

ONTARIOMD STAKEHOLDER REPORT:

Products and Services by LHIN for May 2021

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1. Executive Notes for May

OMD celebrated Ontario physicians on May 1, Doctors Day, with a social media campaign recognizing the importance of physicians to the health care system and their extraordinary efforts to care for patients during COVID-19.



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.

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 May, OMD has held 49 training sessions with more than 1,800 attendees.

OMD continues to add 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 such as Job Aids, view previous recordings of the sessions, and contact OMD for support by email at 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. Clinicians and practice staff can [register for our webinars](#) on OntarioMD.ca. The webinars are accredited for family physicians and specialists.

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](#).

OMD Privacy and Security Training Module and Resources

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. 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. OMD recommends that clinicians and their staff refresh their privacy and security knowledge by completing the training annually.

Privacy and security training is more important than ever as clinicians are now using virtual care tools to complement in-person care. OMD's new [Privacy & Security Virtual Care Training module](#) to inform clinicians about the privacy and security considerations when using these new practice tools is now available. Family physicians and specialists will earn an additional two credits for completing this module. The module is initially English only and French will be available in the summer.

Close to 4,000 clinicians and their practice staff have completed the OMD Privacy and Security Training Module, 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 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. The latest resource is [Tips for Data Protection](#).

1. Executive Notes for May Continued

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 30,000 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 - Effective May 18, 2021, patients' COVID-19 vaccination reports are being delivered directly from the provincial COVaxON vaccine management system to the electronic medical records (EMRs) of more than 12,000 family physicians and nurse practitioners (NPs). OMD worked closely with the Ontario Ministry of Health and Ontario Health to complete this important digital integration between COVaxON and OMD's Health Report Manager (HRM®) to ensure patients' COVID-19 vaccination information is available to primary care clinicians regardless of where the vaccine was administered. Primary care providers who were identified by the patient at the time of vaccine administration in COVaxON will receive the COVID-19 vaccination report through HRM if patients have consented to provide their information. OMD, Ontario Health and the Ministry of Health (MOH) are also looking at options to deliver more COVID-19 vaccination reports via HRM such as integrating with CAPE (Client Agency Program Enrolment) (based on Ministry enrollment data) to better link vaccination data on patients to their primary care provider. OMD is working with MOH and Ontario Health on subsequent releases and we will update primary care providers with information on each release. These additional reports should be available soon. 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. MOH and Ontario Health are also assessing delivery of retrospective data. As changes are made and processes are clarified, OMD will update clinicians with new information on OntarioMD.ca. 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. OMD, Ontario Health and MOH are aware of some issues affecting the delivery of COVID-19 vaccination reports from COVaxON to EMRs via HRM such as apparent duplicate reports, delivery delays, and missing information in certain reports. Clinicians have been notified as these issues were resolved.

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 4.0 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.

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.

1. Executive Notes for May Continued

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.

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 and is on track for the first clinician user to go 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.



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. OMD has delivered four virtual care webinars over the March – June 2021 timeframe that have been attended by hundreds of clinicians. OMD will also be launching a new Privacy & Security Training module focused in virtual care. For more information, please visit [OMD Educates](#).

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 is collaborating with multiple partners to develop joint proposals to respond to MOH’s call for applications.

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

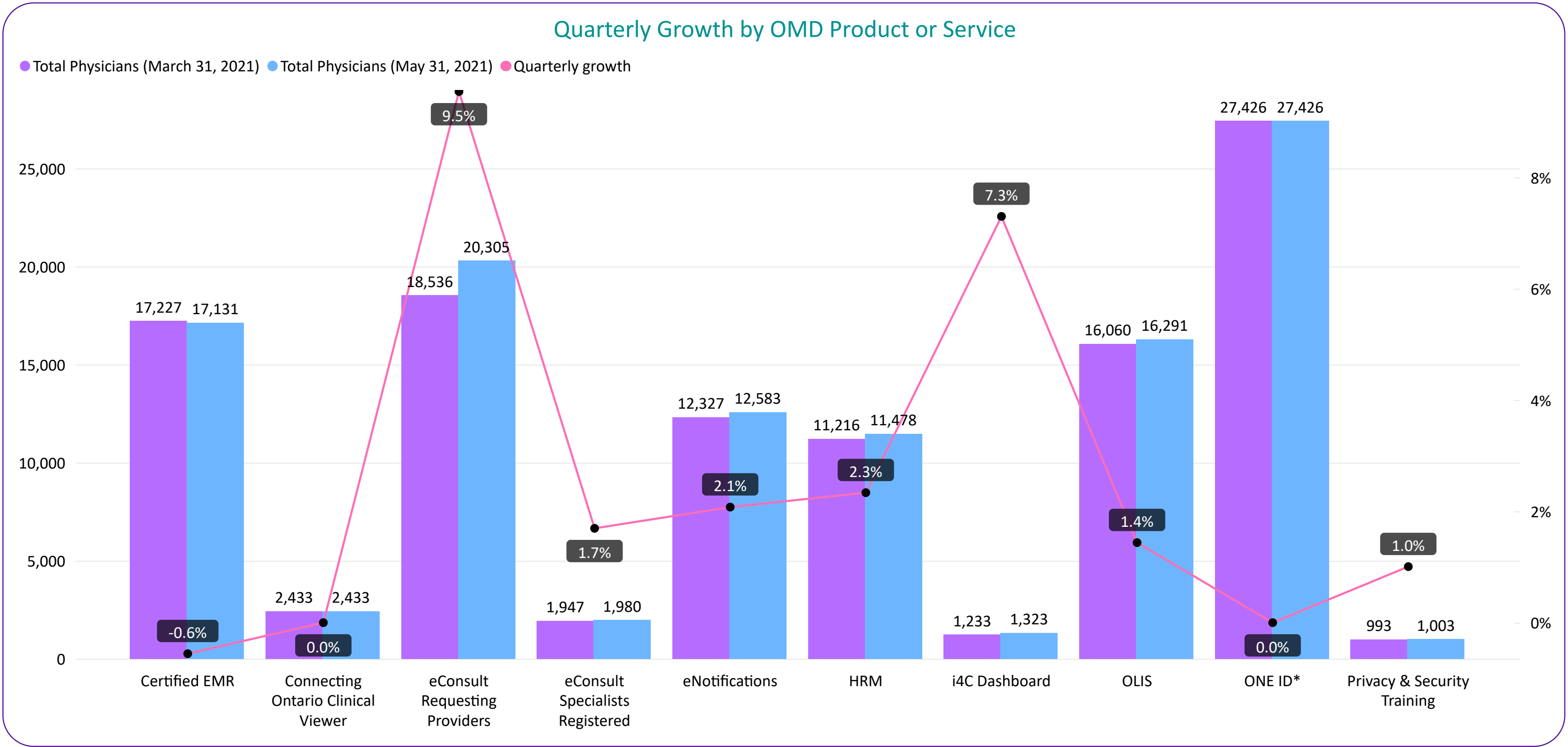
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- 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](#).

