



ONTARIOMD STAKEHOLDER REPORT: Products and Services by LHIN for June 2021

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Table of Contents

1. EXECUTIVE NOTES	3
2. INTRODUCTION	6
3. ONTARIO MD , ONTARIO HEALTH AND ONTARIO HEALTH TEAMS	6
4. ONTARIO MD PRODUCTS AND SERVICES	6
5. QUARTERLY GROWTH BY PRODUCT/SERVICE	7
6. PRODUCTS AND SERVICES BY VENDOR AND LHIN VIEW	8
FIGURE 1: EMR ADOPTION BY PHYSICIAN TYPE AND CERTIFIED EMR VENDOR	8
FIGURE 2: EMR ADOPTION BY PHYSICIAN TYPE AND LHIN	9
FIGURE 3: PHYSICIANS PARTICIPATING IN PROVINCIAL PRODUCTS/SERVICES BY LHIN	10
FIGURE 4: PHYSICIANS LIVE ON HRM BY LHIN	11
FIGURE 5: PHYSICIANS LIVE ON OLIS BY LHIN	12
FIGURE 6: CLINICIANS WITH ONE ID	13
FIGURE 7: PHYSICIANS USING ENOTIFICATIONS BY VENDOR	14
FIGURE 8: PHYSICIANS USING ENOTIFICATIONS BY LHIN	15
FIGURE 9: ONTARIO ECONSULT PENETRATION BY INDICATOR	16
FIGURE 10: ONTARIO ECONSULT PENETRATION BY LHIN	17
FIGURE 11: ECONSULTS SENT	18
FIGURE 12: PHYSICIANS LIVE ON DASHBOARD BY LHIN	19
FIGURE 13: ONTARIO MD PRIVACY AND SECURITY TRAINING COMPLETED BY LHIN	20
FIGURE 14: ACTIVE CLINICAL VIEWER USERS BY LHIN	21
7. APPENDICES	22
1.1 APPENDIX A: LHIN 1 – ERIE ST. CLAIR	22
1.2 APPENDIX B: LHIN 2 – SOUTH WEST	24
1.3 APPENDIX C: LHIN 3 – WATERLOO WELLINGTON	26
1.4 APPENDIX D: LHIN 4 – HAMILTON NIAGARA	28
1.5 APPENDIX E: LHIN 5 – CENTRAL WEST	30
1.6 APPENDIX F: LHIN 6 – MISSISSAUGA HALTON	32
1.7 APPENDIX G: LHIN 7 – TORONTO CENTRAL	34
1.8 APPENDIX H: LHIN 8 – CENTRAL	36
1.9 APPENDIX I: LHIN 9 – CENTRAL EAST	38
1.10 APPENDIX J: LHIN 10 – SOUTH EAST	40
1.11 APPENDIX K: LHIN 11 – CHAMPLAIN	42
1.12 APPENDIX L: LHIN 12 – NORTH SIMCOE MUSKOKA	44
1.13 APPENDIX M: LHIN 13 – NORTH EAST	46
1.14 APPENDIX N: LHIN 14 – NORTH WEST	48



ONTARIO OMD STAKEHOLDER REPORT: Products and Services by LHIN for June 2021



1. Executive Notes for June

Please note that the OMD Stakeholder Reports are moving to a quarterly frequency. The next report will be published in October and will cover the period from July 1 to September 30, 2021. To receive updates between reports, please [sign up for the OMD Digital Health eTips monthly newsletter](#) on our home page.

Effective June 21, 2021, OMD is in a transition period. Dennis Ferenc, OMD's Chief Administrative Officer, has been appointed by OMD's Board of Directors as Interim CEO until the Board recruits a new CEO. Dennis' breadth of experience within OMD and the broader health care industry will be invaluable during the transition period.



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 during COVID-19 and accessing COVID-19 vaccination reports.

COVaxON Training for Clinicians

OMD was asked by the Ministry of Health (MOH) to assist primary care practices to onboard and use the provincial COVaxON vaccine management tool, which is a mandatory requirement for those administering COVID-19 vaccinations. OMD is providing its expertise in virtual learning for primary care providers by offering a series of webinars to train them on COVaxON. The webinars are role-based; with one session focussed on the clinical workflow and a second session on complete end-to-end training of the COVaxON tool for clinic managers, IT leads or clinician leads. As at the end of June, OMD has held 59 training sessions with more than 2,000 attendees.

OMD continues to add more training webinars and resources for primary care clinicians and their staff in all Public Health Units. Clinicians and staff can [register for the training sessions](#), access resources such as Job Aids, view previous recordings of the webinars, and contact OMD for support by email at COVaxON.Support@ontariomd.com. The website is updated weekly with dates and times for the next training sessions.

Getting COVID-19 Vaccination Information

OMD has also developed several [EMR specific toolkits](#) to assist primary care practices to identify patients who are eligible for vaccinations and to assist with recording vaccinations in the EMR.

OMD's [latest EMR toolkits](#) assist primary care providers to reconcile their EMR data with the Ontario Health COVaxON Aggregate Primary Care Report. Please see the HRM section below for more information.

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. Clinicians and practice staff can [register for our webinars](#) on OntarioMD.ca. The webinars are accredited for family physicians and specialists.

Back by popular demand, our hugely successful Digital Health and Virtual Care Day will be held on September 30, 2021. OMD acknowledges that September 30 coincides with the National Day for Truth and Reconciliation and Orange Shirt Day. We will pay our respects to Canada's First Nations and commit to participating in reconciliation and healing. We encourage attendees to wear an orange shirt to honour the missing indigenous children, the survivors and their families.

The [conference program](#) is now available. This year's keynote speaker is Dr. Sarah Funnell, Founding Director of the Centre for Indigenous Health Research and Education at the University of Ottawa. The sessions have been designed to inspire clinicians to do more with their EMRs and other digital health and virtual care tools that enhance patient care and practice efficiency. The conference is free and physicians earn CME credits for attending. There will be many new topics and speakers so [register now](#) and get it in your calendar!

Communications to Clinicians

OMD sends its Digital Health eTips newsletter to clinicians every month. Each issue includes a variety of practical information to inform clinician practices and promote the use of digital and virtual tools. To read the latest and previous issues, please visit our [Publications](#) page. Non-clinicians are welcome to sign up to receive the newsletter and other updates by completing the form on the home page of [OntarioMD.ca](#).

ONTARIO MD STAKEHOLDER REPORT: Products and Services by LHIN for June 2021



1. Executive Notes for June Continued

New OMD Virtual Care Privacy and Security Training Module is Here!

OMD and the Ontario Medical Association (OMA) launched a new online [Virtual Care Privacy & Security Training Module](#) for Ontario physicians, other clinicians and their support staff, with the support of Canada Health Infoway. Virtual care adoption by Ontario clinicians has grown exponentially since the start of the COVID-19 global pandemic. Care delivered virtually brings additional considerations for privacy and security that clinicians must be aware to protect patient confidentiality and patient data. OMD and the OMA have responded to the demand for guidance by developing a comprehensive new training module for clinicians to deliver virtual care. Family physicians will earn 2 Mainpro+ credits for completing this training module. Specialists can claim 2 credits/hour under the Royal College Maintenance of Certification (MOC) Program as a Section 2: Personal Learning Project. The module is initially English only and French will be available in the summer.

The new Virtual Care Privacy & Security Training Module complements the original Privacy & Security Training Module for clinicians and their staff which covers physicians’ obligations under PHIPA, safeguarding PHI from breaches and security incidents, and many other privacy and security concepts in English and French. Both modules offer continuing medical education credits for physicians. Physicians and practice staff should refresh their knowledge by taking the training every year.

OMD also continues to develop new collateral that covers important privacy and security topics. The availability of new resources is shared with clinicians through the Digital Health eTips newsletters. Read the latest [Cybersecurity Lessons Learned from a Hacked Doctor blog post](#).

Virtual Care Resources

OMD continues to add virtual care resources for clinicians on [OntarioMD.VC](#) and OntarioMD.ca from partners and vendors. Up-to-date guidance on policy and billing for virtual for physicians is available on the OMA website.

OMD entered into a partnership with Canada Health Infoway and the OMA to offer a [series of virtual care webinars](#), including webinars focused on the privacy and security considerations when using virtual care tools. These webinars ran from March 24 to June 24. Check out our [upcoming OMD Educates webinars](#). Physicians receive Continuing Medical Education credits for attending.



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 over 37,600 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. The service has seen a recent and growing uptick in activity resulting in recruitment of additional physicians to support the ongoing service.

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

COVID-19 Vaccination Reports Patient-to-Provider Matching – On July 22, OMD, Ontario Health and the Ministry of Health (MOH) [enabled the delivery of more COVID-19 vaccination reports](#) via OMD’s Health Report Manager (HRM®) by enhancing the reports with MOH’s CAPE (Client Agency Program Enrolment) data. These reports are delivered to clinicians who practice in a Patient Enrollment Model (PEM) such as a Family Health Group (FHG), Family Health Network (FHN), Family Health Organization (FHO), Family Health Team (FHT) or Comprehensive Care Model (CCM).

