

# ONTARIOMD STAKEHOLDER REPORT:

## Products and Services by LHIN for September 2021

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## 1. Executive Notes for September

Please note that the OMD Stakeholder Reports have moved to a quarterly frequency. This report covers 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.

### Corporate News

OMD has started the recruitment process to find a new CEO. OMD is also recruiting for two new Directors for its Board. OMD has also produced a [new video about our corporate strategy](#).



### 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 manage in-person and virtual visits with patients using virtual care tools as appropriate. OMD has continued to see high demand for digital health tools such as HRM® and OLIS 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 cover clinical workflow and complete end-to-end training of the COVaxON tool for primary care practices. As at the end of September, OMD has supported more than 900 primary care practices with training and held over 80 training sessions with more than 2,200 attendees. As the province prepares to vaccinate children aged 5 to 11, more pediatricians are participating in the COVaxON training sessions.

OMD continues to offer training webinars and other [resources for primary care clinicians](#) and their staff. Clinicians and staff can [register for the training sessions](#), access resources such as Job Aids, view a recording of the last training webinar, and contact OMD for support by email at [COVaxON.Support@ontariomd.com](mailto:COVaxON.Support@ontariomd.com). The website is updated weekly with the date and time of the next training session.

### 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. Additional [useful resources](#) for primary care clinicians are also available.

Since May 18, 2021, HRM began delivering COVID-19 vaccination reports to HRM users. OMD provides updates on how to [access COVID-19 vaccination data](#) regularly and has developed helpful resources to assist practices with the management of the HRM reports. Please see the HRM section below for more information as well as the delivery of historical reports to clinicians.

### Digital Health & 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.

On September 30, 2021, OMD held its popular, complimentary, Digital Health & Virtual Care Day conference. September 30 was also the National Day for Truth and Reconciliation and Orange Shirt Day. OMD marked the occasion and paid our respects to Canada's Indigenous peoples by encouraging attendees to wear something orange. All speakers and OMD staff showed their support for Indigenous people by wearing 'Every Child Matters' buttons to support the Indian Residential School Survivors Society. OMD staff are committed to furthering truth and reconciliation on an ongoing basis.

This year’s conference offered a thought-provoking keynote address by Dr. Sarah Funnell, Founding Director of the Centre for Indigenous Health Research and Education at the University of Ottawa. The keynote was followed by more than 20 sessions on a range of digital health and virtual care topics over four learning streams. Recordings of the accredited sessions are available on [OntarioMD.live](#). The conference was attended by more than 2,700 clinicians and other stakeholders from 22 countries. The post-conference recordings have been accessed by users from an additional 28 countries. Results from the conference evaluations indicate that 88% of attendees were satisfied with the conference. 93% of attendees were satisfied with the Peer Leader led EMR training workshops. Attendance was only slightly down from last year demonstrating the sustained interest in education on digital health and virtual care.

*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](#).*

In August 2021, OMD opened nominations for the 2021 Luminary Awards. The awards honour clinicians and their staff who have demonstrated leadership to successfully implement certified EMRs and digital/virtual health tools to benefit their patients and ease the administrative burden on their practices. The 2021 winners were announced at the Digital Health & Virtual Care Day conference on September 30. [Read about the 2021 winners.](#)

*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 on July 15, with the support of Canada Health Infoway. The French version of the new module became available on September 30, 2021. 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 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 [Tips to Identify Phishing Emails](#).

*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 continued its Digital Health & Virtual Care Curriculum with its monthly OMD Educates webinars. [Recordings are available](#) for these webinars:

- The Digital Specialist (July 21, 2021)
- Insights4Care (i4C) Program and CPSO QI/QA (August 4, 2021)
- Virtual Care is Still Care - Tips for Better Patient Engagement (August 25, 2021)

Check out our [upcoming OMD Educates webinars](#). Physicians receive Continuing Medical Education credits for attending.



# ONTARIO IOMD STAKEHOLDER REPORT: Products and Services by LHIN for September 2021



**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 over 45,000 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 recently adjusted its hours of operation and is now available to patients Monday to Friday from 8 a.m. to 8 p.m.

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

- **COVID-19 Vaccination Reports** - As of May 18, 2021, HRM began delivering COVID-19 vaccination reports from the provincial COVaxON vaccine management system to the electronic medical records (EMRs) of more than 13,000 family physician and nurse practitioner (NP) HRM users 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, if they were identified by patients at the time of administration, and patients gave consent to include their vaccination data in COVaxON. 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). HRM began sending historical reports on **September 24**. [Read CMO Dr. Chandrasena's update on historical reports](#). Historical reports are being delivered to EMRs in batches over approximately 45 consecutive nights to make the number of extra messages coming in daily for each physician manageable. To help clinicians manage the extra reports, OMD developed [videos](#) and instructions for the most widely used EMRs (Accuro®, TELUS, WELL/OSCAR,) to demonstrate what to do. OMD also worked 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. The result of these efforts is that physicians with access to HRM will have a comprehensive picture of the COVID-19 vaccination status of their patients enabling them to better manage future vaccination needs.
- **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 4.6 million reports per month HRM delivers from 570 hospital and specialty clinic sites across Ontario to the EMRs of more than 13,000 clinicians.
- **HRM Sending Facilities and Report Types** – SickKids Hospital is now sending diagnostic imaging (DI) reports in plain text (not PDF) to EMRs through HRM. It has also changed some of its DI reports to medical record (MR) reports. SickKids has updated its Report Types list on the [HRM Sending Facilities](#) page. This change in report type affects the auto-categorization of reports in EMRs. Help with auto-categorization is available by contacting [support@ontariomd.com](mailto:support@ontariomd.com).
- **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. Collingwood General and Marine Hospital, Georgian Bay General Hospital, Headwaters Health Care Centre, and Royal Victoria Regional Health Centre (Care4 Hospitals) implemented MEDITECH Expanse on September 18, 2021. They have now resumed report delivery via HRM® on October 12, 2021. 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 clinician users to adopt the current i4C Dashboard available within four EMR offerings – TELUS PSS, YMS, QHR’s Accuro® EMR, and AwareMD. The i4C Advisory Service continues its support for primary care practitioners in developing and customizing workflows to leverage EMR-based digital health tools including the i4C Dashboard for population health management and improved patient care. The i4C Program is exploring opportunities in expanding support to additional OHTs and health care practices through new initiatives.

*Digital Health Drug Repository (DHDR) EMR Integration*

Building on the Q1 successes wherein YMS Inc. successfully deployed the Digital Health Drug Repository (DHDR) to a clinician practice using YMS EMR, the DHDR project continues to progress through the Limited Production Release (LRP) phase. The next EMR vendor projected to go live with DHDR is WELL EMR Group, in January 2022. In addition to the three LPR EMR vendors (YMS Inc., QHR Technologies Inc., and WELL EMR Group), five more EMR vendors have committed to DHDR integration and are in varying stages of development in anticipation of provincial deployment.

Throughout Q2, OMD has been collaborating with Ontario Health and the Ministry of Health to explore making DHDR a mandatory component of OMD’s EMR Certification Program.

The EMR-Integrated DHDR gives clinicians convenient, real-time, and secure access to information directly from their EMRs about publicly funded drugs and pharmacy services, as well as all monitored drugs (regardless of payor), in addition to COVID-19 vaccination information from the provincial COVaxON vaccination management system.

*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.



**Ministry of the Solicitor General:** OMD’s advisory services to the Ministry of the Solicitor General to support development of its Request for Bid (RFB) for an electronic medical and health records solution will come to a successful conclusion in November. OMD continues to work with the Solicitor General to identify opportunities for OMD to advise the Solicitor General upon conclusion of the RFB process.

**Ministry of Health (MOH) Call for Applications: Regional Security Operations Centres (RSOCs):** The Health Sciences North (HSN) led proposal to receive funding under the RSOCs call for applications was selected by MOH. OMD’s project team has engaged with HSN to begin project execution activities.

**MOH Call for Applications:** OMD is advising OHTs across the province on the development of their proposals in response to the following call for applications:

- Online Appointment Booking
- Virtual Primary Care
- Clinical Systems Renewal

***OMD Certification Program***

TELUS Health – PS Suite is currently in the advanced stages of EMR certification for New Brunswick with a target completion in Q3. This will be the first EMR vendor certified for New Brunswick validated by OMD Certification Program.

There are two Virtual Visit vendors that have been scheduled for validation (on behalf of Ontario Health Virtual Visits Verification Program).

