

# ONTARIOMD STAKEHOLDER REPORT:

## Products and Services by LHIN for March 2021

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## 1. Executive Notes for March

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 [March 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 60 to 64 years of age 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 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.

On April 1, the province announced that the rollout of the AstraZeneca COVISHIELD vaccine would expand from locations in the initial six Public Health Unit (PHU) regions participating in the pilot to all 34 provincial PHUs. OMD has added more training webinars and resources for primary care clinicians and their staff in all PHUs. Clinicians and staff can [register for the training sessions](#), access resources, view previous recordings of the sessions, and contact OMD for support by email at [COVaxON.Support@ontariomd.com](mailto:COVaxON.Support@ontariomd.com). The website is updated weekly with new training sessions.

OntarioMD has also developed a number of [EMR specific toolkits](#) to assist primary care practices with identification of eligible patients for vaccinations and to assist with recording vaccinations in the EMR.

### *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 third OMD Educates webinar for 2021 on **Virtual Care for All the Tasks of an Office** presented by a panel of two OMD Peer Leaders and an OMD Patient Leader. The webinar and upcoming OMD Educates webinars are provided in partnership with Canada Health Infoway and the Ontario Medical Association. The next OMD Educates webinar will be held 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.

## 1. Executive Notes for March Continued

### *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 quickly 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.

Close to 4,000 clinicians and their practice staff have completed the training, which is available in both French and English at [OntarioMD.ca](https://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](https://ontariomd.ca) and OntarioMD.ca from partners and vendors. Its [OntarioMD.Live](https://ontariomd.ca) 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](https://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. A few 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 sharing the patient's vaccination report with primary care. The integration is anticipated to be complete in April 2021. 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 3.8 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 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 Ottawa Hospital and Hawkesbury & District General Hospital began sending Medical Record reports to Nurse Practitioners on March 24, 2021. Renfrew Victoria Hospital and St. Francis Memorial Hospital began sending Medical Record and Diagnostic Imaging reports to Nurse Practitioners on March 24, 2021. There were no changes to report types and format for these hospitals. To look up hospitals and specialty clinics using HRM and the Report Types they send, please visit the [HRM Sending Facilities](#) page.

## 1. Executive Notes for March Continued

**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 are sending eNotifications through HRM. North Bay Regional Health Centre, Sault Area Hospital, and West Parry Sound Health Centre will be going live with medical records and diagnostic imaging reports through HRM in late 2021.

**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*

The i4C Program continues to recruit more clinicians to add to the current total of 1,400 clinician i4C Dashboard users. Four EMR vendors are currently offering the i4C Dashboard – TELUS PSS, YMS, QHR Technologies, and AwareMD. The Remote Patient Monitoring (RPM) Pilot project with Ontario Health – North (OHN) that commenced in November 2020 has now concluded. The i4C Advisory Service supported the RPM Pilot 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 team has exceeded the pilot target with the Telehomecare program reporting increased referrals since the pilot began. Planning is in progress for a Sustainability Plan beyond the Pilot.

### *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:** OMD is supporting Infoway and the OMA on 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.

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

### *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 March was postponed to April 2021 as additional content from system stakeholders (i.e., OH, eCE, etc.) are being finalized (i.e., EMR Integration roadmap for 2021).

There are currently two vendors (Meditech and CloudMD) in the early stages of the EMR Certification process for Ontario. Separately, two vendors (TELUS Health, Alpha Global) with an OMD-certified EMR Offering have expressed interest in certifying their product for New Brunswick.

**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

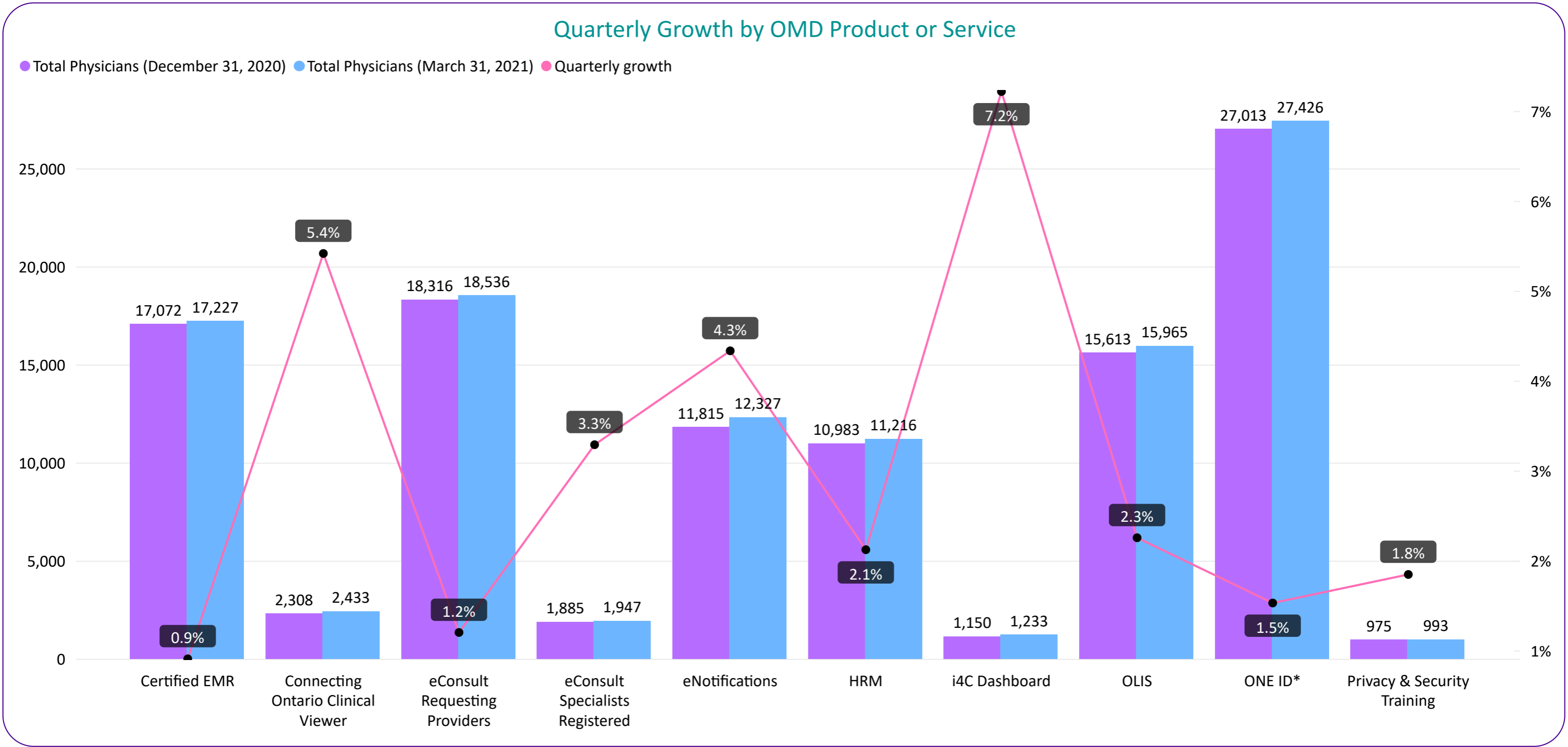
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- 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](#).

