August 2017
LHIN Report

September 2017

Contents

Our Vision: Realizing the power of electronic medical records for a healthier Ontario

1. Executive Notes for August

OntarioMD appreciates your comments on this report and welcomes your ongoing feedback and ideas for improvement.

All the digital health services being tracked in this report – Health Report Manager (HRM), eNotifications, OLIS, and eConsult – continued to show growth in August 2017.

OntarioMD made some important adjustments in our reporting, which affects the presentation of our numbers. For example, we've updated who we consider to be part of the "Certified EMR" pool, given OntarioMD's shift from a funding program for physicians to a service delivery organization. We have revised the process to provide a more accurate representation of actual physicians using EMRs. This impacts Table 1, as well as all Appendices. The change resulted in a small decrease in the count across all LHINs, but provides a more accurate representation of the true EMR users/candidates for other related services.

In addition, the Ontario Physician Human Resources Data Centre (OPHRDC), which publishes the report OntarioMD references to arrive at the denominators used to calculate product penetration, released new numbers last month. This increased the total physician count from 27,800 to 28,636, and caused penetration percentages to appear as if they decreased. In reality, the denominator simply increased. These new numbers are reflected in Table 2, in the "Estimated number of FP and SP" portion.

The Ontario Telemedicine Network (OTN) is now providing OntarioMD with eConsult usage data for LHINs 6 and 11. This allows us to produce the eConsults received/sent charts in the Appendices.

Moving forward, OntarioMD will explore reporting at the sub-LHIN level (frequency and extent to be determined).

2. Introduction

The purpose of this report is to provide OntarioMD's partners and stakeholders with a monthly update on the provincial view of community-based family physicians' and community specialists' adoption and optimized use of certified electronic medical records (EMRs) and other digital health 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 more proficient EMR users, OntarioMD helps realize the clinical value and full potential of EMRs to enhance patient care and enable even more widespread health system benefits. EMRs are an important foundation for realizing the provincial vision for a comprehensive electronic health record (EHR) for all Ontarians.

3. OntarioMD and Local Health Integration Networks

OntarioMD is focused on the delivery of digital health products and services that translate into clinical value for physicians and their patients. OntarioMD works closely, and in partnership, with other health care organizations across the province, including the 14 Local Health Integration Networks (LHINs).

Our regional Practice Advisors take an integrated approach to working with physician practices, bundling products and change management services on behalf of the LHINs for efficient visits to practices. This reduces multiple touchpoints to the physician office and streamlines training and on-boarding so the physicians can spend less time on administration and more time on patient care.

What We Do

- Connect physician practices in Ontario to provincial applications that inform clinical decisions, such as OntarioMD's Health Report Manager (HRM), eNotifications, eConsult and the Ontario Laboratories Information System (OLIS). We are also starting to deploy the ConnectingOntario Viewer, as well as ONE® Mail and ONE ID services, on behalf of eHealth Ontario and many LHINs.

- Provide physicians with advice, guidance and EMR practice enhancement support to optimize their EMR use through experienced Practice Advisors located across Ontario, the EMR Practice Enhancement Program (EPEP) and the Peer Leader Program.

- Deliver a trusted EMR certification and vendor management program that assesses, monitors and manages EMR vendors and their products for compliance with the Ontario EMR Specifications providing assurance to physicians that their EMRs meet their needs.

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4. OntarioMD Products and Services

OntarioMD products and services are provincial digital health assets aligned to the Patients First: Digital Health Strategy in support of the health system transformation described in Ontario's Patients First: Action Plan for Health Care. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports the Digital Health Strategy:

- Enhance access to health information and services
- Strengthen quality, effectiveness and accountability
- Stimulate innovation and growth

OntarioMD receives funding from the Ministry of Health and Long-Term Care (MOHLTC), 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 and care they provide to patients.

CLINICIAN ENGAGEMENT

OntarioMD Practice Advisors work closely with physician practices to address their needs and enable them to enhance clinical value through technology. They assist practices to successfully navigate enrolment, onboarding and deployment processes, including completing subscription agreements for products such as Health Report Manager (HRM). They work with EMR vendors when necessary to facilitate connectivity, educate on functionality and to advocate when issues arise; all to ensure optimized use of the EMR.

With partner LHINs, Practice Advisors work to ensure the efficient delivery of products and services that meet regional needs and provincial priorities.

Practice Advisors work locally in all LHINs and provide change management services to integrate physician practices with new digital health solutions that provide them with immediate clinical value. They support physicians and their staff through the EMR Practice Enhancement Program (EPEP) to develop step-by-step advice and plans, tools and techniques based on the specific needs of patients and the practice. Their knowledge and expertise lead to improvements in practice efficiency and a better experience for patients and practice staff.

Some of the top examples of how Practice Advisors have helped practices include change management strategies for improving:

- Data standardization, quality and integrity

- Preventive care
- Internal workflow processes to enhance the patient experience
- Communications, etc.

In addition to the many improvements Practice Advisors can facilitate, they have also shared their experience in using EMRs to:

- Manage chronic diseases
- Eliminate appointment backlogs
- Manage documents
- Conduct effective queries, and much more.

EMR PRACTICE ENHANCEMENT PROGRAM

The EMR Practice Enhancement Program (EPEP) is a provincial change management service designed to help physicians enhance their EMR skills and efficiency to improve clinical and practice outcomes. No matter the current level of EMR skill, EPEP offers a current state analysis of EMR use, practice workflow and data quality to help physicians move beyond data capture and use information to improve patient care and practice efficiency to a desired level of EMR maturity.

EPEP is based on OntarioMD's EMR Maturity Model, an evidence-based framework for measuring, understanding and enhancing EMR use. The program provides hands-on support from Practice Advisors, who are expert EMR users, to create an enhancement plan, enriched with quality improvement methodology, that reflects unique practice priorities, leading to improved workflow, efficiency and patient care.

To get started with EPEP, physicians are encouraged to complete an EMR Progress Assessment (EPA). The EPA is a survey designed to help physicians identify their current EMR skill level and areas in which they would like to improve. Email **epep@ontariomd.com** for more information or to request a consultation.

PEER LEADER PROGRAM

OntarioMD's Peer Leader Program is a regional network of physicians, nurses and clinic managers across the province who are expert users of OntarioMD-certified EMRs. They support physician practices to realize increasing clinical value from their EMRs. The Peer Leader Program has been primarily funded by Canada Health Infoway.

Peer Leaders provide consulting services to physician practices that can lead to more efficient EMR use and workflow, optimization of existing EMR functions and access to additional ones, improved clinical decision support, and much more. They also provide guidance to OntarioMD on physician practice perspectives and priorities with regards to the development of innovation and enhancements to current OntarioMD programs. Peer Leaders are highly skilled thinkers in advanced EMR use, moving health system policy to practice, and quality improvement.

Contact **peer.leader.program@ontariomd.com** to request a Peer Leader. Peer Leaders are also available at OntarioMD's EMR: Every Step Conference series – including the Toronto event on September 28 – to meet one-on-one with attendees who pre-book appointments.

Health Report Manager (HRM) is an award-wining digital health solution developed by OntarioMD. It improves communication among health care providers by enabling physicians and practices using an OntarioMD-certified electronic medical record (EMR) to securely receive patient reports electronically from hospitals and other health care facilities directly into their EMRs. By eliminating paper reports, HRM makes report delivery safer and more secure while saving time and money for both hospitals and specialty facilities that send reports as well as the physician practices that receive them.

Thousands of physicians in the 14 LHINs across Ontario are now receiving reports, eNotifications and Ontario Telemedicine Network telehomecare reports, benefitting from the security, scalability, ease, and speed of HRM report delivery to follow up with their patients and continue appropriate treatment. In LHINs 13 and 14, clinicians are transitioning from the Physician Office Integration (POI) Project to HRM so their clinicians can receive hospital and specialty clinic reports not only from their own LHINs, but from hospitals and specialty clinics across Ontario where their patients have received care. OntarioMD Practice Advisors have worked with thousands of physicians to incorporate HRM into their workflow to better inform clinical decisions that result in better patient outcomes and more efficient practices.

OntarioMD is leading the expansion and continuous enhancement of HRM across the province in collaboration with the LHINs and other delivery partners. To sign up for HRM, email **report.manager@ontariomd.com**.

eNOTIFICATIONS

Sent through HRM, eNotifications alert physicians and their practices in real time when a patient has been discharged from an emergency department, or admitted or discharged from an in-patient unit. eNotifications help improve communications and care coordination between hospitals and family physicians, especially with respect to hospital visits of complex care patients. eNotifications also support Health Links by enabling faster and safer follow-up treatment, and potentially reducing hospital readmissions. Physicians already connected to HRM will automatically receive eNotifications. Once they do, OntarioMD Practice Advisors can assist clinicians to understand how eNotifications fit into their workflows. eNotifications have been recognized by Accreditation Canada as a Leading Practice for communication and patient safety.

OntarioMD is leading the expansion of eNotifications to primary care across the province and works collaboratively with Health Shared Services Ontario, Community Care Access Centres (CCACs) and LHINs towards enabling hospitals to send eNotifications. For more information on using eNotifications, email **enotifications@ontariomd.com**.

EMR CERTIFICATION PROGRAM

OntarioMD is Ontario's EMR certification body and manages the EMR Certification Program. Certified EMRs are a mandatory requirement for physician practices to access provincial digital health applications such as HRM, eNotifications and OLIS. Over 14,000 physicians use OntarioMD-certified EMR products. The EMR Certification Program continuously evolves certified EMRs, taking into account physicians' needs and the future of digital health in Ontario and the rest of Canada. It also helps physician practices leverage new EMR functionality that leads to their optimized use of a certified EMR.

As of August 1, 2017, OntarioMD has moved to open certification, which allows new vendors to apply for certification at any time and enables OntarioMD to respond quickly to evolving system needs. For more information, email **emr@ontariomd.com**.

OLIS DEPLOYMENT

OntarioMD is leading the deployment of OLIS to physician practices on behalf of eHealth Ontario. OLIS is a system that connects hospitals, community laboratories, public health laboratories and practitioners to facilitate the secure electronic exchange of laboratory test orders and results. Clinicians using an OntarioMD-certified EMR can access the latest lab results for their patients or perform patient queries. To sign up for OLIS, email **support@ontariomd.com**.

OntarioMD is working with Canada Health Infoway and eHealth Ontario on OLIS Practitioner Query (OLIS PQ). OLIS PQ provides an integrated laboratory feed (over 90% of all lab results in Ontario) to an EMR.

PRIVACY
TRAINING AND RESOURCES

OntarioMD provides privacy, security and legal expertise to physician practices to educate them about their role and responsibilities as Health Information Custodians under the *Personal Health Information Protection Act* (PHIPA). Privacy and security tools and resources are available to all physicians and are regularly updated to address emerging technology or new cyberthreats. OntarioMD is actively working with partners to complete a comprehensive privacy and security training module to support community based physicians access provincial digital health assets.

EMR: EVERY STEP CONFERENCE

The EMR: Every Step Conference is OntarioMD's flagship conference and Canada's largest EMR conference series. The conference is focused on educating physician practices on realizing the full benefits of a certified EMR. Since 2012, over 4,000 attendees have participated in the conference series.

Two conferences are held each year in locations across Ontario. Past conference locations have included Ottawa, Toronto and London. To learn more, visit ontariomd.ca or contact omd.events@ontariomd.com.

5. Proof of Concepts 2017-18

PROVINCIAL eCONSULT INITIATIVE

eConsult gives family physicians, nurse practitioners and specialists the ability to engage in a secure electronic dialogue, improving patient care by reducing unnecessary referrals to specialists for in-person diagnosis and treatment.

OntarioMD has partnered with the Ontario Telemedicine Network (OTN) and the Champlain BASE eConsult service to implement a phased Provincial eConsult Initiative. The initiative is currently in pilot phase and continues to recruit family physicians in all LHINs. To sign up for eConsult, email **econsult@ontariomd.com**.