COVID-19 Vaccination Report Delivery Issues - OMD is aware of issues for non-PEM physicians and other primary care clinicians in obtaining the vaccination reports for their patients and is collaborating with our partners to enable reports to flow to them as well. With our partners, we will have a plan in August for the delivery of historical data. As changes are made and processes are clarified, OMD will update clinicians with new information on [OntarioMD.ca](#). OMD, Ontario Health and MOH are also aware of some issues affecting the delivery of COVID-19 vaccination reports from COVaxON to EMRs via HRM such as duplicate reports. Clinicians are notified of issues and their resolution.

COVID-19 Vaccination Reports - As of May 18, 2021, HRM is delivering COVID-19 vaccination reports from the provincial COVaxON vaccine management system to the electronic medical records (EMRs) of more than 12,000 family physicians and nurse practitioners (NPs) regardless of their practice model. OMD worked closely with MOH and Ontario Health to complete this important digital integration between COVaxON and HRM to ensure patients' COVID-19 vaccination information is available to primary care clinicians from anywhere the vaccine was administered and if they were identified by patients when the vaccine was administered and patients gave consent to include their vaccination data in COVaxON.

OMD is also working with EMR vendors to find a solution to help clinicians manage the increase in HRM reports arriving in their inboxes by identifying the ones that are COVID-19 vaccination reports from COVaxON.

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 4 million COVID-19 test result notifications have been delivered to clinicians.

COVID-19 Discharge Reports - HRM is 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 3 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.

ONTARIO OMD STAKEHOLDER REPORT: Products and Services by LHIN for June 2021



1. Executive Notes for June Continued

HRM Sending Facilities and Report Types - To look up hospitals and specialty clinics using HRM and the Report Types they send, please visit the [HRM Sending Facilities](#) page.

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.

Insights4Care Program

OMD initiated a pilot this fiscal year to establish a centrally managed i4C Dashboard (Common Dashboard) that can integrate with all certified EMR vendor offerings. Planning for the first phase of the pilot is underway, including discussions with an EMR vendor and external solution provider to confirm participation in the pilot. The i4C Program continues to recruit more clinician users for adoption of the current i4C Dashboard available within four EMR offerings – TELUS PSS, YMS, QHR's Accuro® EMR, and AwareMD. The i4C Advisory Service is looking to continue support for Remote Care Monitoring by leveraging EMR-based tools to help primary care practitioners identify and refer patients with chronic diseases (COPD, CHR, Diabetes) into the provincial Telehomecare program for remote care and monitoring. The i4C Program is exploring opportunities to continue support for the Ontario Health – North (OHN) pilot that took place last year in addition to expanding support to additional OHTs and health care practices through new initiatives.

Digital Health Drug Repository (DHDR) EMR Integration

On May 18, 2021, YMS Inc successfully deployed DHDR to a clinician practice using YMS EMR. This is the first user to go-live in the province with EMR-integrated access to DHDR thanks to the collective efforts of OMD, Ontario Health, the Ministry of Health, and YMS Inc.

We are currently in the final stages of our Limited Production Release, with three EMR vendors:

- QHR Technologies Inc.(Accuro® EMR)
- WELL Health Technologies (OSCAR PRO)
- YMS Inc. (YMS EMR)

Other vendors have now formally engaged OMD to start their development to this important provincial resource.

EMR-integrated Digital Forms Platform

In collaboration with Ontario Health and the Ontario Ministry of Transportation (MTO), OMD is developing an EMR-integrated digital forms platform to present and exchange health forms from clinicians. MTO's Driver Medical Review forms is the first available through the system and the first clinician user went live on June 28, 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.



Infoway and OMA: OMD is supporting Canada Health Infoway (Infoway) and the OMA on virtual care and privacy & security education for clinicians through regular virtual care webinars. OMD has delivered six virtual care webinars over the March to June 2021 timeframe that have been attended by hundreds of clinicians. OMD and the OMA, with support from Infoway, also developed the new Privacy & Security Training module focused on virtual care.

Ministry of the Solicitor General: OMD is continuing to advise the Ministry of the Solicitor General in its exploration around EMRs to improve patient care in correctional facilities across Ontario.

Ministry of Health Call for Applications: Ontario Standards of Care, Regional Security Operations Centres: OMD participated in three applications in response to the Ministry of Health's Regional Security Operation Centre Pilots Call for Applications. The applications included consultation with the OMA's Dr. Jim Wright, and were led by Health Sciences North, London Health Sciences Centre and Médecine Familiale 535 Family Practice respectively.

OMD Certification Program

OMD Certification Program and the Government of New Brunswick EMR Program continue to work together in finalizing the operational governance and activities. The monthly EMR Vendor Session for April 2021 provided EMR vendors visibility to the EMR integration roadmap for 2021.

Two NB Certification - Stage 1 engagements were conducted in collaboration with Government of New Brunswick, OMD, and the respective vendors (Alpha Global, TELUS Health).

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

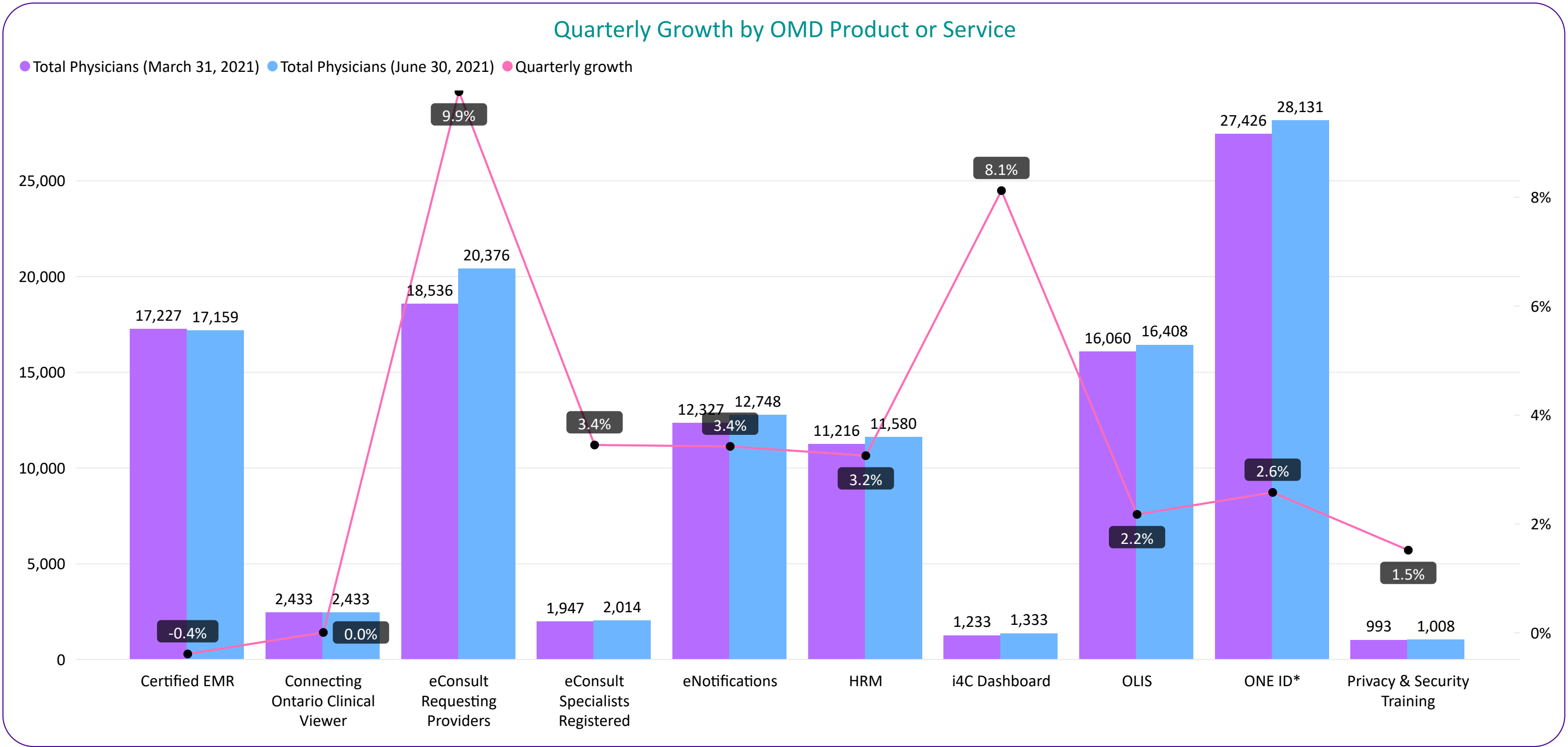
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- 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](#).

