December 2017
LHIN Report

January 2018

Contents

Empowered Practices. Enhanced Care.

1. Executive Notes for December

OntarioMD appreciates your comments on this report and welcomes your ongoing feedback and ideas for improvement. In last month's report, we broke down the Physicians Live on Certified EMR into family physicians and specialists for each LHIN. We will continue to provide this breakdown from now on. We anticipate that we will be presenting data at the LHIN sub-region level in 2018 on a quarterly basis.

Privacy and Security Training
In December, we launched our highly anticipated online Privacy and Security Training Module. We identified that health system stakeholders would be supported by a solution to consistently train and educate health care professionals across the province on privacy legislation and how to fulfill their obligations to protect Personal Health Information (PHI) on an ongoing basis. OntarioMD developed privacy and security training and resource expertise to meet this ongoing need. The module covers topics such as safeguarding PHI and other confidential data from breaches, and how to comply with obligations under Ontario's *Personal Health Information Protection Act (*PHIPA). The OntarioMD Privacy and Security Training Module was developed with input from the College of Physicians and Surgeons (CPSO), the Canadian Medical Protective Association (CMPA), the Ontario Medical Association (OMA) and eHealth Ontario. The module has been certified as a Self-Learning Program by the College of Family Physicians of Canada for two Mainpro+ credits.

The OntarioMD Privacy and Security Training Module is available at OntarioMD.ca, and can be accessed from any device that connects to the Internet. Physicians and their staff must be registered users of OntarioMD.ca to access the training and can simply log in with their email and password.

OntarioMD also provides additional information, resources and best practices on privacy and security on OntarioMD.ca. Topics covered include HIC obligations, ransomware, and more.

Service Deck Support for HRM
OntarioMD aims to continuously enhance the physician experience with HRM. As part of ongoing improvements, support for HRM will be transitioned to the OntarioMD Service Desk from the eHealth Ontario Service Desk on January 29, 2018. Support for HRM will be improved by reducing the number of contact points during service ticket resolution, providing quicker response and resolution times to service tickets, and keeping physicians informed of ticket status. Communications have been provided to internal teams to explain the change and prepare for the launch on January 29. The transition will be communicated to physicians and other stakeholders starting on that date.

Supporting Our Partners
OntarioMD continues to support Toronto Central (TC) LHIN and eHealth Ontario to deliver the Provider Secure Communication Package (which includes ONE® Mail, ConnectingOntario Viewer and eConsult) to primary care physicians in the TC LHIN area. We are also working closely with eHealth Ontario on

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the rollout of the ConnectingOntario Viewer to community-based primary care physicians in the four Northern and Eastern Region LHINs; specifically, the South East (10), Champlain (11), North East (13) and North West (14) LHINs. The ConnectingOntario Viewer is eagerly anticipated in some of these more remote areas of Ontario, and OntarioMD is already fielding requests from physicians interested in participating. Planning activities for deployments in both regions are well underway and the initial cohort of providers who will be invited to participate is being identified. Kick-off meetings are anticipated to start in January 2018.

OntarioMD and Ontario Telemedicine Network
Further on the theme of partnerships, OntarioMD and the Ontario Telemedicine Network (OTN) executed a broad collaboration and services agreement in December. This new agreement governs how OntarioMD and OTN can focus on their respective strengths and together provide Ontario physicians with access to digital health services in a streamlined fashion. Physicians and their patients will be the ultimate beneficiaries of a partnered approach that bundles multiple digital health offerings into a single engagement.