Registered Clinicians on Provincial eConsult by LHIN
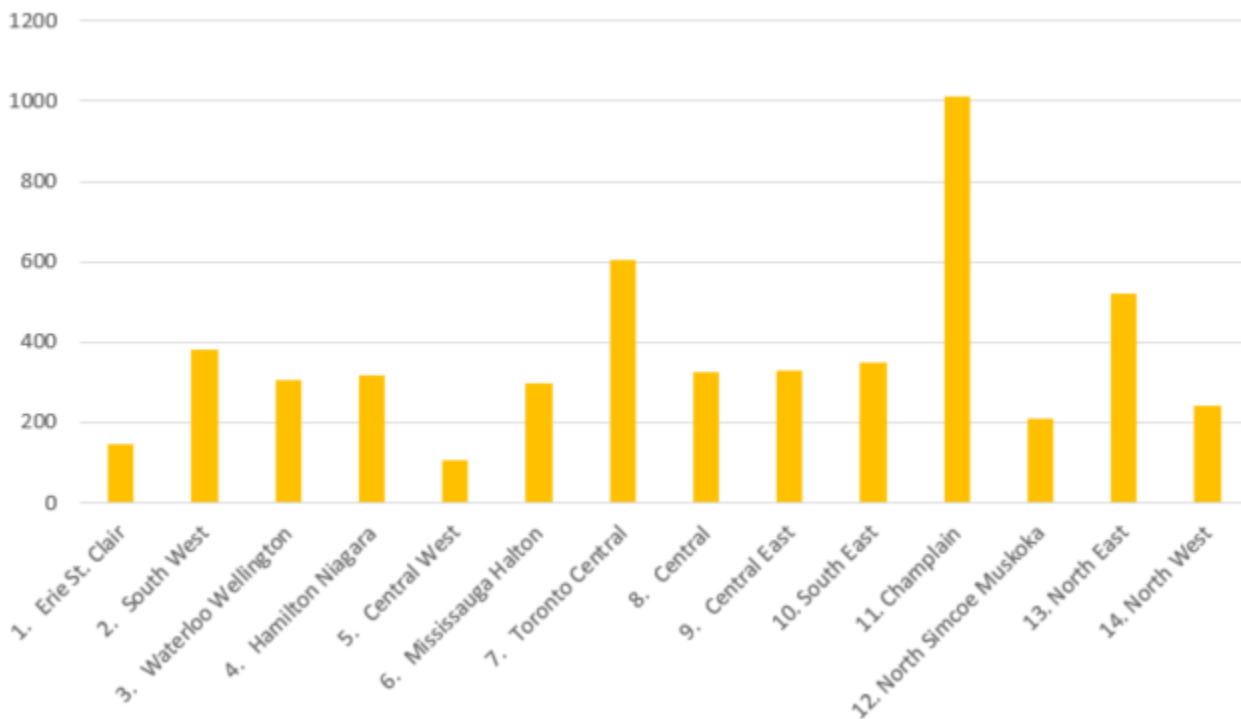
OntarioMD will continue managed expansion of eConsult with its LHIN partners across all LHINs. Work to scale up operational processes to support provincial expansion will continue.

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Over the course of the last fiscal year (to March 31, 2017), OntarioMD successfully completed the eConsult EMR Integration proof of concept (PoC) in collaboration with eHealth Ontario and OTN. The eConsult EMR Integration will complement physician workflow when using eConsult and will promote increased adoption by EMR users. The goal is to enable EMRs to connect to the provincial digital health fabric by leveraging provincial assets.

QHR Technologies and OSCAR EMR were selected through a competitive procurement to participate in the PoC. Approximately 40 physicians (referrers and specialists) are participating and have gone live on the Accuro and OSCAR EMRs. The learnings from the PoC are being compiled and OntarioMD will aim to produce a draft specification and publish the Specification for eConsult EMR Integration by next spring.

EMR PHYSICIAN DASHBOARD

OntarioMD is leading an initiative that will demonstrate continuous improvement in the clinical value of EMRs through the EMR Physician Dashboard. The EMR Physician Dashboard is a priority for all LHINs. The EMR Physician Dashboard provides a framework for real-time access to an introductory set of high-value provincial indicators from Health Quality Ontario (HQO), the Canadian Institute for Health Information (CIHI) and the Association of Family Health Teams of Ontario (AFHTO), along with indicators to improve management of physician practices such as the percentage of eligible patients within a roster who've been screened for colorectal cancer. Physicians will see these population health indicators at a glance and can develop action plans.

OntarioMD worked with TELUS Health and OSCAR EMR and over 100 physicians on Phase 1 of the EMR Physician Dashboard proof of concept. A Benefits Evaluation and Final Report are being finalized to summarize key findings and recommendations for consideration in broader provincial planning.

eREFERRAL

OntarioMD was tasked with the development of a business case for a provincial eReferral service. eReferral enables primary care clinicians to electronically refer their patients to specialists. eReferral facilitates communication between clinicians, the scheduling of appointments, and the transfer of patient records. In collaboration with provincial delivery partners and the LHINs as represented by the Pan-LHIN Referral Management Working Group. OntarioMD prepared a comprehensive submission for an eReferral business case aligned with plans in the 2017 provincial budget to expand the eReferral service to patients in additional LHINs. This was prepared for the MOHLTC in Q4 of the last fiscal year. This submission is available for reference on the OntarioMD website.

6. Tables by Vendor and LHIN View

Table 1: Physician by OntarioMD Certified EMR Offering per Product / Service

OntarioMD-Certified EMR Vendor	Physicians Live on a Certified EMR				HRM			eNotifications	Physicians Connected to OLIS[1]
	FP*	SP**	Unknown	Total	FP	SP	Live		
ABELSoft Corporation	191	255	14	460	56	61	117	52	394
Alpha Healthcare Inc.	46	16		62	31	6	37	32	62
Canada Health Systems Inc.	306	109	15	430	159	50	209	143	329
Indivica Inc.	373	73	2	448	275	48	323	256	95
OSCAR EMR	1,208	656	7	1,871	627	263	890	562	712
P&P Data Systems Inc.	461	87	4	552	115	10	125	99	322
QHR Technologies Inc.	1,667	1,544	120	3,331	990	718	1,708	945	2,876
TELUS	5,277	1,196	61	6,534	3,286	467	3,753	2,999	5,261
YES Medical Systems	9	34	6	49	3	12	15	10	46
York-Med Systems Inc.	32	63	1	96	10	18	28	14	87
Total	**9,570**	**4,033**	**230**	**13,833[2]**	**5,552**	**1,653**	**7,205**	**5,112**	**10,184**

[1] *Source: eHealth Ontario*

[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

* FP = Community-based Family Physicians

** SP = Community-based Specialists

Our Mission: Helping physician practices advance electronic medical records, products and services so that collectively we enhance the delivery of patient care

Table 2: Product Penetration by Community-Based Family Physicians and Specialists by LHIN

LHIN	No. of Physicians participating in provincial product / service[1]					Estimated number of FP and SP[3]			FP Penetration
	FP	SP	Not Known	Total	Change[2]	FP	SP[5]	Total	%
1. Erie St. Clair	321	187	13	521	-7	462	473	935	69%
2. South West	731	237	5	973	-29	884	1,225	2,109	83%
3. Waterloo Wellington	546	196	7	749	-14	672	562	1,234	81%
4. Hamilton Niagara	894	459	9	1,362	-53	1,165	1,765	2,930	77%
5. Central West	477	232	14	723	-7	648	523	1,171	74%
6. Mississauga Halton	792	296	12	1,100	-12	1,064	980	2,044	74%
7. Toronto Central	1,270	710	18	1,998	-51	1,703	3,918	5,621	75%
8. Central	1,193	606	22	1,821	-13	1,655	1,600	3,255	72%
9. Central East	957	404	14	1,375	-52	1,186	1,118	2,304	81%
10. South East	453	79	9	541	-28	516	649	1,165	88%
11. Champlain	1,254	452	14	1,720	-25	1,575	1,985	3,560	80%
12. North Simcoe Muskoka	378	132	4	514	1	442	345	787	86%
13. North East	397	98	4	499	-46	588	436	1,024	68%
14. North West	179	72	3	254	-48	304	193	497	59%
Total	**9,850**	**4,165**	**230**	**14,245[4]**	**-412**	**12,864**	**15,772**	**28,636**	**77%**

[1] *Includes physicians participating in the EMR Adoption Program, HRM and OLIS*

[2] *Change since end of Q1 2017 (June 30, 2017). Number reflects physicians who may have withdrawn or moved LHIN boundaries during the reporting period, and where LHIN information was unavailable from the data source.*

[3] *Source: OPHRDC (Ontario Physician Human Resource Data Centre) 2017 – please note that the total number of FPs and SPs reflects an increase of 836 physicians to the 2015 OPHRDC data point.*

[4] *Includes physicians where LHIN information was unavailable. As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

[5] *Includes community and hospital-based specialists*

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Table 3: HRM Product Penetration by Community-Based Family Physicians and Specialists by LHIN

LHIN	Physicians LIVE on HRM				Physicians Using eNotifications
	FP	SP	Total	Change[1]	Total
1. Erie St. Clair	232	76	308	21	254
2. South West	414	64	478	14	332
3. Waterloo Wellington	413	74	487	27	362
4. Hamilton Niagara	365	135	500	27	271
5. Central West	288	134	422	10	273
6. Mississauga Halton	510	136	646	2	478
7. Toronto Central	595	268	863	19	660
8. Central	723	271	994	34	734
9. Central East	672	234	906	16	631
10. South East	340	24	364	7	224
11. Champlain	646	182	828	3	578
12. North Simcoe Muskoka	326	71	397	5	313
13. North East	94	9	103		88
14. North West					
Total	**5,618**	**1,678**	**7,296**	**185**	**5,198**

[1]*Change since end of Q1 (June 30, 2017). Number reflects physicians who may have withdrawn or moved LHIN boundaries during the reporting period, and where LHIN information was unavailable from the data source.*

Table 4: eConsult Product Penetration by Physicians and Nurse Practitioners by LHIN

LHIN	Physicians and NPs on eConsult
	Total[1]
1. Erie St. Clair	144
2. South West	382
3. Waterloo Wellington	304
4. Hamilton Niagara	317
5. Central West	107
6. Mississauga Halton	299[2]
7. Toronto Central	606
8. Central	326
9. Central East	329
10. South East	348[3]
11. Champlain	1,010[4]
12. North Simcoe Muskoka	209
13. North East	521
14. North West	241
Total	**5,143**

[1] *Change since end of Q1 (June 30, 2017). The "Total" figure in previous reports included the number of users in the registration process. Going forward only provisioned (live) Physicians and NPs will be presented.*
[2] *Includes physicians and NPs using Champlain BASE eConsult and OTN eConsult in Mississauga Halton LHIN*
[3] *Includes physicians and Nurse Practitioners using OTN BASE eConsult (SEAMO Pilot) and OTN eConsult in South East LHIN*
[4] *Includes physicians and Nurse Practitioners using Champlain BASE eConsult and OTN eConsult in Champlain LHIN. Previous reports indicated the total number of physicians and NPs on Champlain BASE. Going forward, the numbers will be presented by LHIN.*

Provincial Product/Service Penetration by LHIN

Legend: OLIS Adoption %, HRM Adoption %

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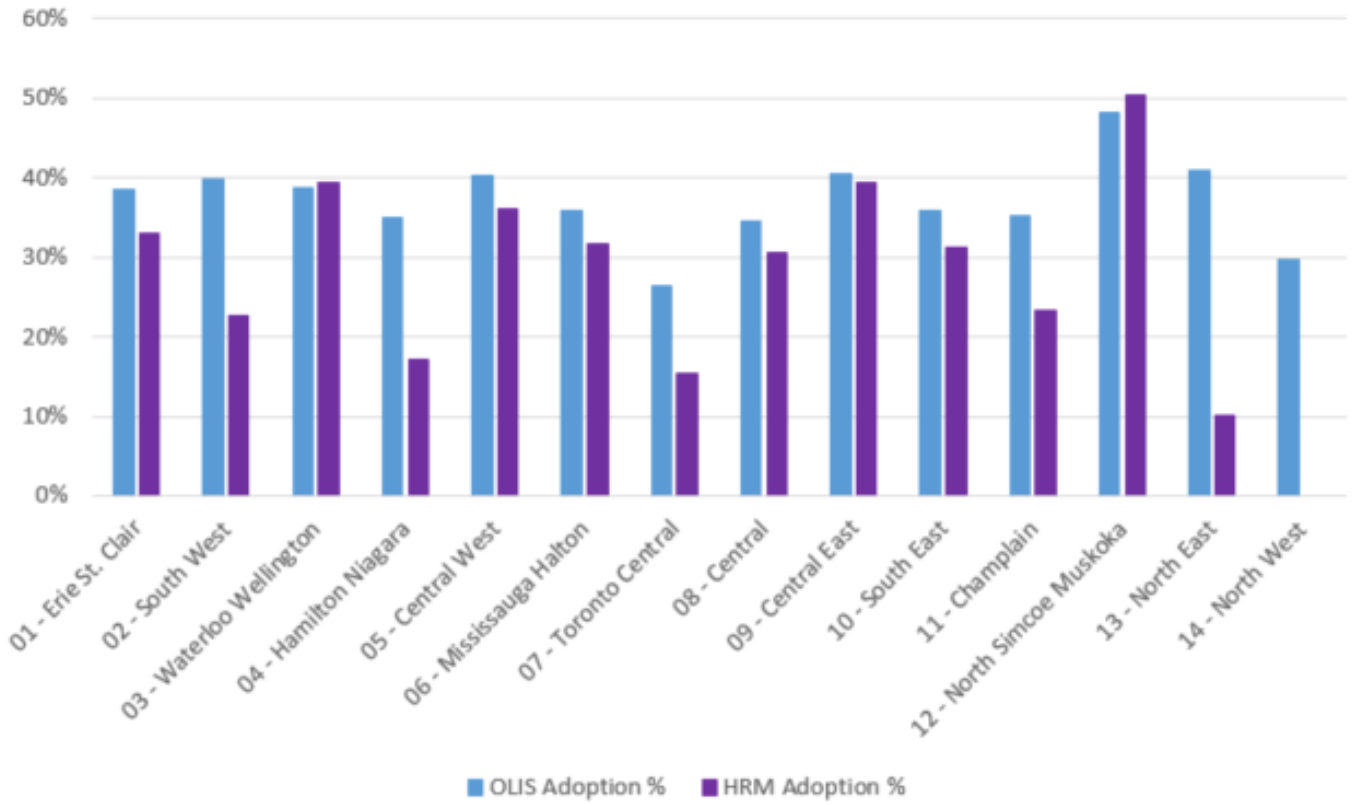
7. Appendices

Definitions:

LHIN Penetration: The % of eligible physicians or hospitals using provincial product/service; The % penetration for all LHINs is based on the denominator of 28.636 eligible physicians across all LHINs.