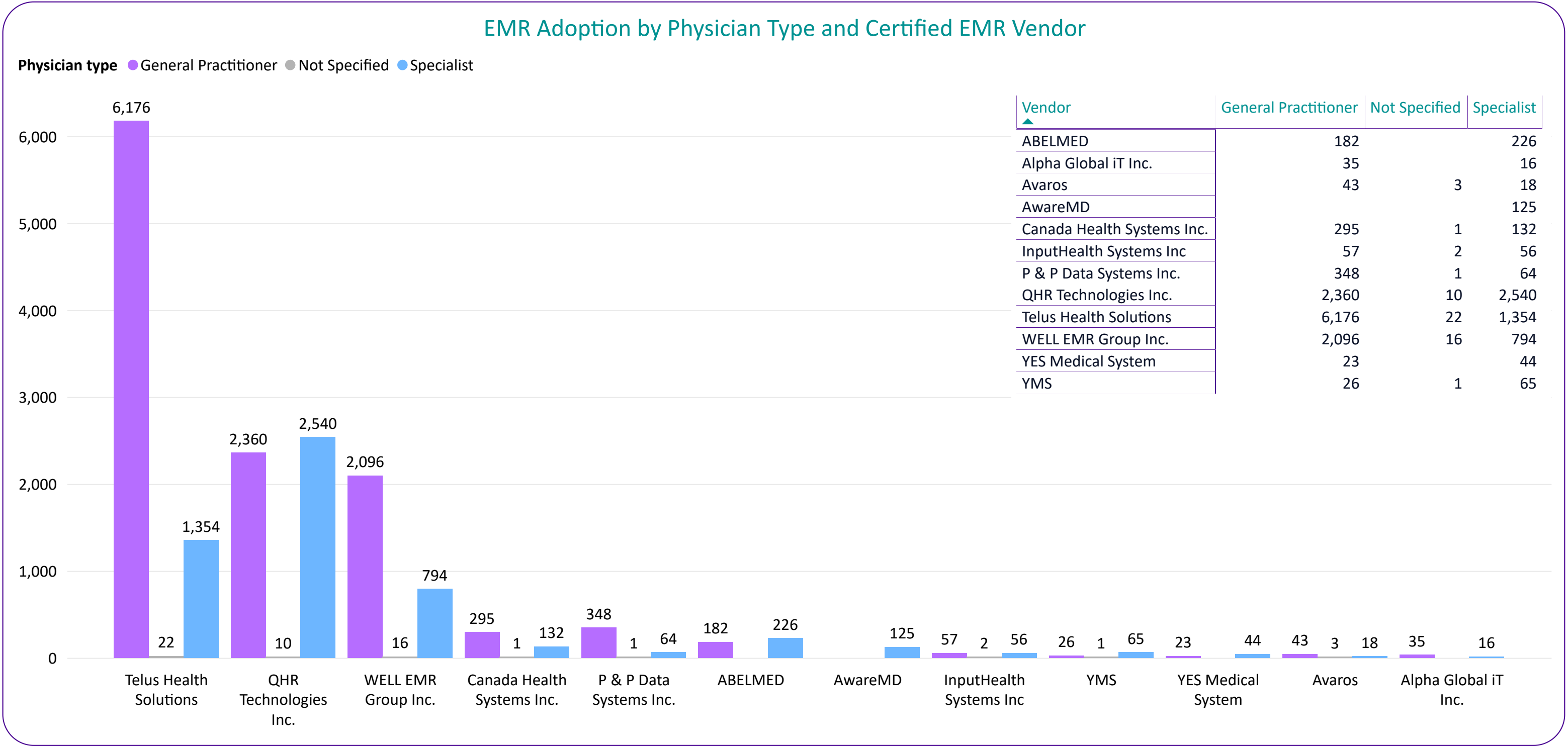
5. Quarterly Growth by Product/Service



*Source of the data is eHealth Ontario.

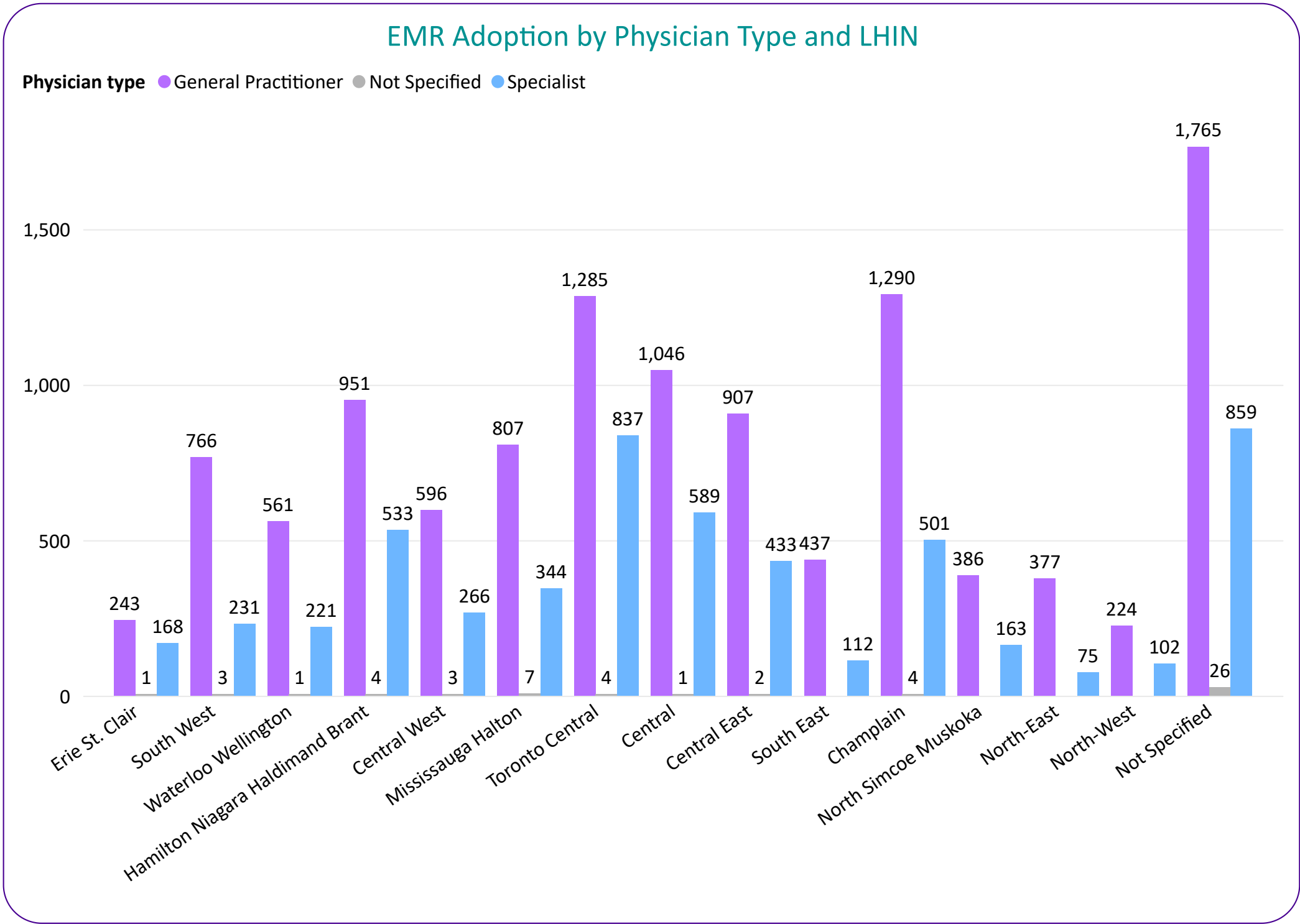
6. Products and Services by Vendor and LHIN View