**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

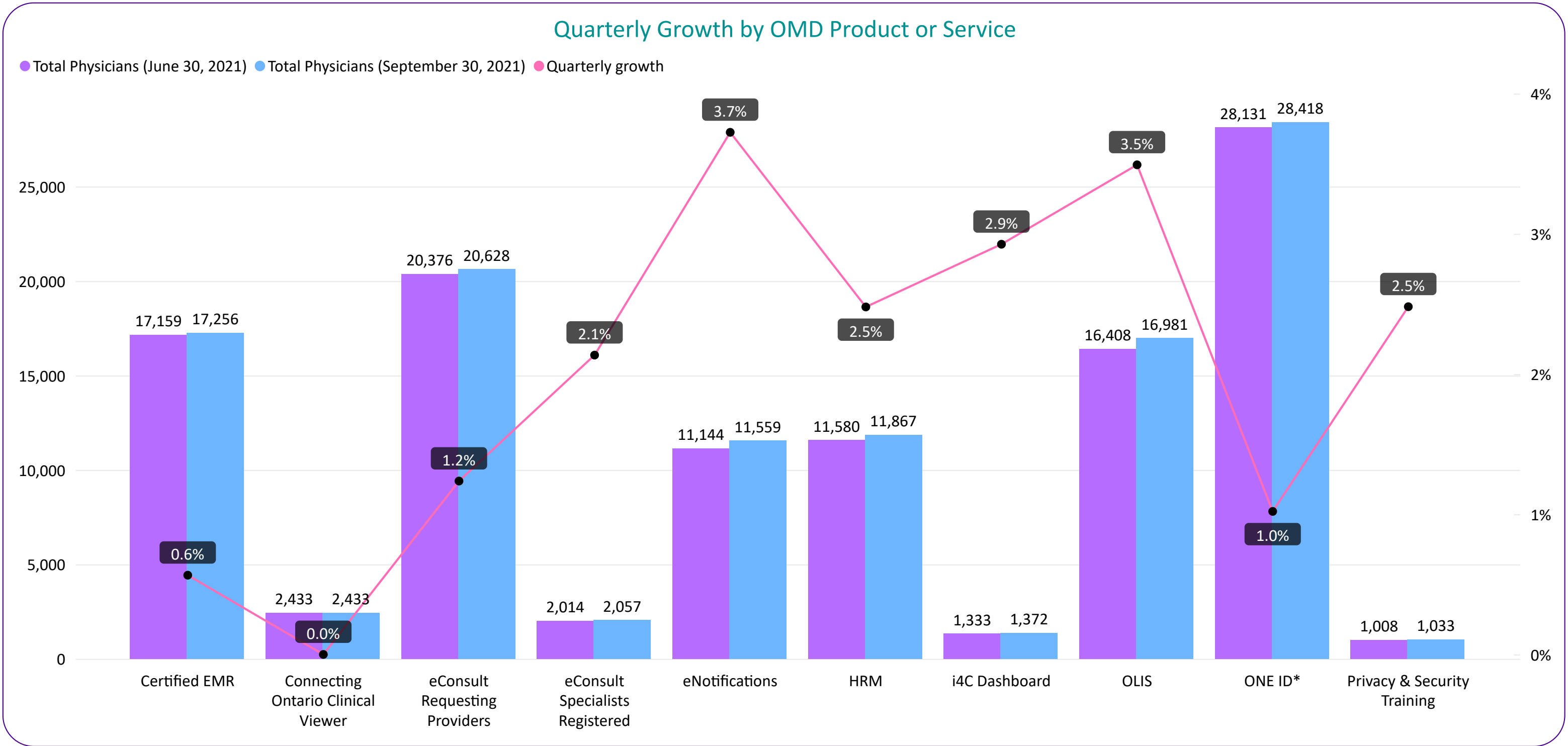
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- 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

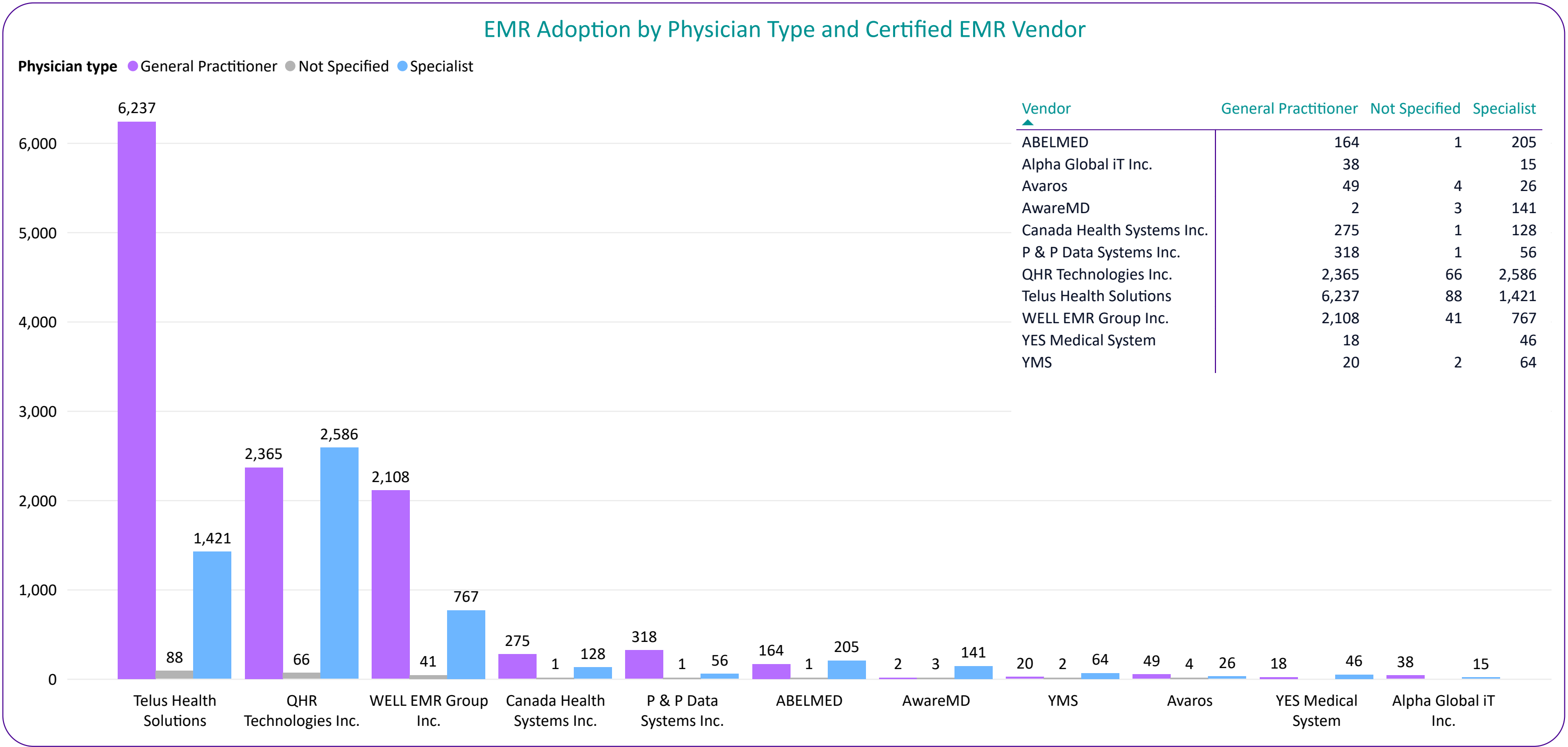


\*Source of the data is eHealth Ontario.