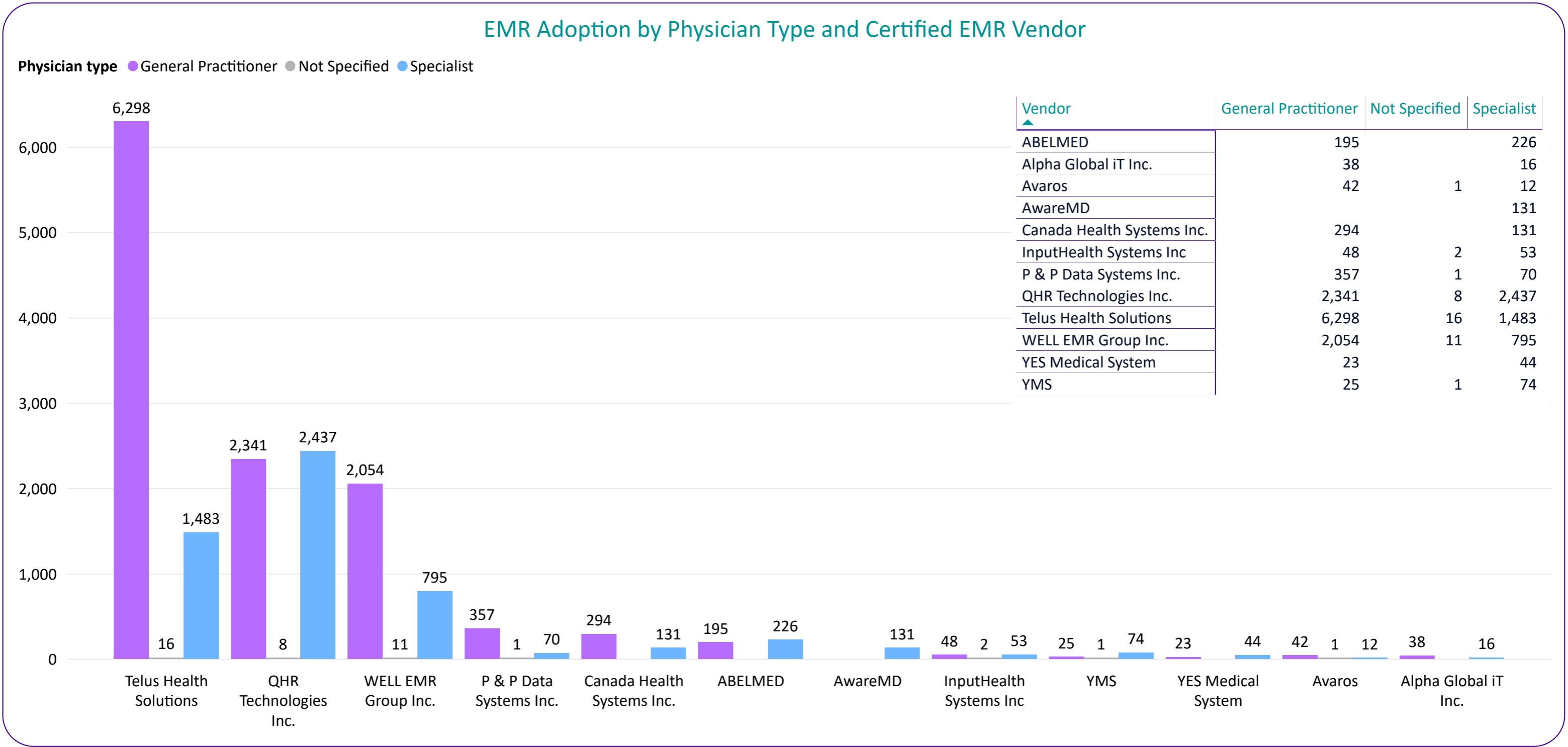
5. Quarterly Growth by Product/Service



\*Source of the data is eHealth Ontario.

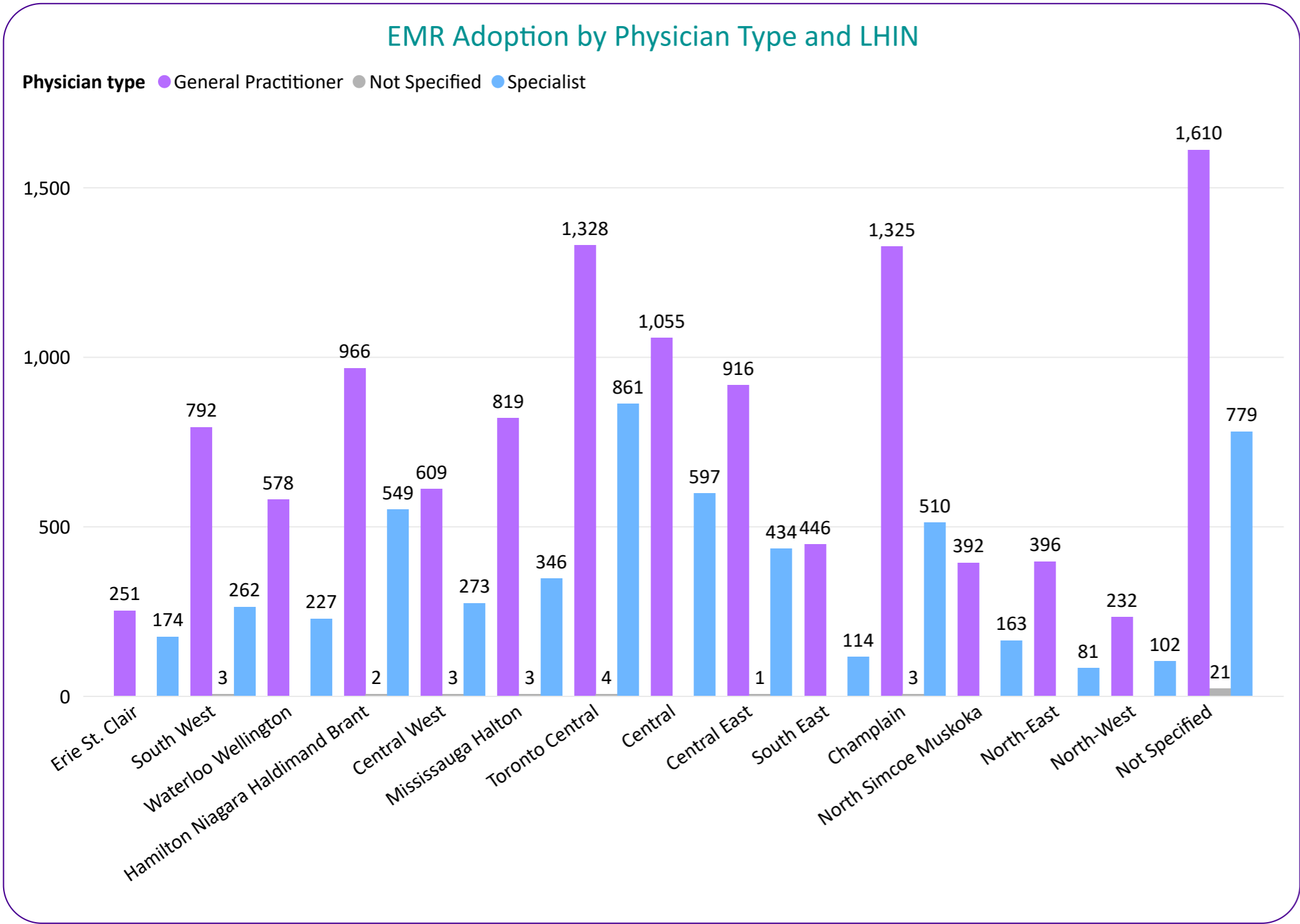
6. Products and Services by Vendor and LHIN View