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



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

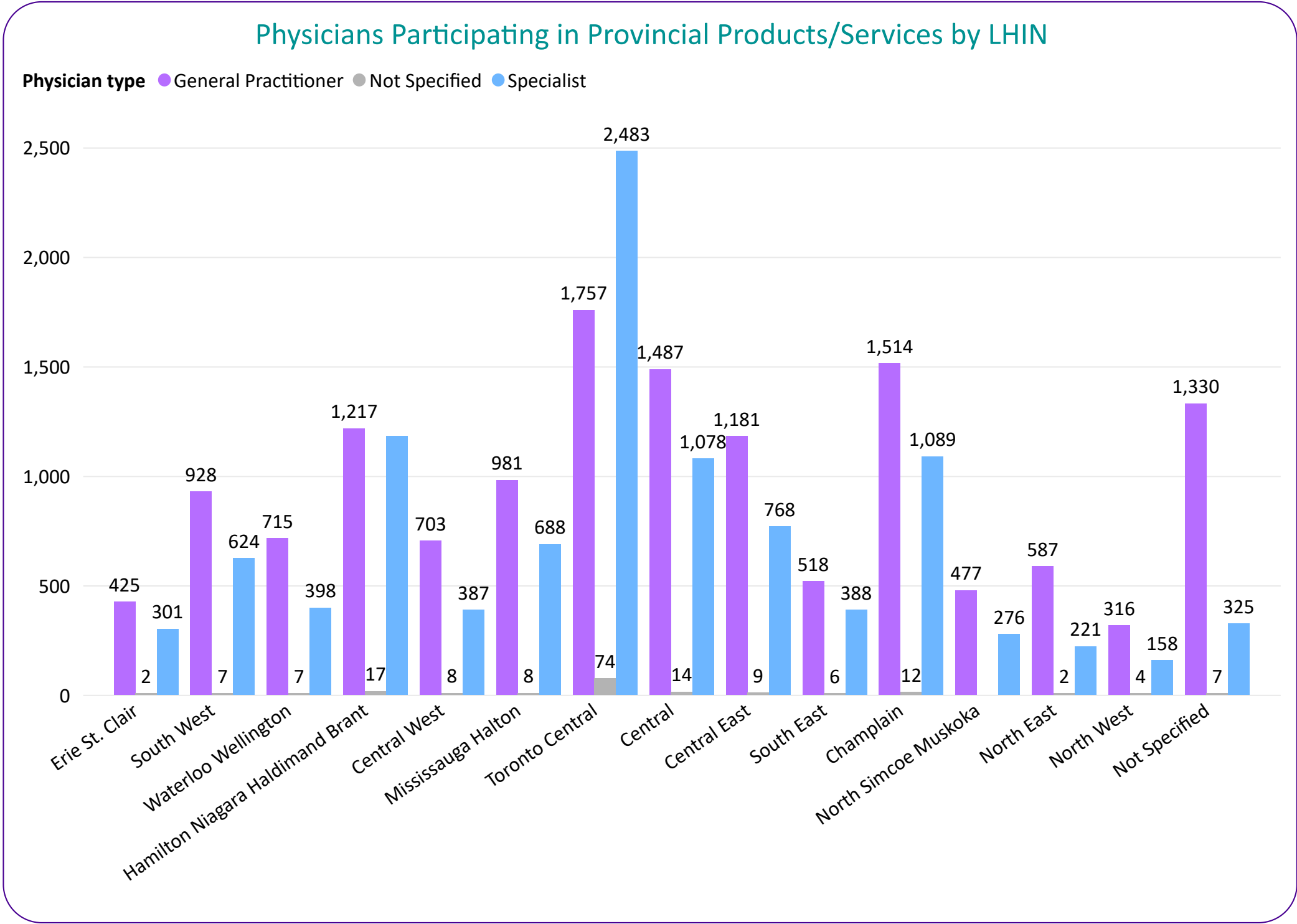
Figure 2: EMR Adoption by Physician Type and LHIN



LHIN	General Practitioner	Not Specified	Specialist
▲			
Erie St. Clair	243	1	168
South West	766	3	231
Waterloo Wellington	561	1	221
Hamilton Niagara Haldimand Brant	951	4	533
Central West	596	3	266
Mississauga Halton	807	7	344
Toronto Central	1,285	4	837
Central	1,046	1	589
Central East	907	2	433
South East	437		112
Champlain	1,290	4	501
North Simcoe Muskoka	386		163
North-East	377		75
North-West	224		102
Not Specified	1,765	26	859

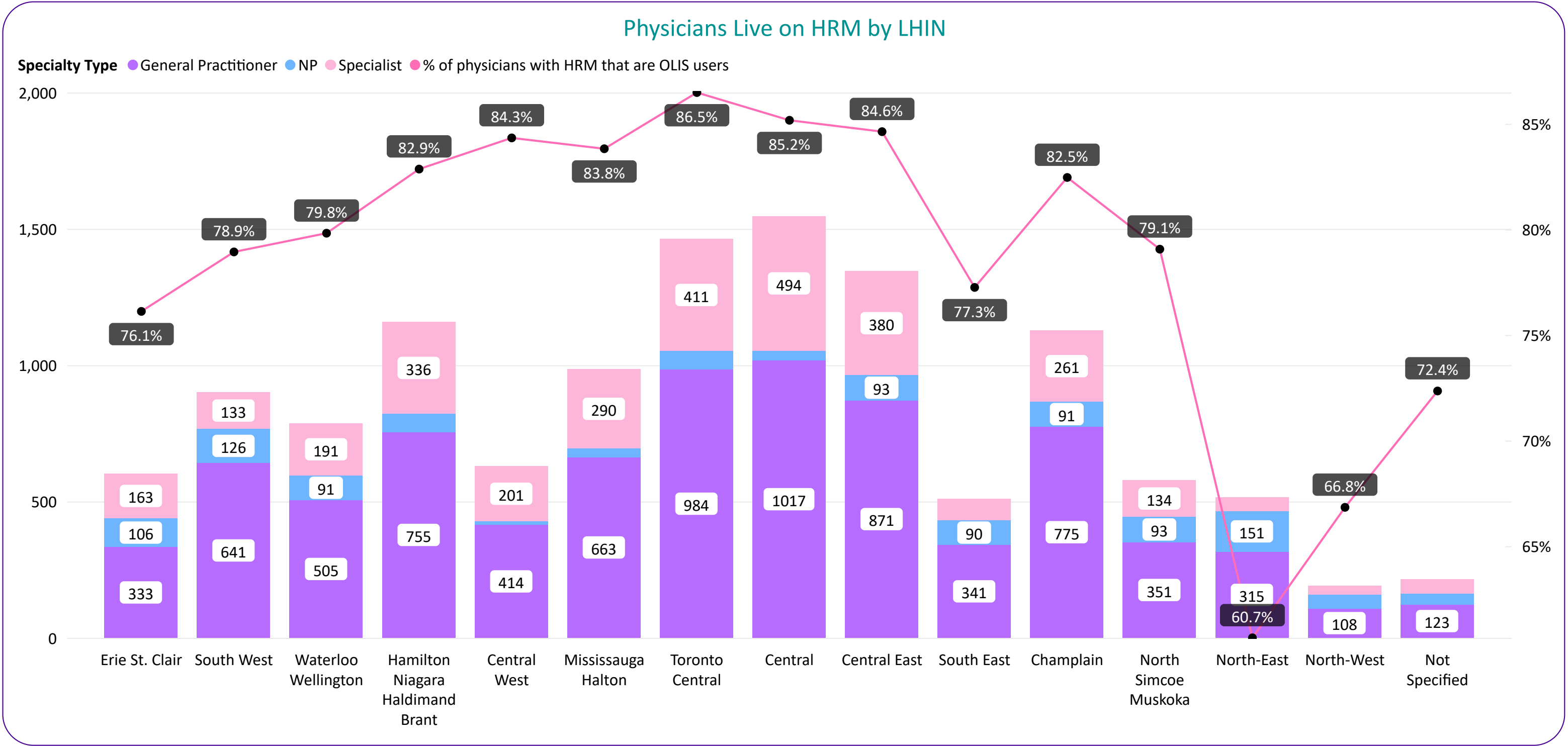
*Source of the data is OntarioMD’s CRM system.