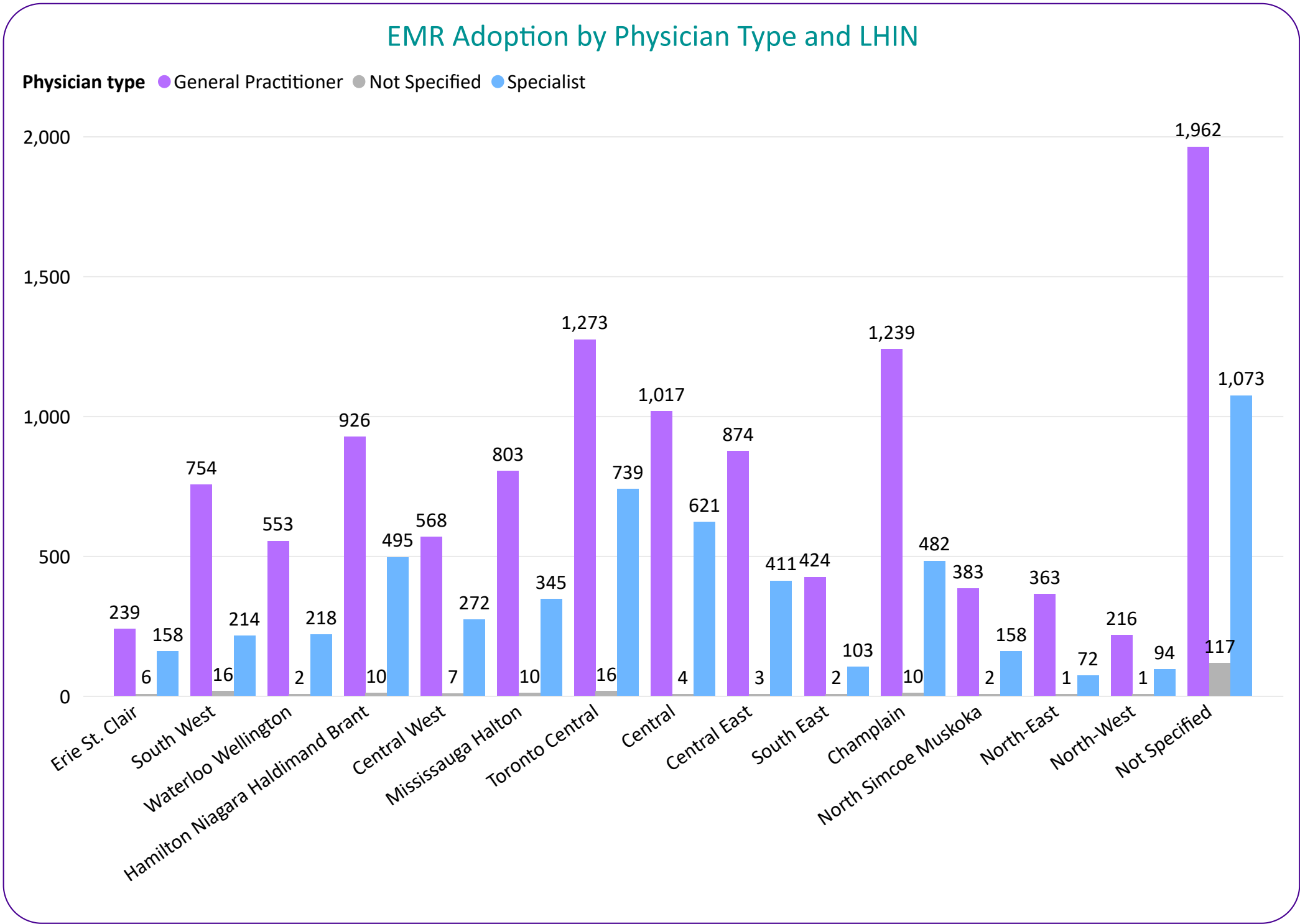
6. Products and Services by Vendor and LHIN View

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



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

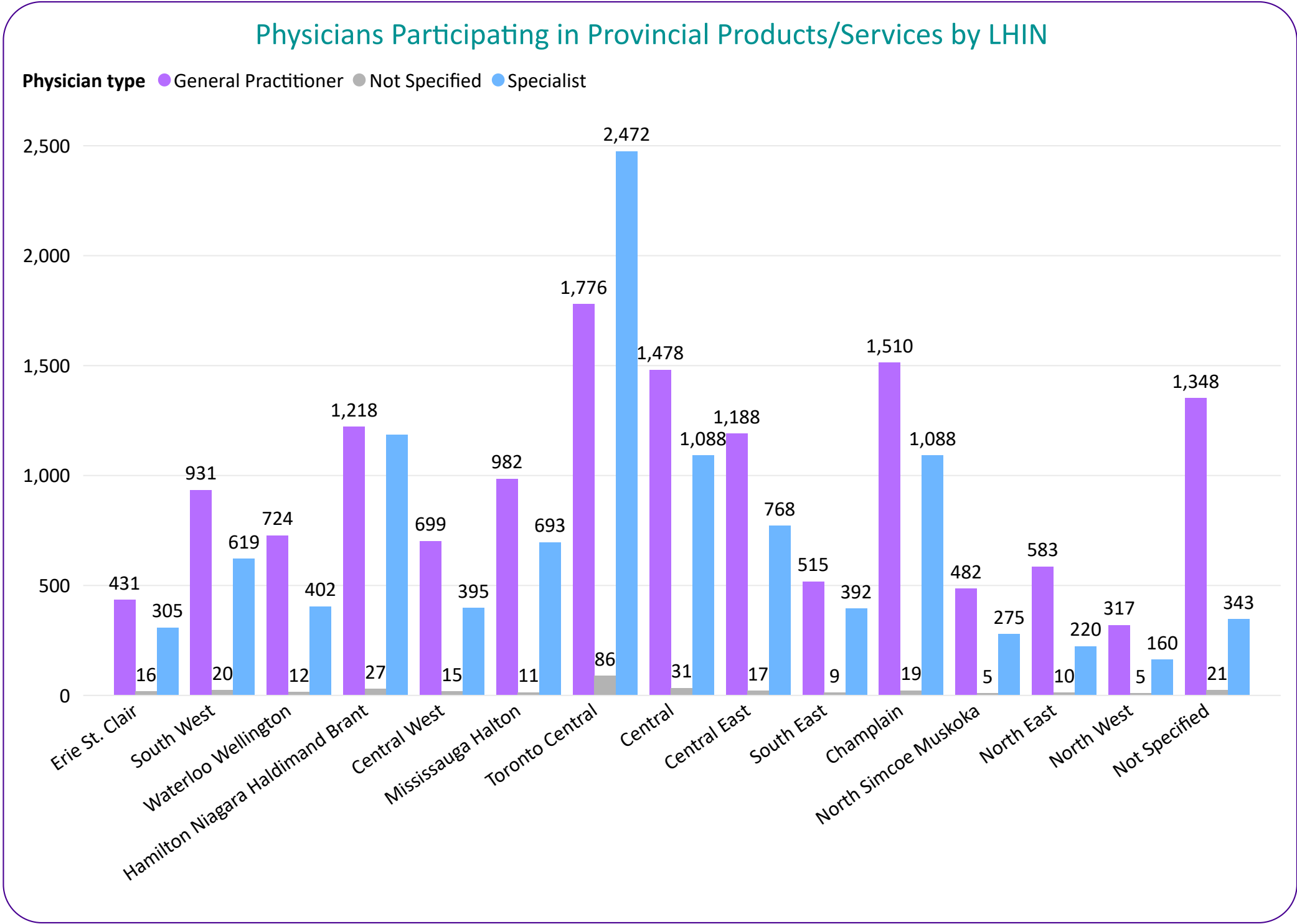
Figure 2: EMR Adoption by Physician Type and LHIN



LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	239	6	158
South West	754	16	214
Waterloo Wellington	553	2	218
Hamilton Niagara Haldimand Brant	926	10	495
Central West	568	7	272
Mississauga Halton	803	10	345
Toronto Central	1,273	16	739
Central	1,017	4	621
Central East	874	3	411
South East	424	2	103
Champlain	1,239	10	482
North Simcoe Muskoka	383	2	158
North-East	363	1	72
North-West	216	1	94
Not Specified	1,962	117	1,073