"On the Road"
Our team took a break in December from conducting our 'On the Road with OntarioMD' regional educational seminars due to the holiday season. However, we actively continued to promote seminars scheduled on January 17 in Kingston and January 31 in Kitchener-Waterloo. This series of seminars for physicians and their staff consist of one hour of didactic learning focused on Partnered Efforts in Safe Opioid Prescribing using their EMRs, followed by small group learning with Peer Leaders who use the same EMRs as attendees. These sessions are CME-accredited by the College of Family Physicians of Canada's Ontario Chapter for two hours of Mainpro+ credits. During these seminars, attendees can also request enrolment in OntarioMD products and services as well as ONE® ID. Planning is underway for additional seminars in 2018 across Ontario covering topics that are relevant to physicians and for which EMR use can facilitate more efficient workflows and enhanced patient safety.

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 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.

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.

CLIENT SERVICES
AND 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 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), which is 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 Conferences, our On the Road with OntarioMD educational seminars, and other regional events to meet one-on-one with attendees.

HEALTH REPORT MANAGER

Health Report Manager (HRM) is an award-winning 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**.

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eNOTIFICATIONS

eNotifications are sent through HRM to 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, 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. The EMR Certification Program is the only current mechanism in Ontario through which to translate Ministry priorities, manage EMR vendors and drive EMR use by physicians. 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.

OntarioMD has moved to open certification, which allows new vendors to apply for certification at any time and enables OntarioMD to respond more 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 has launched a comprehensive online Privacy and Security Training Module to support community-based physicians access provincial digital health assets. The Module covers topics such as safeguarding PHI and other confidential data from breaches, and how to comply with obligations under Ontario's *Personal Health Information Protection Act* (PHIPA).

The OntarioMD Privacy and Security Training Module was developed with input from the College of Physicians and Surgeons (CPSO), the Canadian Medical Protective Association (CMPA), the Ontario Medical Association (OMA) and eHealth Ontario. The module has been certified as a Self-Learning Program by the College of Family Physicians of Canada for up to two Mainpro+ credits.

The OntarioMD Privacy and Security Training Module is available at OntarioMD.ca, and can be accessed from any device that connects to the Internet. Physicians and their staff must be registered users of OntarioMD.ca to access the training and can log in with their email and password.

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, nearly 5,000 attendees have participated in the conference series.

Two conferences are held each year in locations across Ontario. More than 700 clinicians and digital health care stakeholders from across the province attended our September 2017 conference in Toronto. Attendees picked up valuable EMR optimization tips and advice at more than 25 educational

sessions offered across four streams of learning, and were eligible to earn up to 7.5 Mainpro+ credits. Registration is now open for our 2018 EMR: Every Step conferences in London on April 12 and in Toronto on September 27, 2018. 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 develop a provincial eConsult strategy which unifies their platforms, creating a single service for all clinicians in the province.

The Provincial eConsult Initiative has brought on over 6,000 new eConsult users from January 2015 to date. With an average patient roster size of 840, these users now have the opportunity to request eConsults for approximately 5 million patients. The initiative was also able to double the number of specialists using eConsult, opening up access to specialists for patients and their family doctors anywhere in the province – a family doctor from Thunder Bay can request an eConsult from a specialist in Thunder Bay or Windsor, or anywhere in between.