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



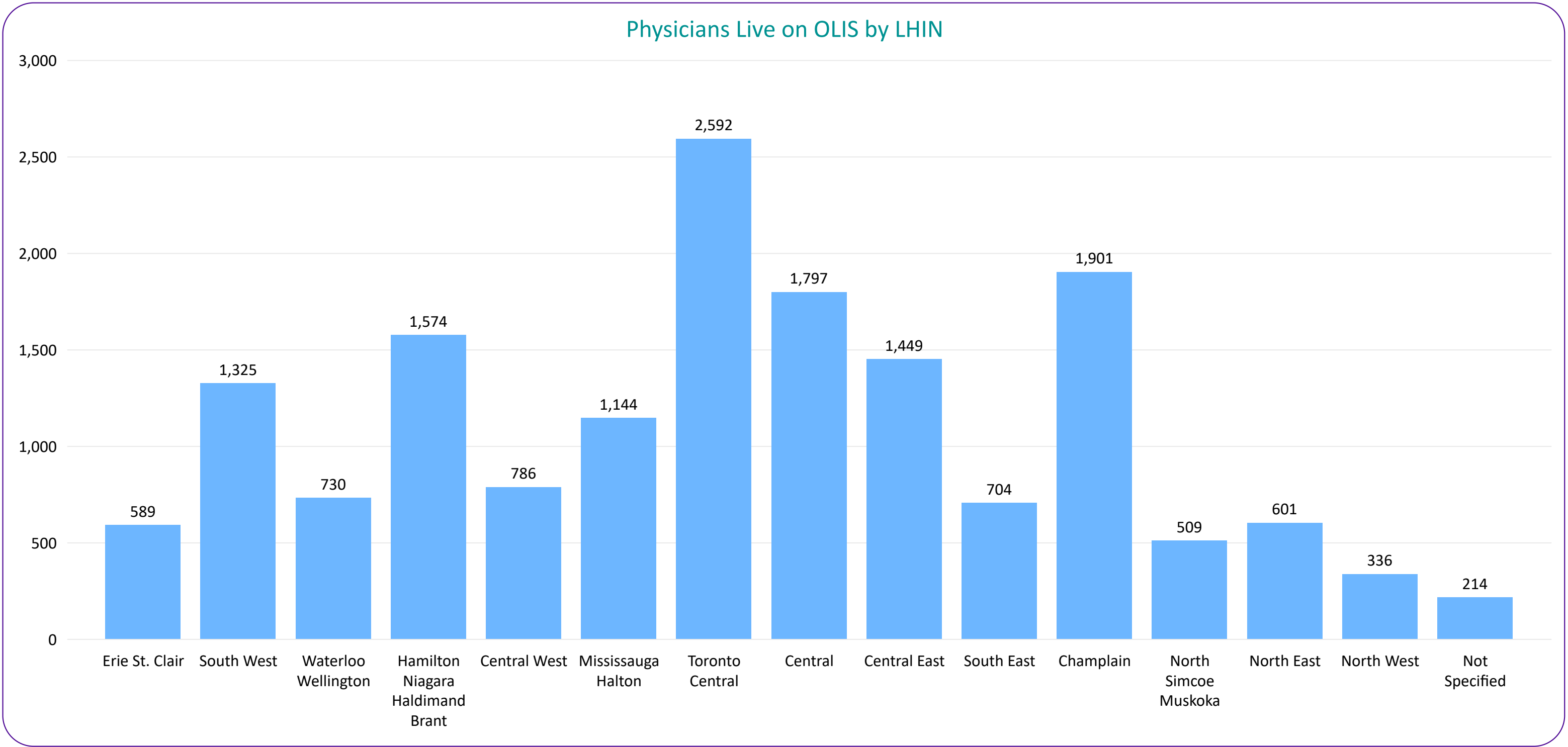
LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	425	2	301
South West	928	7	624
Waterloo Wellington	715	7	398
Hamilton Niagara Haldimand Brant	1,217	17	1,182
Central West	703	8	387
Mississauga Halton	981	8	688
Toronto Central	1,757	74	2,483
Central	1,487	14	1,078
Central East	1,181	9	768
South East	518	6	388
Champlain	1,514	12	1,089
North Simcoe Muskoka	477		276
North East	587	2	221
North West	316	4	158
Not Specified	1,330	7	325

Figure 4: Physicians Live on HRM by LHIN



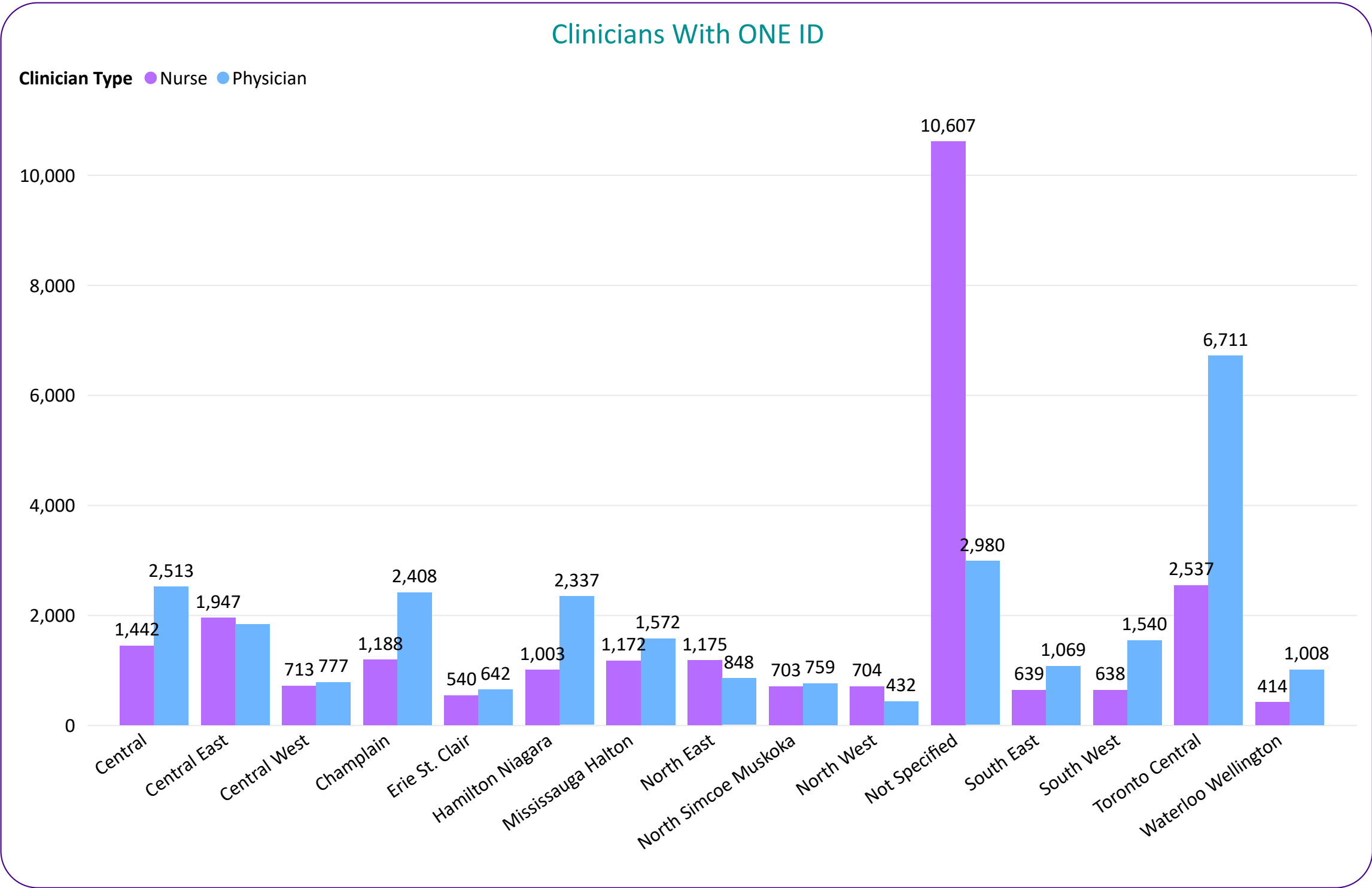
*Source of the data is OntarioMD’s CRM system.

