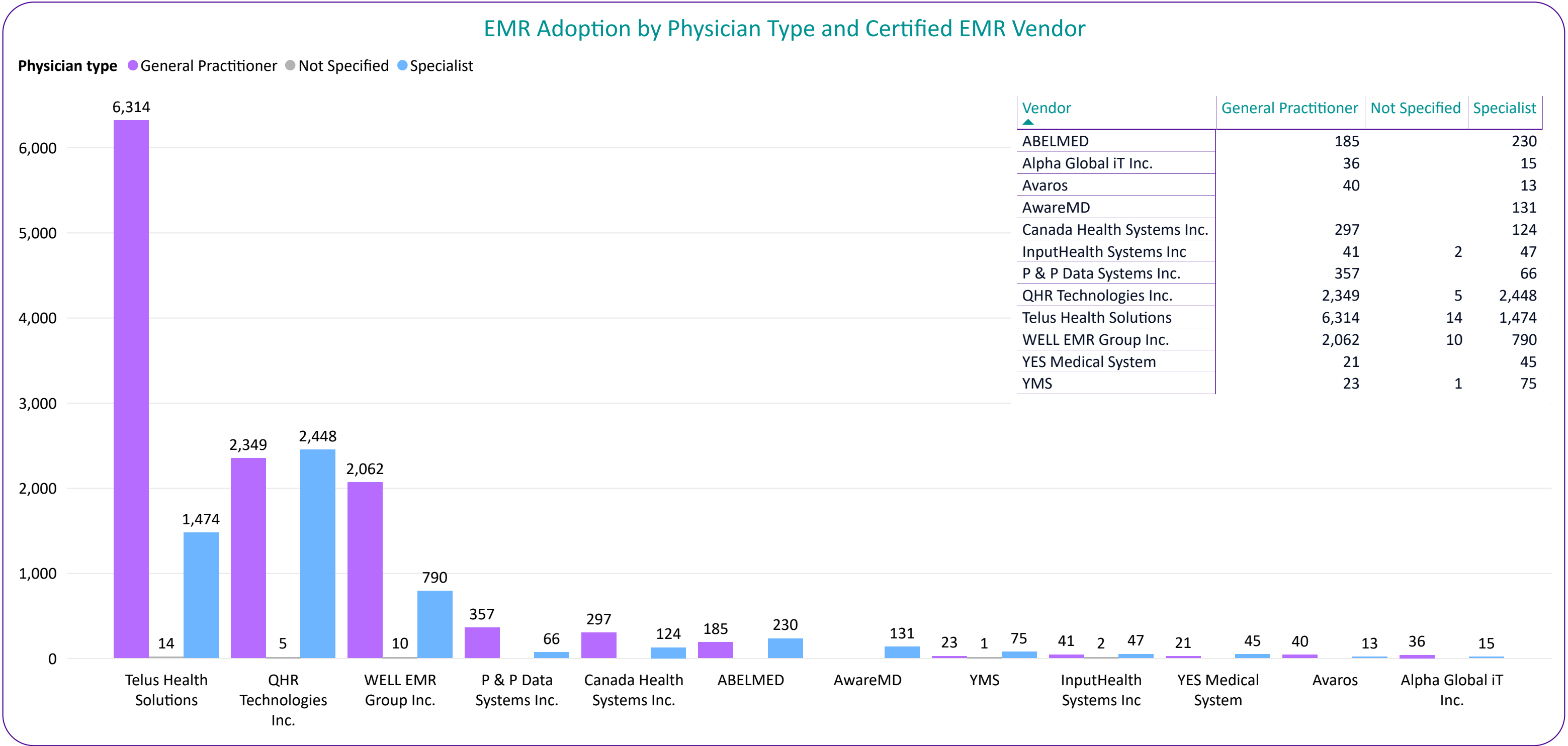
5. Quarterly Growth by Product/Service



*Source of the data is eHealth Ontario.

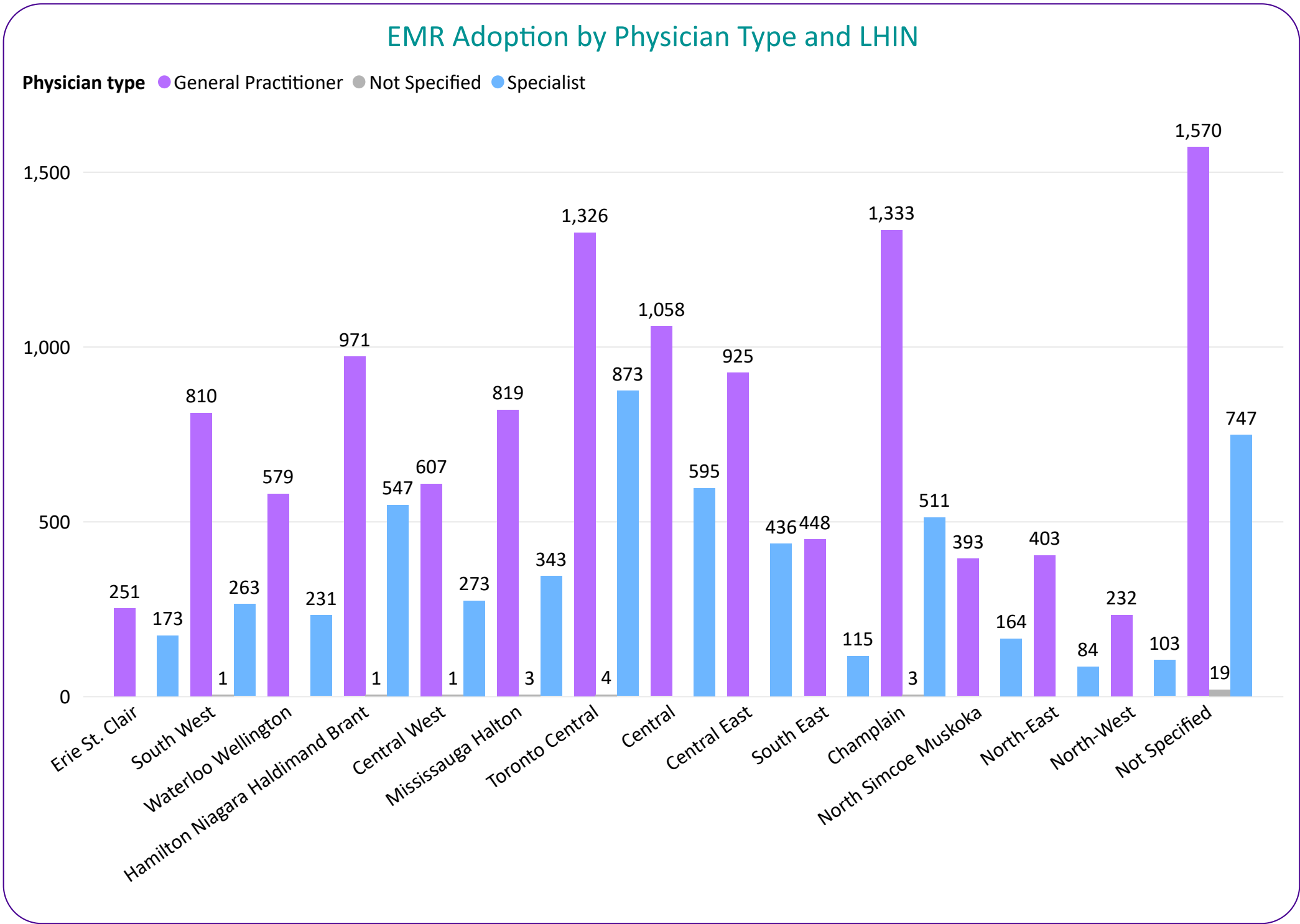
6. Products and Services by Vendor and LHIN View

Figure 1: EMR Adoption by Physician Type and Certified EMR Vendor



*Source of the data is OntarioMD’s CRM system.