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



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

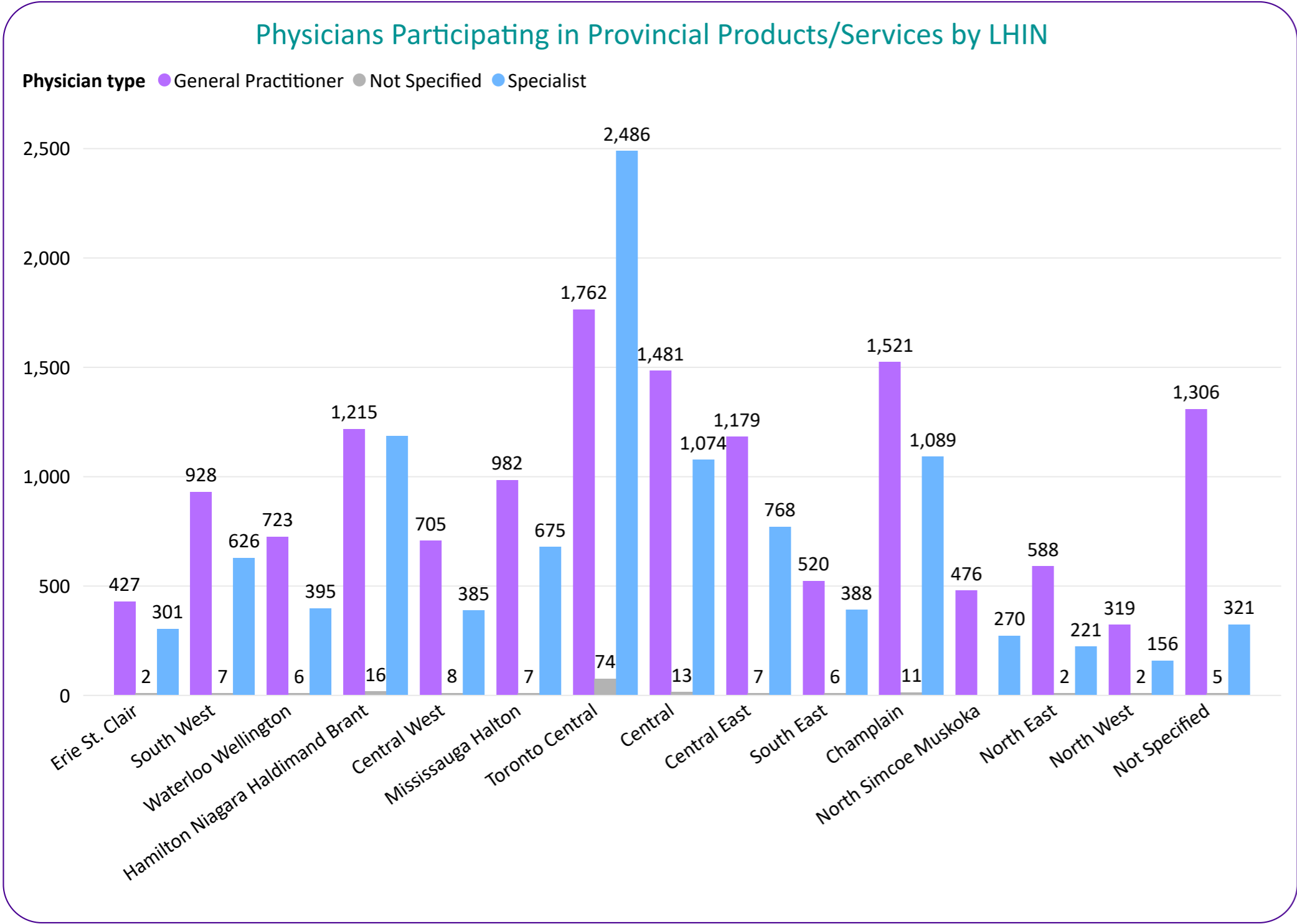
Figure 2: EMR Adoption by Physician Type and LHIN



LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	251		174
South West	792	3	262
Waterloo Wellington	578		227
Hamilton Niagara Haldimand Brant	966	2	549
Central West	609	3	273
Mississauga Halton	819	3	346
Toronto Central	1,328	4	861
Central	1,055		597
Central East	916	1	434
South East	446		114
Champlain	1,325	3	510
North Simcoe Muskoka	392		163
North-East	396		81
North-West	232		102
Not Specified	1,610	21	779

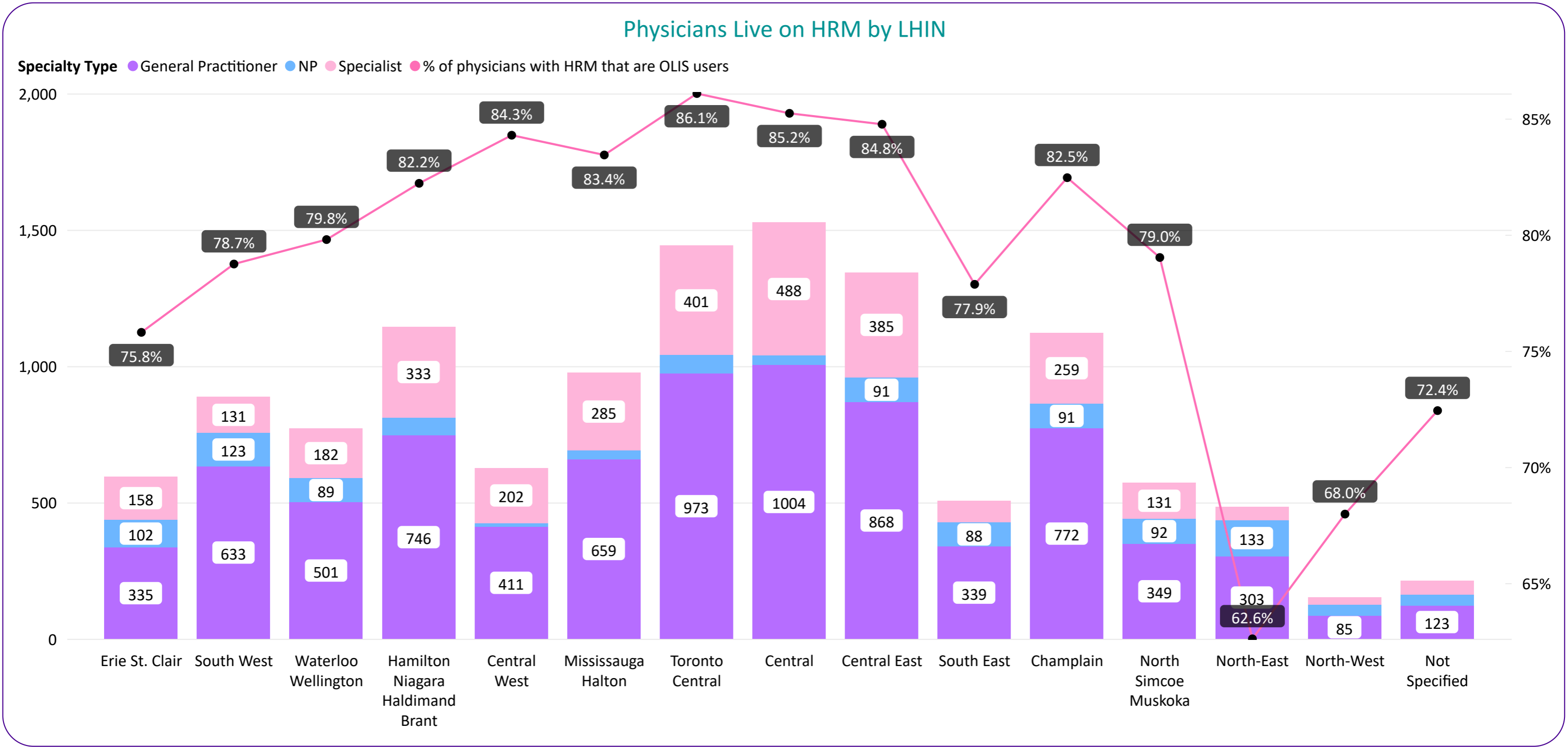
\*Source of the data is OntarioMD’s CRM system.