Figure 5: Physicians Live on OLIS by LHIN



*Source of the data is eHealth Ontario.

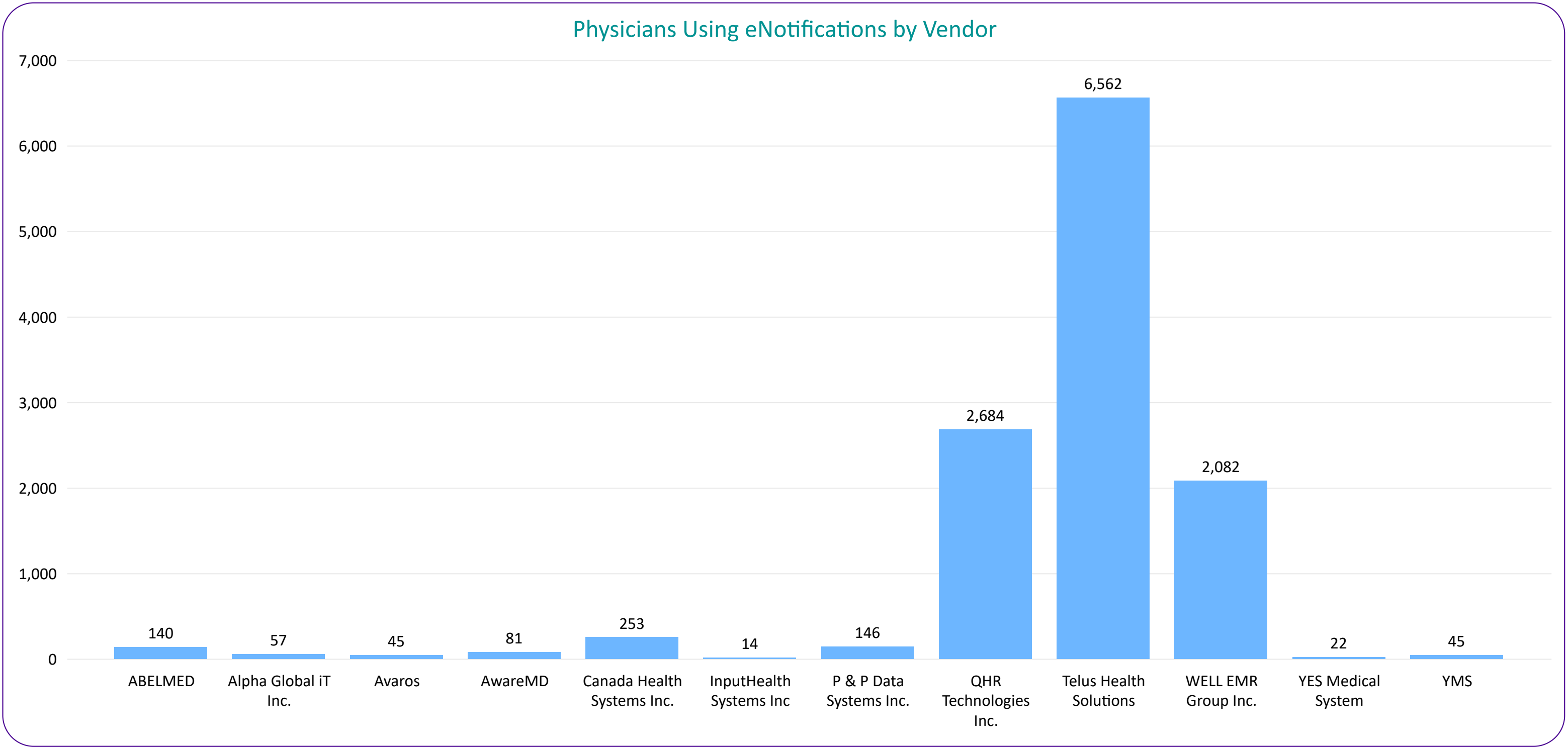
Figure 6: Clinicians with ONE ID®



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

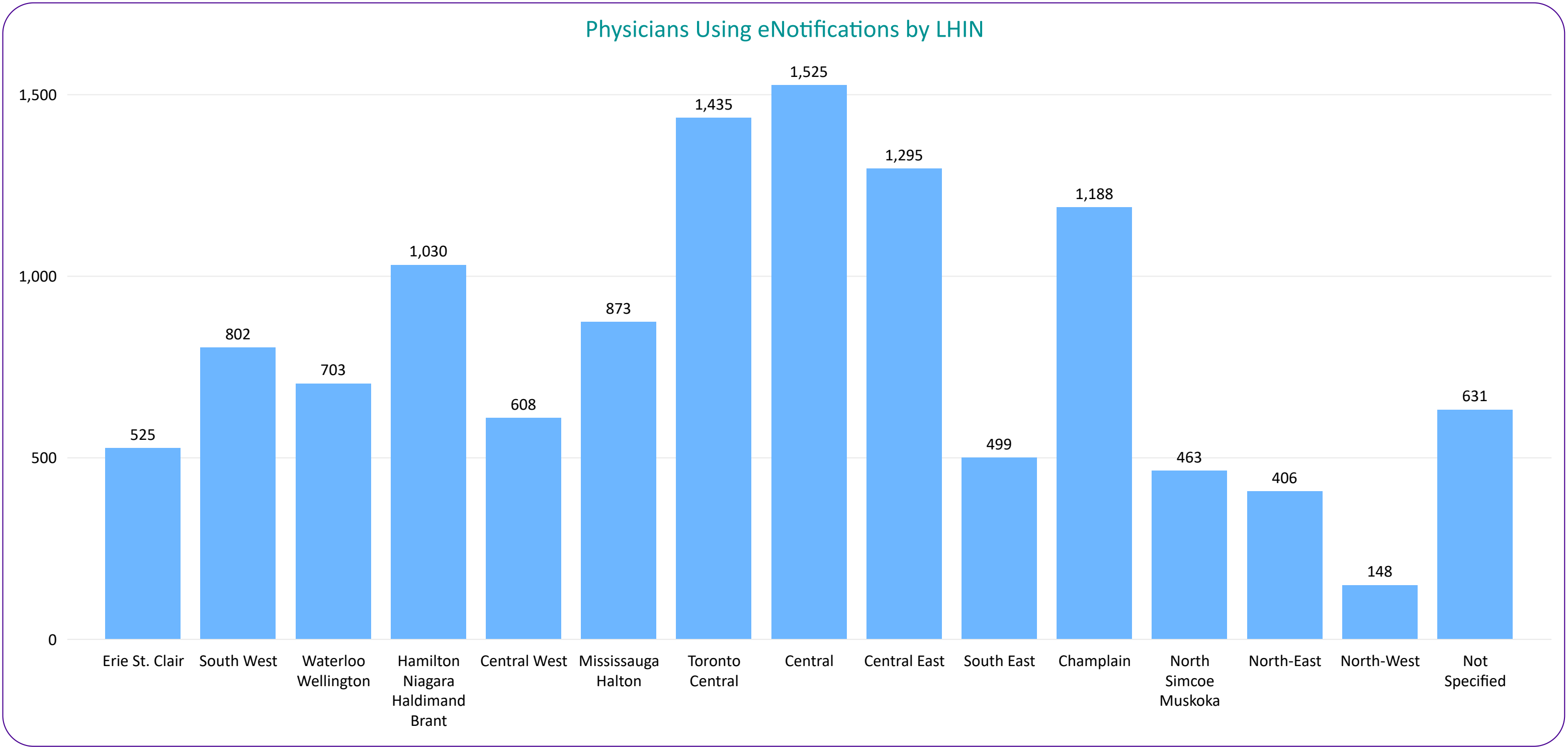
*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