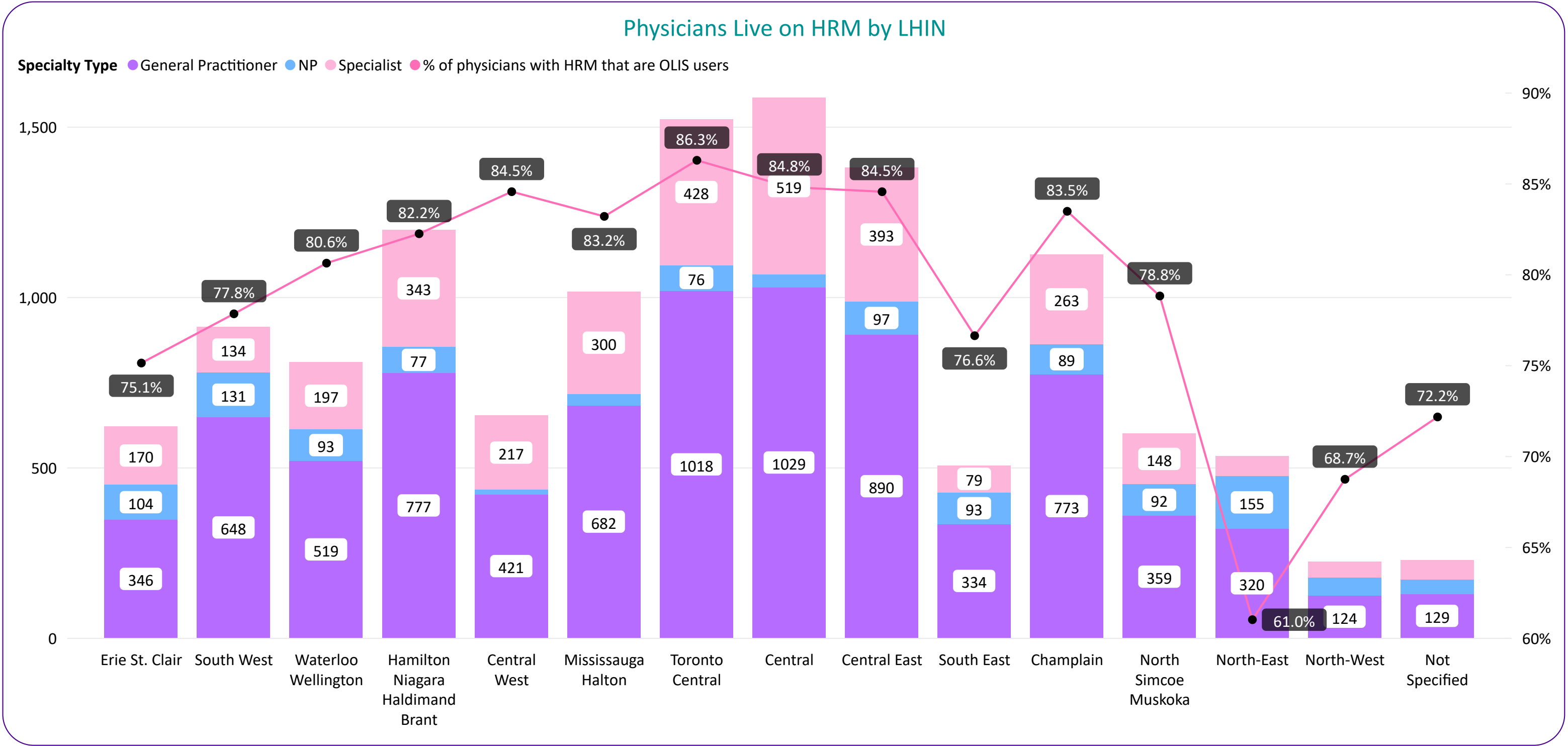
\*Source of the data is OntarioMD’s CRM system.

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



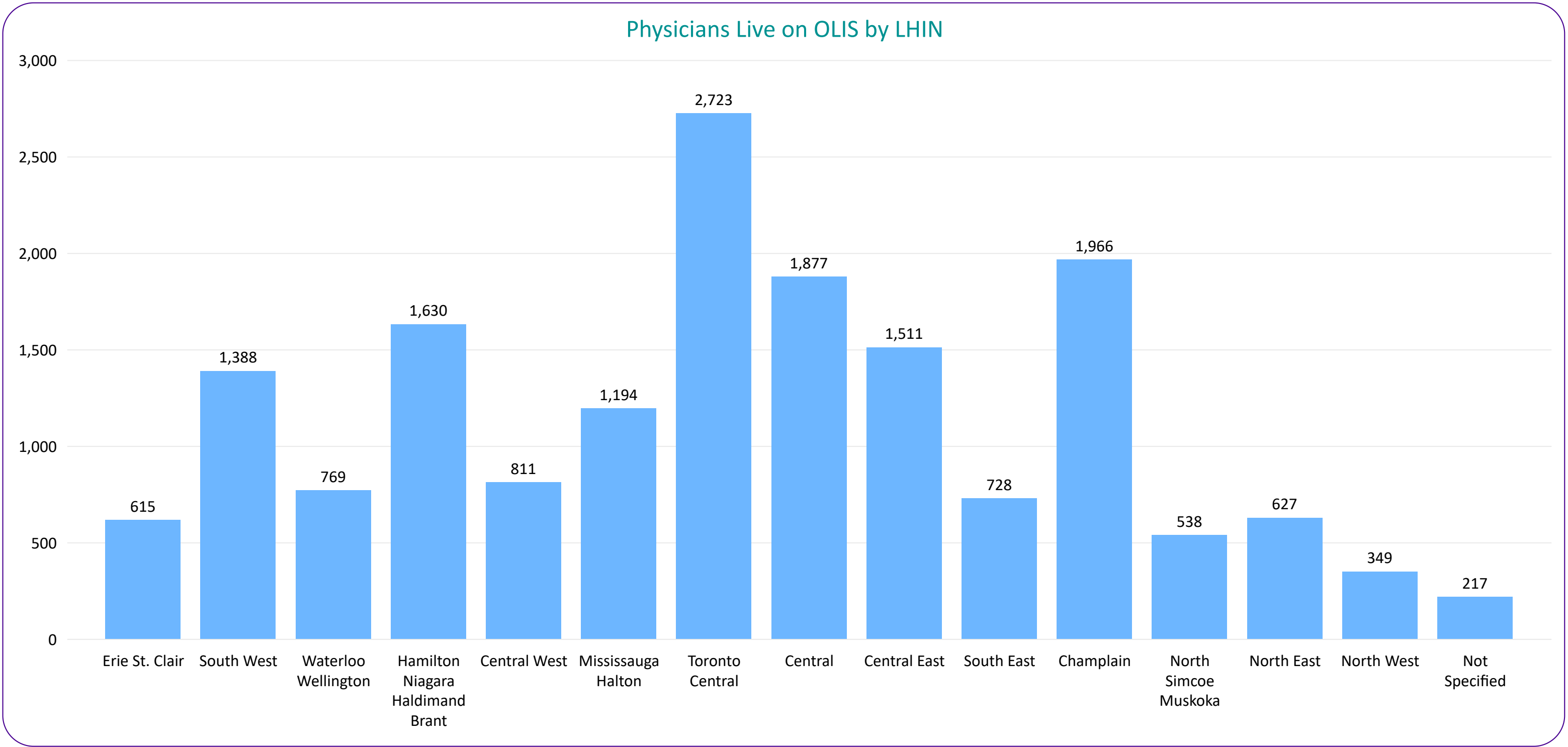
LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	431	16	305
South West	931	20	619
Waterloo Wellington	724	12	402
Hamilton Niagara Haldimand Brant	1,218	27	1,181
Central West	699	15	395
Mississauga Halton	982	11	693
Toronto Central	1,776	86	2,472
Central	1,478	31	1,088
Central East	1,188	17	768
South East	515	9	392
Champlain	1,510	19	1,088
North Simcoe Muskoka	482	5	275
North East	583	10	220
North West	317	5	160
Not Specified	1,348	21	343