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



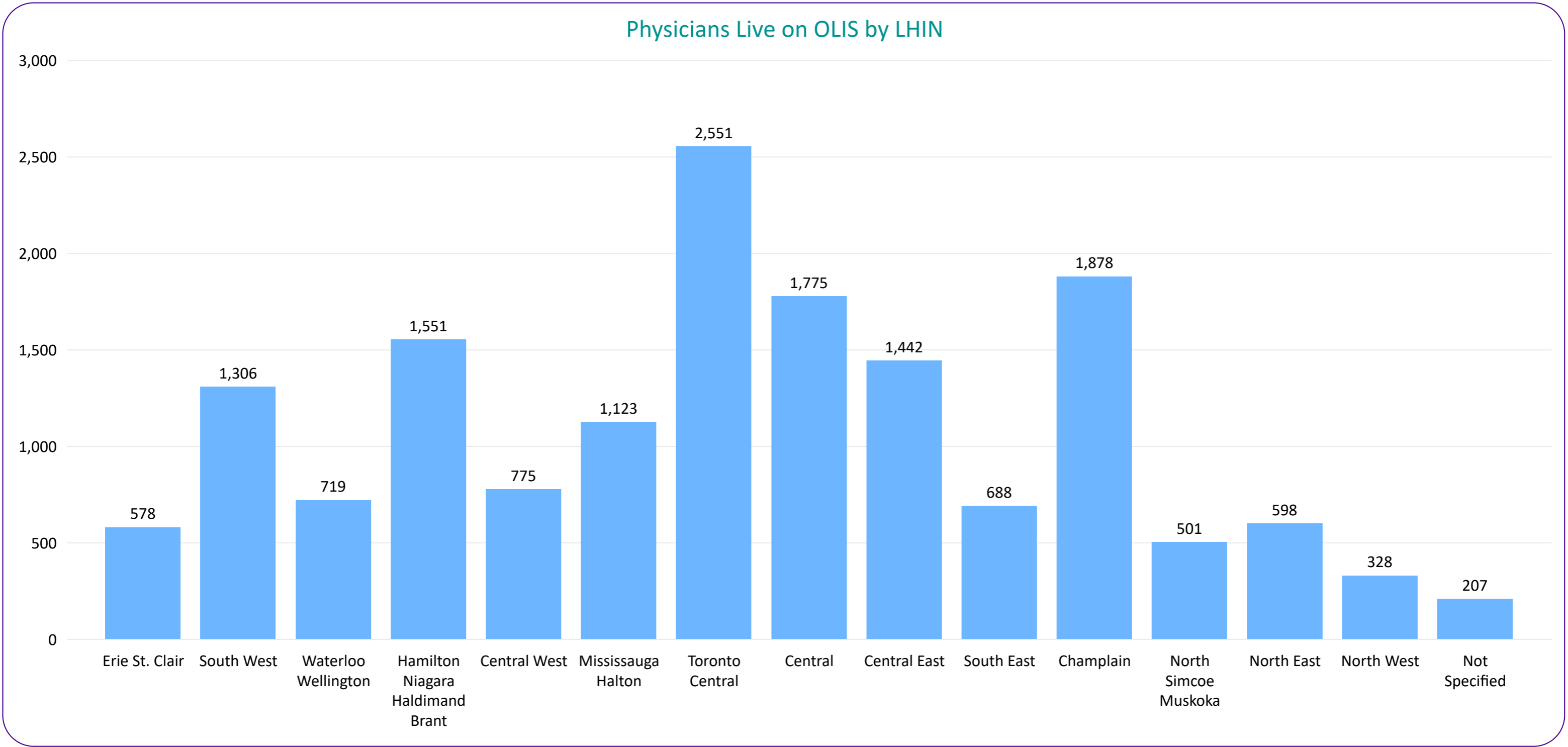
LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	427	2	301
South West	928	7	626
Waterloo Wellington	723	6	395
Hamilton Niagara Haldimand Brant	1,215	16	1,183
Central West	705	8	385
Mississauga Halton	982	7	675
Toronto Central	1,762	74	2,486
Central	1,481	13	1,074
Central East	1,179	7	768
South East	520	6	388
Champlain	1,521	11	1,089
North Simcoe Muskoka	476		270
North East	588	2	221
North West	319	2	156
Not Specified	1,306	5	321

Figure 4: Physicians Live on HRM by LHIN



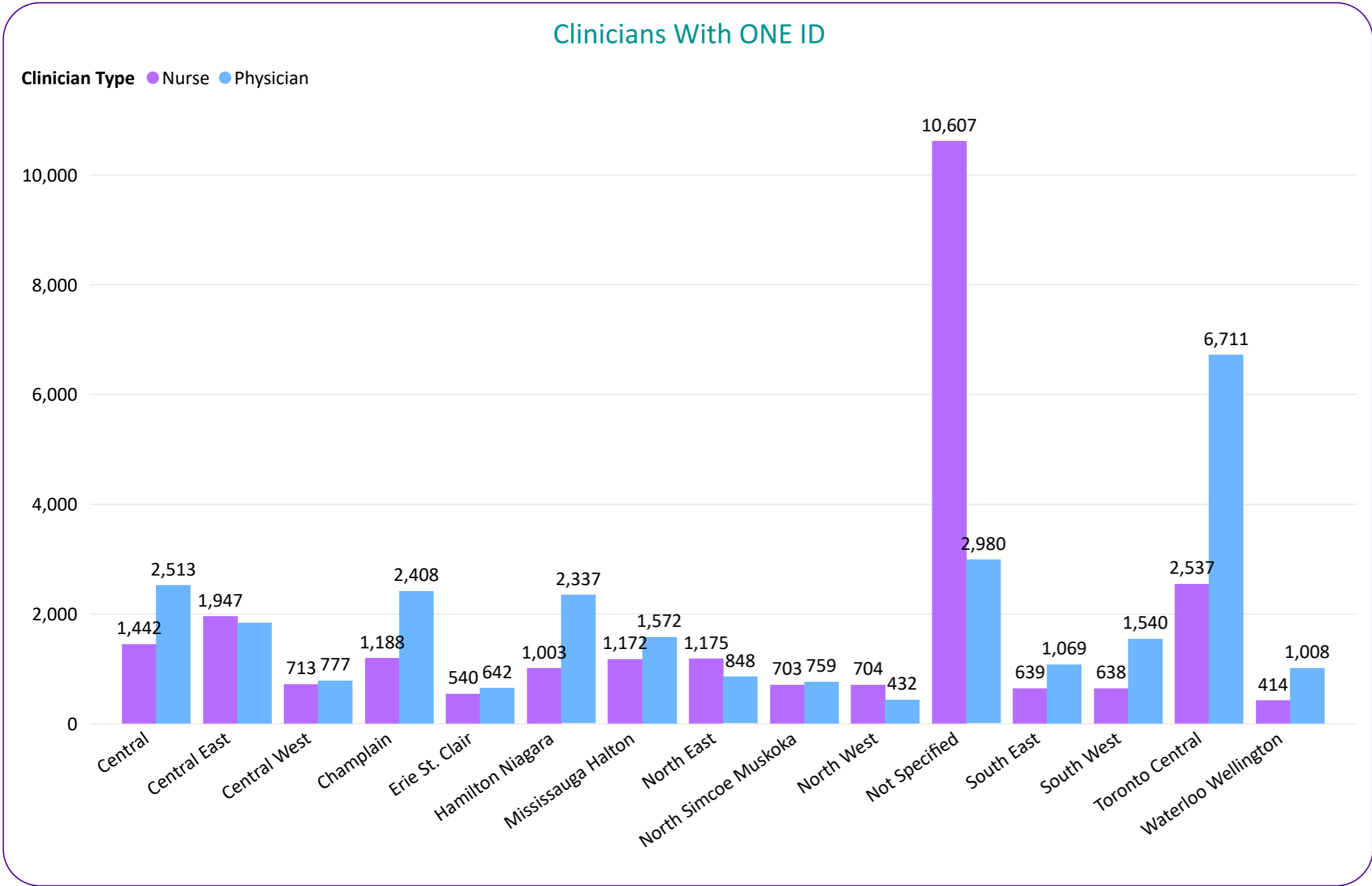
\*Source of the data is OntarioMD’s CRM system.