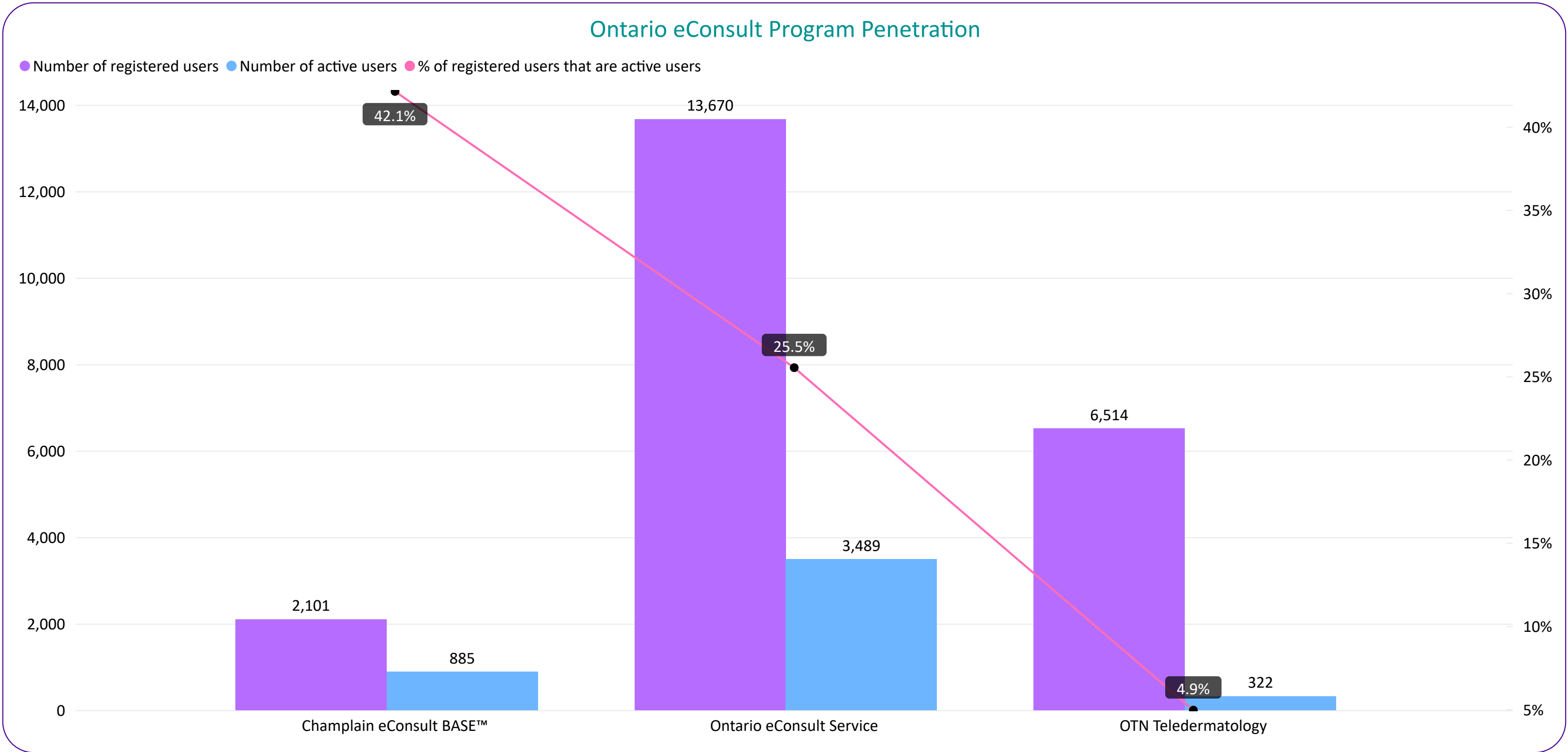
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



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

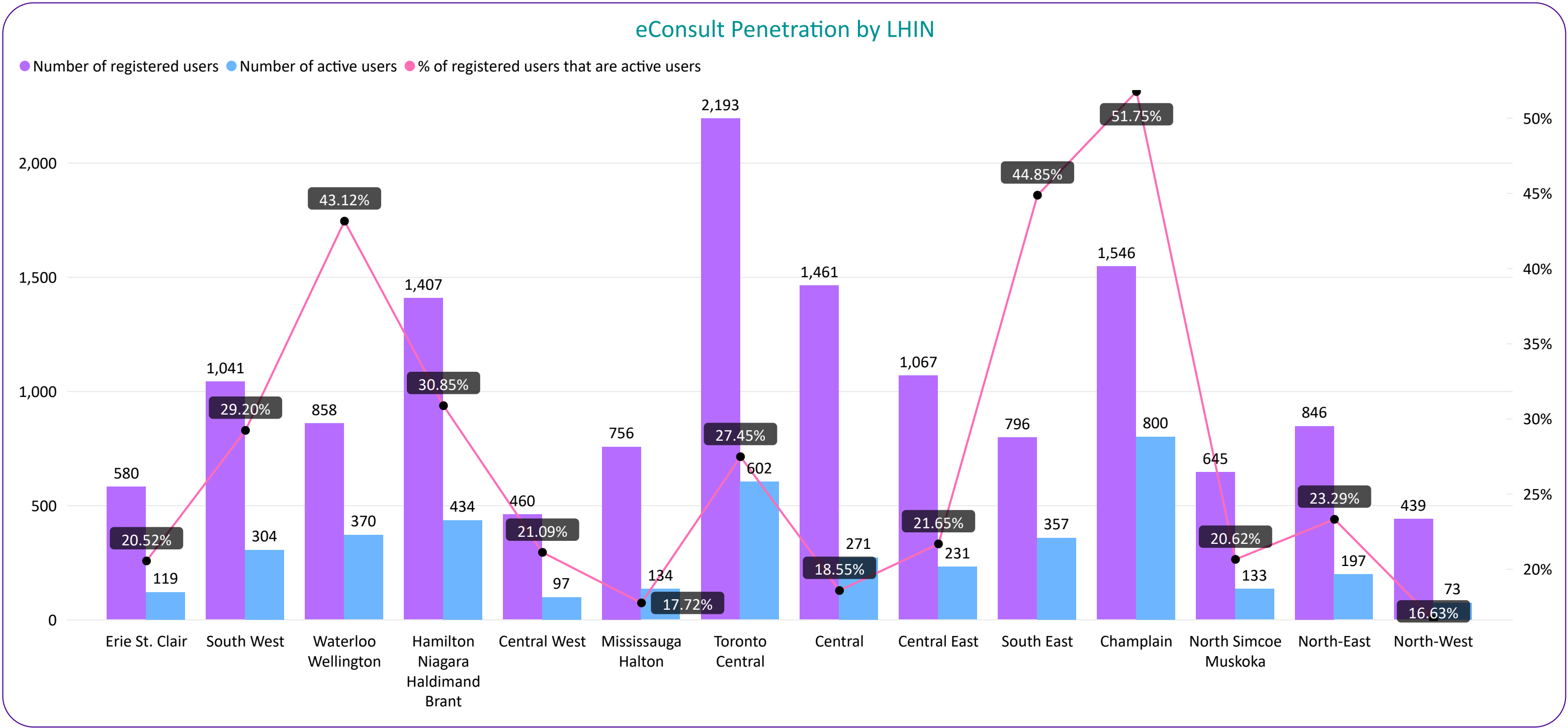
Figure 9: Ontario eConsult Program Penetration