Figure 4: Physicians Live on HRM by LHIN



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

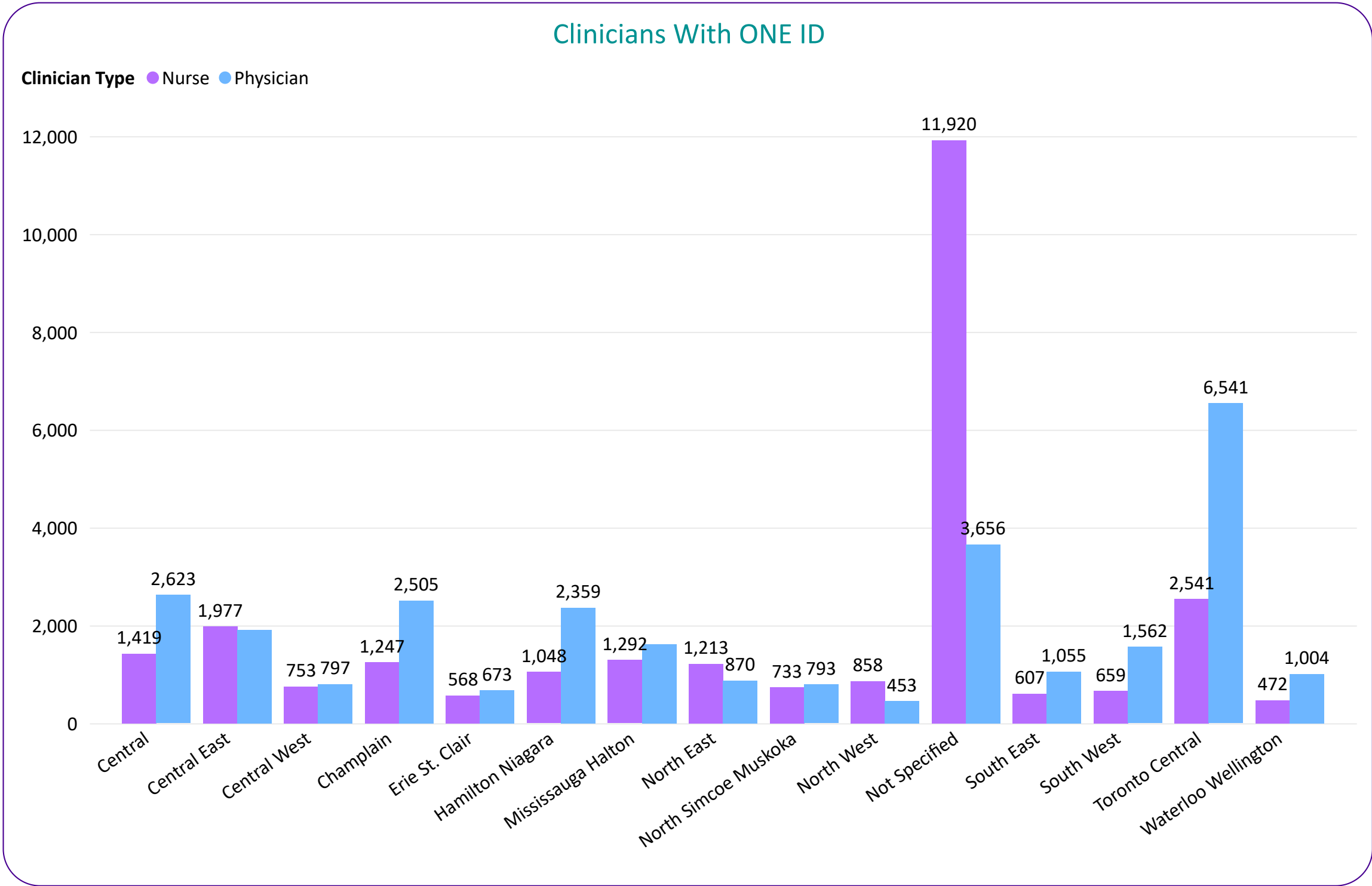
Figure 5: Physicians Live on OLIS by LHIN



\*Source of the data is eHealth Ontario.



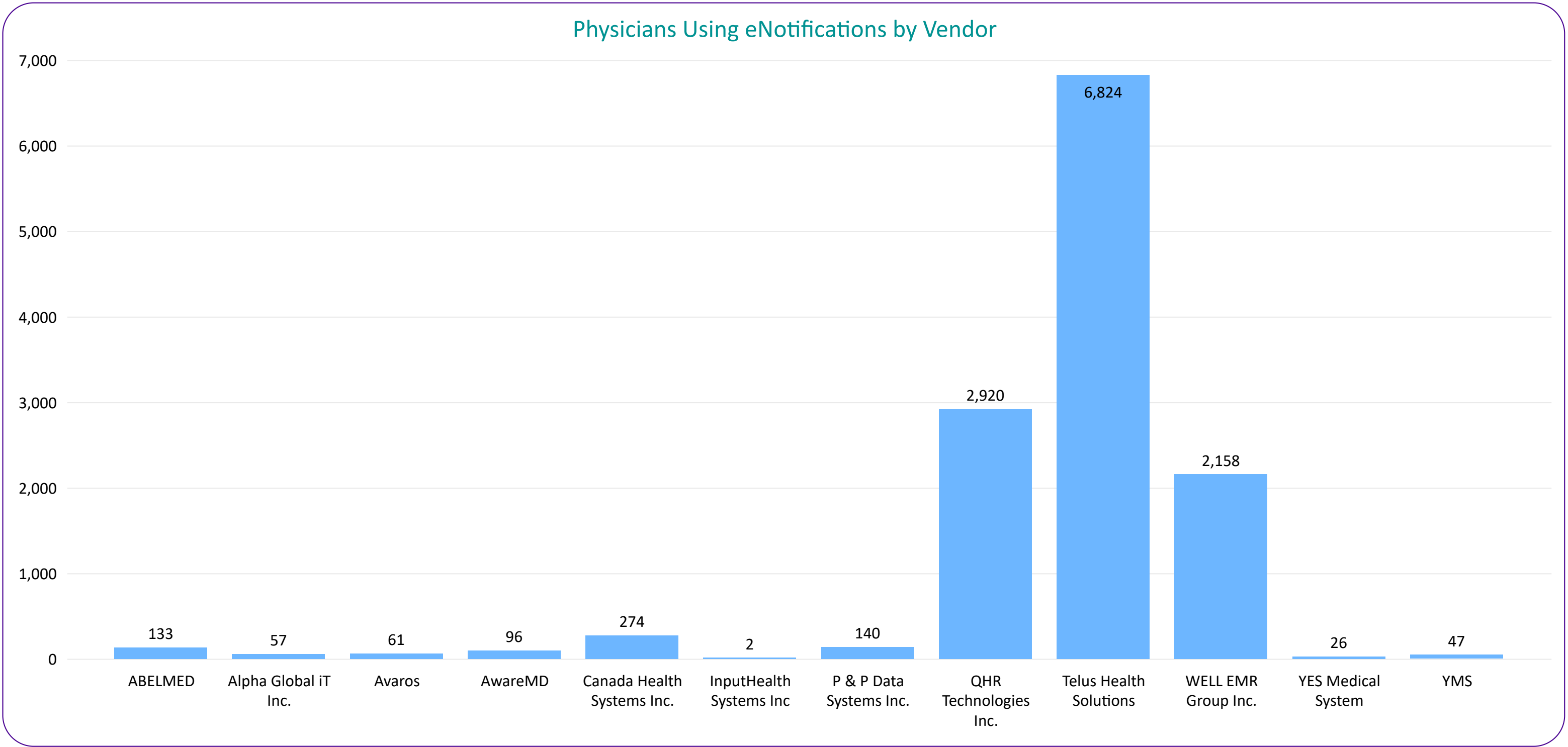
Figure 6: Clinicians with ONE ID®



LHIN Name	Nurse	Physician
Central	1,419	2,623
Central East	1,977	1,912
Central West	753	797
Champlain	1,247	2,505
Erie St. Clair	568	673
Hamilton Niagara	1,048	2,359
Mississauga Halton	1,292	1,615
North East	1,213	870
North Simcoe Muskoka	733	793
North West	858	453
Not Specified	11,920	3,656
South East	607	1,055
South West	659	1,562
Toronto Central	2,541	6,541
Waterloo Wellington	472	1,004