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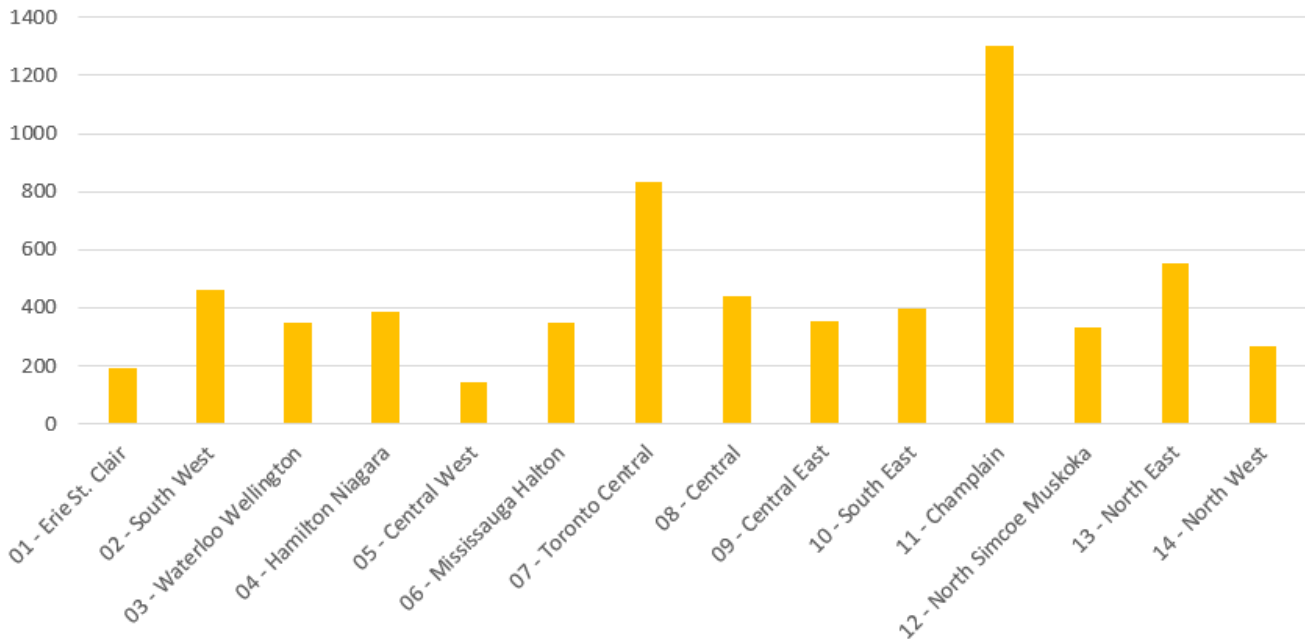
OntarioMD will continue managed expansion of eConsult with its LHIN partners across all LHINs. Work to scale up operational processes to support provincial expansion will continue.

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.

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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. The Phase 1 Benefits Evaluation, Final Report, a summary of key findings and next steps, and frequently asked questions have been published on OntarioMD.ca.

Phase 2 of the initiative launched in October 2017, and will run to July 2018. It will expand participation by up to 400 additional physicians in order to further demonstrate the framework's value. During Phase 2, we will:

- further identify and refine dashboard indicators,
- deploy to more physicians across all LHINs, and
- define a business plan for a provincial EMR Physician Dashboard solution.

For more information on OntarioMD's EMR Physician Dashboard initiative, email EMRdashboard@ontariomd.com.

6. Tables by Vendor and LHIN View

Table 1: Family Physicians, Specialists and Nurse Practitioners 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	NP	Live		
ABELSoft Corporation	192	265	14	471	61	61	1	123	58	343
Alpha Healthcare Inc.	49	16		65	33	6		39	36	59
Canada Health Systems Inc.	310	110	13	433	162	50		212	157	290
Indivica Inc.	412	90	2	504	312	56	3	371	329	158
OSCAR EMR	1,242	665	11	1,918	662	269	16	947	668	841
P&P Data Systems Inc.	462	86	4	552	125	10	8	143	113	294
QHR Technologies Inc.	1,737	1,641	138	3,516	1,013	764	116	1,893	1,033	3,150
TELUS	5,403	1,238	73	6,714	3,438	479	429	4,346	3,308	5,480
YES Medical Systems	8	38	6	52	3	12		15	10	49
York-Med Systems Inc.	34	61	1	96	11	17		28	16	76
Total	**9,849**	**4,210**	**262**	**14,321[2]**	**5,820**	**1,724**	**573**	**8,117**	**5,728**	**10,740**

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[1] *Source: eHealth Ontario*