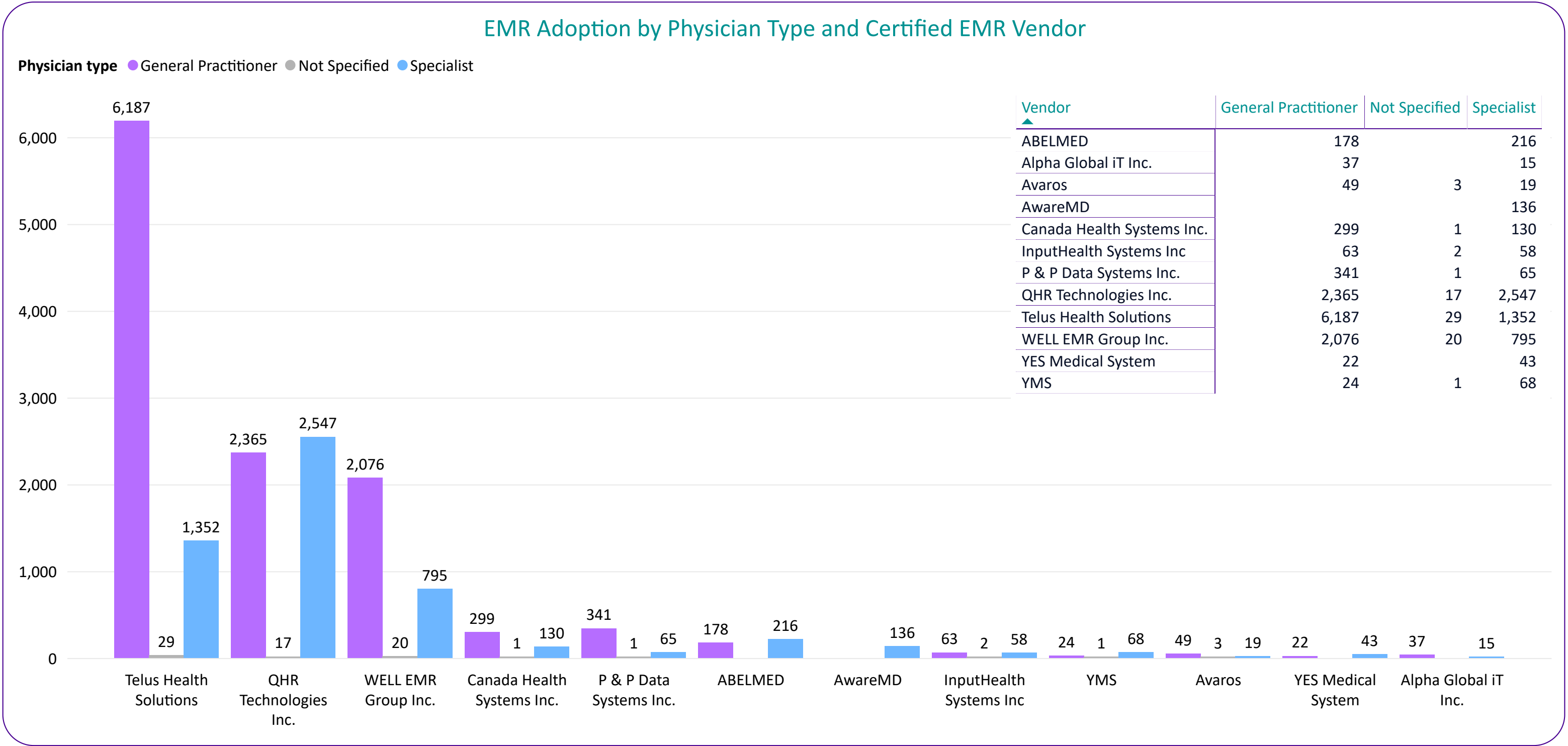
5. Quarterly Growth by Product/Service



*Source of the data is eHealth Ontario.

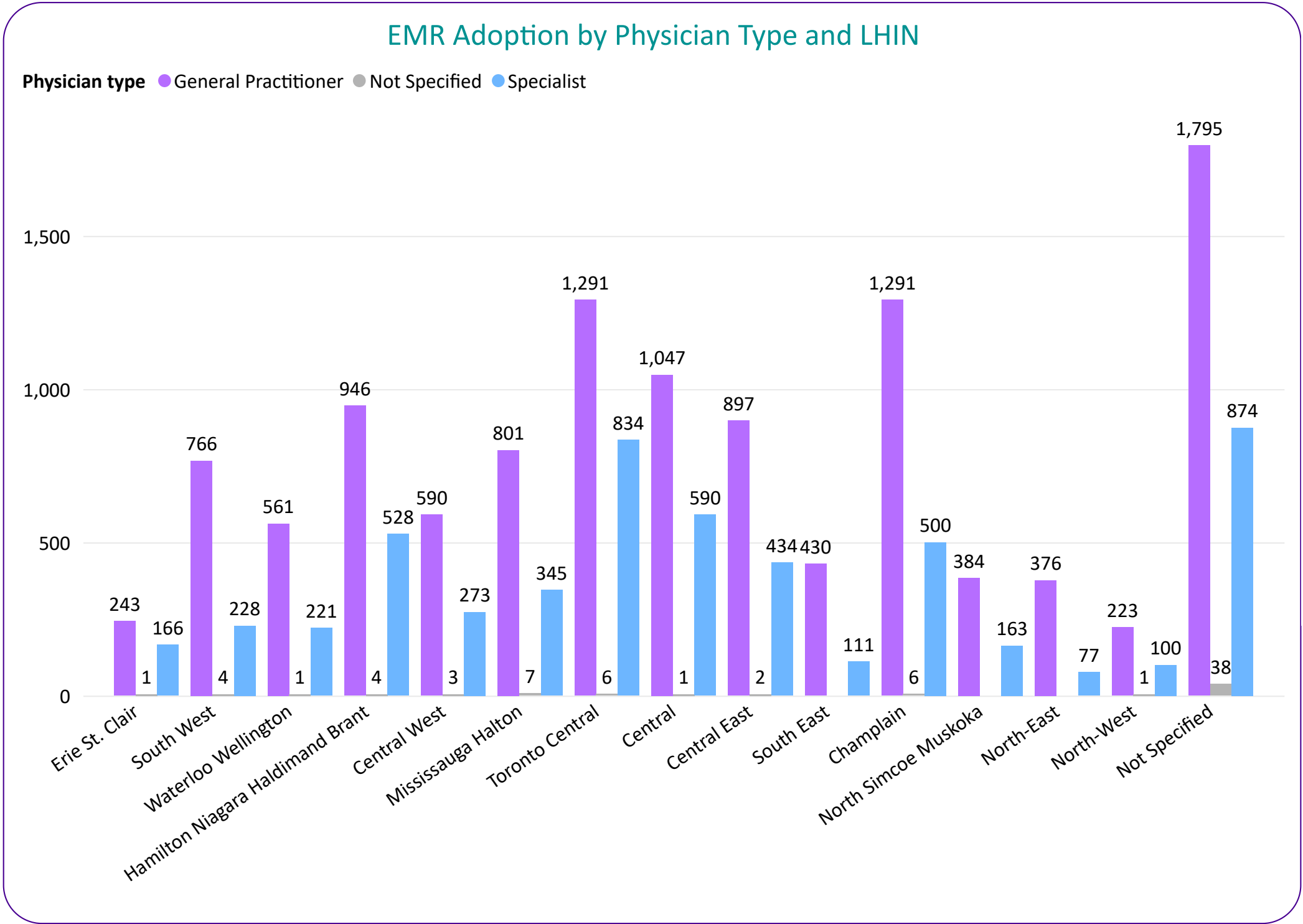
6. Products and Services by Vendor and LHIN View