Figure 5: Physicians Live on OLIS by LHIN



\*Source of the data is eHealth Ontario.

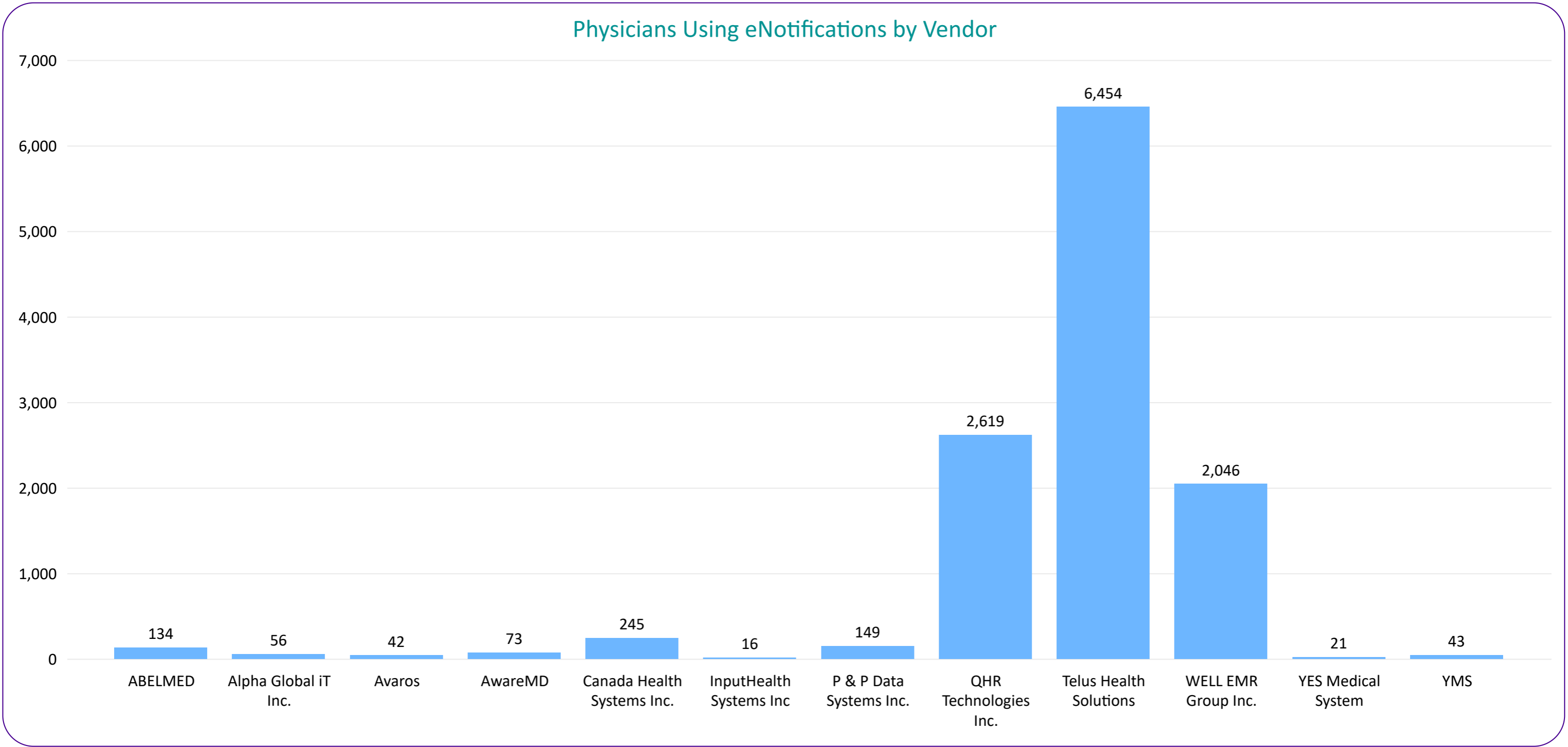
Figure 6: Clinicians with ONE ID®



LHIN Name	Nurse	Physician
Central	1,442	2,513
Central East	1,947	1,830
Central West	713	777
Champlain	1,188	2,408
Erie St. Clair	540	642
Hamilton Niagara	1,003	2,337
Mississauga Halton	1,172	1,572
North East	1,175	848
North Simcoe Muskoka	703	759
North West	704	432
Not Specified	10,607	2,980
South East	639	1,069
South West	638	1,540
Toronto Central	2,537	6,711
Waterloo Wellington	414	1,008

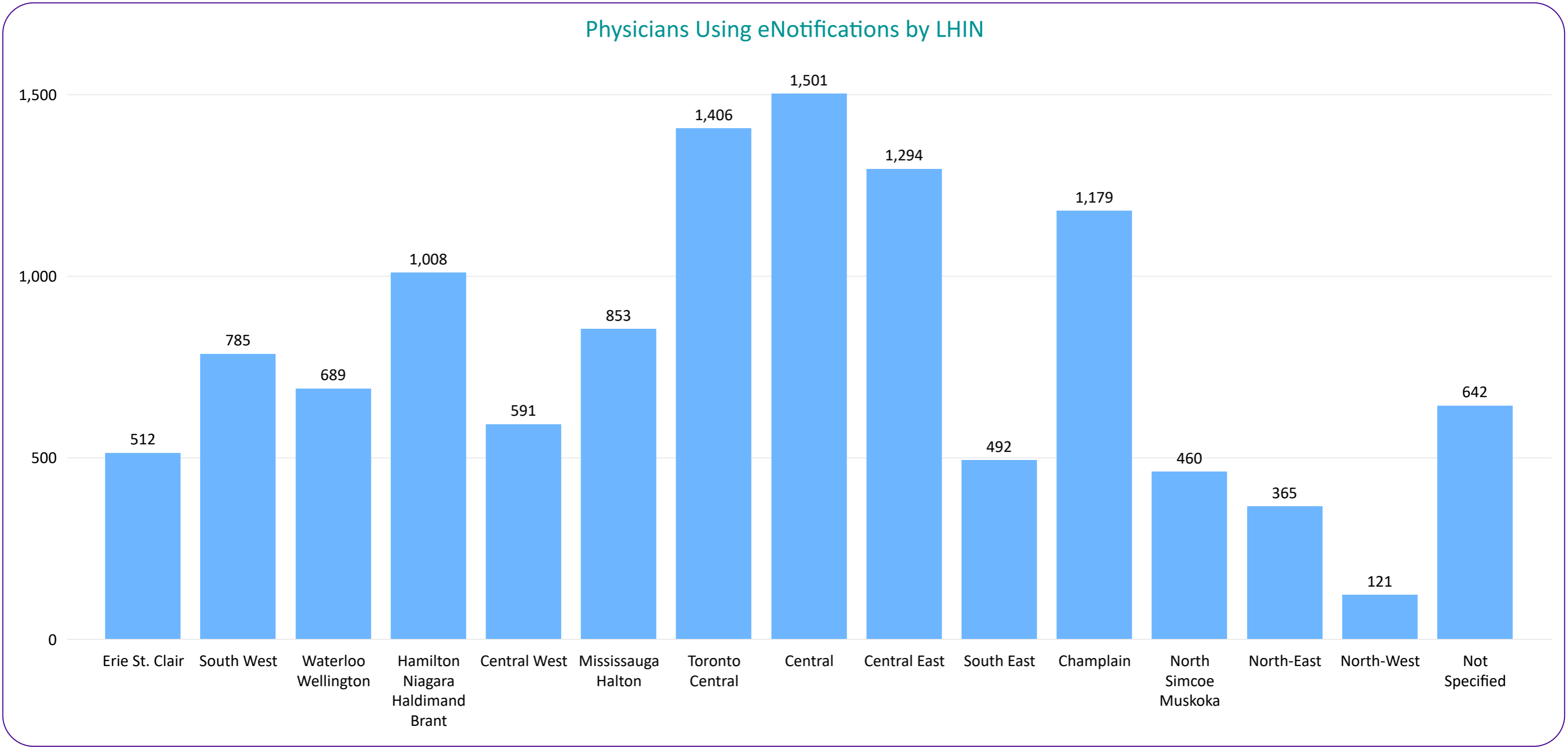
\*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