[2] *Numbers reflect the actual number of physicians, not funding positions.*

* FP = Community-based Family Physicians

** SP = Community-based Specialists

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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	Unknown	Total	Change[2]	FP	SP[5]	Total	%
1. Erie St. Clair	329	190	13	532	6	462	473	935	71%
2. South West	757	247	5	1,009	17	884	1,225	2,109	86%
3. Waterloo Wellington	549	211	9	769	12	672	562	1,234	82%
4. Hamilton Niagara	927	477	9	1,413	35	1,165	1,765	2,930	80%
5. Central West	486	238	16	740	11	648	523	1,171	75%
6. Mississauga Halton	825	302	13	1,140	26	1,064	980	2,044	78%
7. Toronto Central	1,303	757	17	2,077	41	1,703	3,918	5,621	77%
8. Central	1,207	627	23	1,857	27	1,655	1,600	3,255	73%
9. Central East	967	425	19	1,411	14	1,186	1,118	2,304	82%
10. South East	468	82	9	559	11	516	649	1,165	91%
11. Champlain	1,294	468	17	1,779	44	1,575	1,985	3,560	82%
12. North Simcoe Muskoka	388	132	4	524	7	442	345	787	88%
13. North East	415	97	4	516	9	588	436	1,024	71%
14. North West	185	74	3	262	6	304	193	497	61%
Total	**10,114**	**4,331**	**262**	**14,707[4]**	**274**	**12,864**	**15,772**	**28,636**	**79%**

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

[2] 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. Numbers reflect the actual number of physicians, not funding positions.

[5] Includes community and hospital-based specialists

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

LHIN	Clinicians LIVE on HRM					Physicians Using eNotifications
	FP	SP	NP	Total	Change[1]	Total
1. Erie St. Clair	251	81	77	409	13	292
2. South West	443	67	53	563	25	366
3. Waterloo Wellington	423	86	61	570	27	386
4. Hamilton Niagara	444	143	8	595	85	344
5. Central West	297	137	12	446	12	306
6. Mississauga Halton	537	141	24	702	32	540
7. Toronto Central	623	274	30	927	18	735
8. Central	748	284	21	1,053	28	816
9. Central East	689	239	74	1,002	23	681
10. South East	341	24	70	435	0	266
11. Champlain	673	189	58	920	33	649
12. North Simcoe Muskoka	328	77	83	488	16	325
13. North East	89	9	18	116	3	97
14. North West						
Total	**5,886**	**1,751**	**595**	**8,226**	**315**	**5,803**

[1]*Number reflects clinicians 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	190
2. South West	463
3. Waterloo Wellington	348
4. Hamilton Niagara	388
5. Central West	146
6. Mississauga Halton	349[2]
7. Toronto Central	835
8. Central	441
9. Central East	352
10. South East	396[3]
11. Champlain	1,303[4]
12. North Simcoe Muskoka	330
13. North East	555
14. North West	267
Total	**6,363**

[1] *Provisioned (live) Physicians and NPs*

[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.*

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Provincial Product/Service Penetration by LHIN