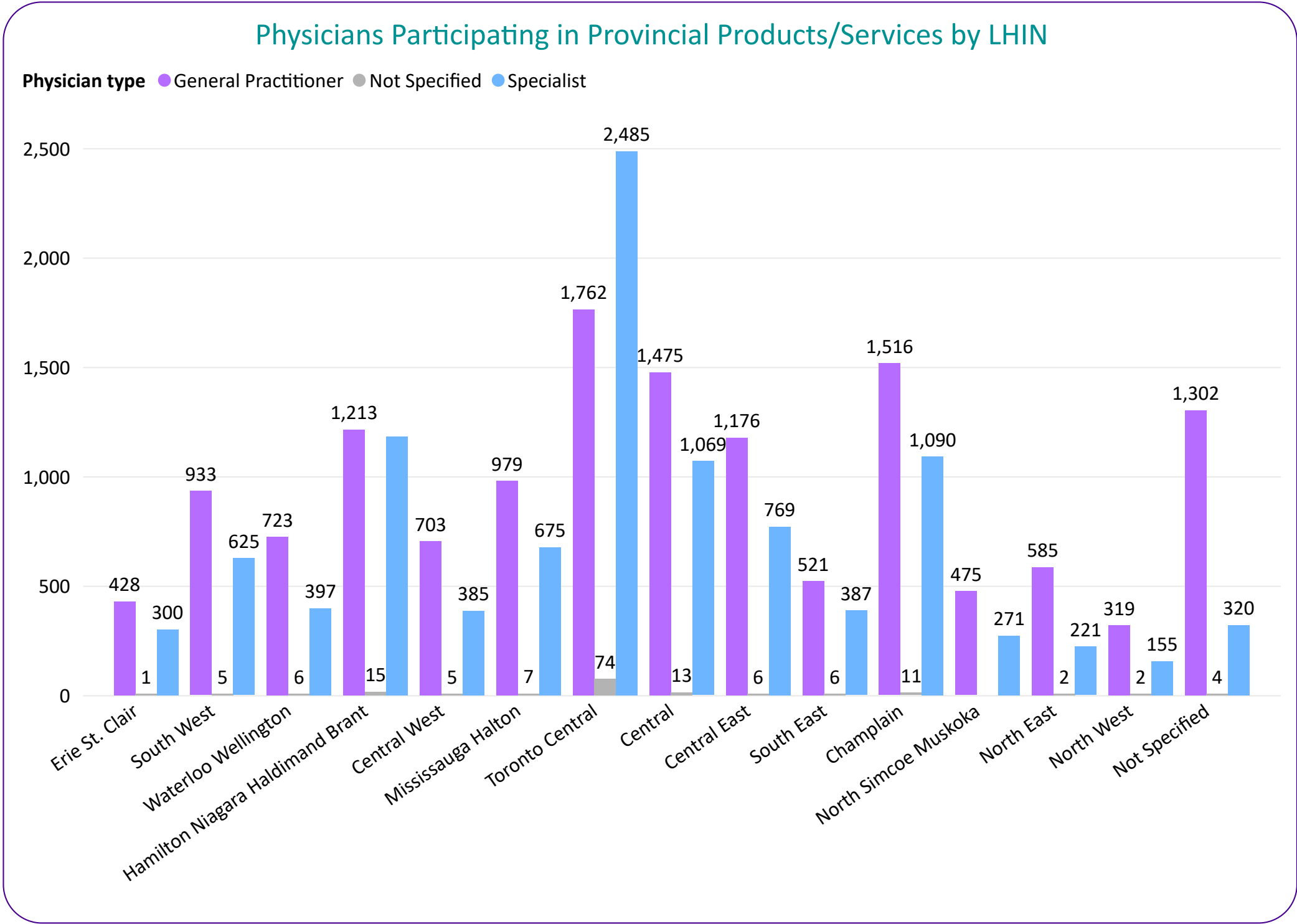
Figure 2: EMR Adoption by Physician Type and LHIN



LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	251		173
South West	810	1	263
Waterloo Wellington	579		231
Hamilton Niagara Haldimand Brant	971	1	547
Central West	607	1	273
Mississauga Halton	819	3	343
Toronto Central	1,326	4	873
Central	1,058		595
Central East	925		436
South East	448		115
Champlain	1,333	3	511
North Simcoe Muskoka	393		164
North-East	403		84
North-West	232		103
Not Specified	1,570	19	747