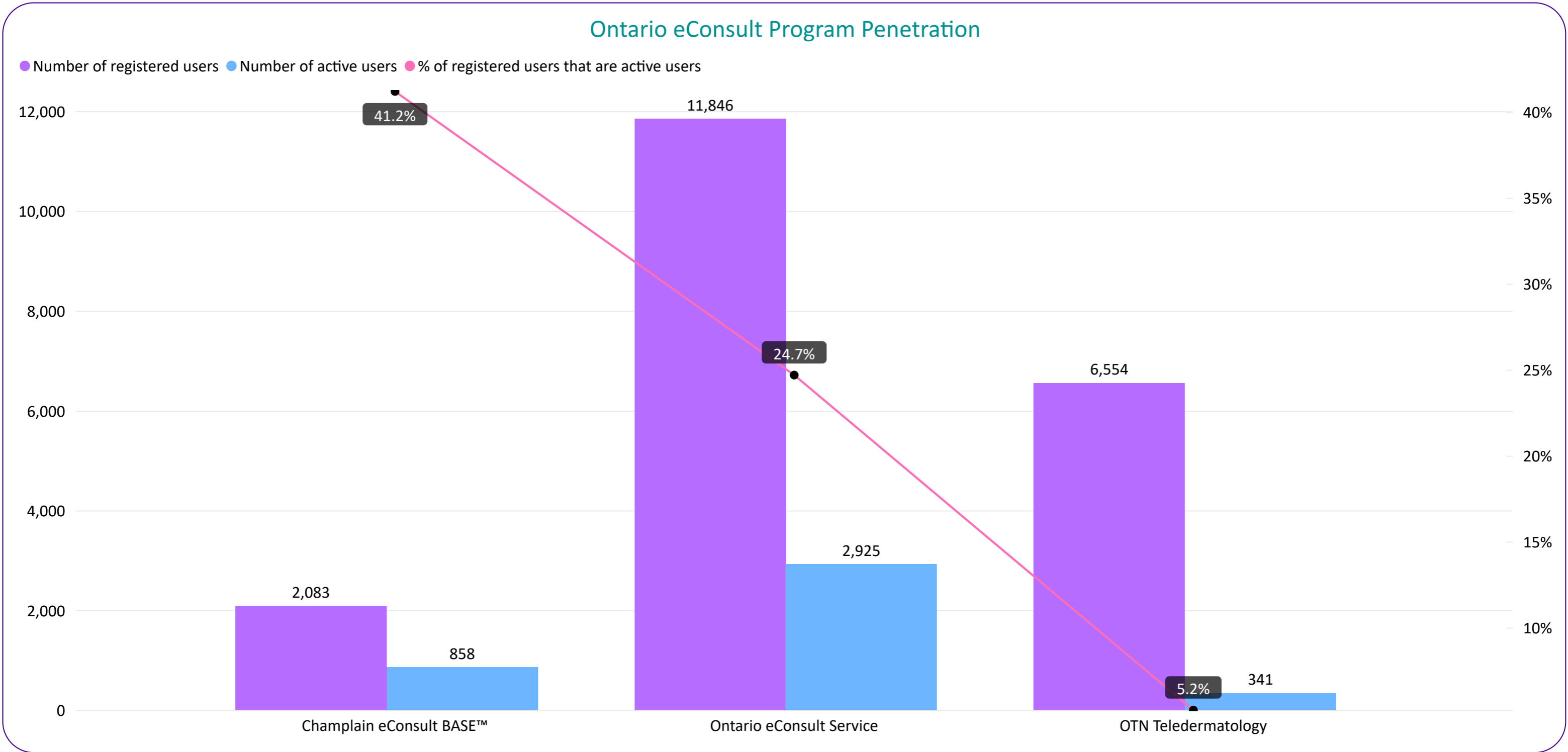
\*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



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

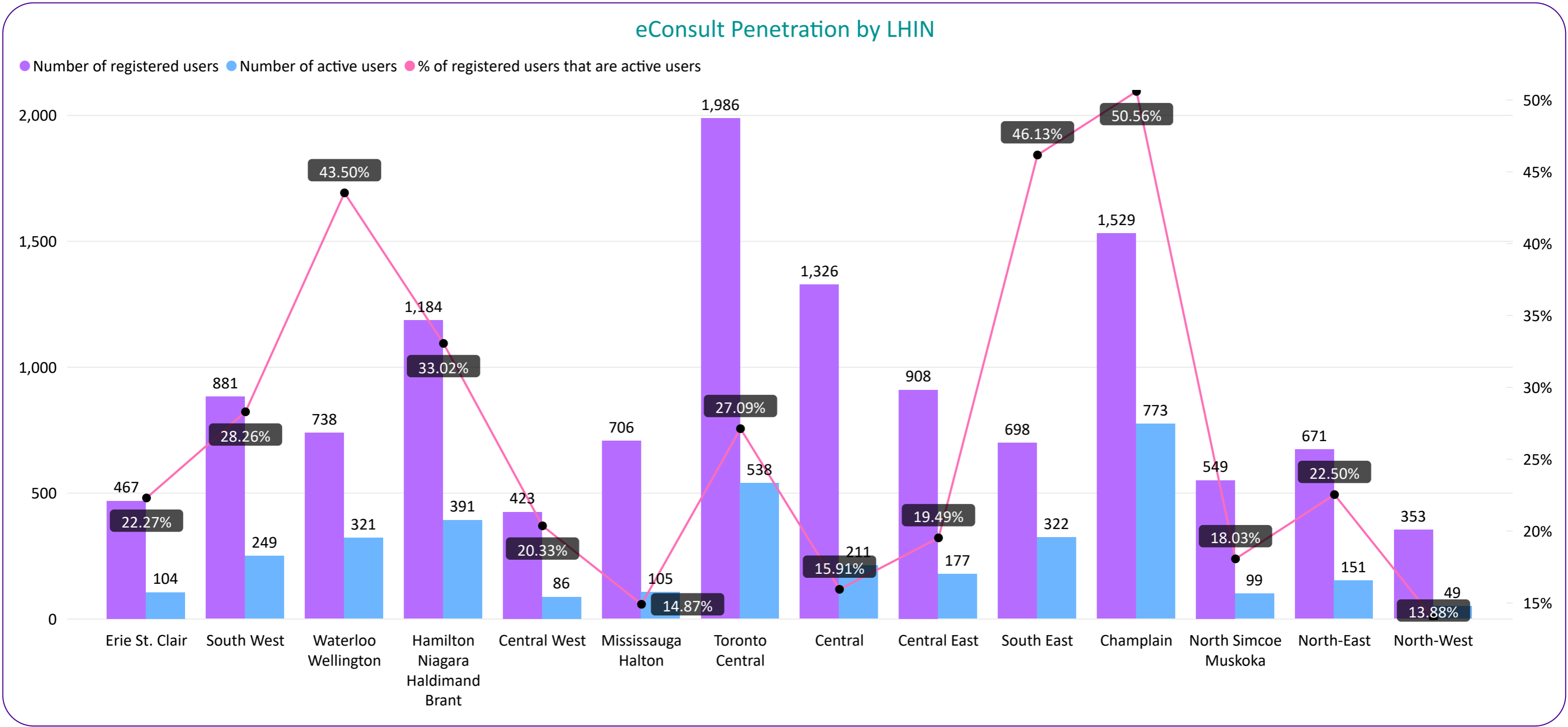
Figure 9: Ontario eConsult Program Penetration