Legend: ■ OLIS Adoption %   ■ HRM Adoption %
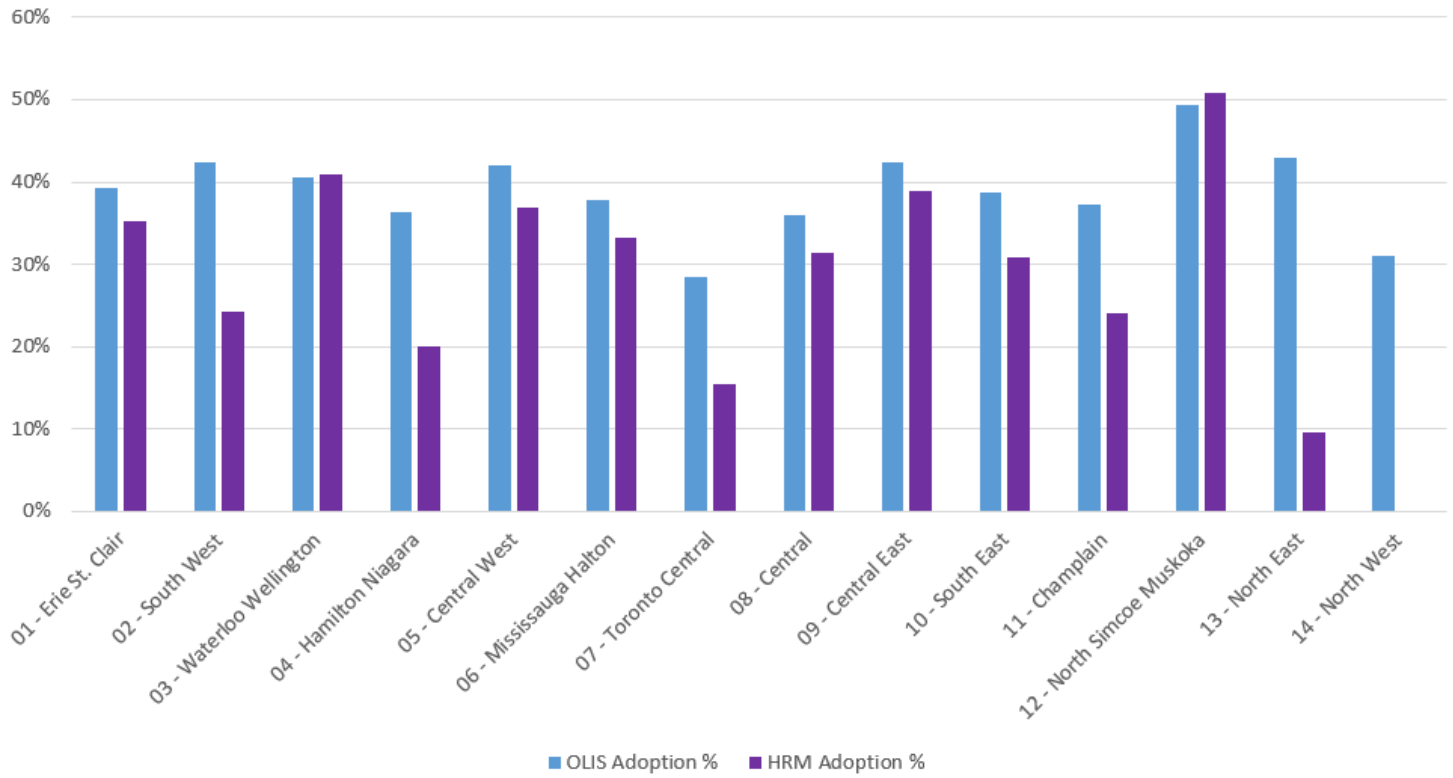
7. Appendices

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)	35%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	39%		39%

LHIN 1 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	**Physicians Live on Certified EMR[2]**				**HRM**	**OLIS* Access Through EMR**
	GP	**SP**	**Unknown**	**Total**		
ABELSoft Corporation	8	14	5	27	6	18
Alpha Healthcare Inc.	3	1		4	3	5
Canada Health Systems Inc.	6	3		9	3	3
Indivica Inc.	1	1		2	1	2
OSCAR EMR	19	12		31	10	10
P&P Data Systems Inc.	2	2		4	2	1
QHR Technologies Inc.	114	98	4	216	145	153
TELUS	171	39	4	214	148	161
YES Medical Systems	2	6		8	5	8
York-Med Systems Inc.	1	9		10	6	7
Total	**327**	**185**	**13**	**525**	**329**	**368**