*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

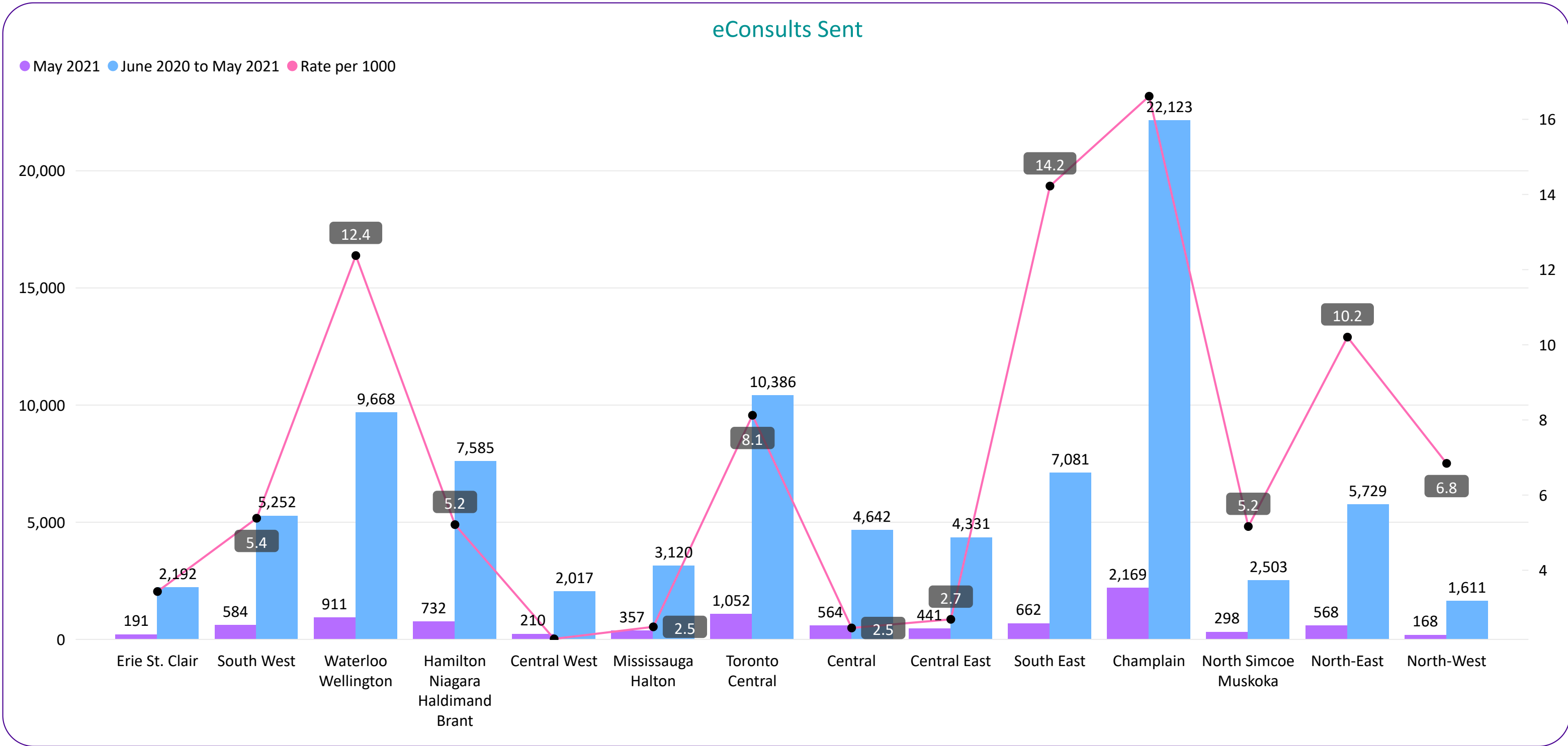


*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

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

***Includes PCPs and Specialists.

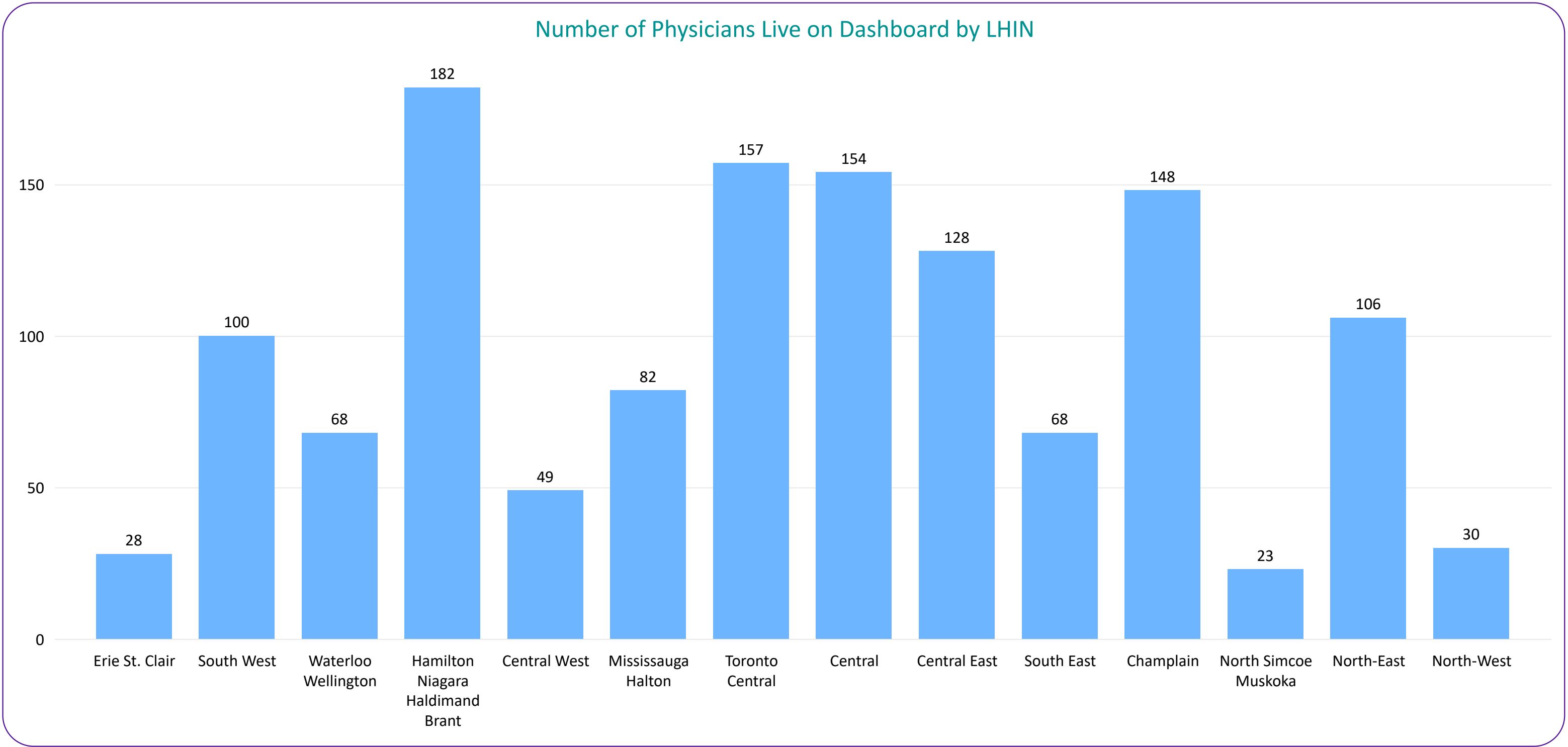
Figure 11: eConsults Sent



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