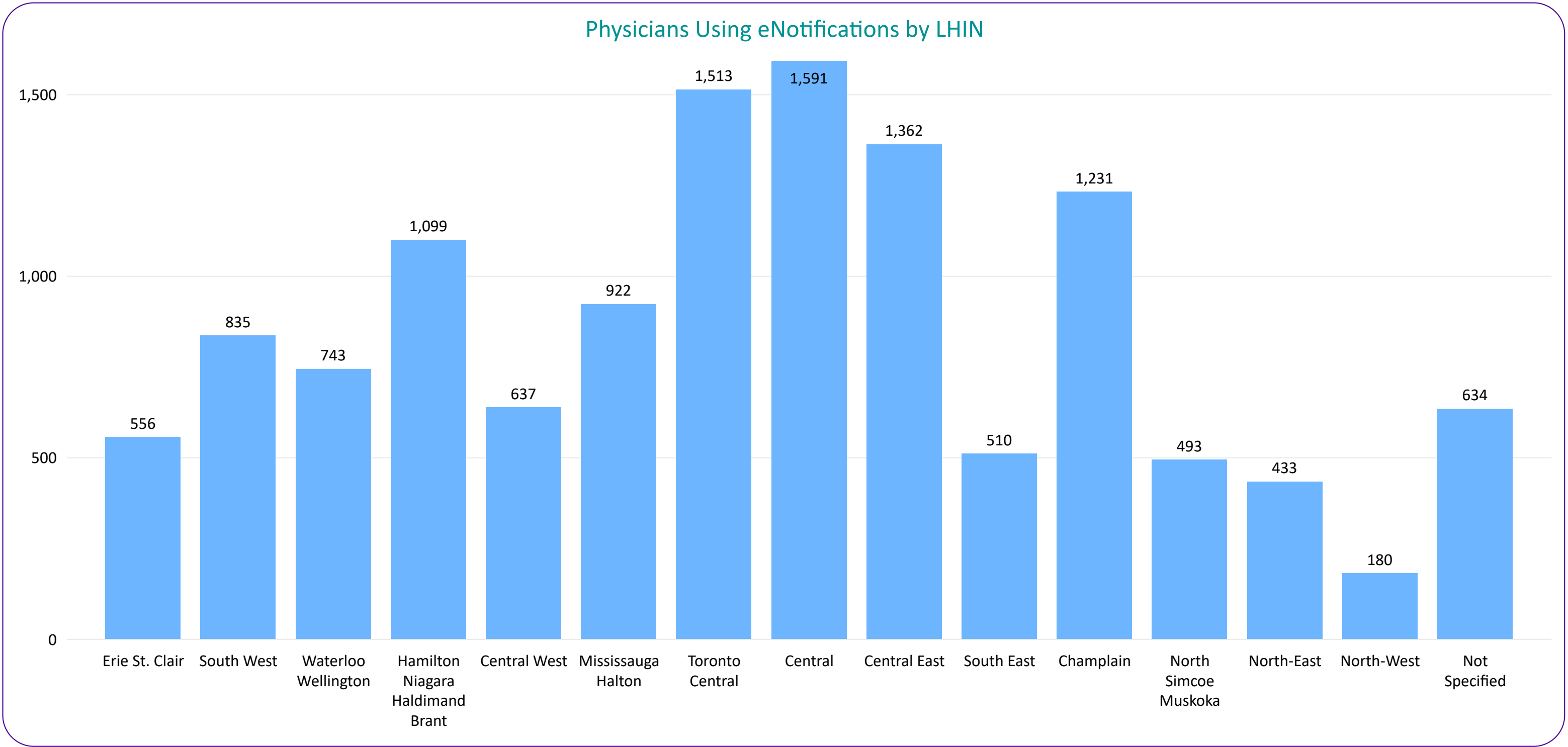
\*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



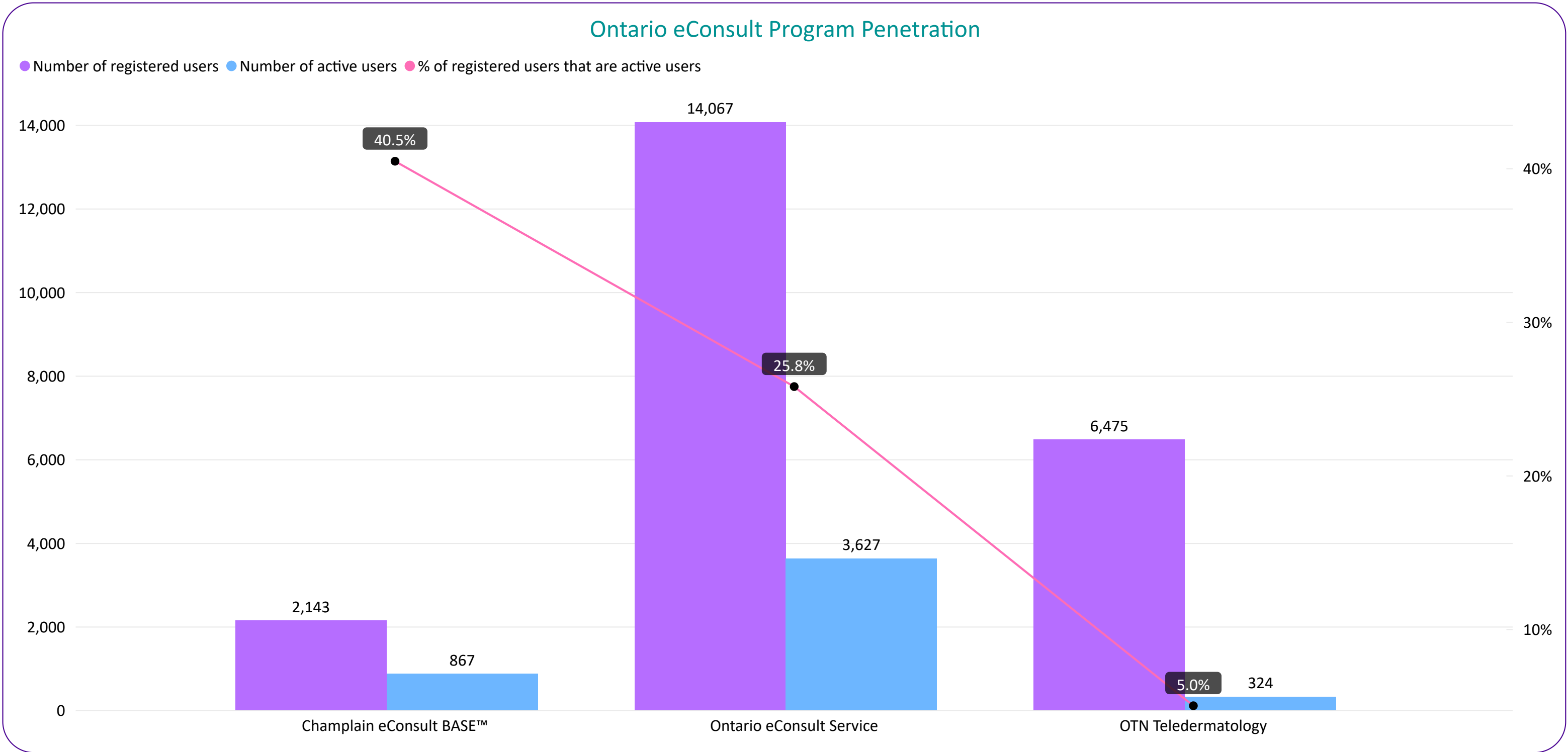
\*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



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

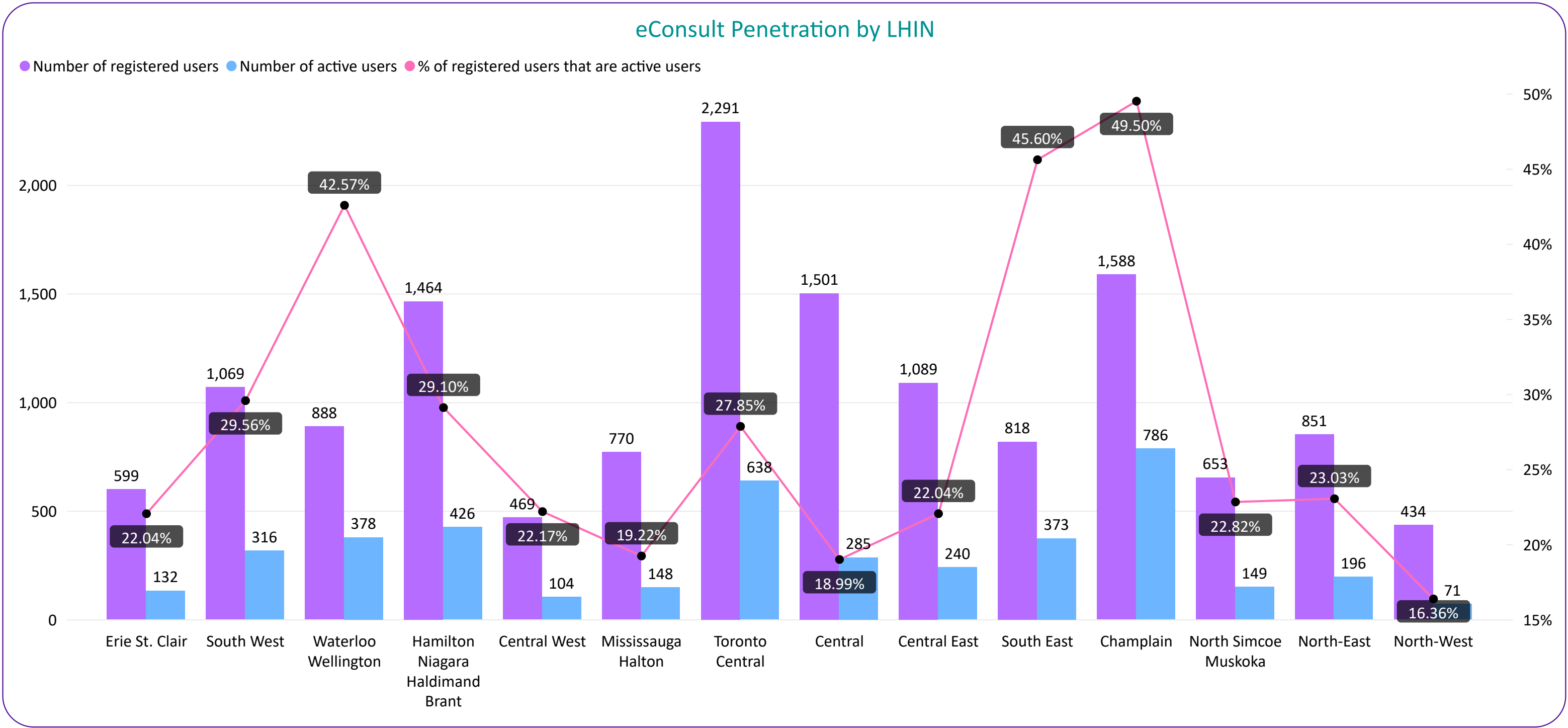
Figure 9: Ontario eConsult Program Penetration