Ontario Average: Average % of eligible physicians or hospitals using product across all LHINs

1.1 Appendix A: LHIN 1 – Erie St. Clair

LHIN 1 - Provincial Product/Service % Penetration			
Product	**LHIN 1 Penetration[1]**	**Change**	**Ontario Average**
eNotifications (Hospitals)	57%		15%
HRM (Physicians)	33%	-2%	27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	39%		37%

LHIN 1- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	**Physicians Live on Certified EMR[2]**	**HRM**	**OLIS* Access Through EMR**
ABELSoft Corporation	29	6	20
Alpha Healthcare Inc.	4	3	5
Canada Health Systems Inc.	8	3	4
Indivica Inc.	1	1	1
OSCAR EMR	32	6	11
P&P Data Systems Inc.	4	2	1
QHR Technologies Inc.	205	134	136
TELUS	213	139	166
YES Medical Systems	8	5	8
York-Med Systems Inc.	10	6	8
Total	**514**	**305**	**360**

*Source: eHealth Ontario

[1] As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.

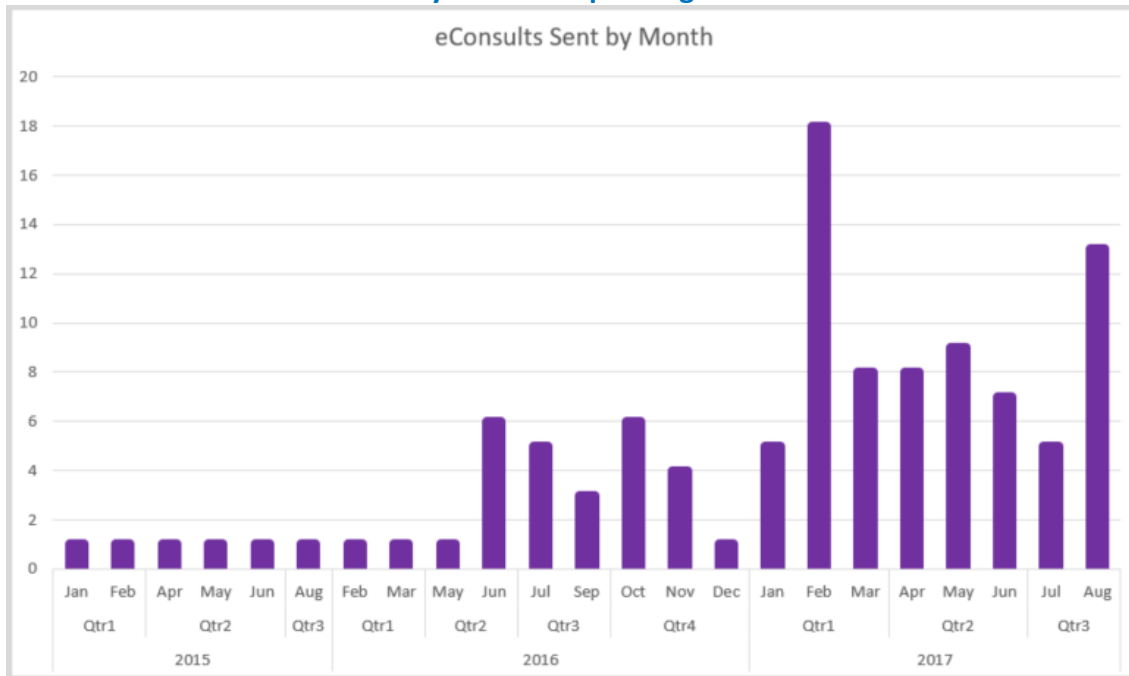[2] As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.

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Number of eConsults Received by LHIN 1 Specialists on OTN eConsult*
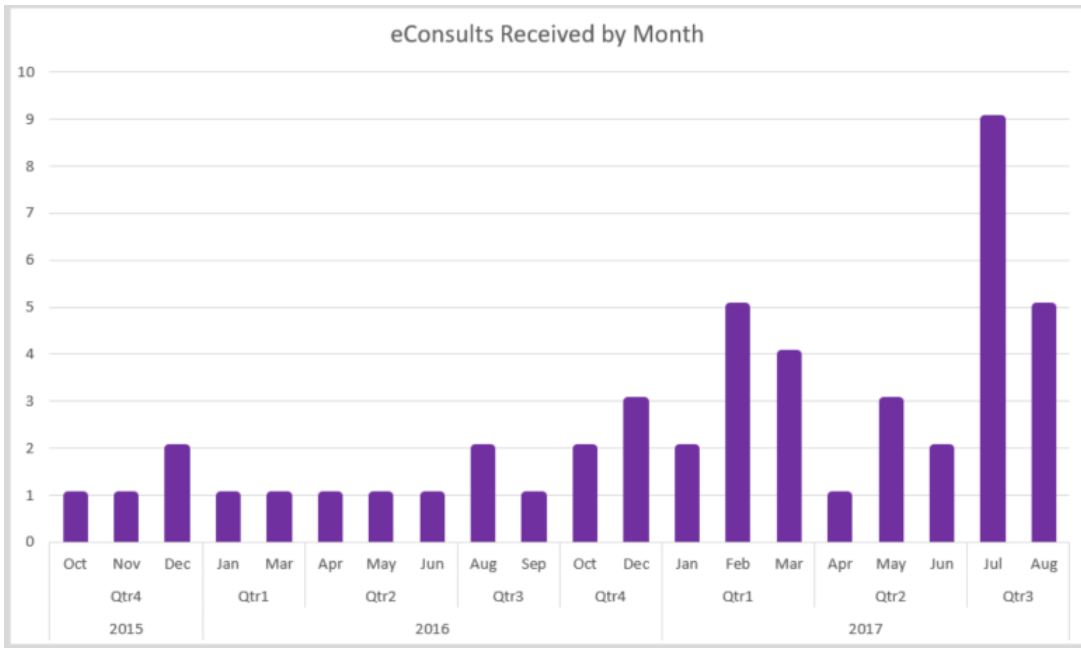
eConsults Received by Month

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 1 Requesting Clinicians on OTN eConsult**

eConsults Sent by Month

**Includes eConsults sent to Specialists inside and outside the LHIN*

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1.2 Appendix B: LHIN 2 – South West

LHIN 2 - Provincial Product/Service % Penetration			
Product	**LHIN 2 Penetration[1]**	**Change**	**Ontario Average**
eNotification (Hospitals)	34%		15%
HRM (Physicians)	23%	-1%	27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	40%		37%

LHIN 2- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	**Physicians Live on Certified EMR[2]**	**HRM**	**OLIS* Access Through EMR**
ABELSoft Corporation	17	2	23
Alpha Healthcare Inc.			
Canada Health Systems Inc.	8	1	9
Indivica Inc.			
OSCAR EMR	66	25	24
P&P Data Systems Inc.	3		5
QHR Technologies Inc.	335	174	332
TELUS	519	274	440
YES Medical Systems	2		1
York-Med Systems Inc.	11	2	5
Total	**961**	**478**	**839**

Source: eHealth Ontario

[1] *As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.*
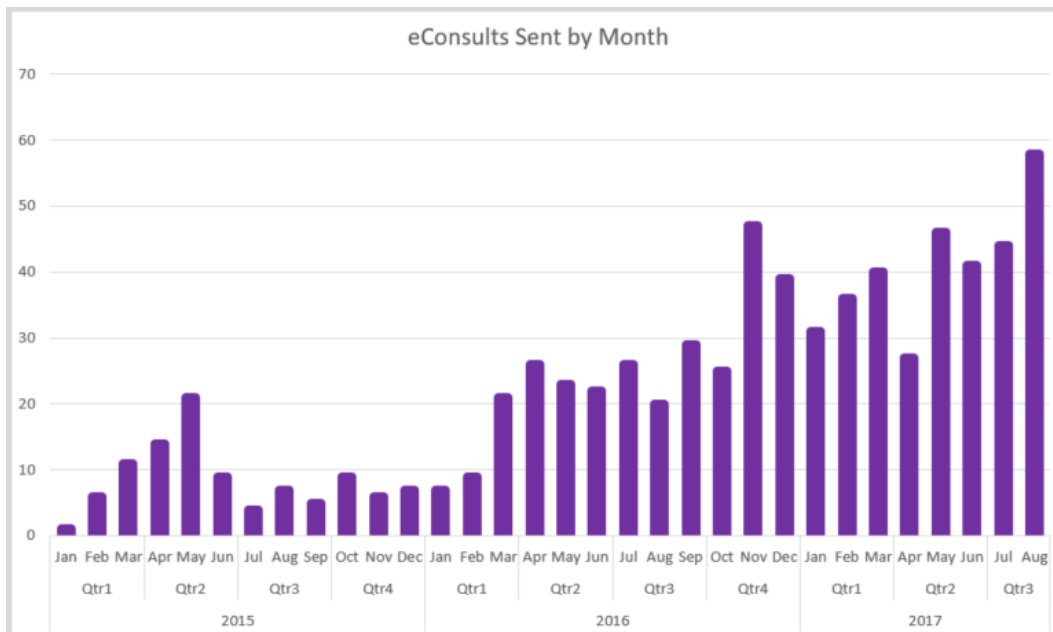
[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

Number of eConsults Received by LHIN 2 Specialists on OTN eConsult*
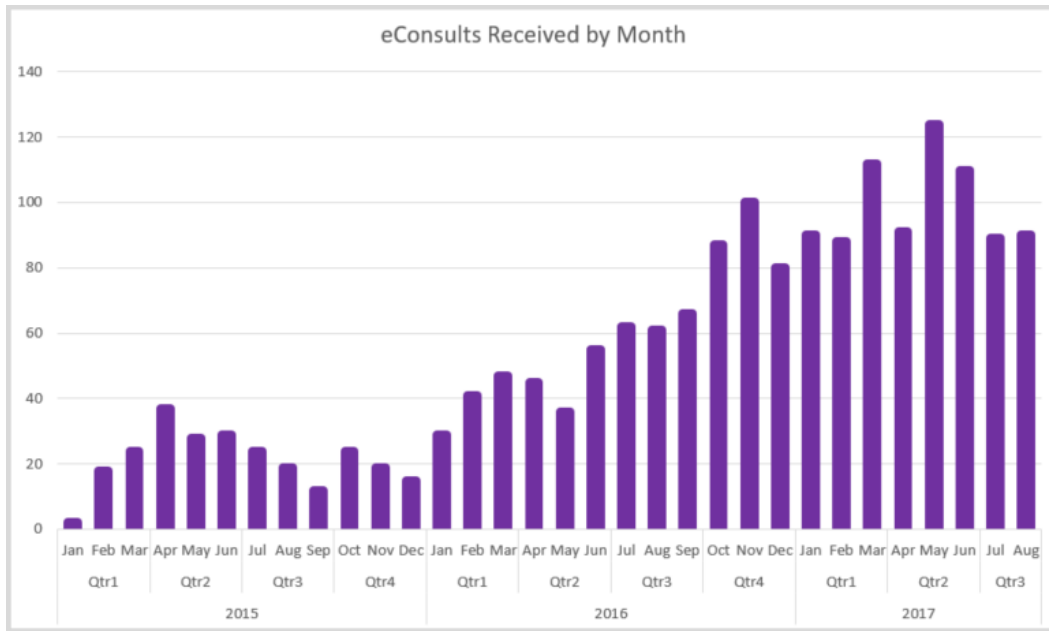
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 2 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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1.3 Appendix C: LHIN 3 – Waterloo Wellington

LHIN 3 - Provincial Product/Service % Penetration			
Product	LHIN 3 Penetration[1]	Change	Ontario Average
eNotification (Hospitals)			15%
HRM (Physicians)	39%	-3%	27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	39%	-1%	37%

LHIN 3- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	Physicians Live on Certified EMR[2]	HRM	OLIS* Access Through EMR
ABELSoft Corporation	12	7	8
Alpha Healthcare Inc.	2	1	3
Canada Health Systems Inc.	5	3	2
Indivica Inc.	7	1	
OSCAR EMR	49	24	18
P&P Data Systems Inc.	34	3	3
QHR Technologies Inc.	98	45	47
TELUS	520	398	390
YES Medical Systems	3	1	4
York-Med Systems Inc.	6		4
Total	**736**	**483**	**479**

Source: eHealth Ontario

[1] *As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.*
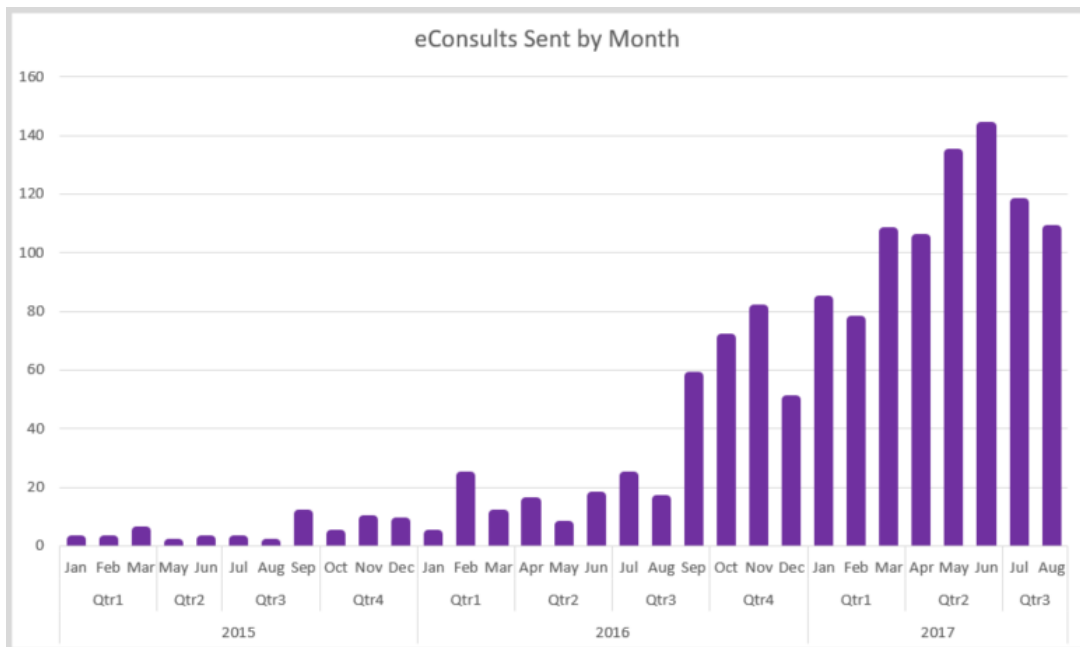
[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