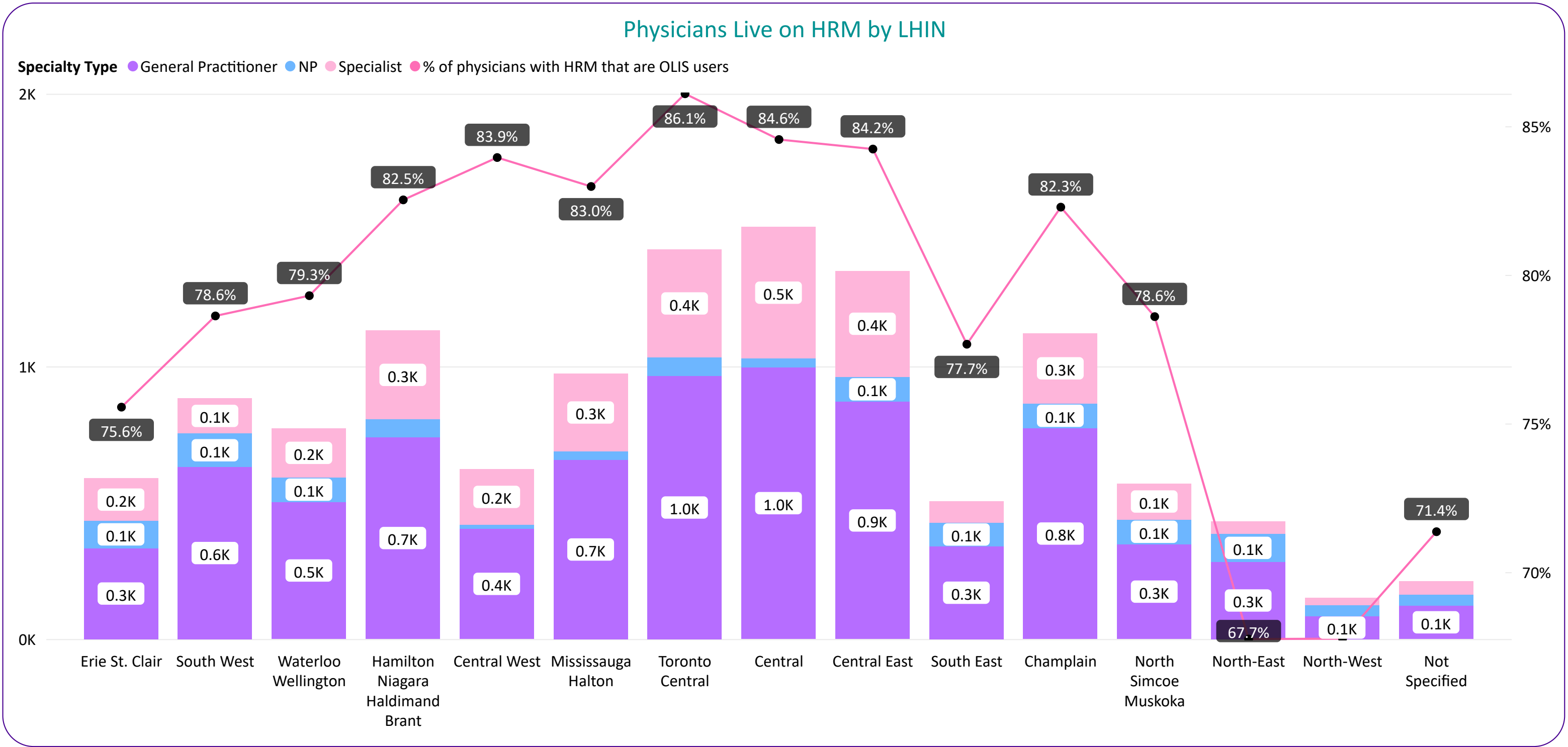
*Source of the data is OntarioMD’s CRM system.

Figure 3: Physicians Participating in Provincial Products/Services by LHIN



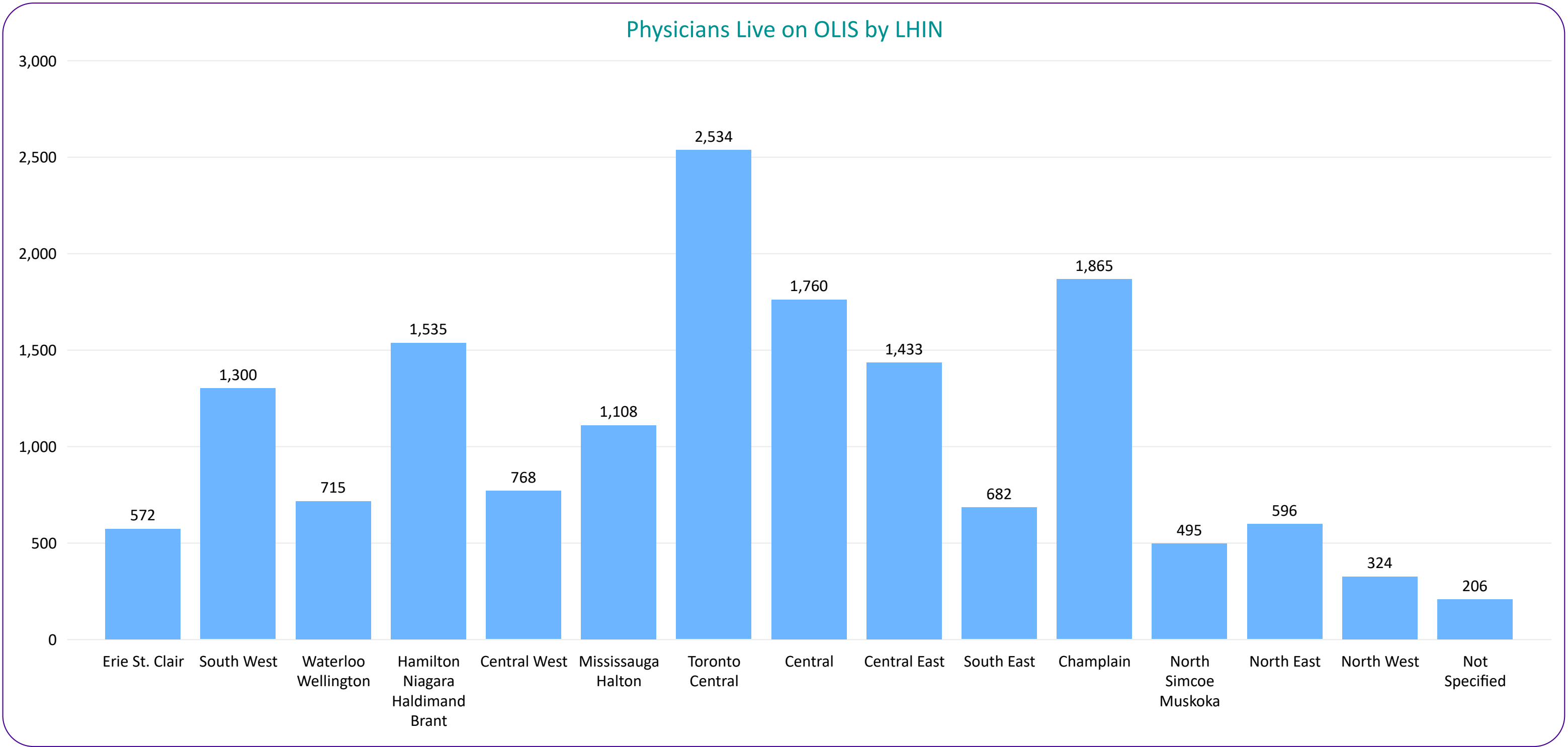
LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	428	1	300
South West	933	5	625
Waterloo Wellington	723	6	397
Hamilton Niagara Haldimand Brant	1,213	15	1,182
Central West	703	5	385
Mississauga Halton	979	7	675
Toronto Central	1,762	74	2,485
Central	1,475	13	1,069
Central East	1,176	6	769
South East	521	6	387
Champlain	1,516	11	1,090
North Simcoe Muskoka	475		271
North East	585	2	221
North West	319	2	155
Not Specified	1,302	4	320