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



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

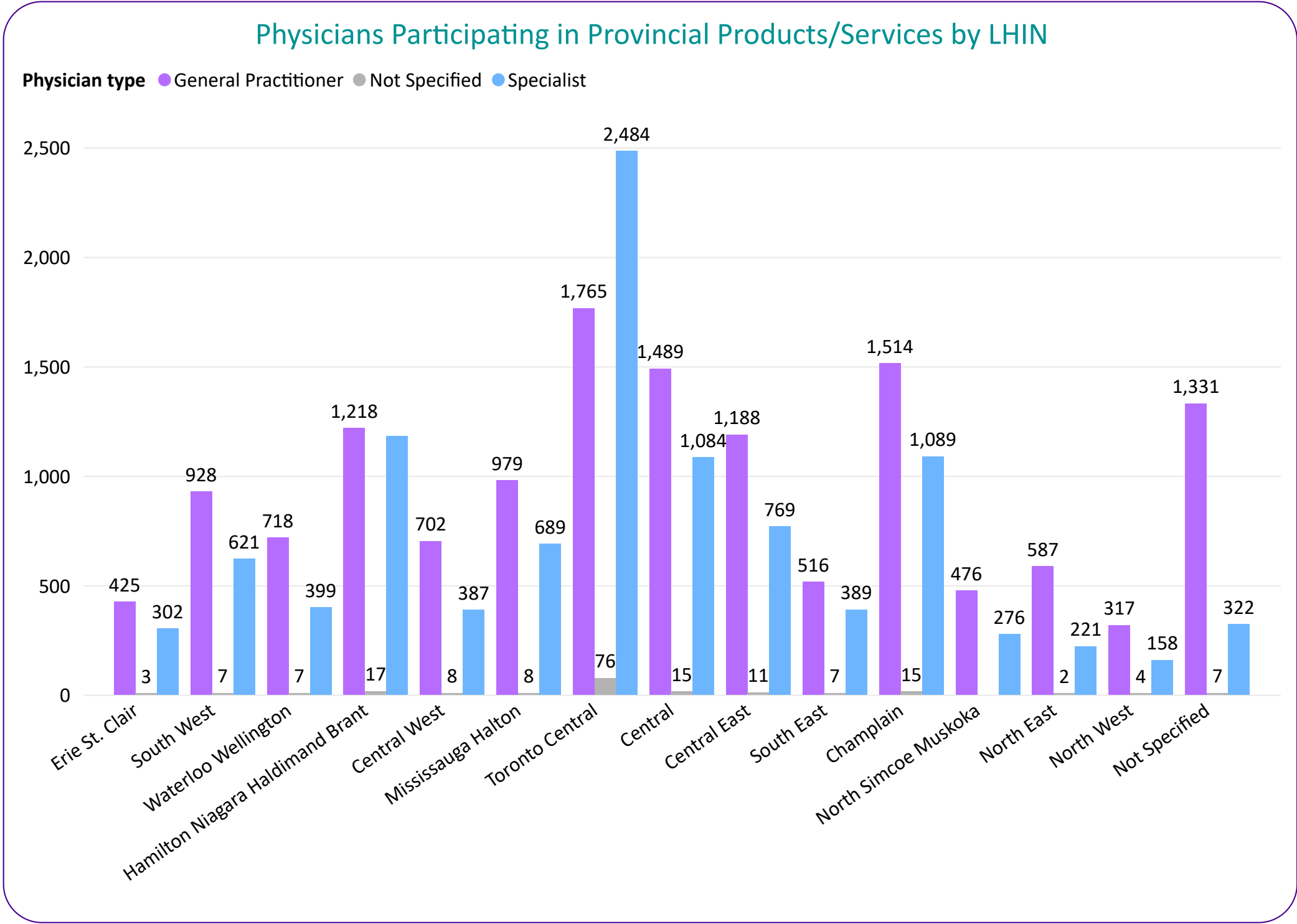
Figure 2: EMR Adoption by Physician Type and LHIN



LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	243	1	166
South West	766	4	228
Waterloo Wellington	561	1	221
Hamilton Niagara Haldimand Brant	946	4	528
Central West	590	3	273
Mississauga Halton	801	7	345
Toronto Central	1,291	6	834
Central	1,047	1	590
Central East	897	2	434
South East	430		111
Champlain	1,291	6	500
North Simcoe Muskoka	384		163
North-East	376		77
North-West	223	1	100
Not Specified	1,795	38	874

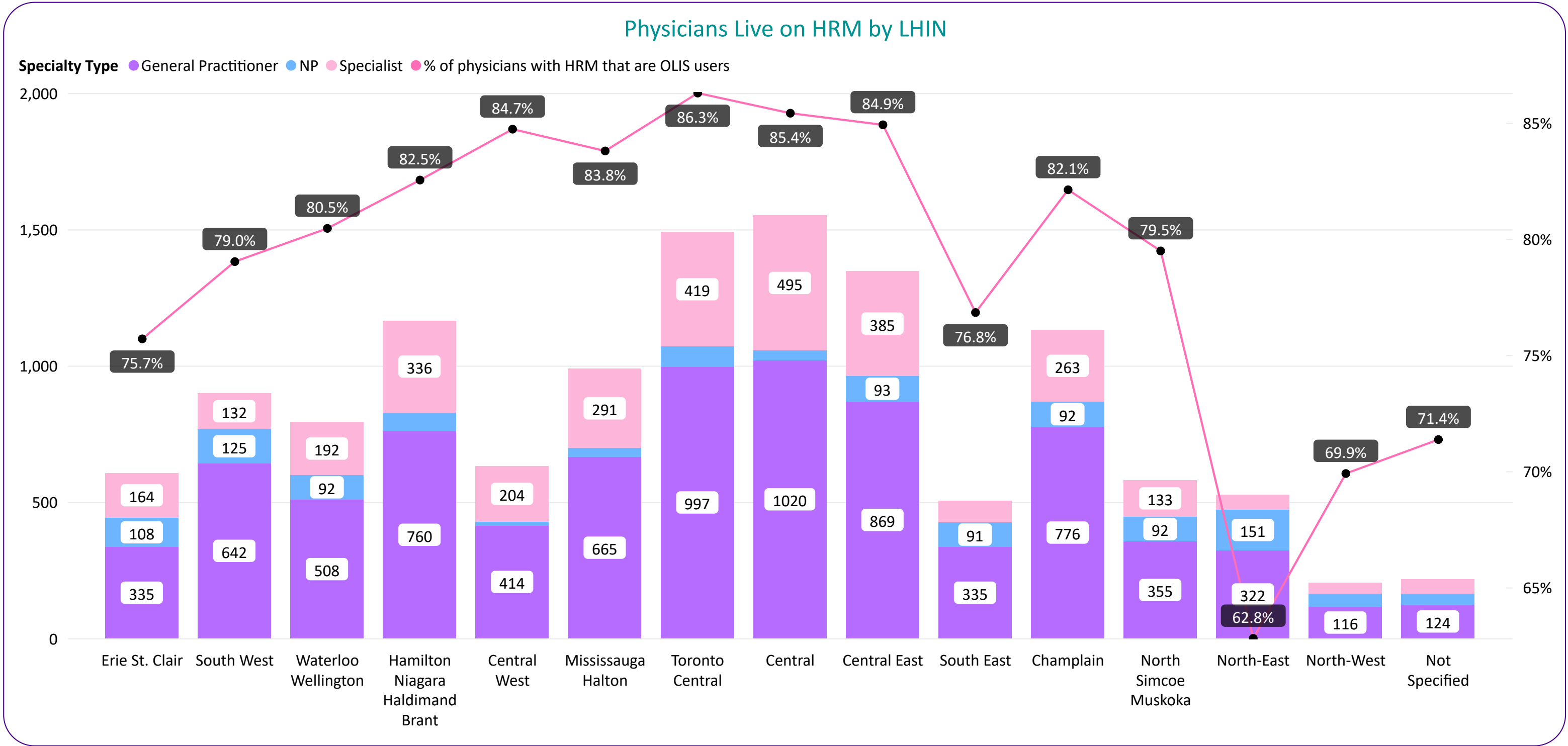
*Source of the data is OntarioMD’s CRM system.

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



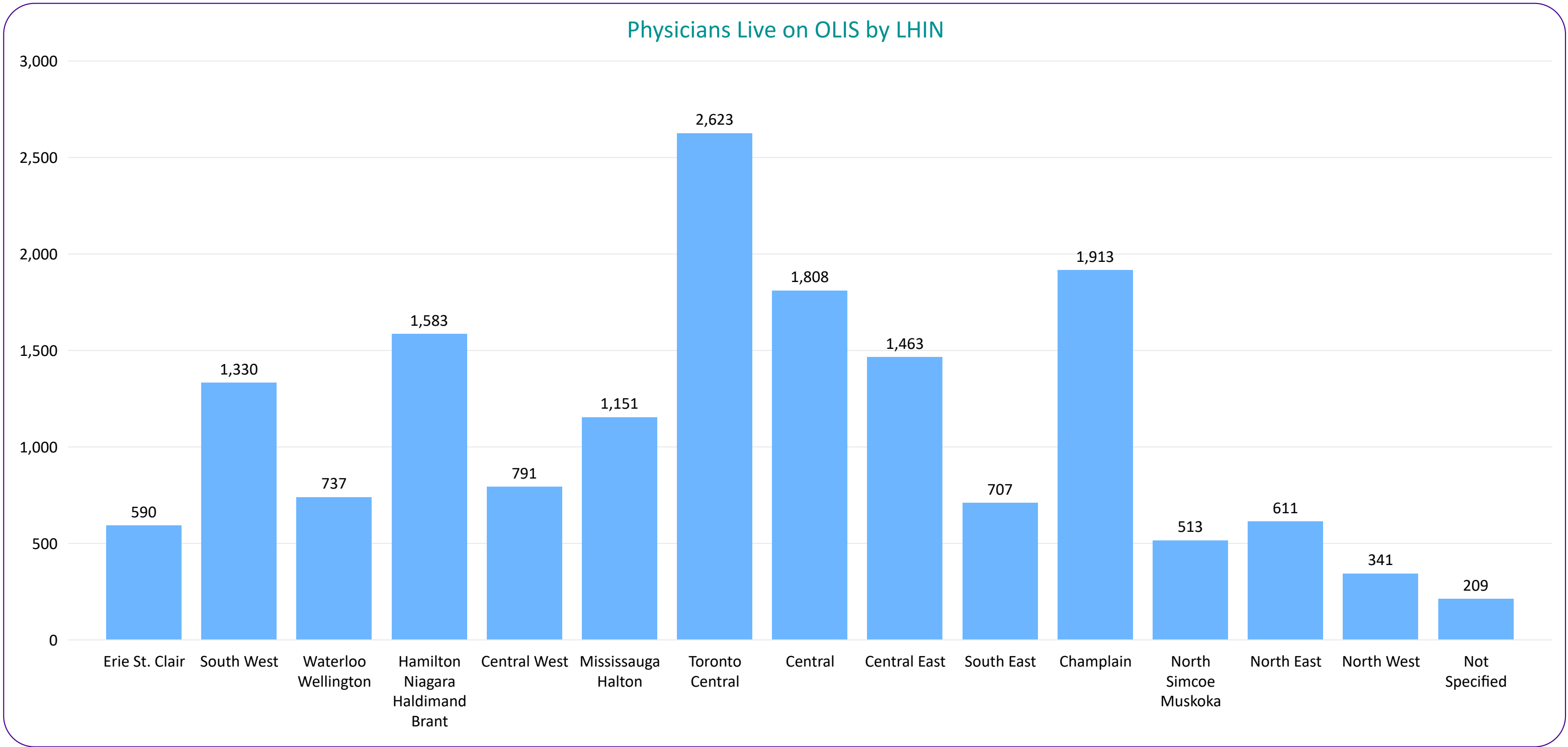
LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	425	3	302
South West	928	7	621
Waterloo Wellington	718	7	399
Hamilton Niagara Haldimand Brant	1,218	17	1,183
Central West	702	8	387
Mississauga Halton	979	8	689
Toronto Central	1,765	76	2,484
Central	1,489	15	1,084
Central East	1,188	11	769
South East	516	7	389
Champlain	1,514	15	1,089
North Simcoe Muskoka	476		276
North East	587	2	221
North West	317	4	158
Not Specified	1,331	7	322