Number of eConsults Received by LHIN 3 Specialists on OTN eConsult*
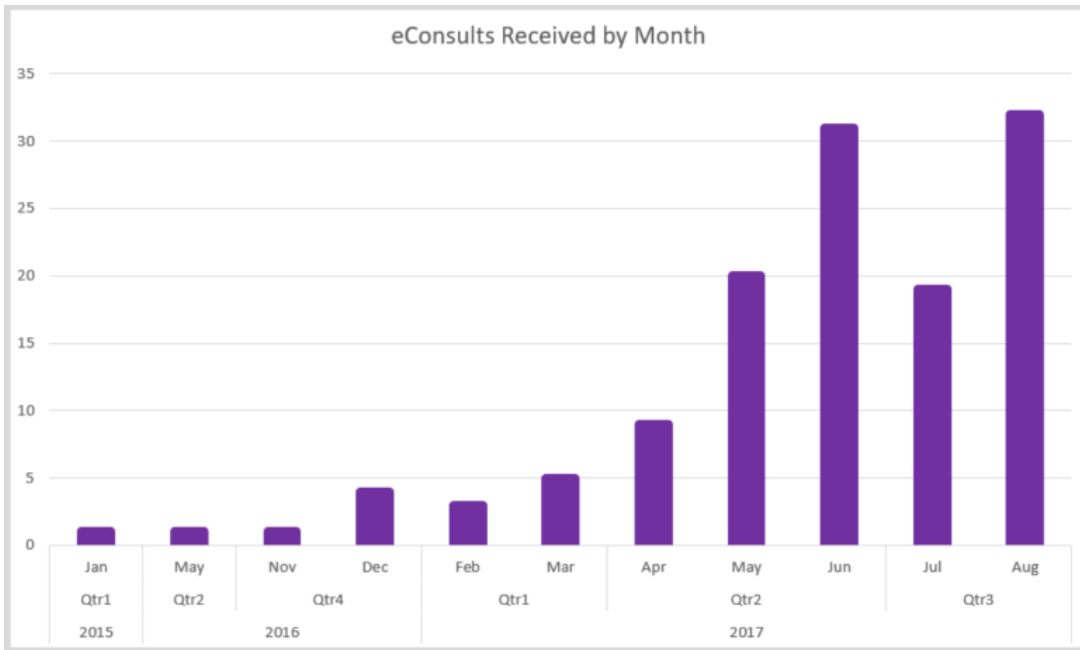
*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 3 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN

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1.4 Appendix D: LHIN 4 – Hamilton Niagara

LHIN 4 - Provincial Product/Service % Penetration			
Product	**LHIN 4 Penetration[1]**	**Change**	**Ontario Average**
eNotification (Hospitals)			15%
HRM (Physicians)	17%	-3%	27%
HRM (Hospitals)	90%		79%
OLIS (Physicians)*	35%	-1%	37%

LHIN 4- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	**Physicians Live on Certified EMR[2]**	**HRM**	**OLIS* Access Through EMR**
		Live	
ABELSoft Corporation	52	10	59
Alpha Healthcare Inc.	4		5
Canada Health Systems Inc.	17	11	12
Indivica Inc.	17	10	2
OSCAR EMR	239	53	105
P&P Data Systems Inc.	40	9	41
QHR Technologies Inc.	305	107	253
TELUS	637	295	529
YES Medical Systems	2		2
York-Med Systems Inc.	16	5	15
Total	**1,329**	**500**	**1,023**

Source: eHealth Ontario

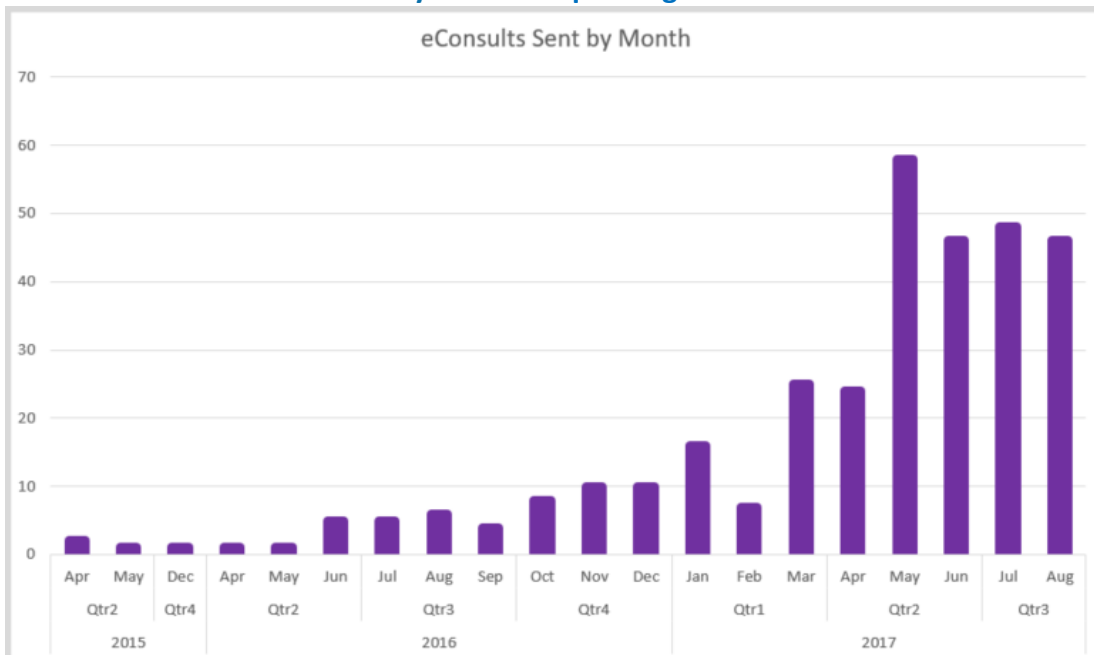[1] *As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

Number of eConsults Received by LHIN 4 Specialists on OTN eConsult*
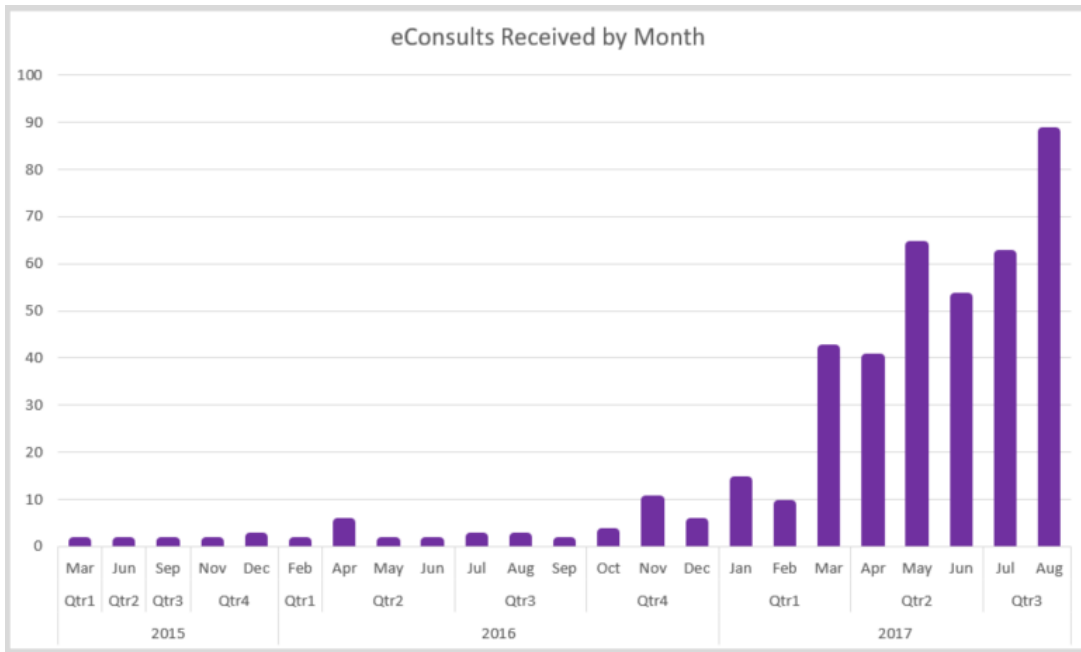
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 4 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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1.5 Appendix E: LHIN 5 – Central West

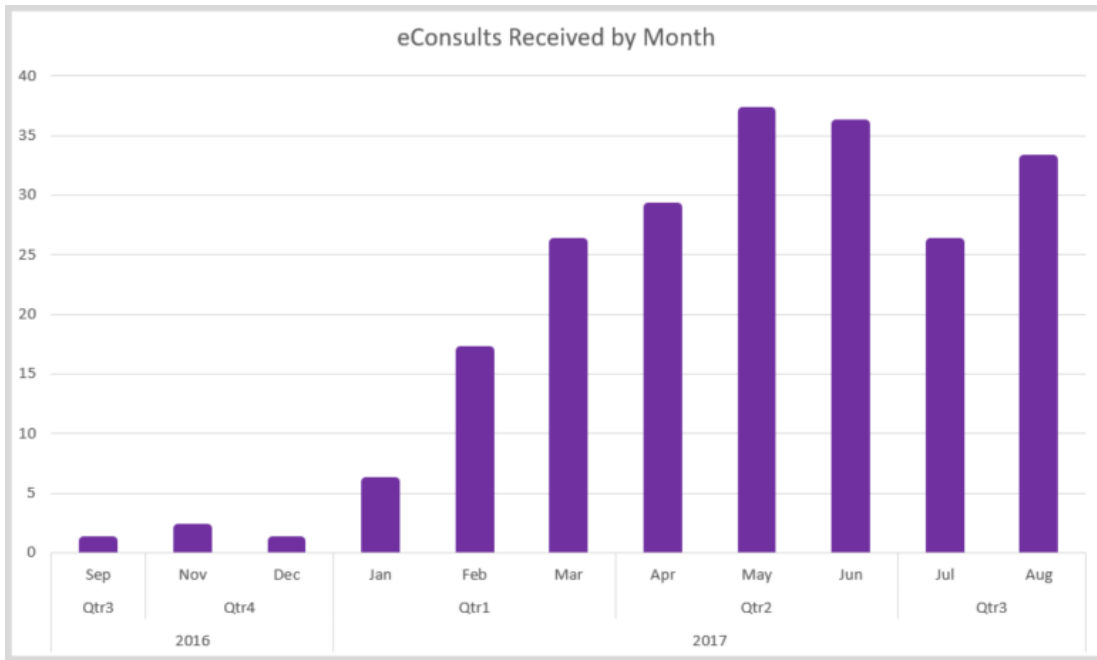| LHIN 5 - Provincial Product/Service % Penetration			
Product	LHIN 5 Penetration[1]	Change	Ontario Average
eNotification (Hospitals)			15%
HRM (Physicians)	36%	-9%	27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	40%	-2%	37%

LHIN 5- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	Physicians Live on Certified EMR[2]	HRM	OLIS* Access Through EMR
ABELSoft Corporation	18	7	15
Alpha Healthcare Inc.	6	2	6
Canada Health Systems Inc.	49	23	35
Indivica Inc.	35	32	10
OSCAR EMR	193	108	52
P&P Data Systems Inc.	44	29	47
QHR Technologies Inc.	181	107	149
TELUS	183	113	154
YES Medical Systems	2		2
York-Med Systems Inc.	1		1
Total	**712**	**421**	**471**