Figure 4: Physicians Live on HRM by LHIN



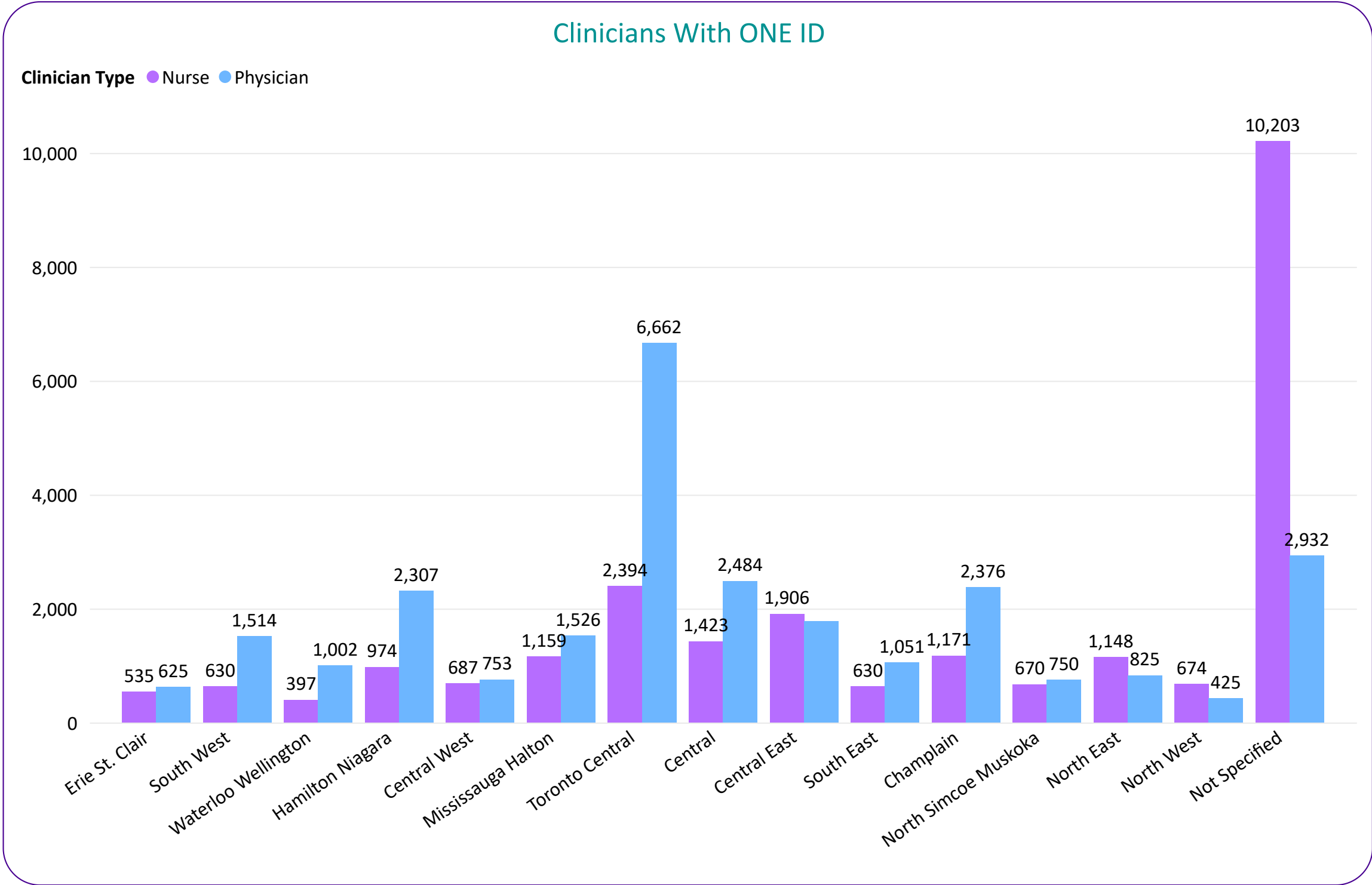
*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN



*Source of the data is eHealth Ontario.

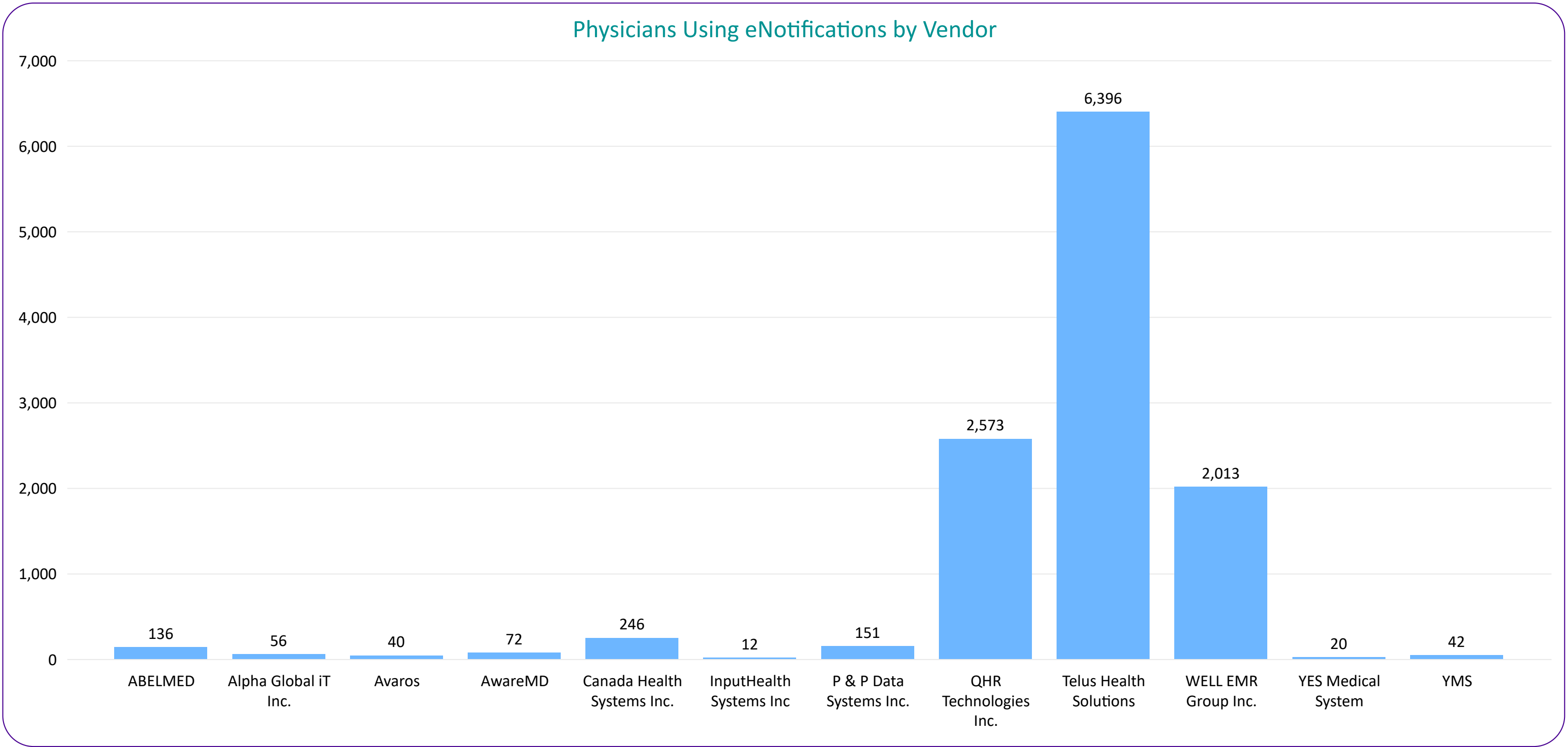
Figure 6: Clinicians with ONE ID®



LHIN Name	Nurse	Physician
Erie St. Clair	535	625
South West	630	1,514
Waterloo Wellington	397	1,002
Hamilton Niagara	974	2,307
Central West	687	753
Mississauga Halton	1,159	1,526
Toronto Central	2,394	6,662
Central	1,423	2,484
Central East	1,906	1,781
South East	630	1,051
Champlain	1,171	2,376
North Simcoe Muskoka	670	750
North East	1,148	825
North West	674	425
Not Specified	10,203	2,932