Figure 4: Physicians Live on HRM by LHIN



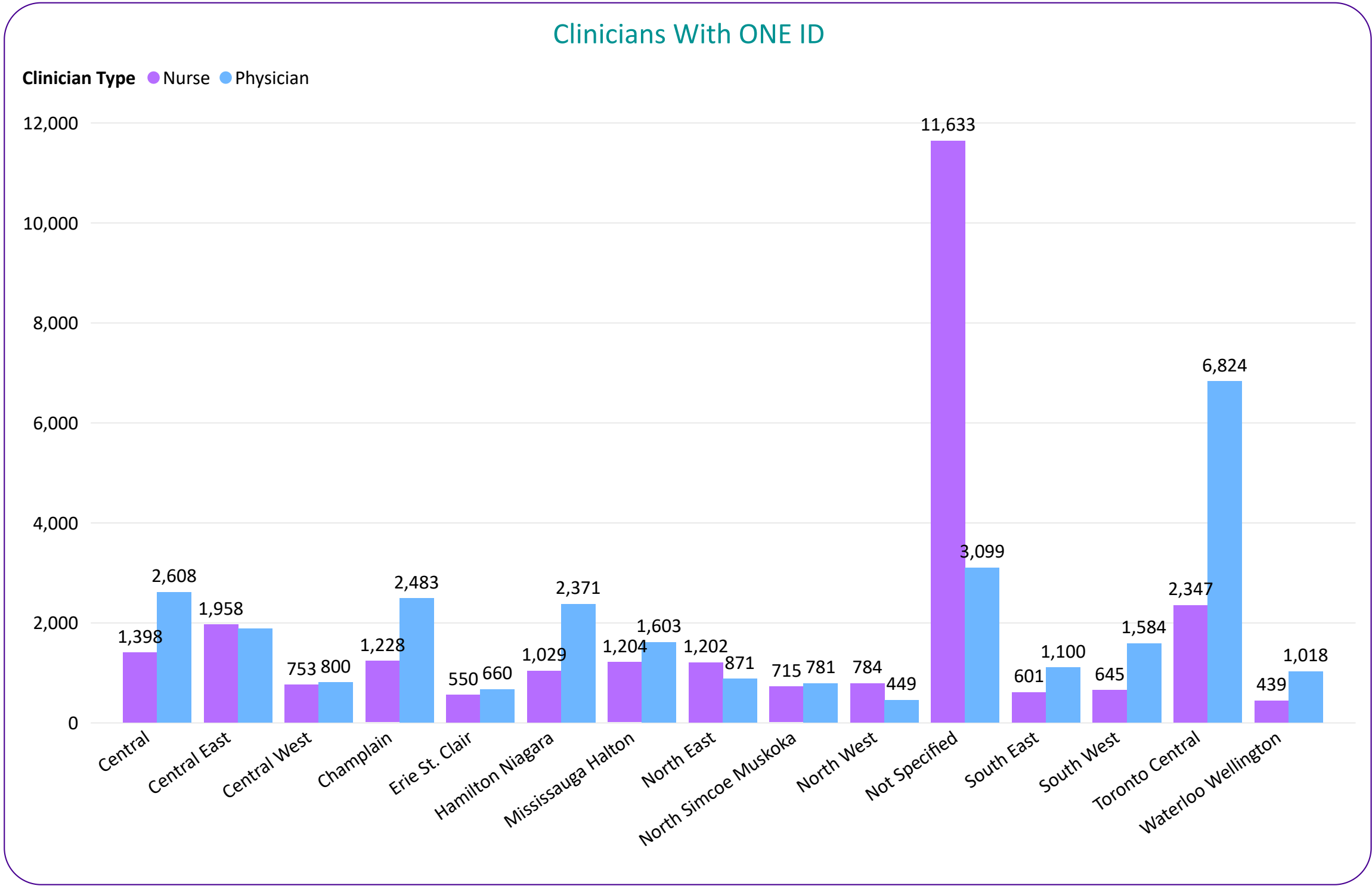
*Source of the data is OntarioMD’s CRM system.

Figure 5: Physicians Live on OLIS by LHIN



*Source of the data is eHealth Ontario.

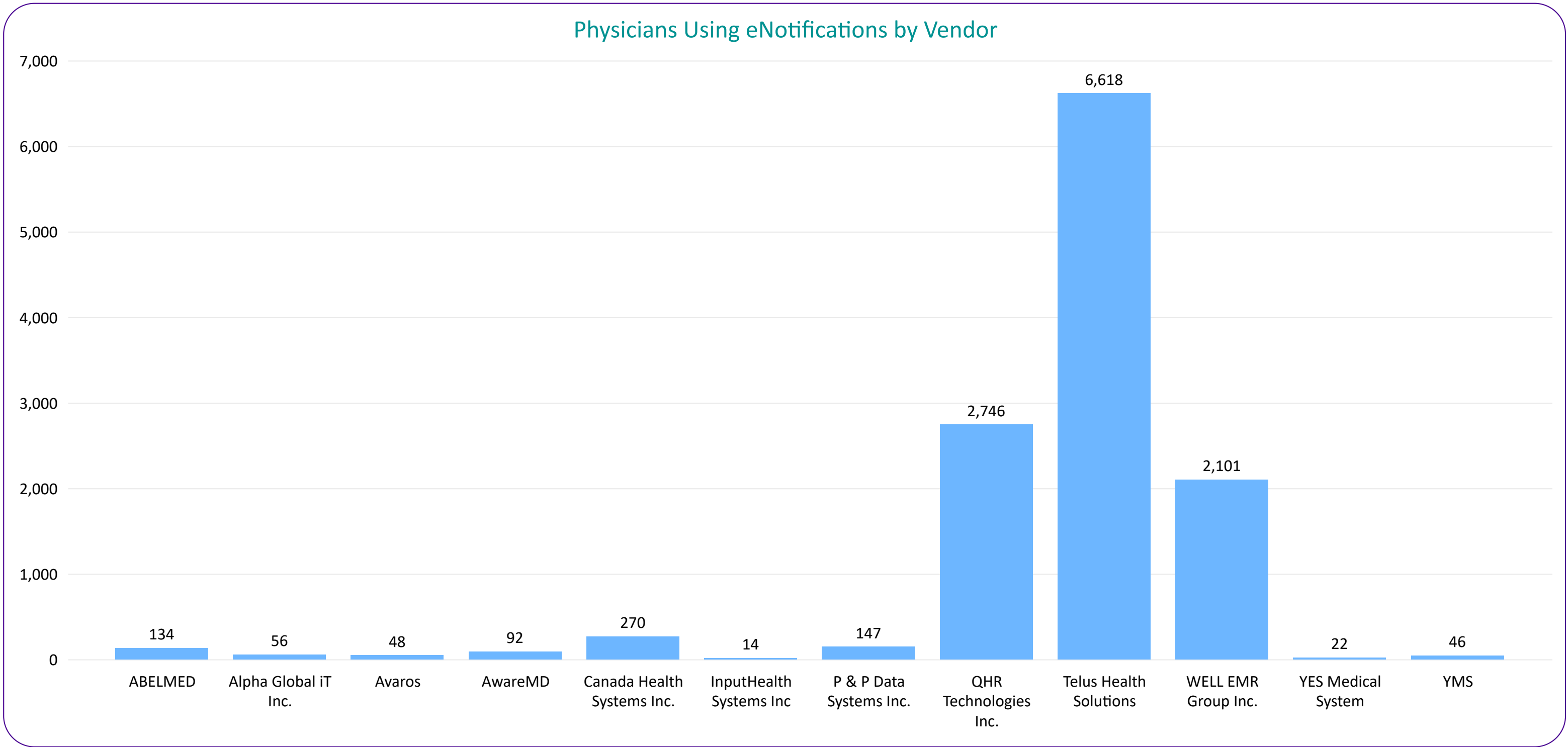
Figure 6: Clinicians with ONE ID®



LHIN Name	Nurse	Physician
Central	1,398	2,608
Central East	1,958	1,880
Central West	753	800
Champlain	1,228	2,483
Erie St. Clair	550	660
Hamilton Niagara	1,029	2,371
Mississauga Halton	1,204	1,603
North East	1,202	871
North Simcoe Muskoka	715	781
North West	784	449
Not Specified	11,633	3,099
South East	601	1,100
South West	645	1,584
Toronto Central	2,347	6,824
Waterloo Wellington	439	1,018