\*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



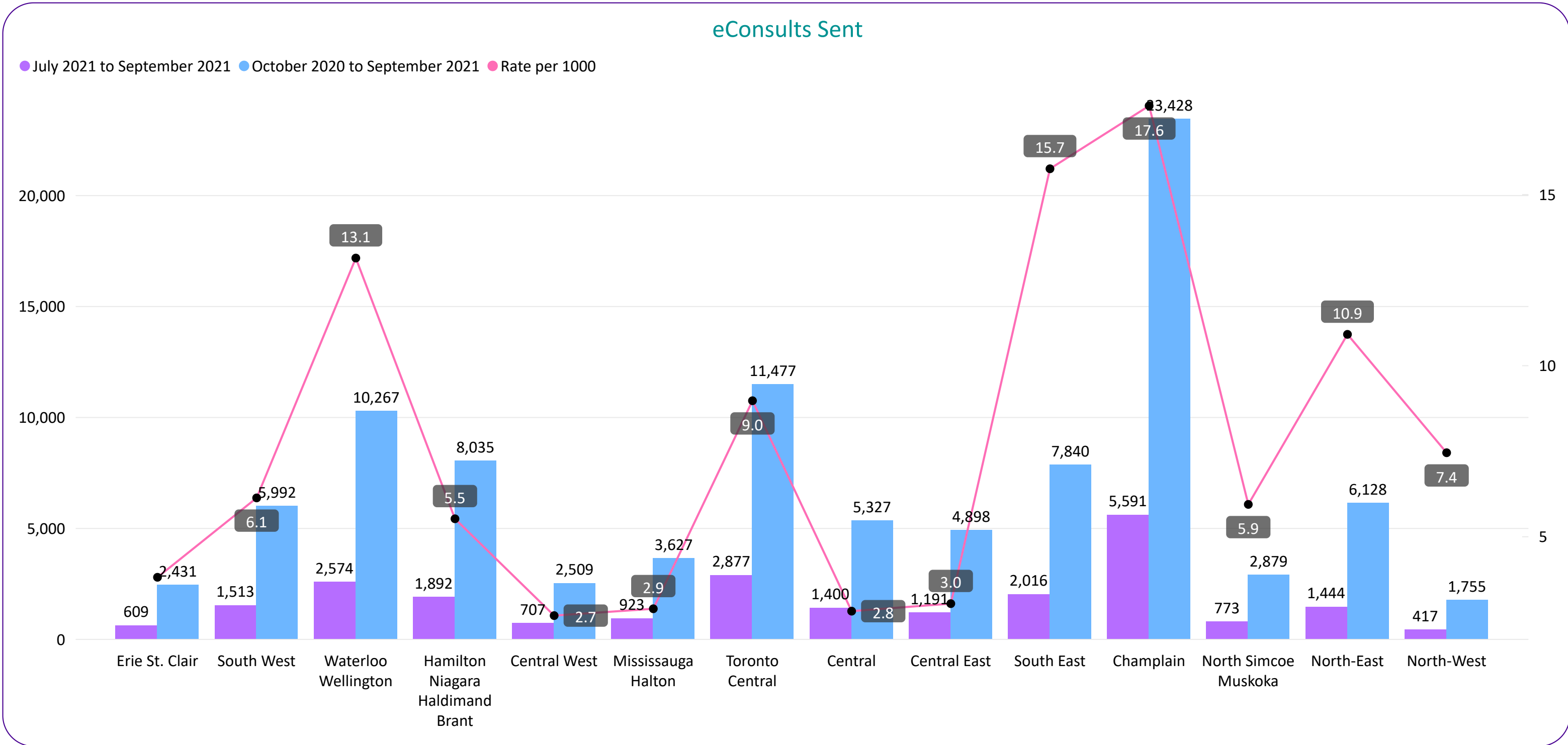
\*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

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

\*\*\*Includes PCPs and Specialists.