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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Number of eConsults Received by LHIN 1 Specialists on OTN eConsult*
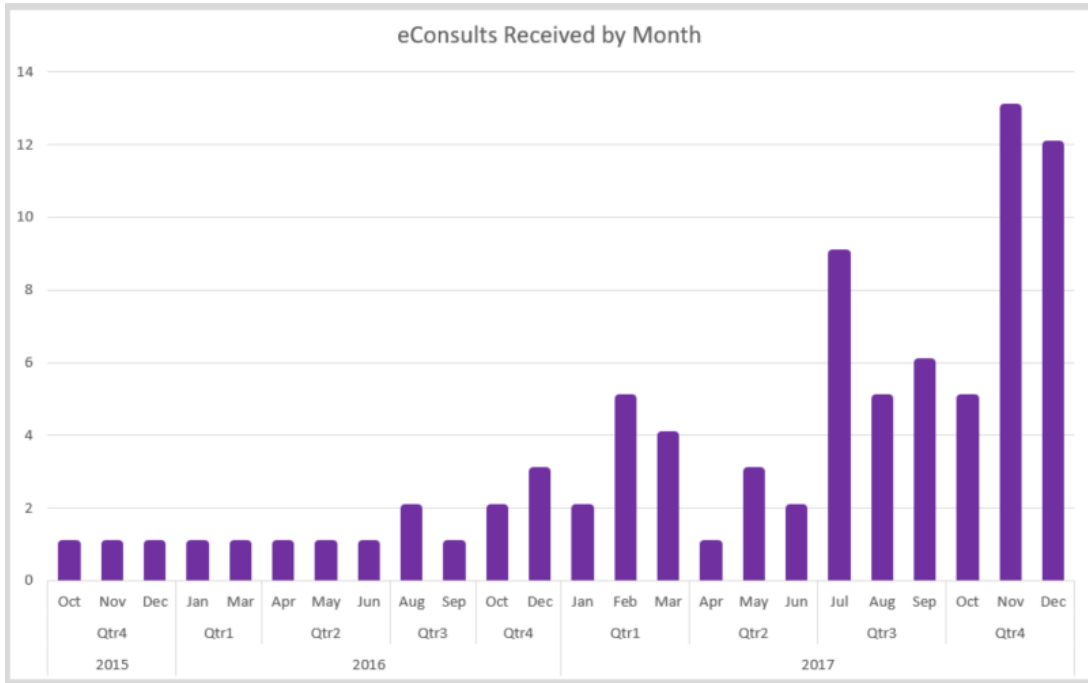
*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

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

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

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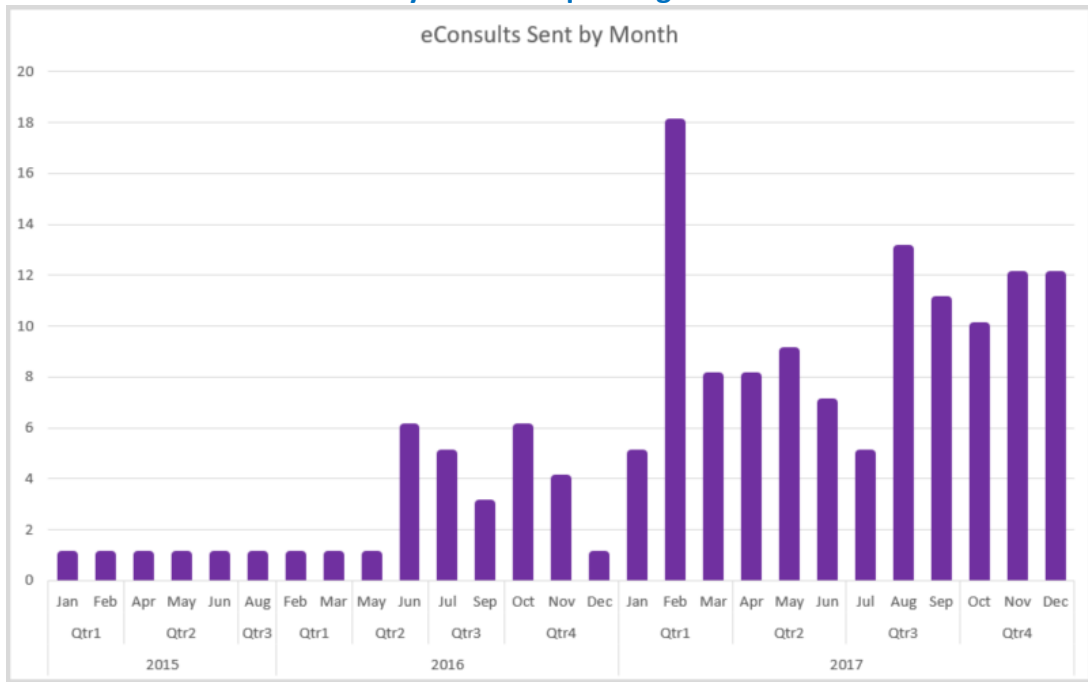
1.2 Appendix B: LHIN 2 – South West