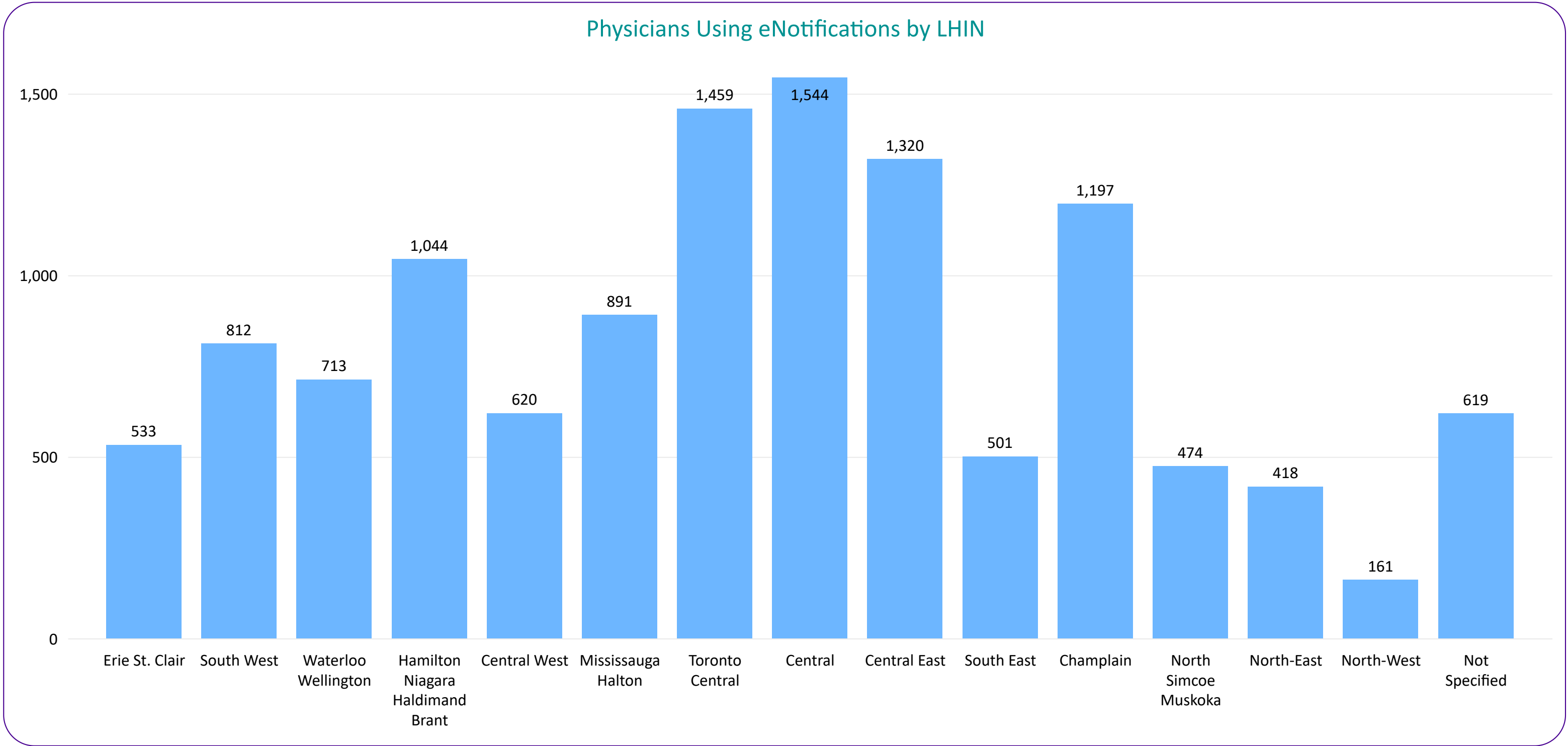
*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



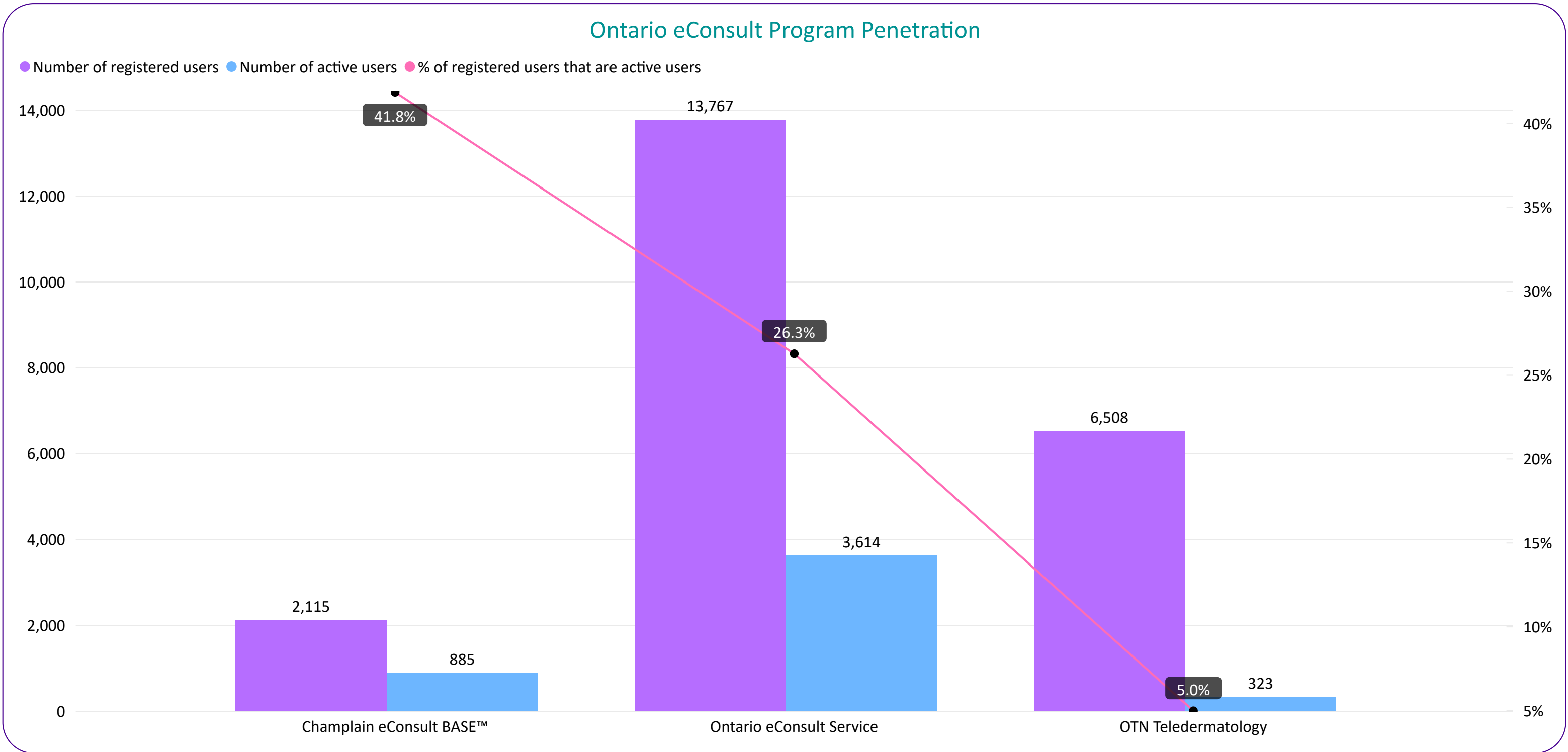
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