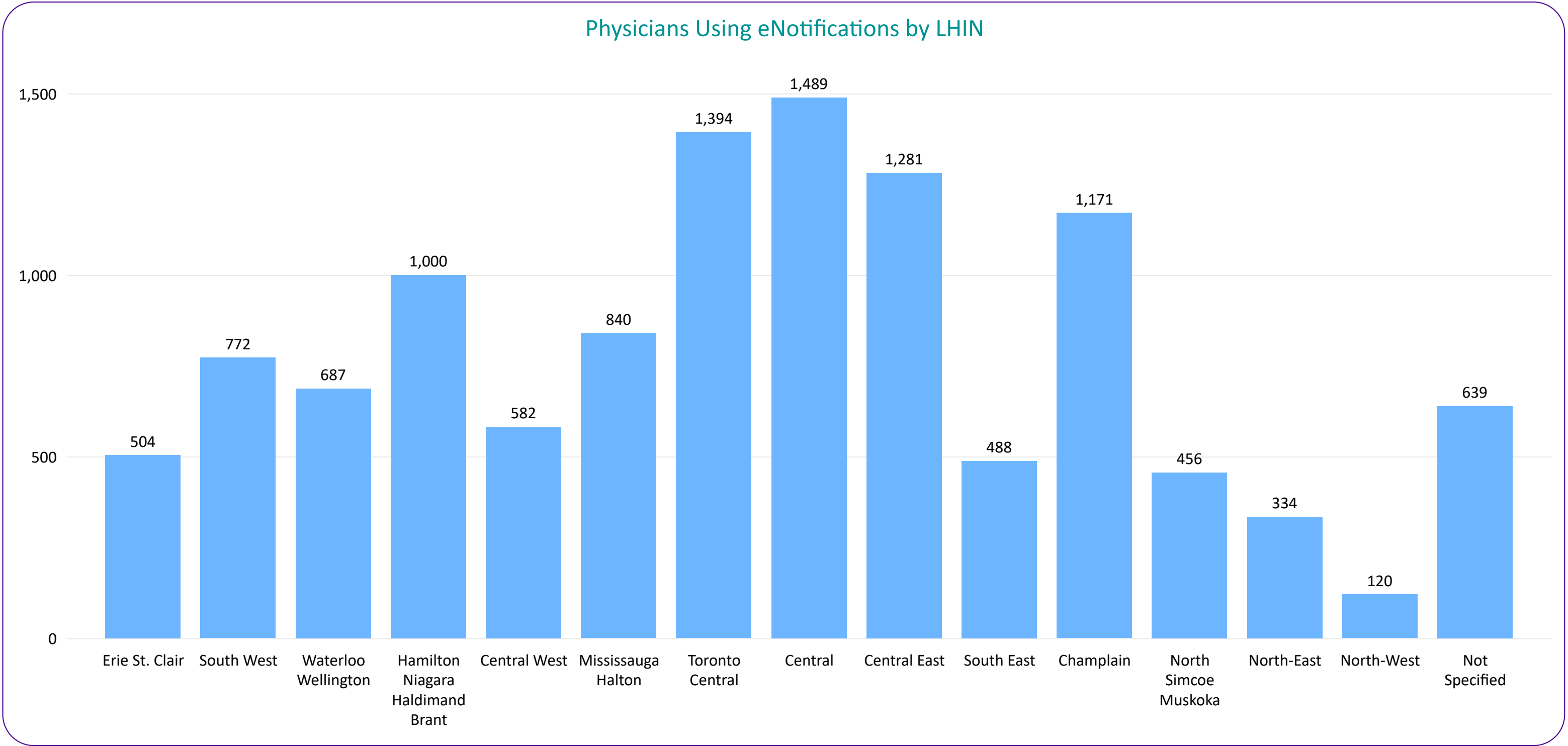
*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



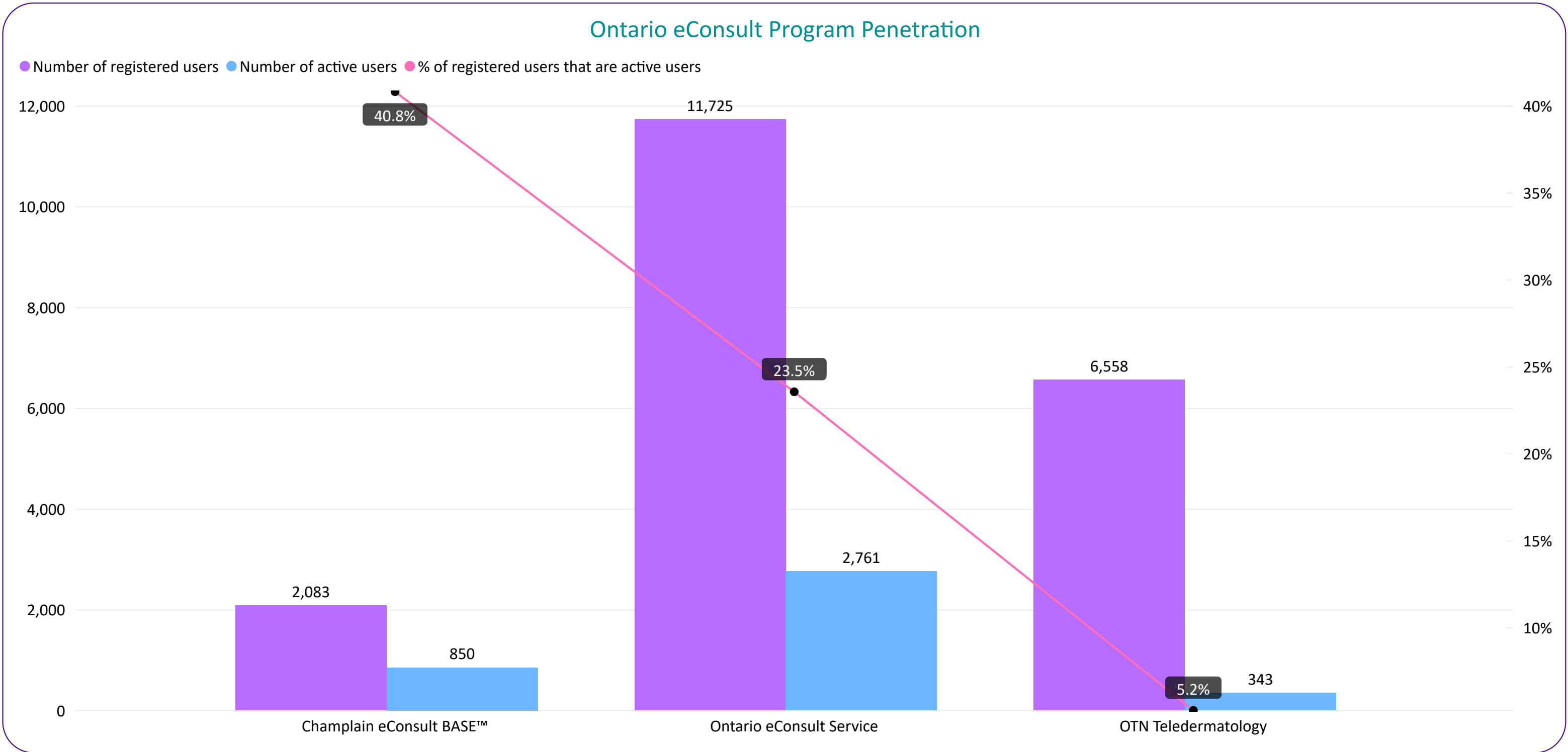
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