Source: eHealth Ontario

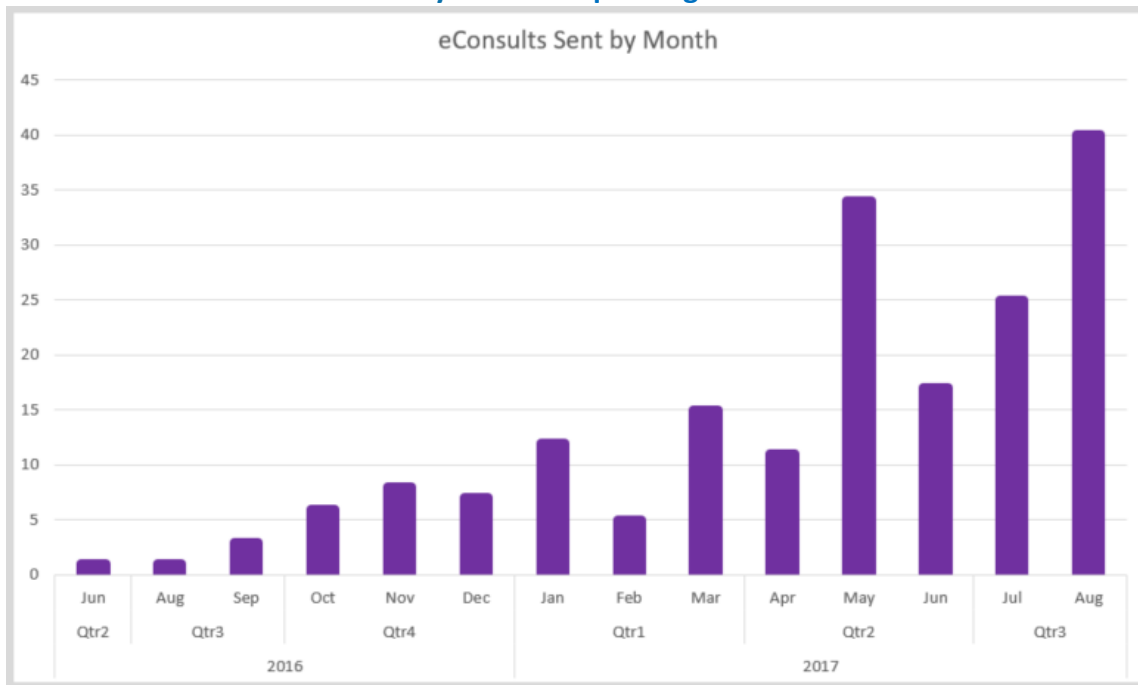[1] *As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

Number of eConsults Received by LHIN 5 Specialists on OTN eConsult*

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 5 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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1.6 Appendix F: LHIN 6 – Mississauga Halton

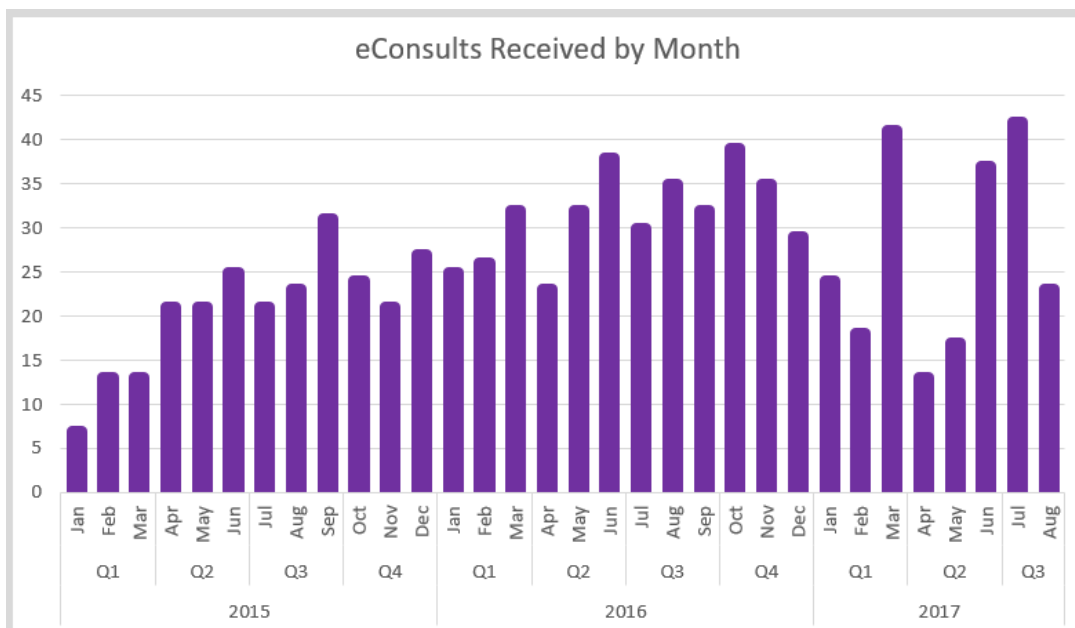| LHIN 6 - Provincial Product/Service % Penetration			
Product	**LHIN 6 Penetration [1]**	**Change**	**Ontario Average**
eNotification (Hospitals)			15%
HRM (Physicians)	32%	-5%	27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	36%	-1%	37%

LHIN 6- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	**Physicians Live on Certified EMR [2]**	**HRM**	**OLIS* Access Through EMR**
ABELSoft Corporation	44	6	35
Alpha Healthcare Inc.	5	1	4
Canada Health Systems Inc.	24	9	28
Indivica Inc.	19	12	1
OSCAR EMR	253	148	89
P&P Data Systems Inc.	14	1	12
QHR Technologies Inc.	263	171	228
TELUS	442	297	332
YES Medical Systems	2	1	2
York-Med Systems Inc.	4		4
Total	**1,070**	**646**	**735**

Source: eHealth Ontario

[1] *As of August 2017, HRM Penetration is based on Live Physicians, not to Enrolled Physicians.*
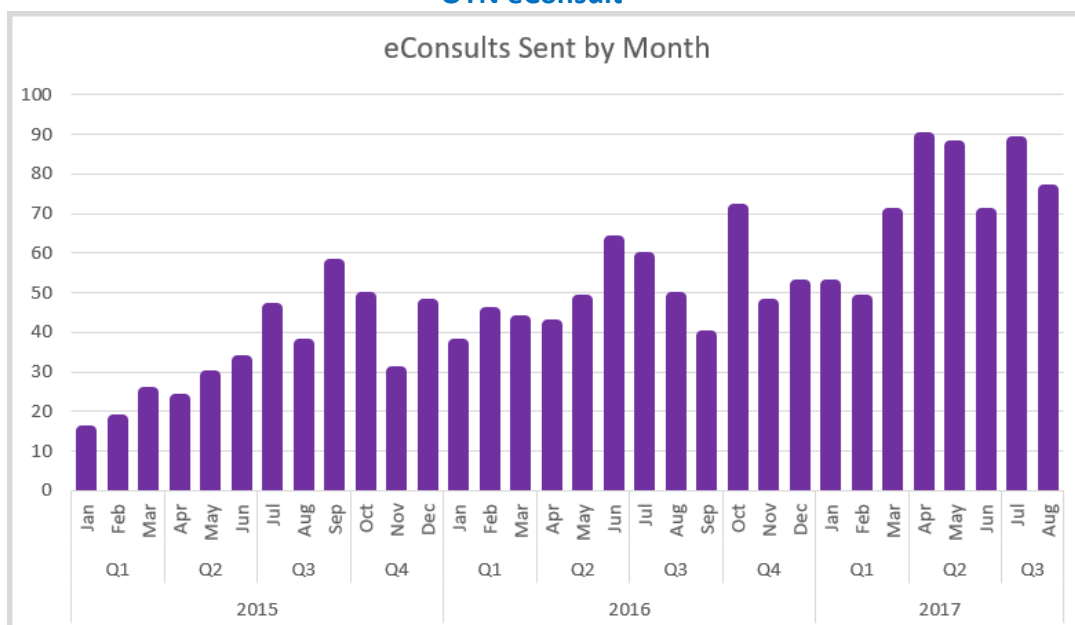
[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

Number of eConsults Received by LHIN 6 Specialists on Champlain BASE eConsult and OTN eConsult*

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 6 Requesting Clinicians on Champlain BASE eConsult and OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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1.7 Appendix G: LHIN 7 – Toronto Central

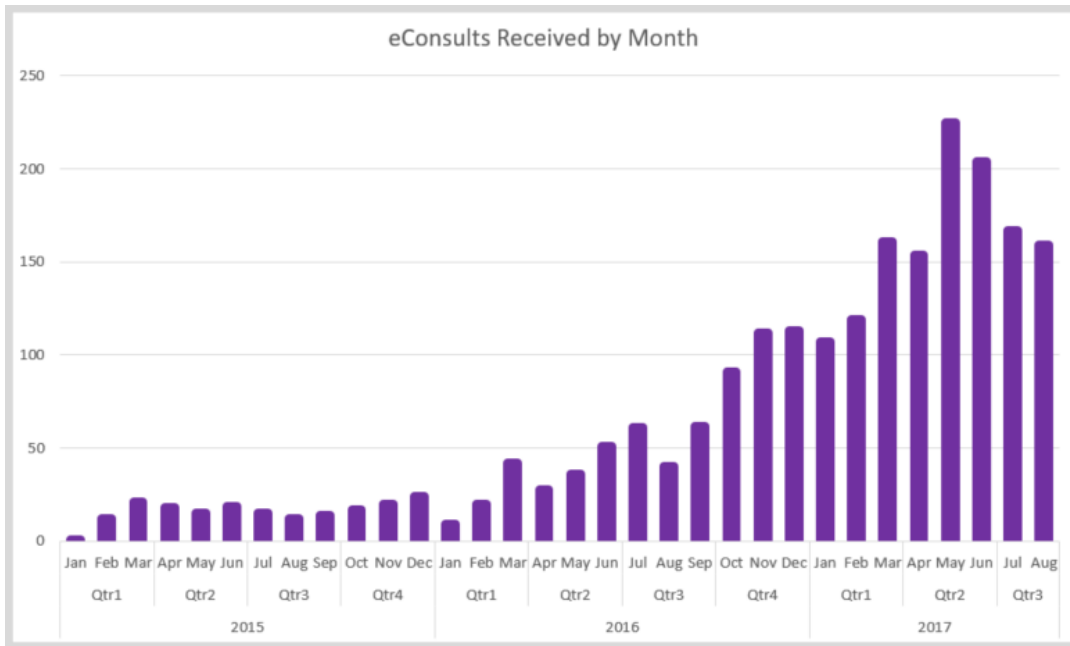| LHIN 7 - Provincial Product/Service % Penetration			
Product	LHIN 7 Penetration [1]	Change	Ontario Average
eNotification (Hospitals)	26%		15%
HRM (Physicians)	15%	-5%	27%
HRM (Hospitals)	32%		79%
OLIS (Physicians)*	26%		37%

LHIN 7- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	Physicians Live on Certified EMR [2]	HRM	OLIS* Access Through EMR
ABELSoft Corporation	85	34	74
Alpha Healthcare Inc.	19	16	21
Canada Health Systems Inc.	95	39	82
Indivica Inc.	159	108	33
OSCAR EMR	260	86	95
P&P Data Systems Inc.	79	11	60
QHR Technologies Inc.	405	191	458
TELUS	783	349	647
YES Medical Systems	11	1	10
York-Med Systems Inc.	5		6
Total	**1,901**	**835**	**1,486**

Source: eHealth Ontario

[1] *As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.*
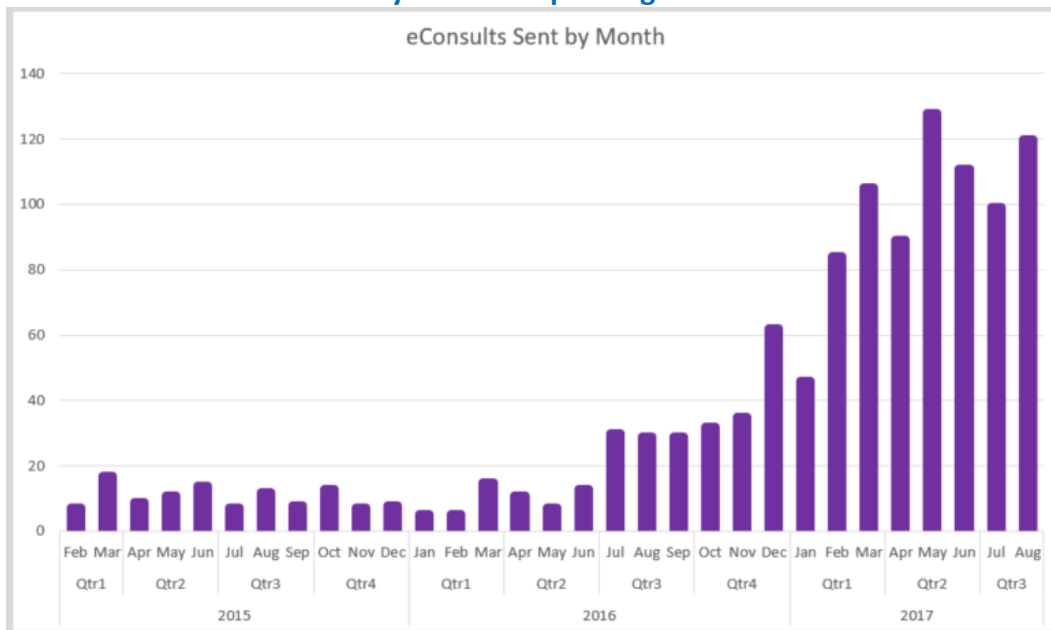
[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

Number of eConsults Received by LHIN 7 Specialists on OTN eConsult*

eConsults Received by Month

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 7 Requesting Clinicians on OTN eConsult**

eConsults Sent by Month

**Includes eConsults sent to Specialists inside and outside the LHIN*

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1.8 Appendix H: LHIN 8 – Central