\*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

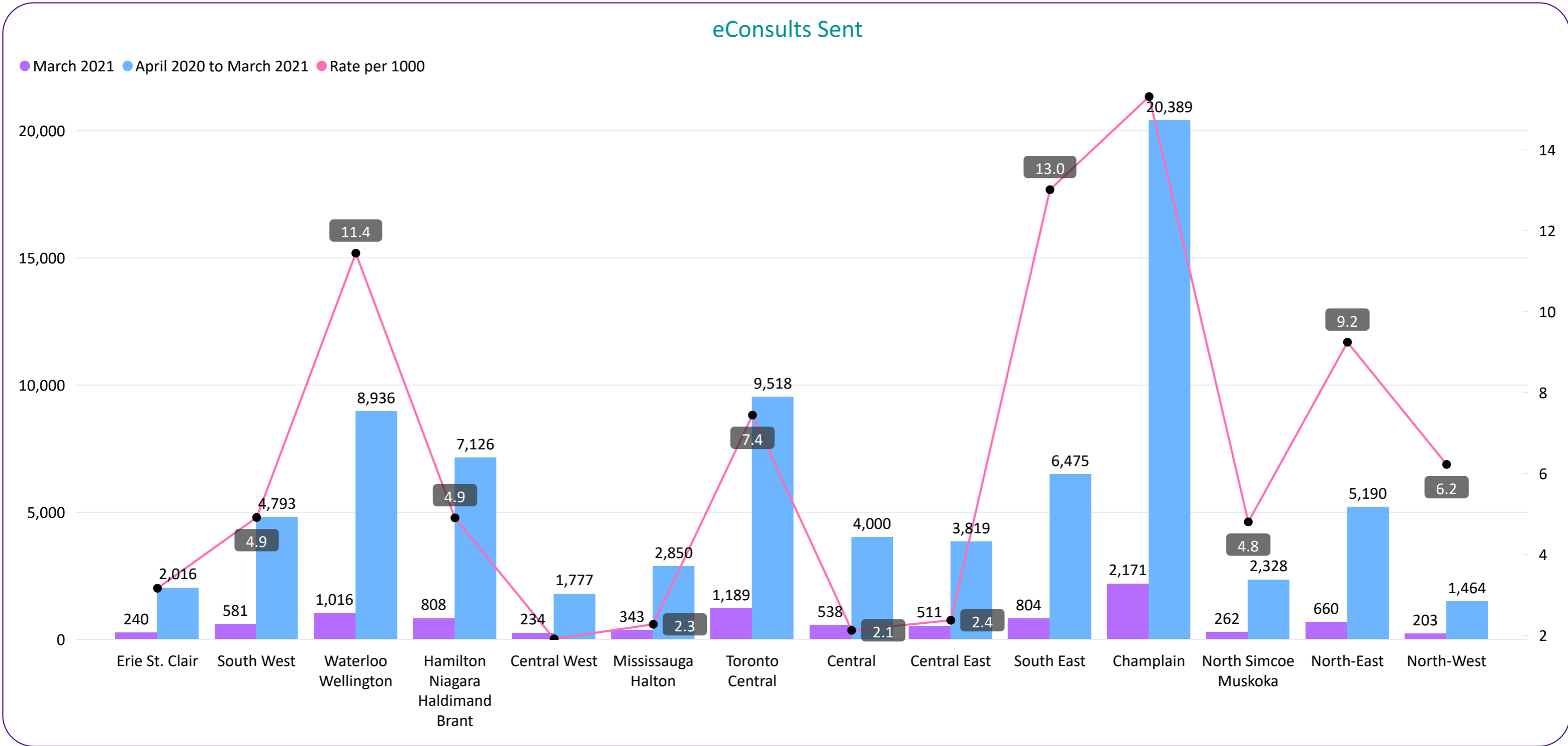


\*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

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

\*\*\*Includes PCPs and Specialists.