*Source of the data is internal files for tracking eNotifications.

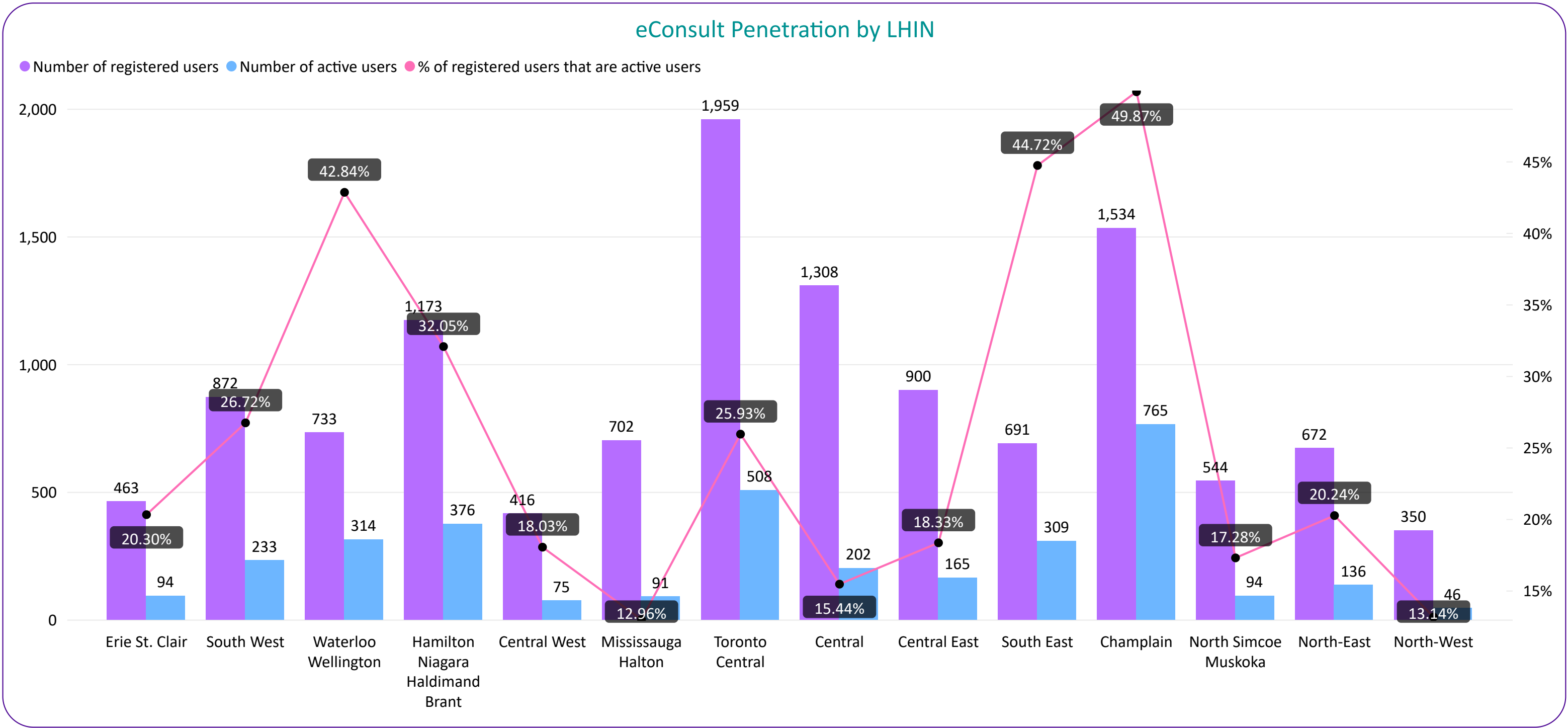
Figure 9: Ontario eConsult Program Penetration