LHIN 2 - Provincial Product/Service % Penetration			
Product	LHIN 2 Penetration[1]	Change	Ontario Average
eNotifications (Hospitals)	34%		15%
HRM (Physicians)	24%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	42%		39%

LHIN 2 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	12	7		19	3	20
Alpha Healthcare Inc.						
Canada Health Systems Inc.	5	3		8	1	7
Indivica Inc.						1
OSCAR EMR	42	25		67	25	37
P&P Data Systems Inc.	2	1		3		5
QHR Technologies Inc.	252	95	4	348	180	357
TELUS	427	108	4	539	299	462
YES Medical Systems		2		2		1
York-Med Systems Inc.	9	3		12	2	4
Total	749	244	5	998	510	894

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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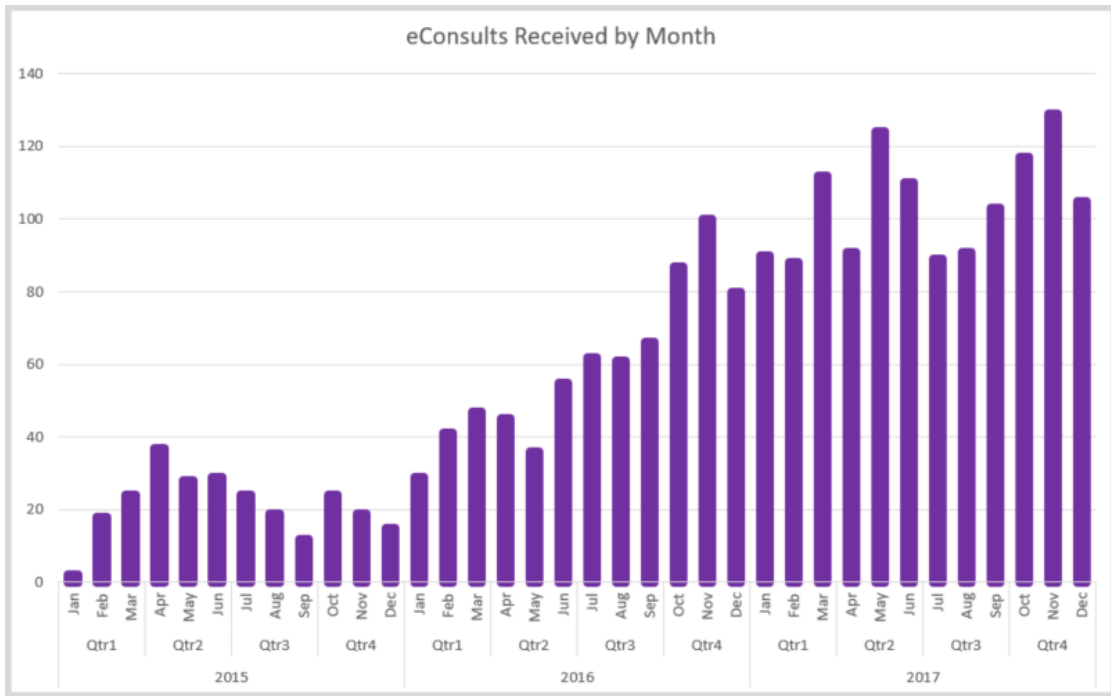
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 2 Requesting Clinicians on OTN eConsult**