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

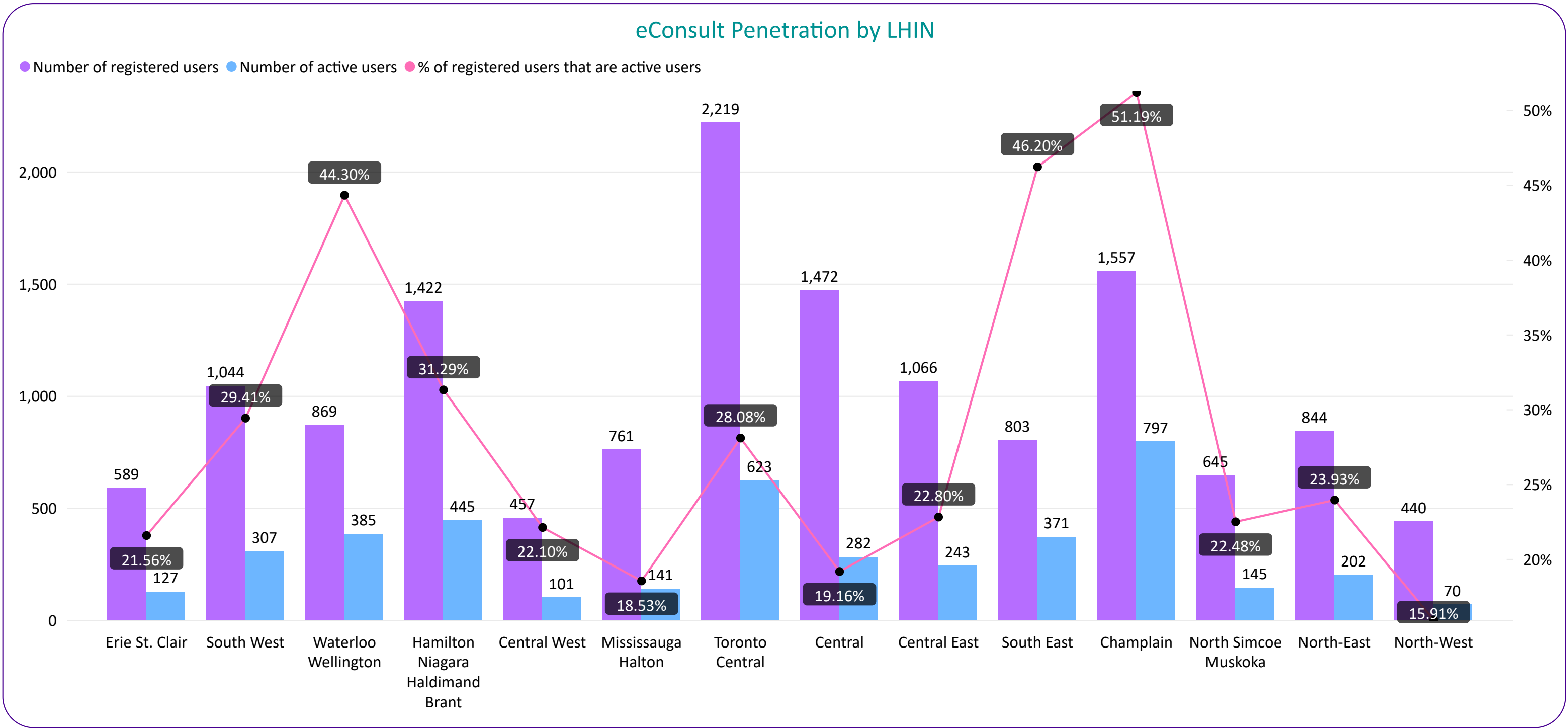
Figure 9: Ontario eConsult Program Penetration