*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

**Includes PCPs & Specialists.

Figure 10: eConsult Penetration by LHIN

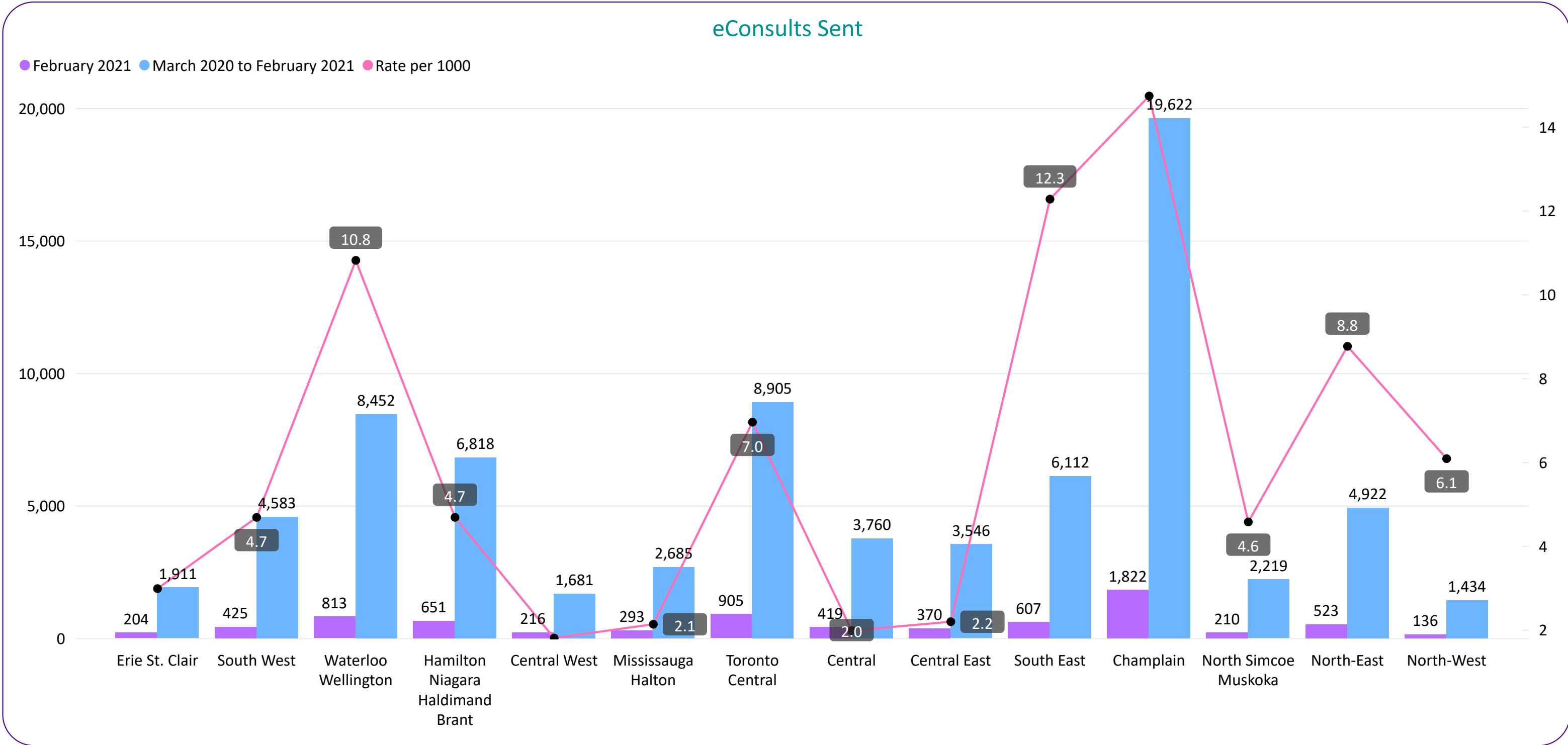


*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

**Champlain LHIN numbers represent Champlain eConsult BASE™ Service users. All other numbers represent Ontario eConsult Service users.