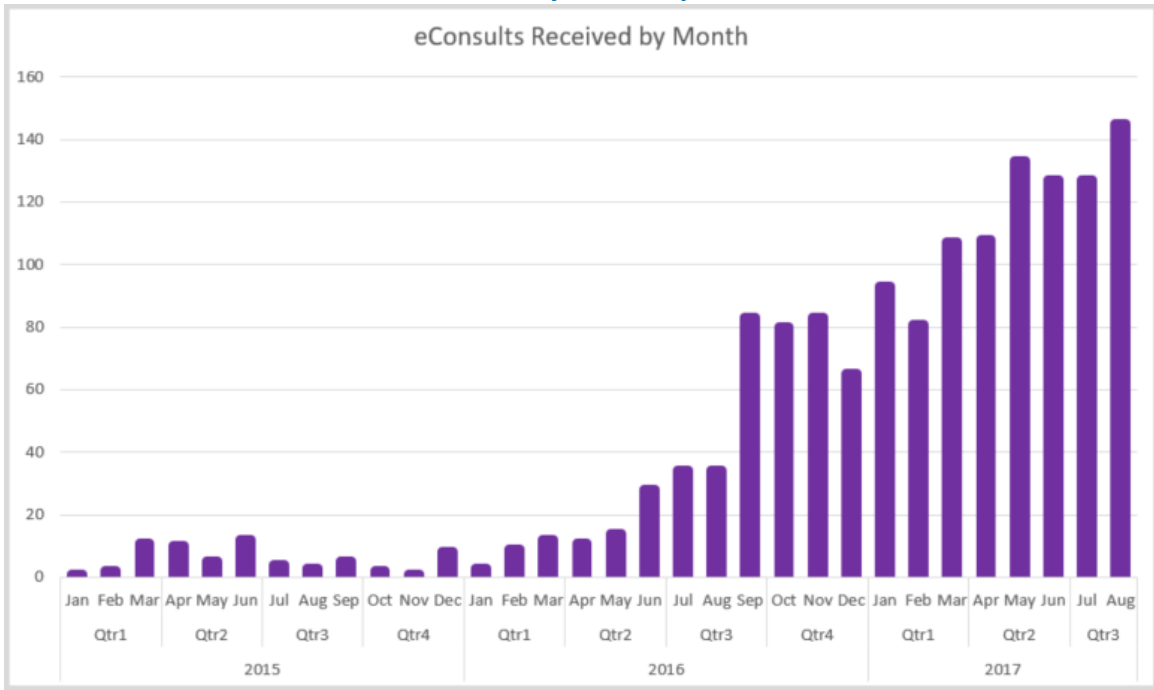| LHIN 8 - Provincial Product/Service % Penetration			
Product	**LHIN 8 Penetration[1]**	**Change**	**Ontario Average**
eNotification (Hospitals)	18%		15%
HRM (Physicians)	31%	-3%	27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	35%	-1%	37%

LHIN 8- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	**Physicians Live on Certified EMR[2]**	**HRM**	**OLIS* Access Through EMR**
ABELSoft Corporation	95	25	63
Alpha Healthcare Inc.	6	4	7
Canada Health Systems Inc.	41	18	39
Indivica Inc.	111	84	25
OSCAR EMR	241	134	92
P&P Data Systems Inc.	138	37	76
QHR Technologies Inc.	438	230	333
TELUS	660	438	465
YES Medical Systems	11	3	10
York-Med Systems Inc.	13	7	13
Total	**1,754**	**980**	**1,123**

Source: eHealth Ontario

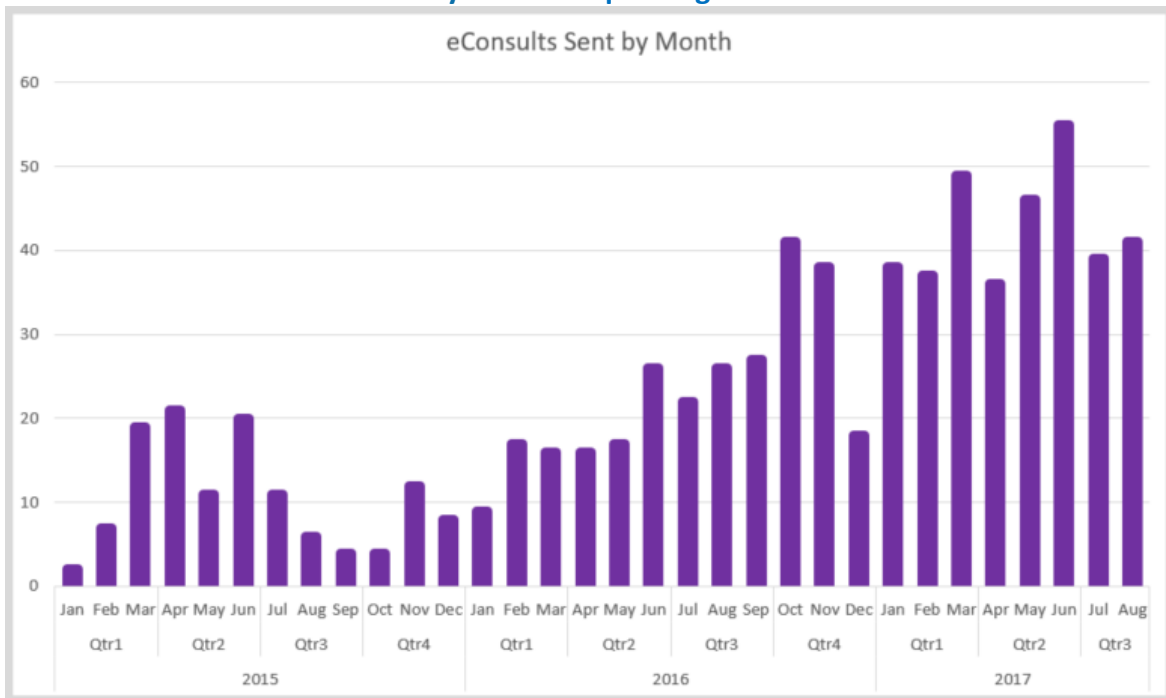[1] *As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

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Number of eConsults Received by LHIN 8 Specialists on OTN eConsult*

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 8 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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1.9 Appendix I: LHIN 9 – Central East

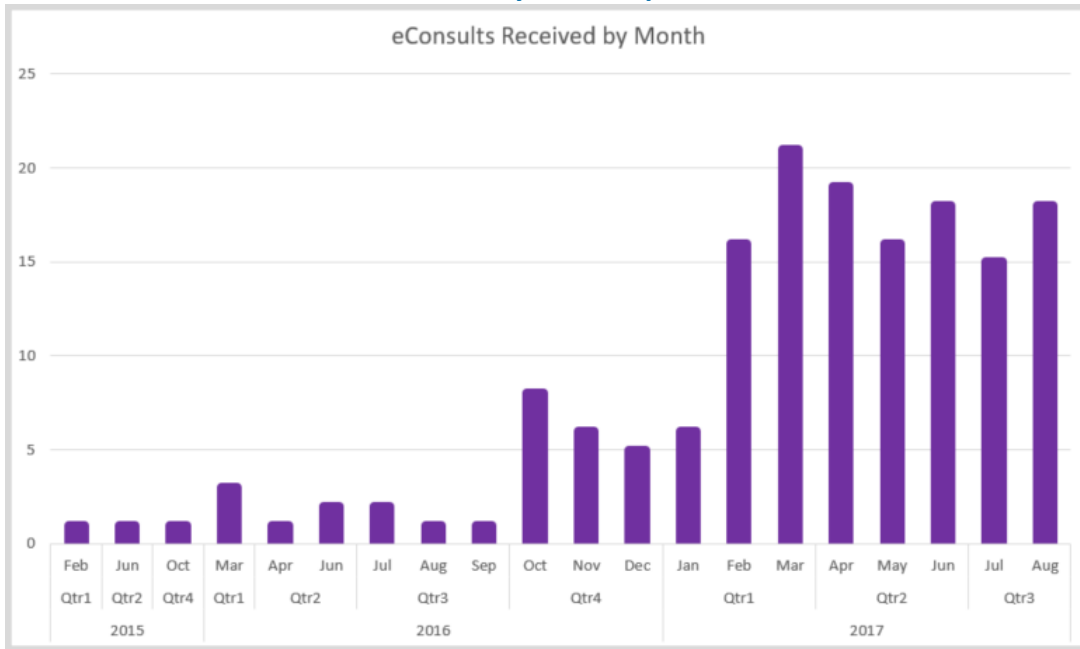| LHIN 9 - Provincial Product/Service % Penetration			
Product	**LHIN 9 Penetration [1]**	**Change**	**Ontario Average**
eNotification (Hospitals)			15%
HRM (Physicians)	39%	-1%	27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	40%		37%

LHIN 9- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	**Physicians Live on Certified EMR [2]**	**HRM**	**OLIS* Access Through EMR**
ABELSoft Corporation	48	12	30
Alpha Healthcare Inc.	7	5	5
Canada Health Systems Inc.	64	39	41
Indivica Inc.	45	35	6
OSCAR EMR	200	128	94
P&P Data Systems Inc.	60	9	36
QHR Technologies Inc.	307	197	218
TELUS	584	443	478
YES Medical Systems	7	3	6
York-Med Systems Inc.	16	6	18
Total	**1,338**	**877**	**932**

Source: eHealth Ontario

[1] *As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.*
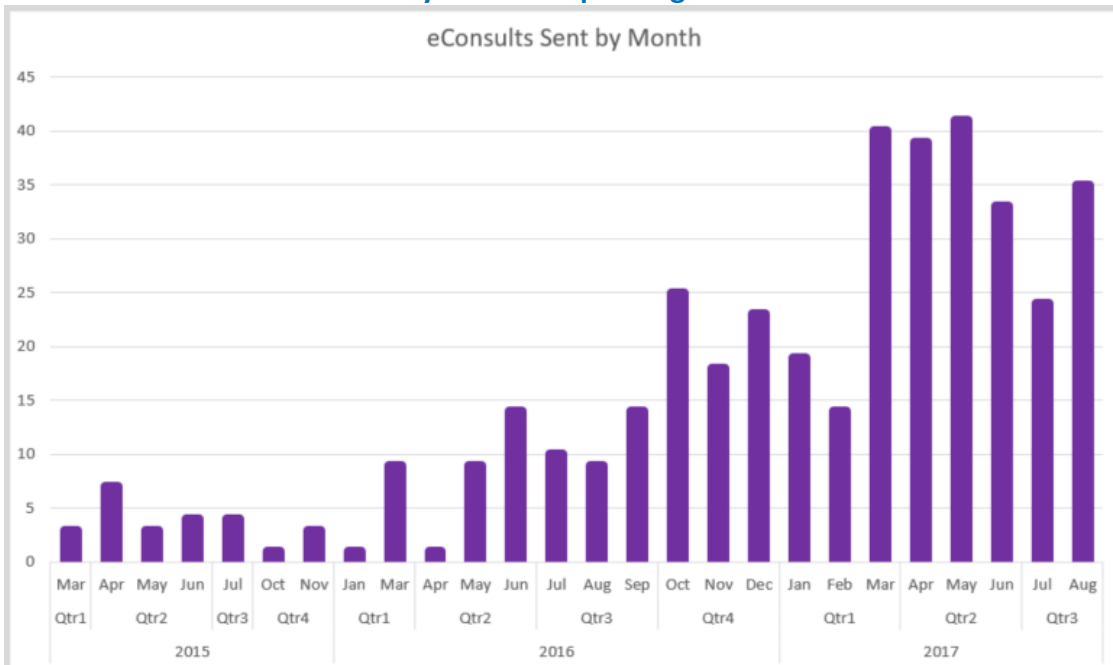
[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

Number of eConsults Received by LHIN 9 Specialists on OTN eConsult*

eConsults Received by Month

*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 9 Requesting Clinicians on OTN eConsult**

eConsults Sent by Month

**Includes eConsults sent to Specialists inside and outside the LHIN

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1.10   Appendix J: LHIN 10 – South East

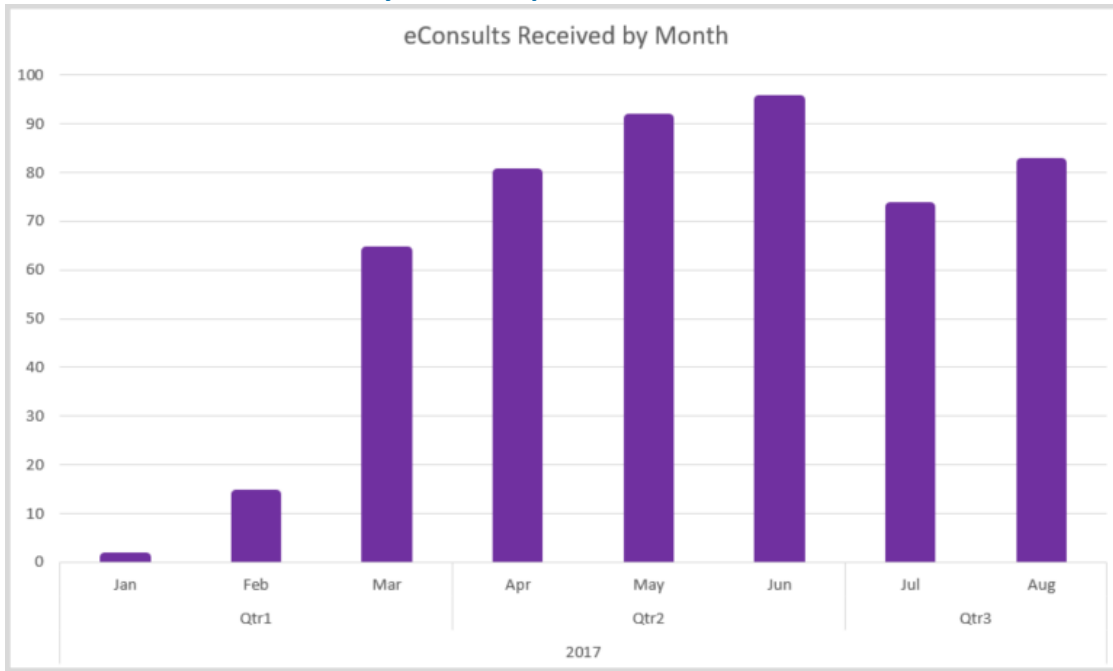| LHIN 10 - Provincial Product/Service % Penetration			
Product	**LHIN 10 Penetration[1]**	**Change**	**Ontario Average**
eNotification (Hospitals)			15%
HRM (Physicians)	31%	-4%	27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	36%	1%	37%