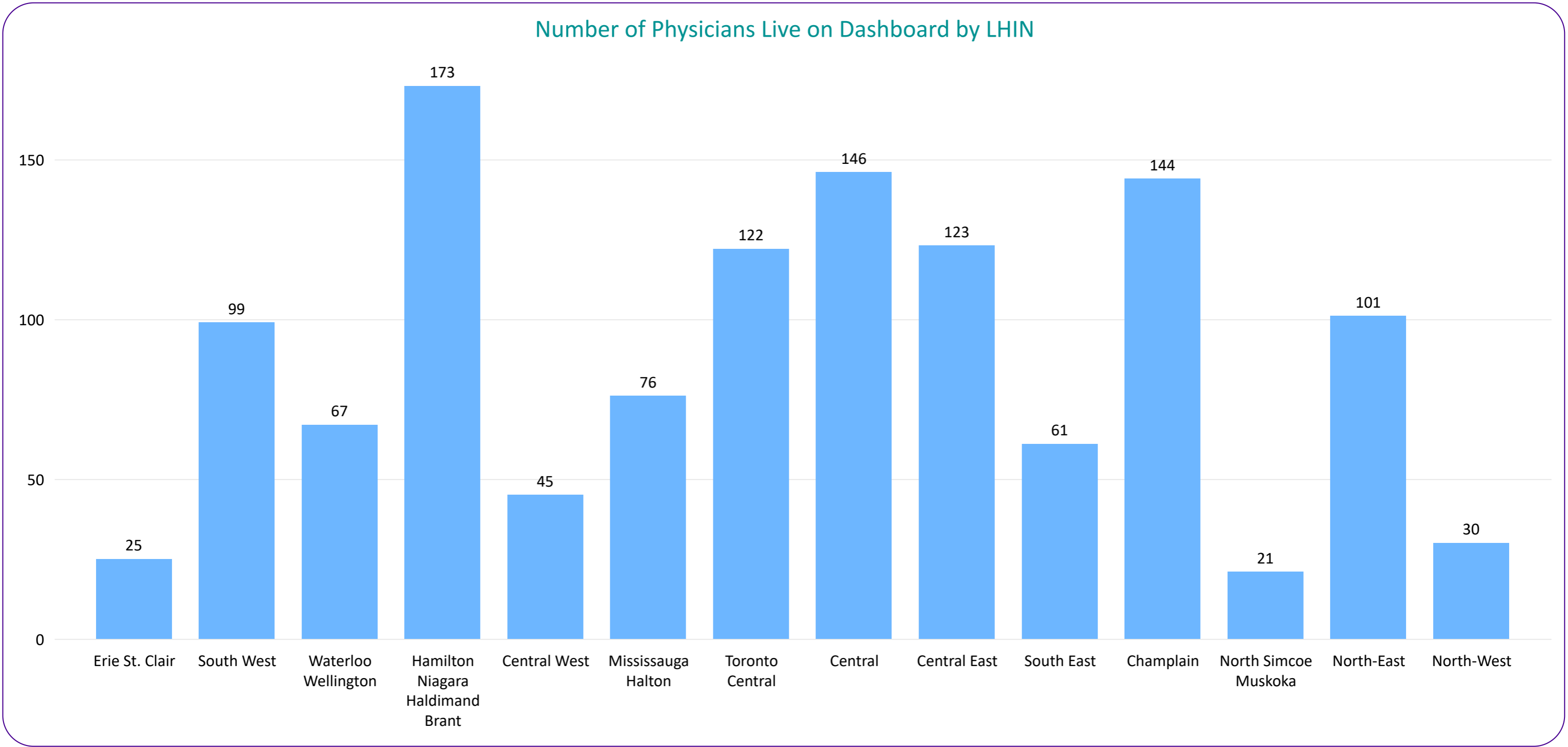
Figure 11: eConsults Sent



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

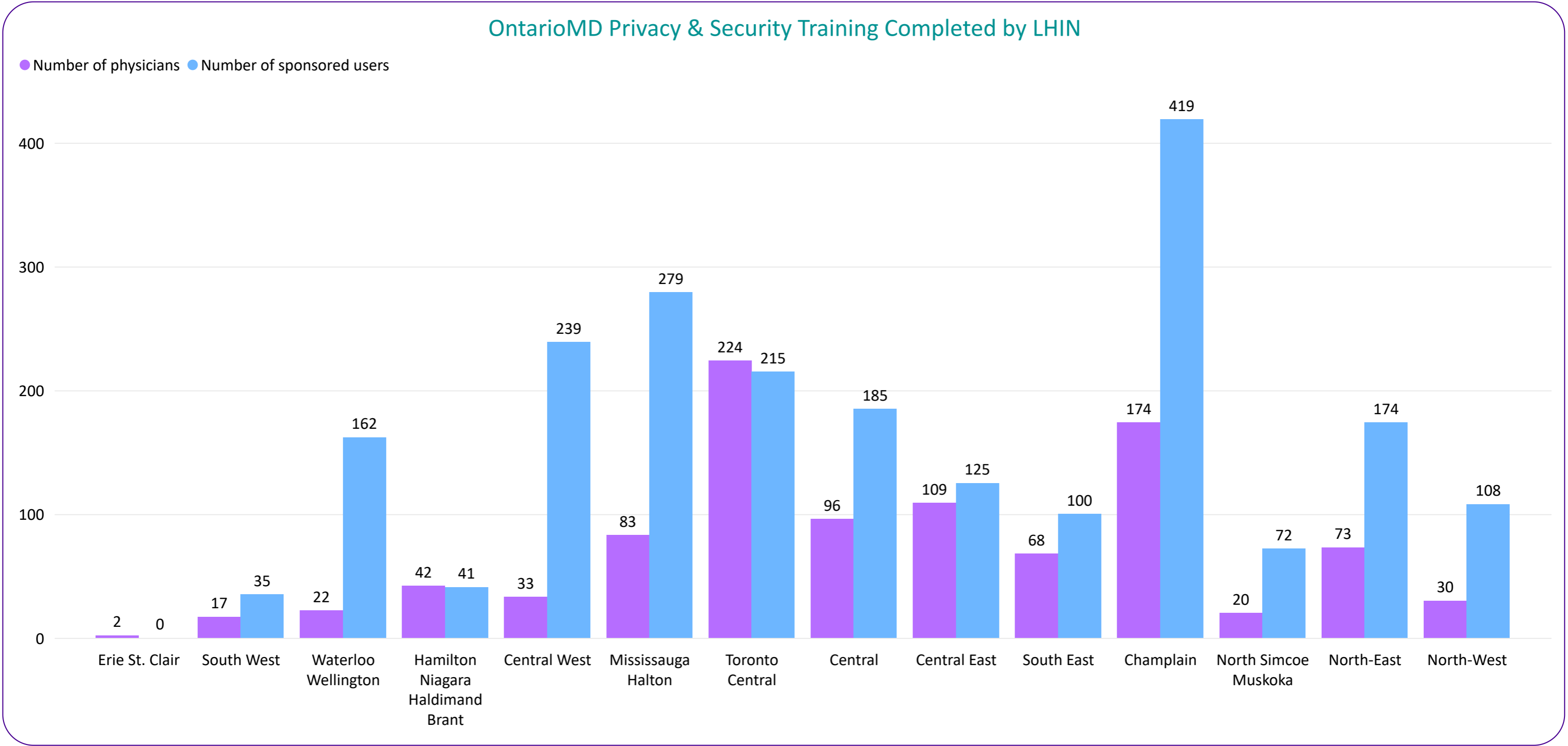
\*\*Includes eConsults sent through Ontario eConsult Service, Champlain BASE™, Teledermatology and Teleophthalmology

Figure 12: Physicians Live on Dashboard by LHIN



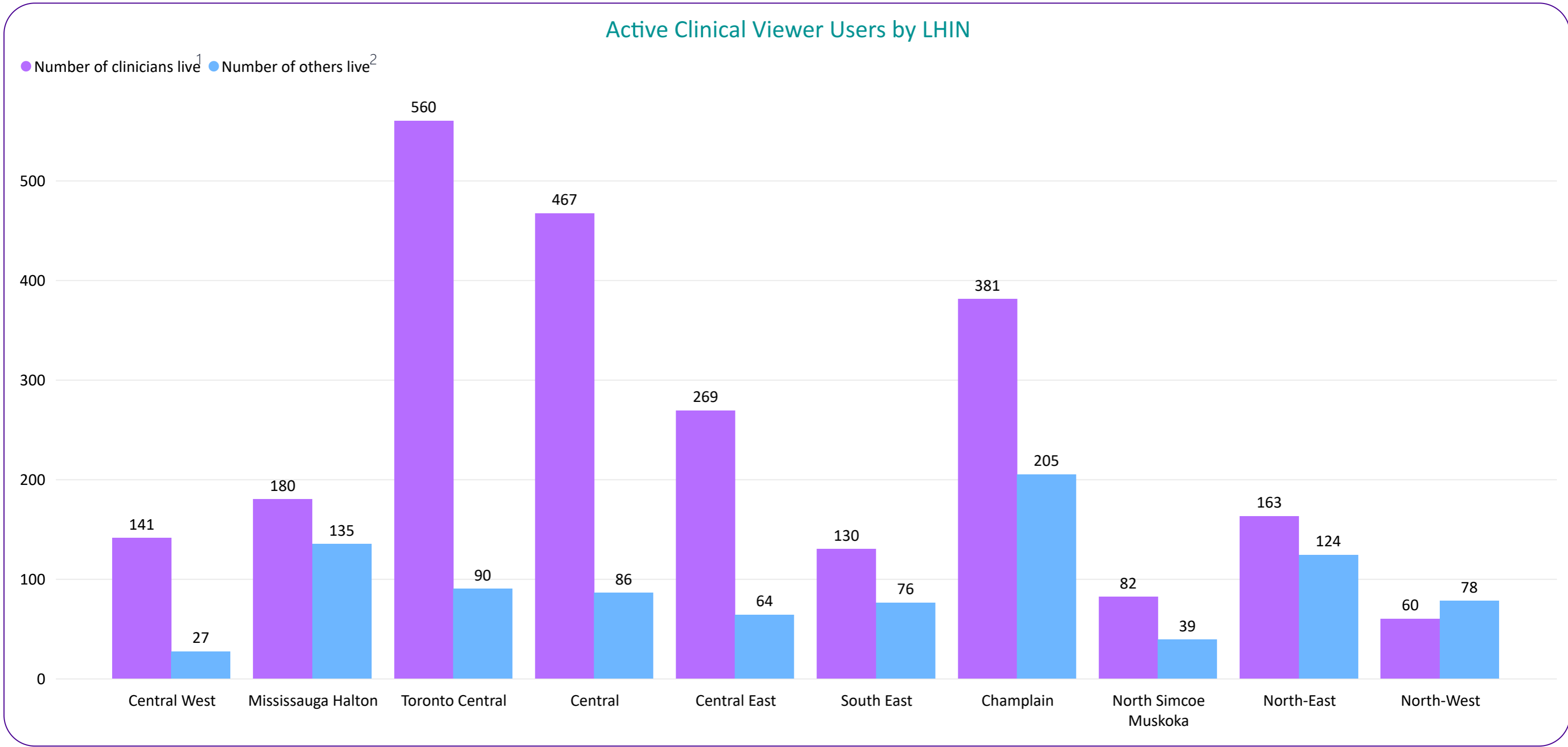
\*Source of the data is OntarioMD's CRM system

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