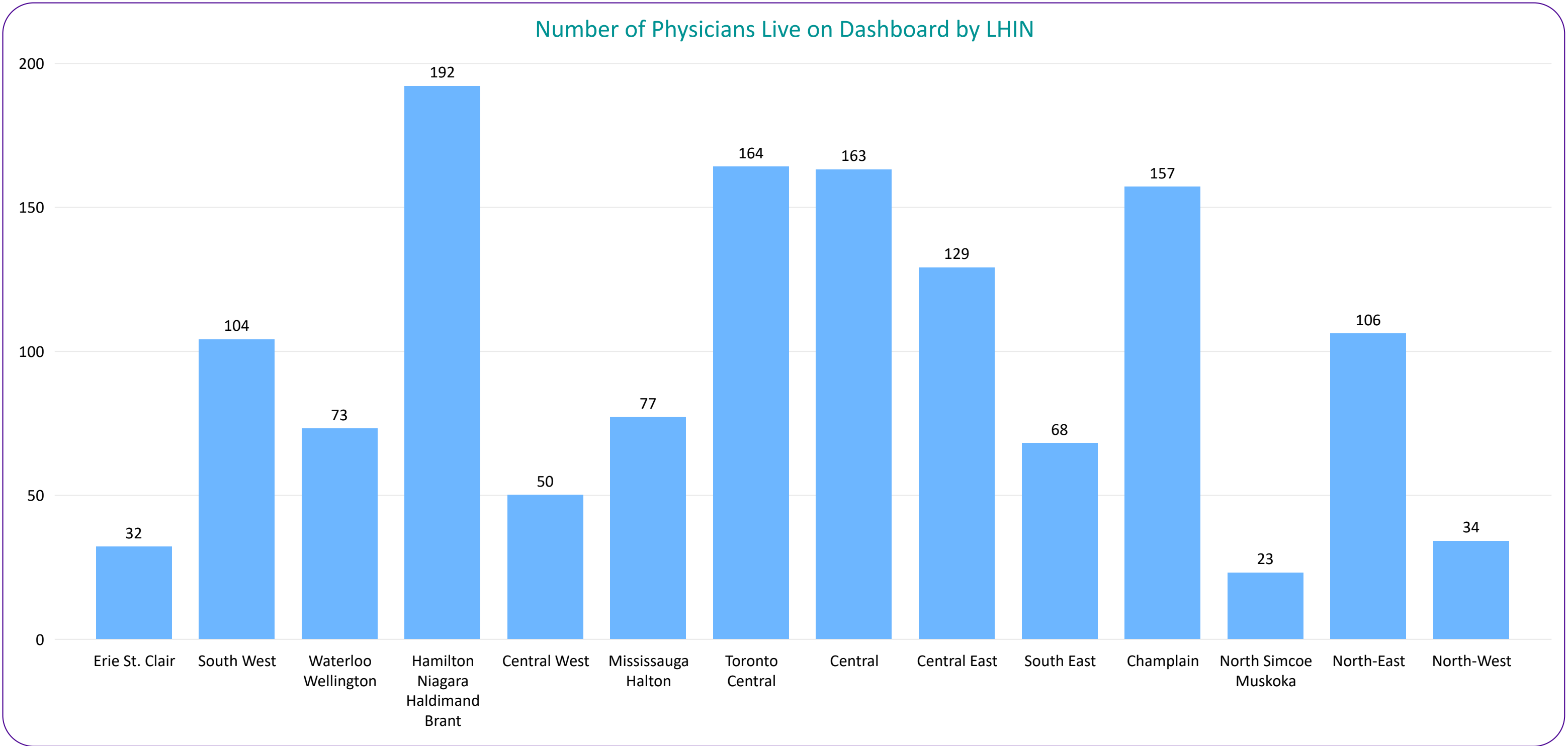
Figure 11: eConsults Sent



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

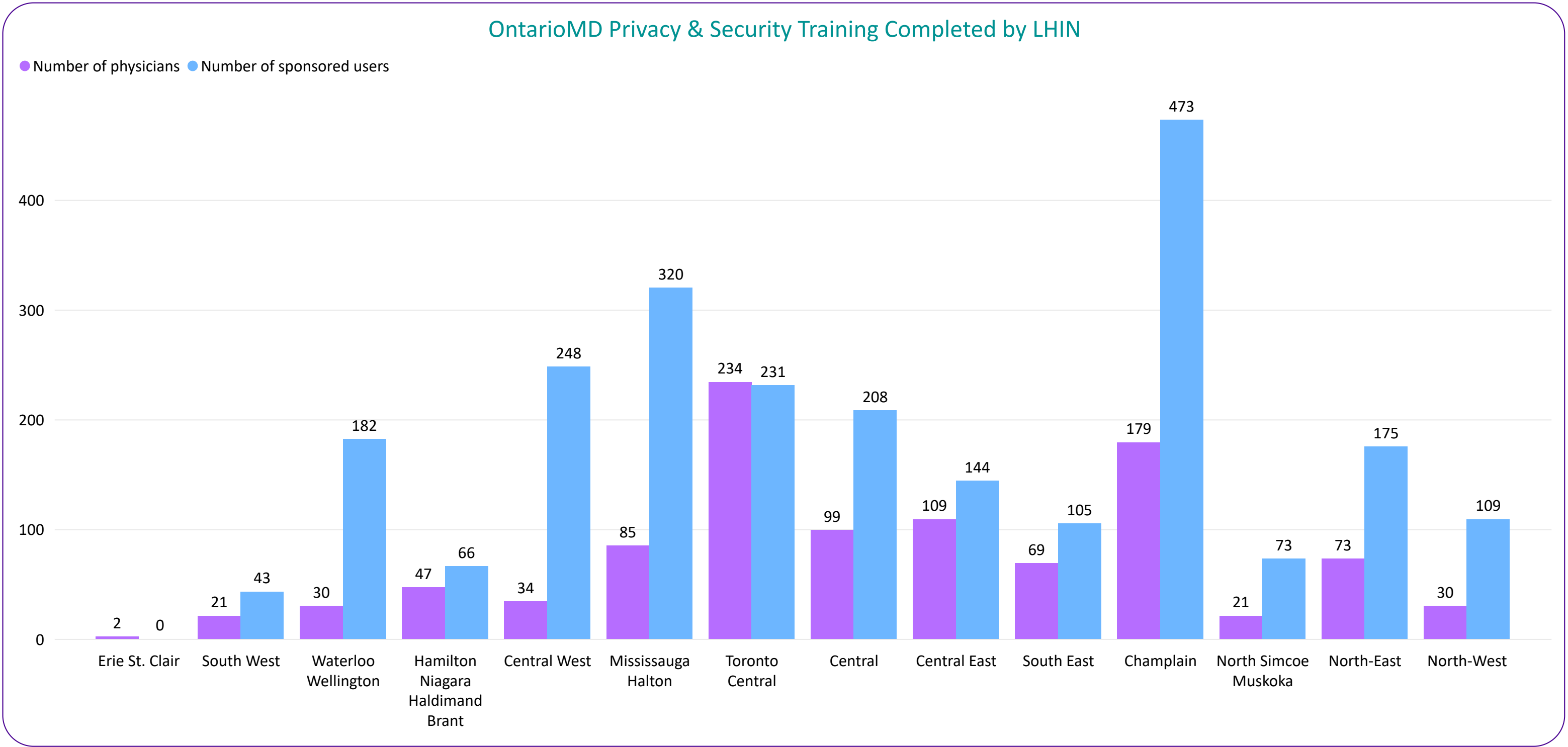
\*\*Includes eConsults sent through Ontario eConsult Service, Champlain BASE™, Teledermatology and Teleophthalmology

Figure 12: Physicians Live on Dashboard by LHIN



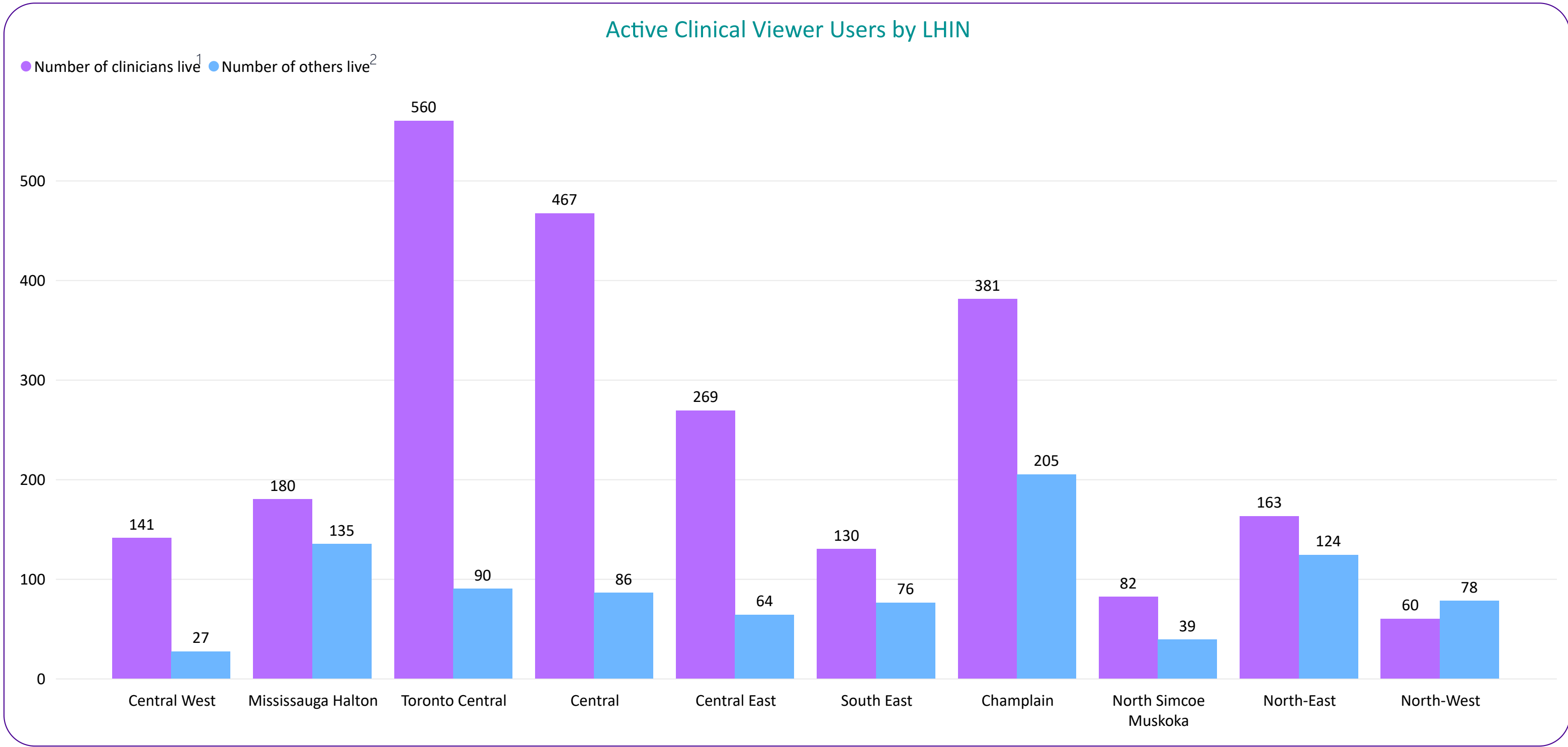
\*Source of the data is OntarioMD's CRM system

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