*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

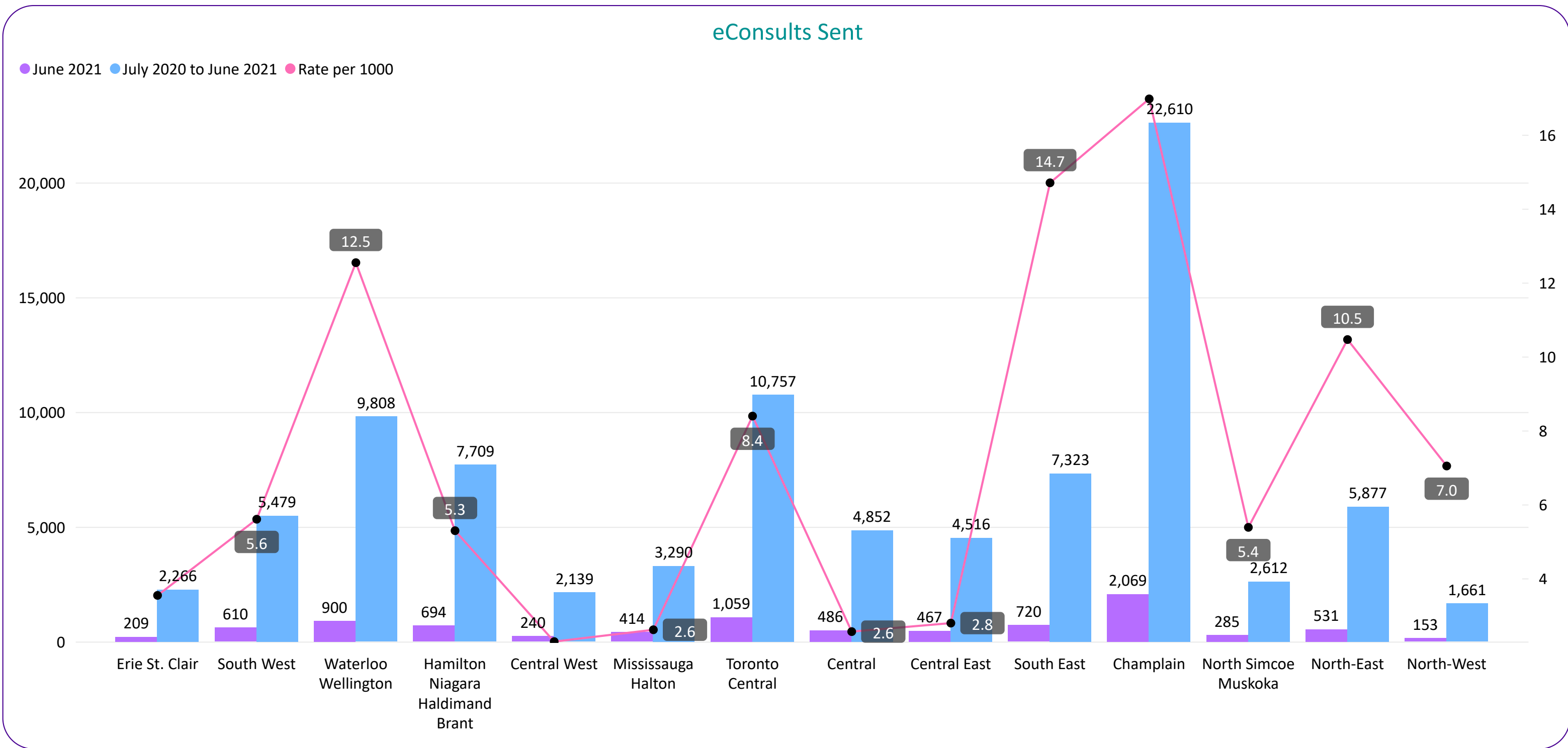


*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

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

***Includes PCPs and Specialists.

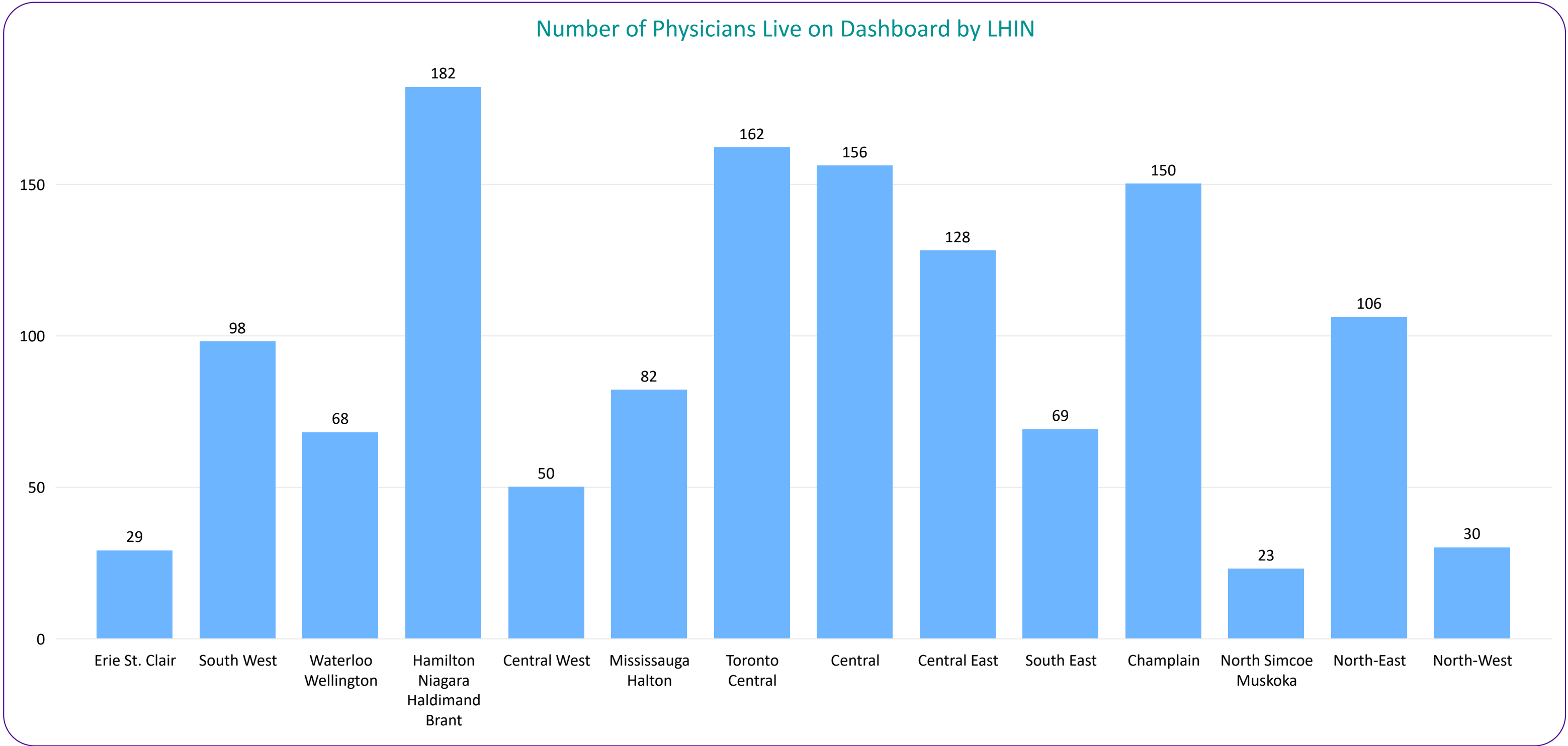
Figure 11: eConsults Sent



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

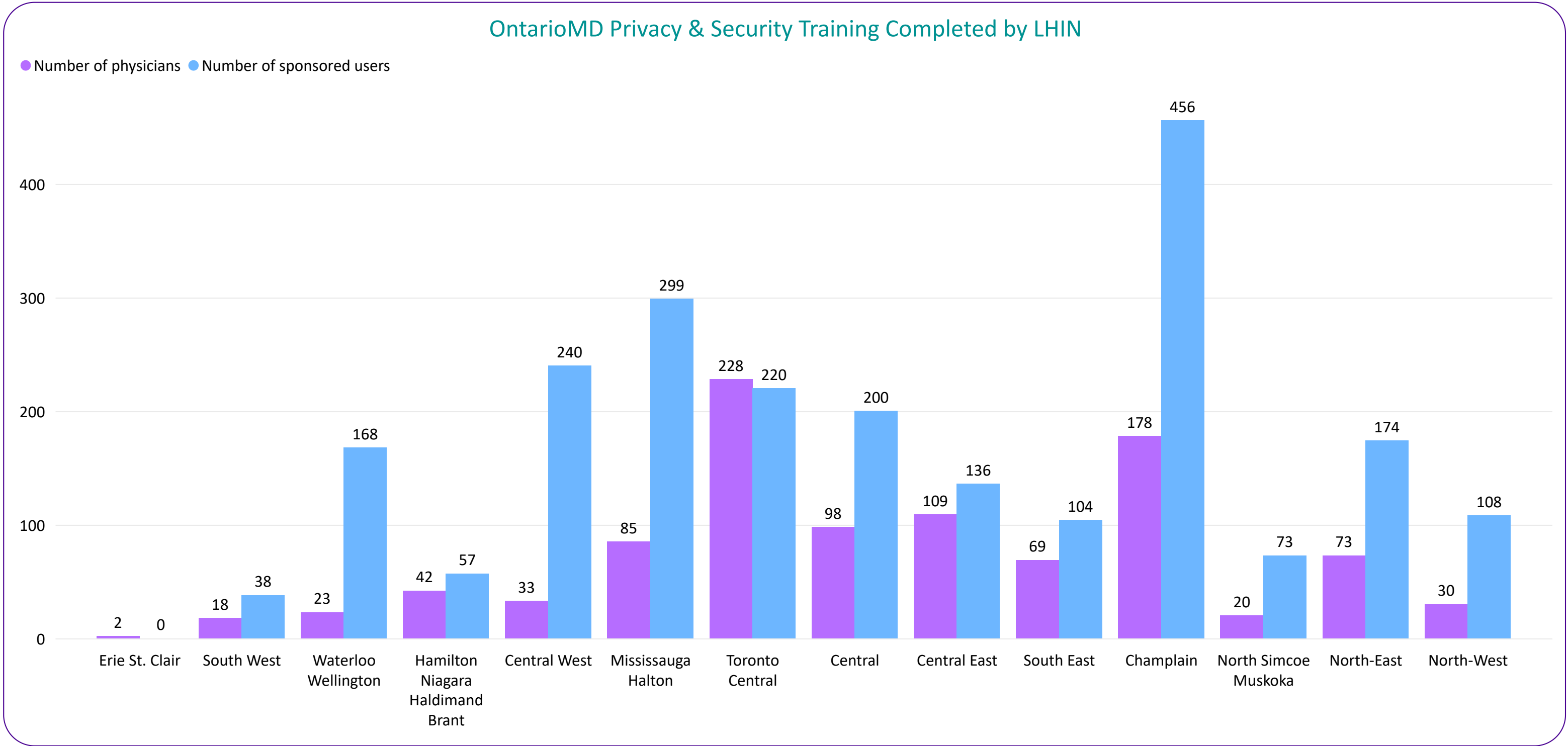
**Includes eConsults sent through Ontario eConsult Service, Champlain BASE™, Teledermatology and Teleophthalmology

Figure 12: Physicians Live on Dashboard by LHIN



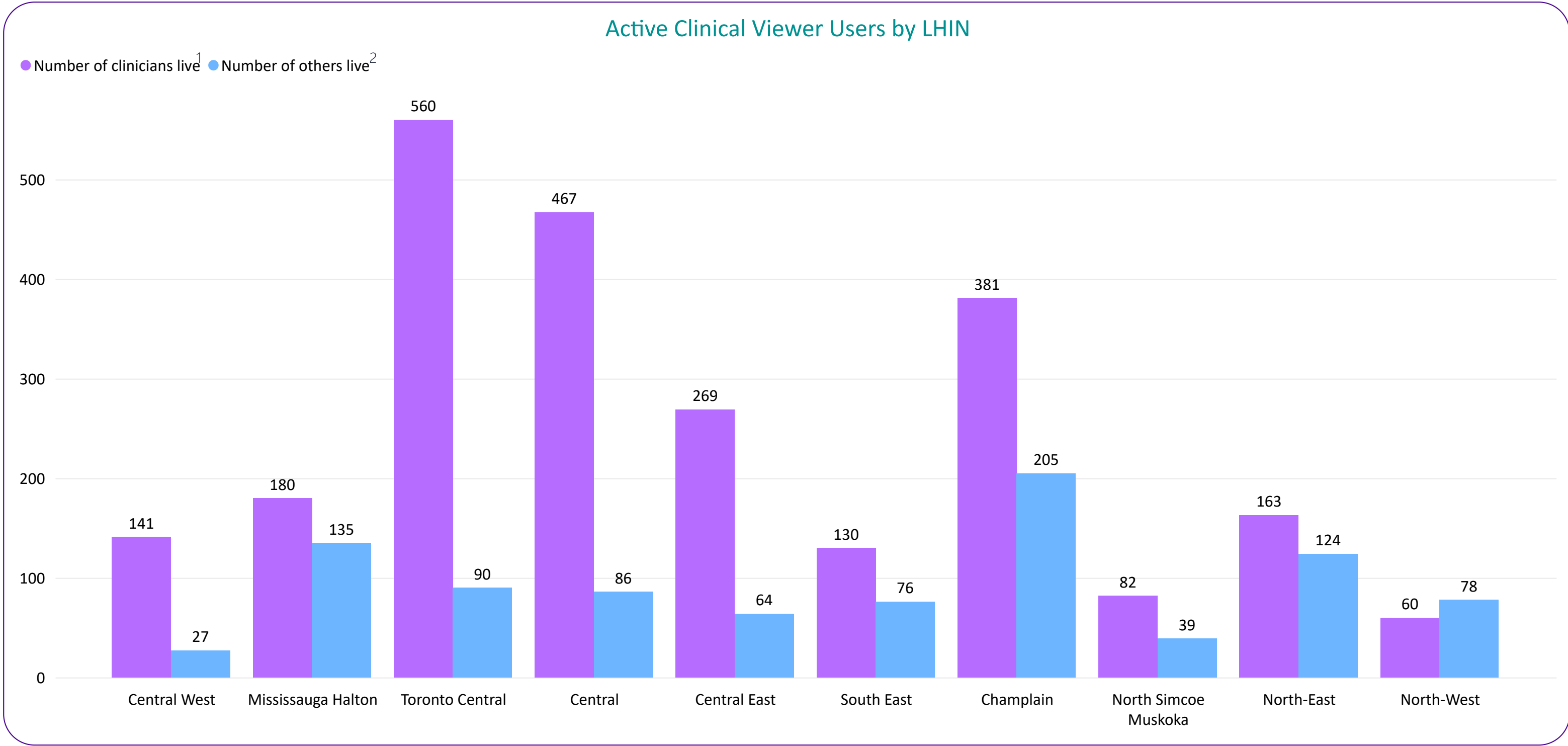
*Source of the data is OntarioMD's CRM system

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