LHIN 10- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	**Physicians Live on Certified EMR[2]**		**OLIS* Access Through EMR**
ABELSoft Corporation	9	2	11
Alpha Healthcare Inc.			
Canada Health Systems Inc.	1		4
Indivica Inc.	17	12	2
OSCAR EMR	79	43	18
P&P Data Systems Inc.	13	8	7
QHR Technologies Inc.	81	48	77
TELUS	327	243	295
YES Medical Systems	1	1	1
York-Med Systems Inc.	1	1	2
Total	**529**	**358**	**417**

Source: eHealth Ontario

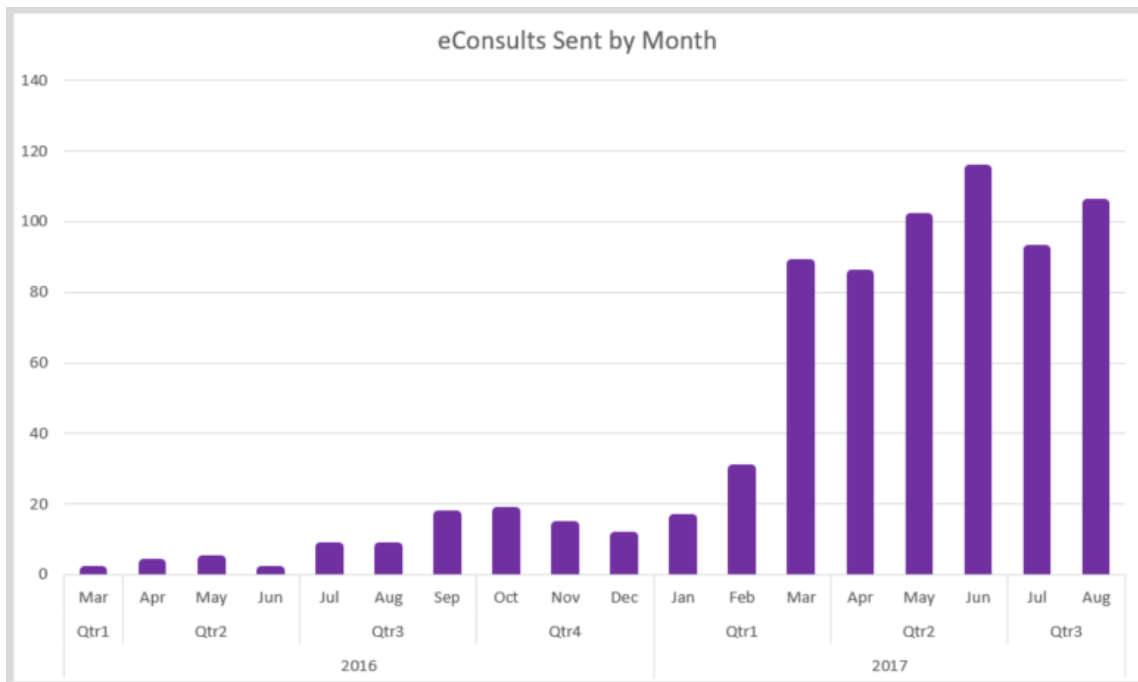[1] *As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

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Number of eConsults Received by LHIN 10 Specialists on BASE™ eConsult and OTN eConsult*

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 10 Requesting Clinicians on BASE™ eConsult and OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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1.11   Appendix K: LHIN 11 – Champlain

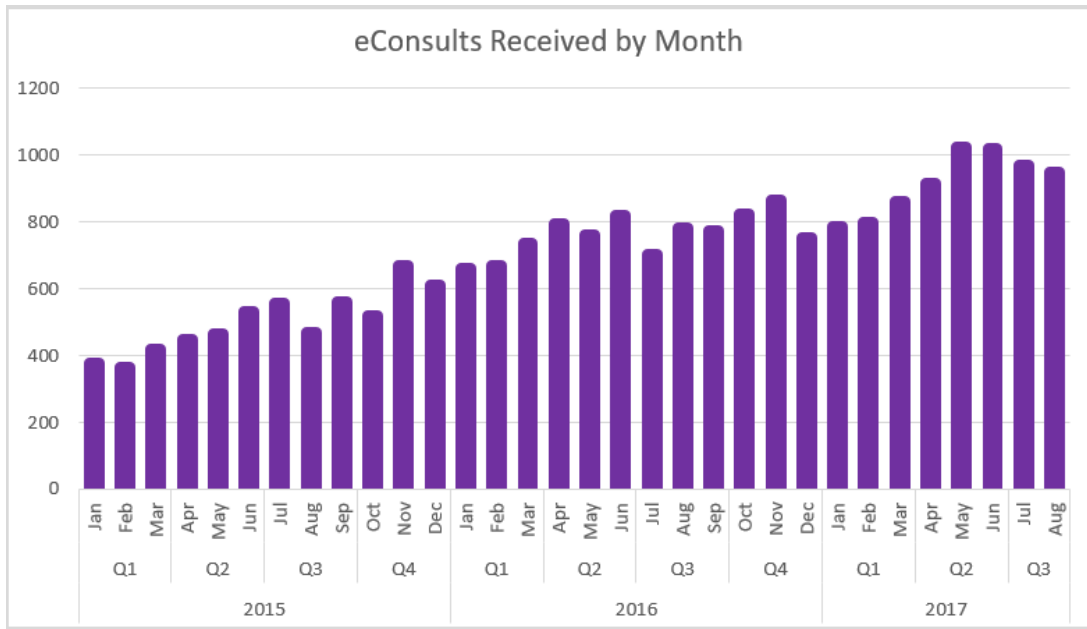| LHIN 11 - Provincial Product/Service % Penetration			
Product	**LHIN 11 Penetration**	**Change**	**Ontario Average**
eNotification (Hospitals)	19%		15%
HRM (Physicians)	23%	-8%	27%
HRM (Hospitals)	81%		79%
OLIS (Physicians)*	35%	-1%	37%

LHIN 11- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	**Physicians Live on Certified EMR**	**HRM**	**OLIS* Access Through EMR**
ABELSoft Corporation	31	3	34
Alpha Healthcare Inc.	1		
Canada Health Systems Inc.	111	63	62
Indivica Inc.	37	28	14
OSCAR EMR	198	117	97
P&P Data Systems Inc.	59	15	24
QHR Technologies Inc.	259	100	240
TELUS	999	501	778
YES Medical Systems			
York-Med Systems Inc.			1
Total	**1,695**	**827**	**1,250**

Source: eHealth Ontario

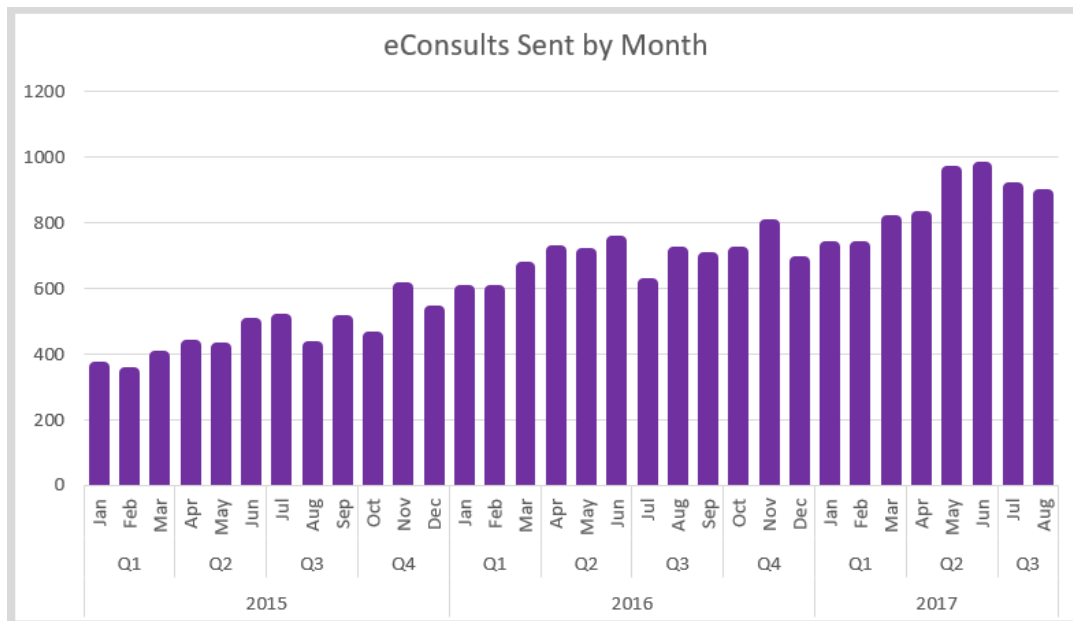[1] *As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

Number of eConsults received by LHIN 11 Specialists on Champlain BASE eConsult*

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults sent by LHIN 11 Requesting Clinicians on Champlain BASE eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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1.12   Appendix L: LHIN 12 – North Simcoe Muskoka

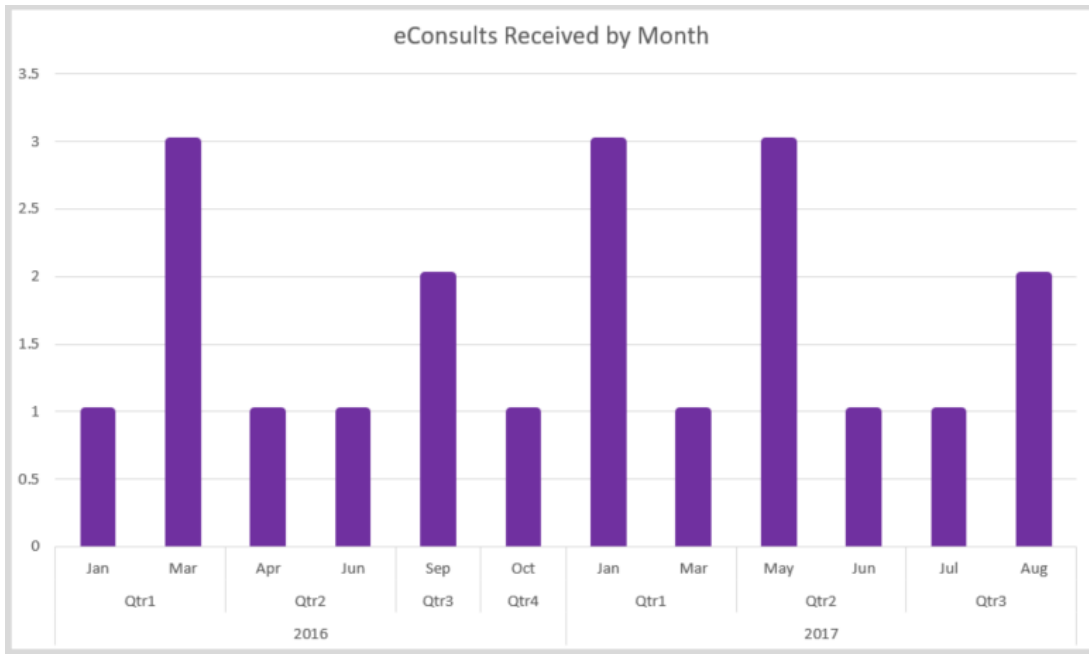| LHIN 12 - Provincial Product/Service % Penetration			
Product	**LHIN 12 Penetration[1]**	**Change**	**Ontario Average**
eNotification (Hospitals)	17%		15%
HRM (Physicians)	50%	-1%	27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	48%	-1%	37%

LHIN 12- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	**Physicians Live on Certified EMR[2]**	**HRM**	**OLIS* Access Through EMR**
ABELSoft Corporation	3		7
Alpha Healthcare Inc.	7	5	5
Canada Health Systems Inc.	1		1
Indivica Inc.			
OSCAR EMR	25	13	5
P&P Data Systems Inc.	1		
QHR Technologies Inc.	246	192	177
TELUS	224	181	183
YES Medical Systems			
York-Med Systems Inc.	2	1	2
Total	**509**	**392**	**380**