***Includes PCPs and Specialists.

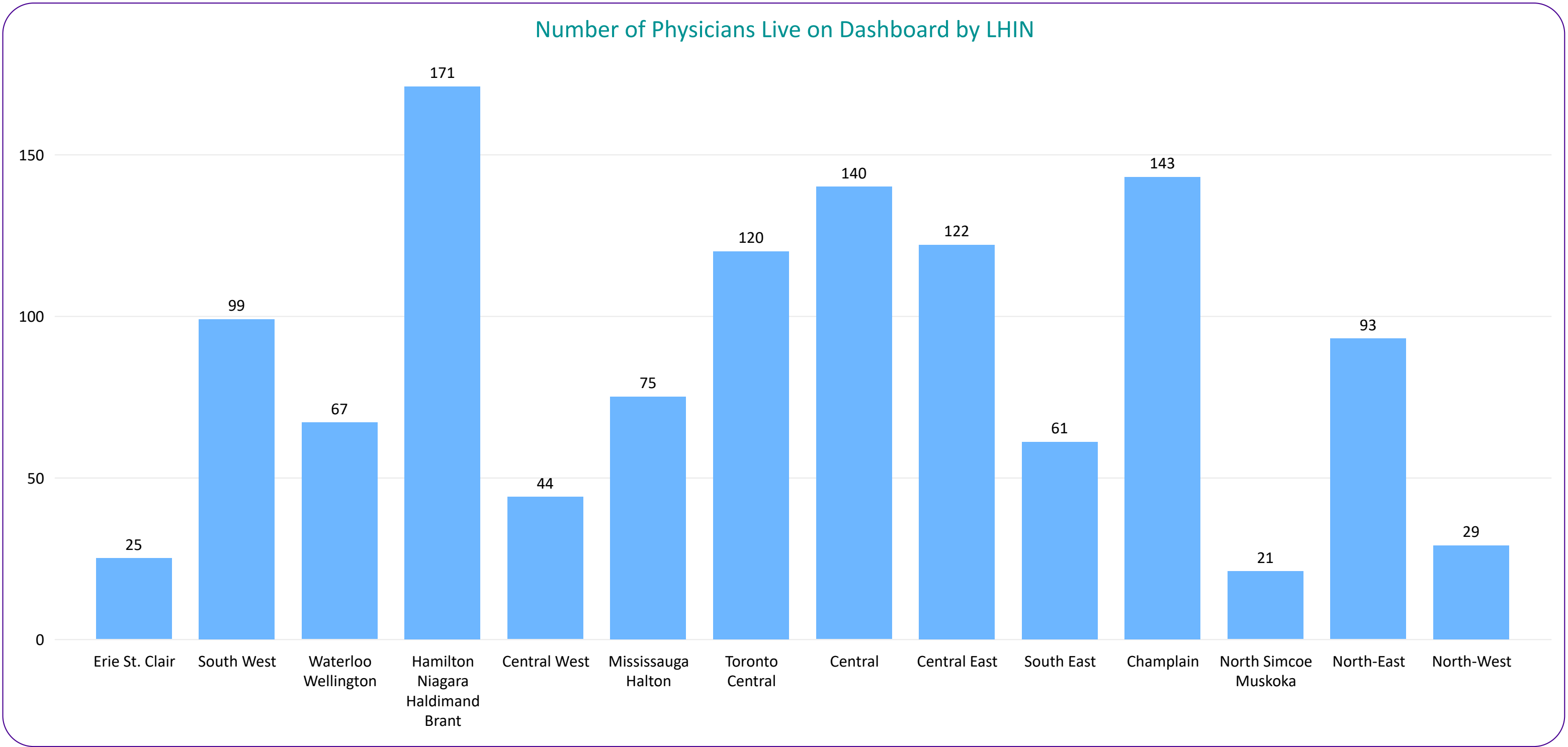
Figure 11: eConsults Sent



*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

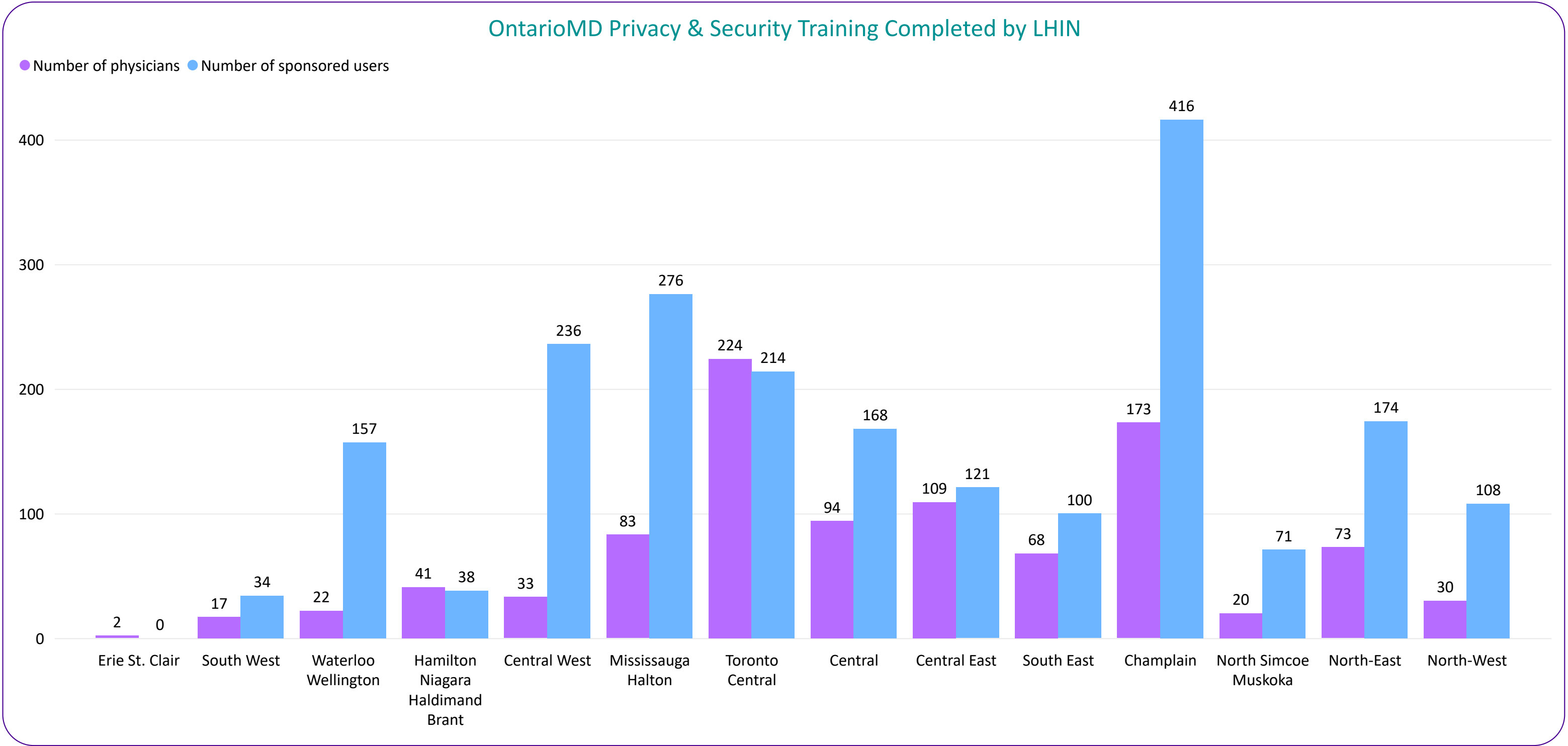
**Includes eConsults sent through Ontario eConsult Service, Champlain BASE™, Teledermatology and Teleophthalmology

Figure 12: Physicians Live on Dashboard by LHIN



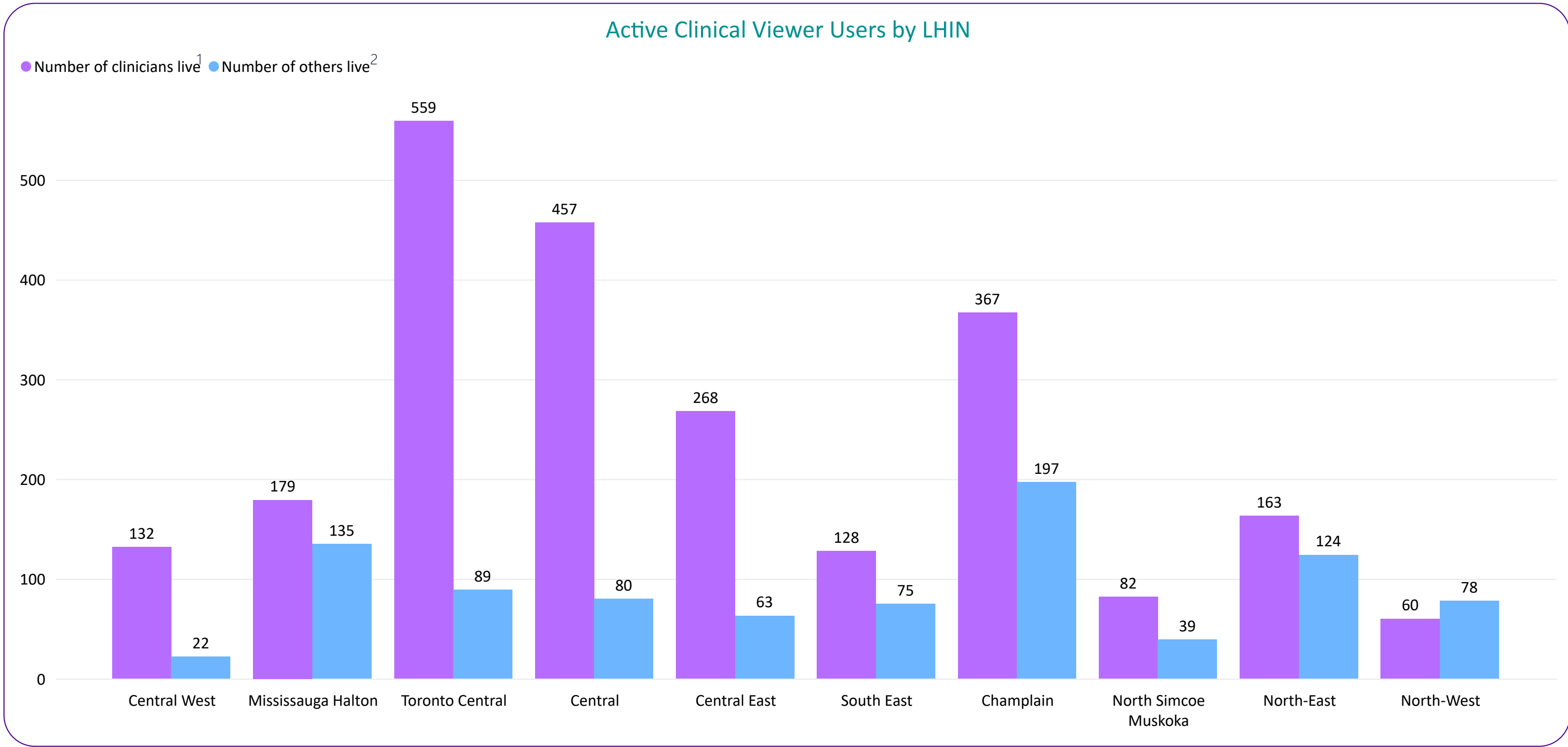
*Source of the data is OntarioMD's CRM system

Figure 13: OntarioMD Privacy and Security Training Completed by LHIN



*Source of the data is OntarioMD’s CRM system.

Figure 14: Active Clinical Viewer Users by LHIN



1. Clinicians include physicians and nurse practitioners
2. Others include staff and allied health professionals