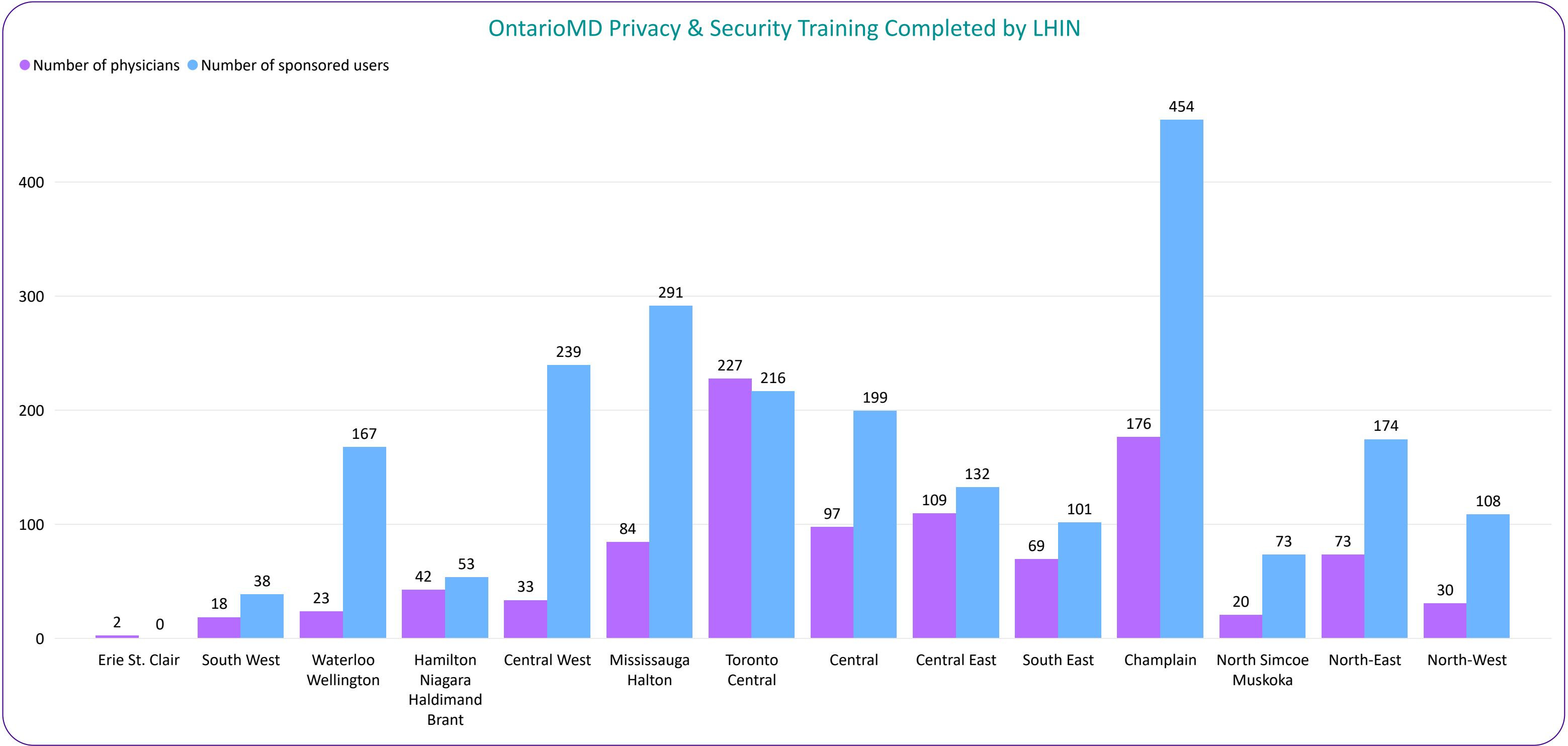
**Includes eConsults sent through Ontario eConsult Service, Champlain BASE™, Teledermatology and Teleophthalmology

Figure 12: Physicians Live on Dashboard by LHIN



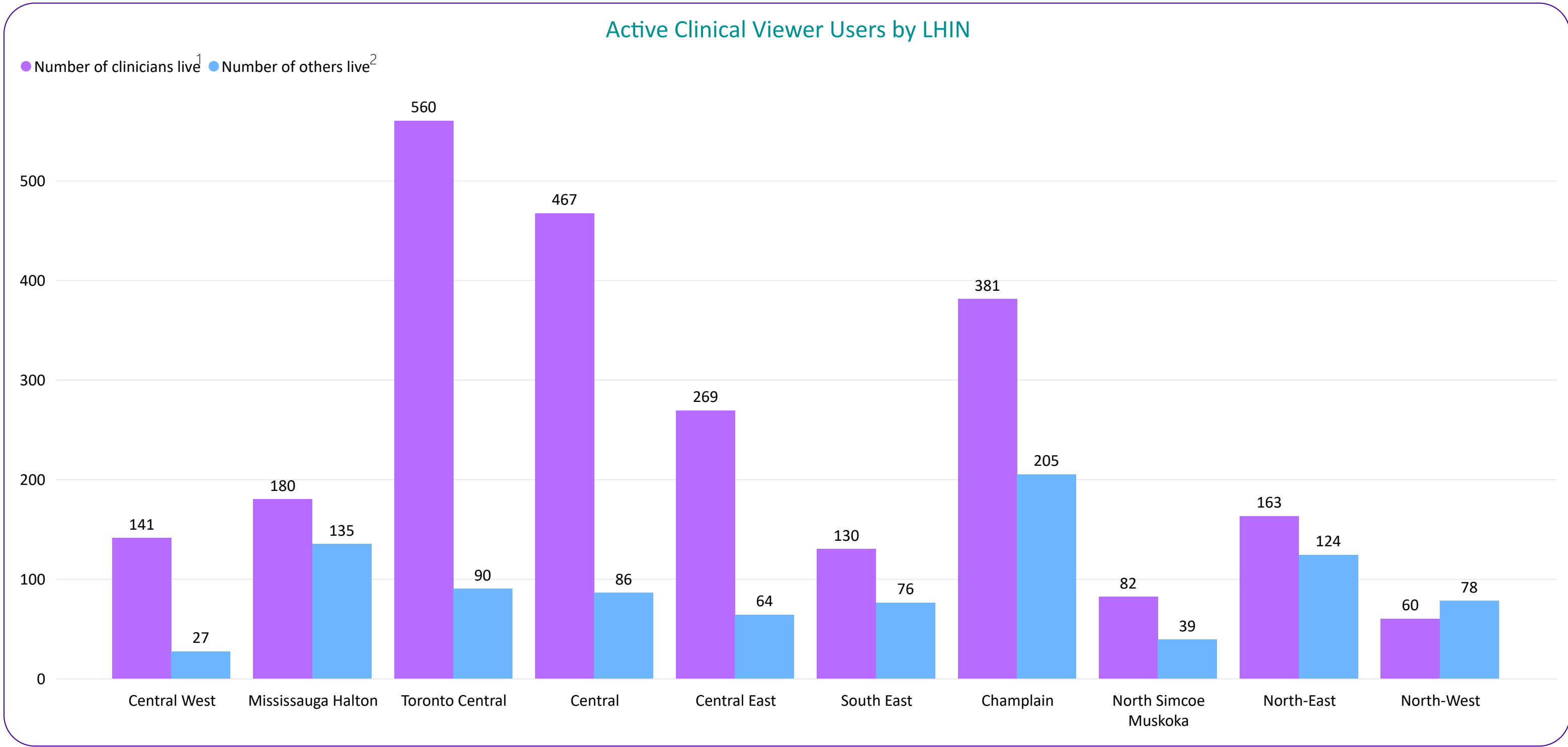
*Source of the data is OntarioMD's CRM system

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