Source: eHealth Ontario

[1] *As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.*
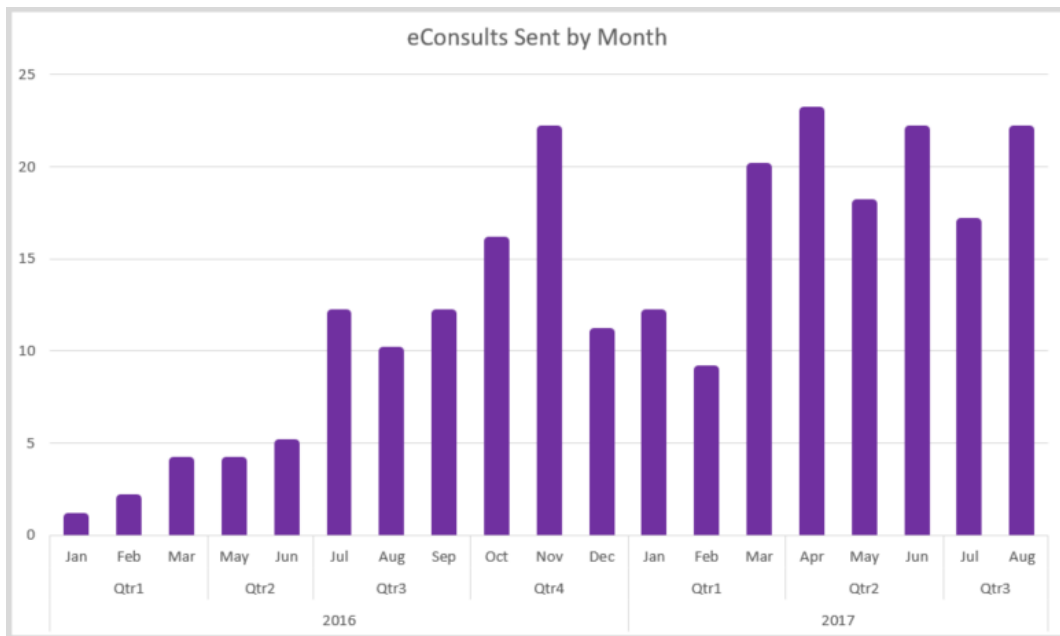
[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

Number of eConsults Received by LHIN 12 Specialists on OTN eConsult*

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 12 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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1.13   Appendix M: LHIN 13 – North East

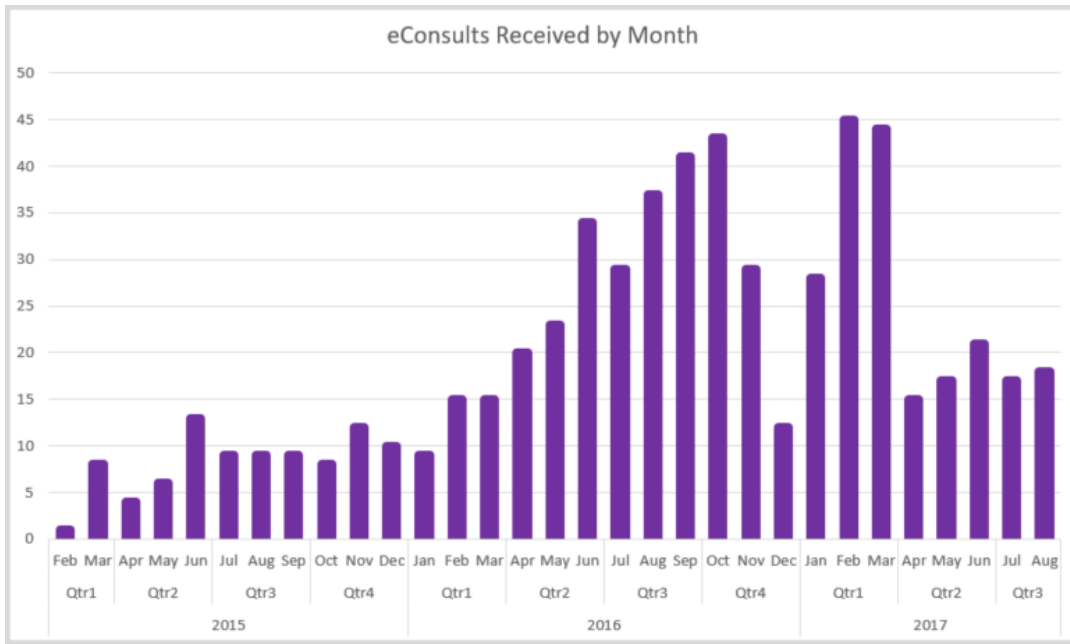| LHIN 13 - Provincial Product/Service % Penetration			
Product	**LHIN 13 Penetration[1]**	**Change**	**Ontario Average**
eNotification (Hospitals)	39%		15%
HRM (Physicians)	10%	-1%	27%
HRM (Hospitals)			79%
OLIS (Physicians)*	41%		37%

LHIN 13- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	**Physicians Live on Certified EMR[2]**	**HRM**	**OLIS* Access Through EMR**
ABELSoft Corporation	9	3	7
Alpha Healthcare Inc.	1		1
Canada Health Systems Inc.	2		5
Indivica Inc.			
OSCAR EMR	23	5	6
P&P Data Systems Inc.	39	1	9
QHR Technologies Inc.	81	12	86
TELUS	312	82	298
YES Medical Systems			
York-Med Systems Inc.	11		8
Total	**478**	**103**	**420**

Source: eHealth Ontario

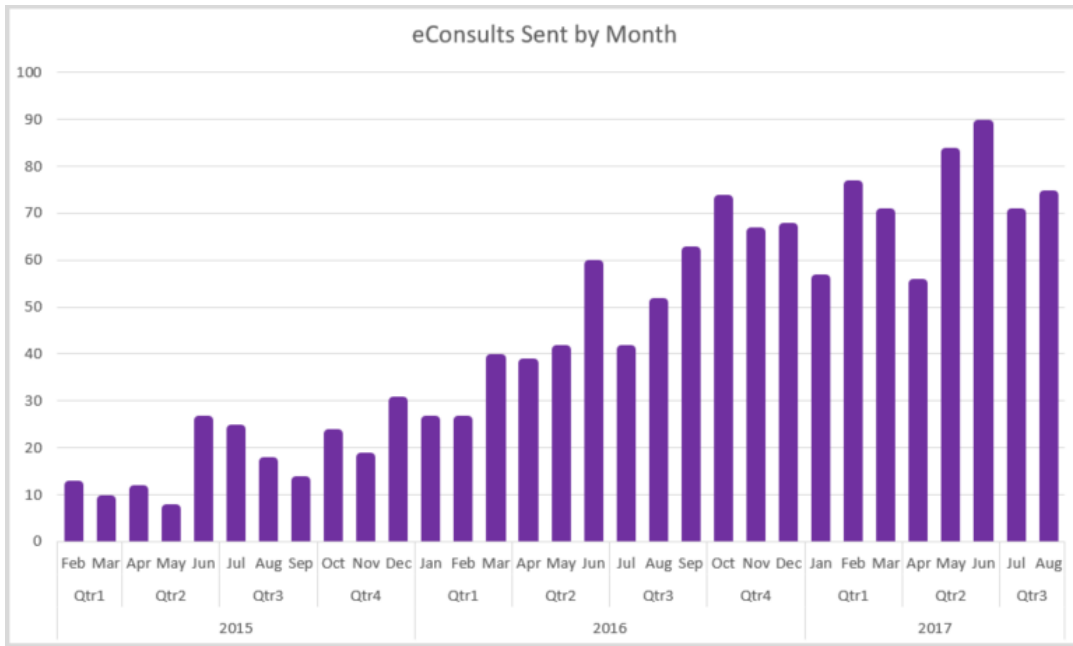[1] *As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

Number of eConsults Received by LHIN 13 Specialists on OTN eConsult*

eConsults Received by Month

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 13 Requesting Clinicians on OTN eConsult**

eConsults Sent by Month

**Includes eConsults sent to Specialists inside and outside the LHIN*

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1.14   Appendix N: LHIN 14 – North West

| LHIN 14 - Provincial Product/Service % Penetration			
Product	LHIN 14 Penetration[1]	Change	Ontario Average
eNotification (Hospitals)			15%
HRM (Physicians)			30%
HRM (Hospitals)			79%
OLIS (Physicians)*	30%	-1%	37%

LHIN 14- Physicians by OntarioMD-Certified Vendor/Service			
OntarioMD Certified Vendor	Physicians Live on Certified EMR[2]	HRM	OLIS* Access Through EMR
ABELSoft Corporation	7		7
Alpha Healthcare Inc.			
Canada Health Systems Inc.	4		4
Indivica Inc.			
OSCAR EMR	10		1
P&P Data Systems Inc.	24		1
QHR Technologies Inc.	43		52
TELUS	124		83
YES Medical Systems			
York-Med Systems Inc.			
Total	**212**		**148**

Source: eHealth Ontario

[1] *As of August 2017, HRM Penetration is based on Live Physicians, not Enrolled Physicians.*
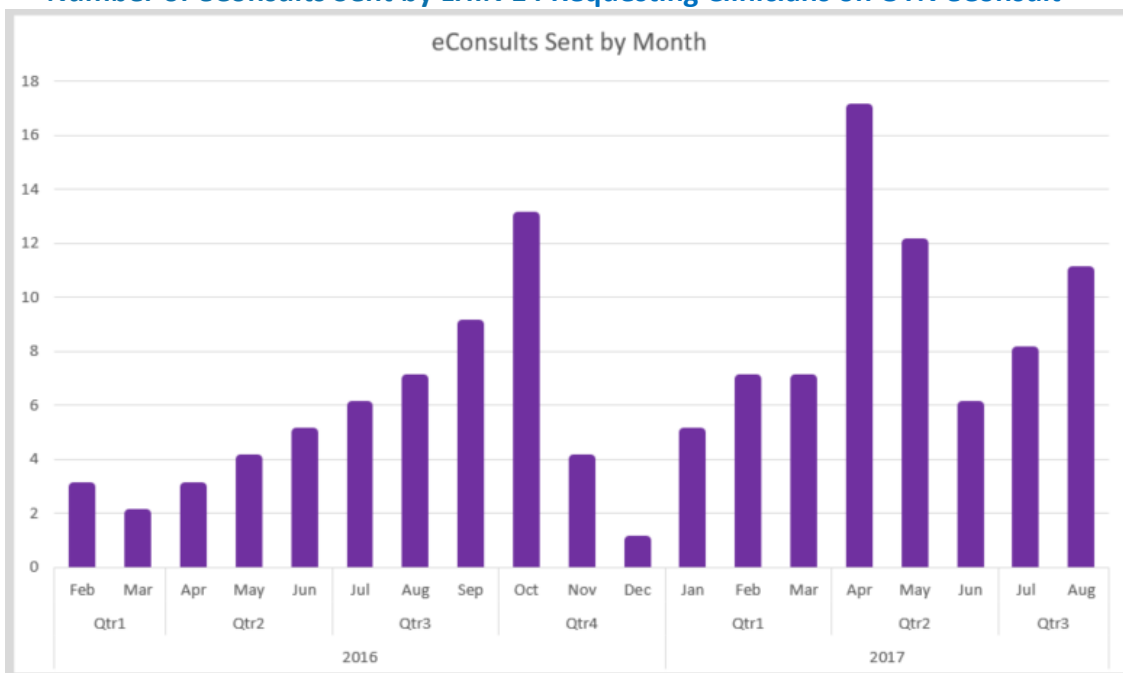
[2] *As of August 2017, these numbers have been updated to reflect the actual number of physicians, as opposed to funding positions.*

Number of eConsults Received by LHIN 14 Specialists on OTN eConsult*
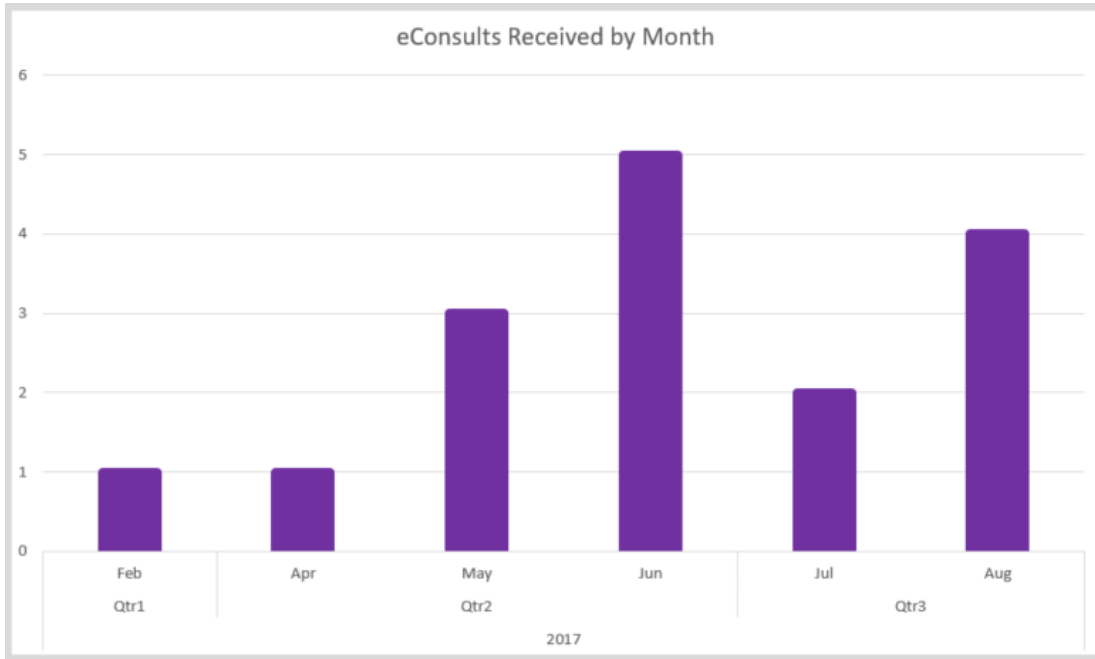
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 14 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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