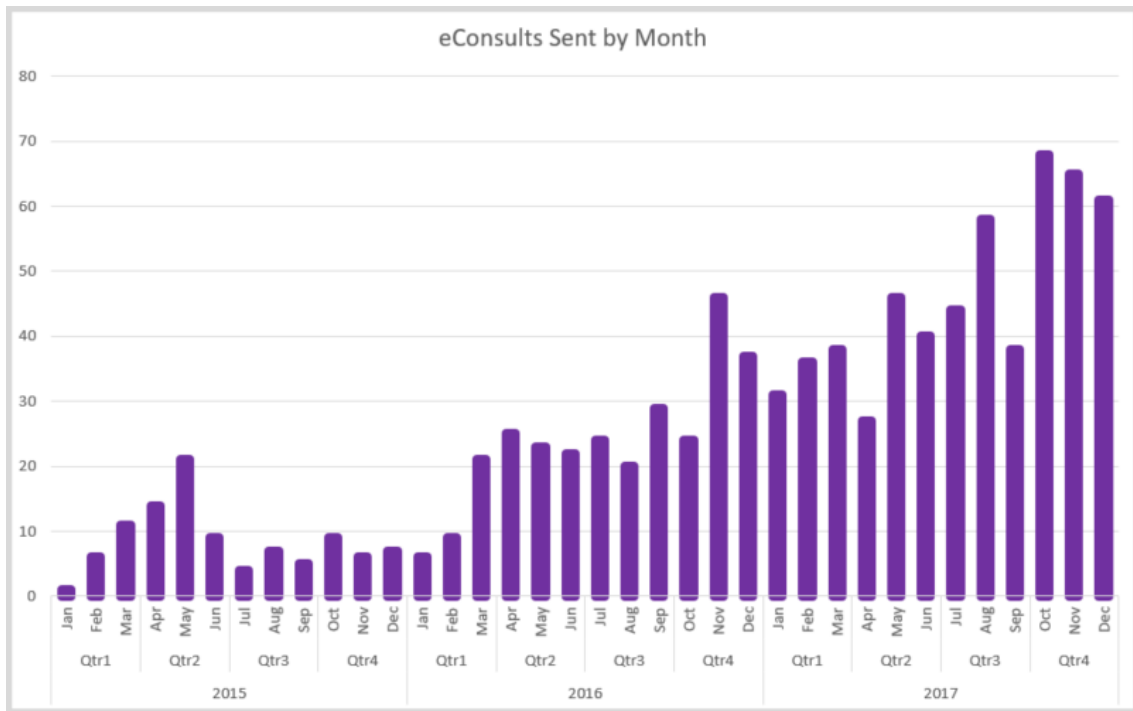
**Includes eConsults sent to Specialists inside and outside the LHIN*

1.3 Appendix C: LHIN 3 – Waterloo Wellington

LHIN 3 - Provincial Product/Service % Penetration			
Product	LHIN 3 Penetration[1]	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	41%	1%	28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	41%	1%	39%

LHIN 3 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	12	2		14	10	8
Alpha Healthcare Inc.		2		2	1	3
Canada Health Systems Inc.	1	5		6	3	2
Indivica Inc.		7		7	1	1
OSCAR EMR	25	27	2	54	26	25
P&P Data Systems Inc.	31	2		33	2	3
QHR Technologies Inc.	16	89	1	106	50	54
TELUS	454	64	6	524	411	397
YES Medical Systems		3		3	1	4
York-Med Systems Inc.		6		6		4
Total	539	207	9	755	505	501

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

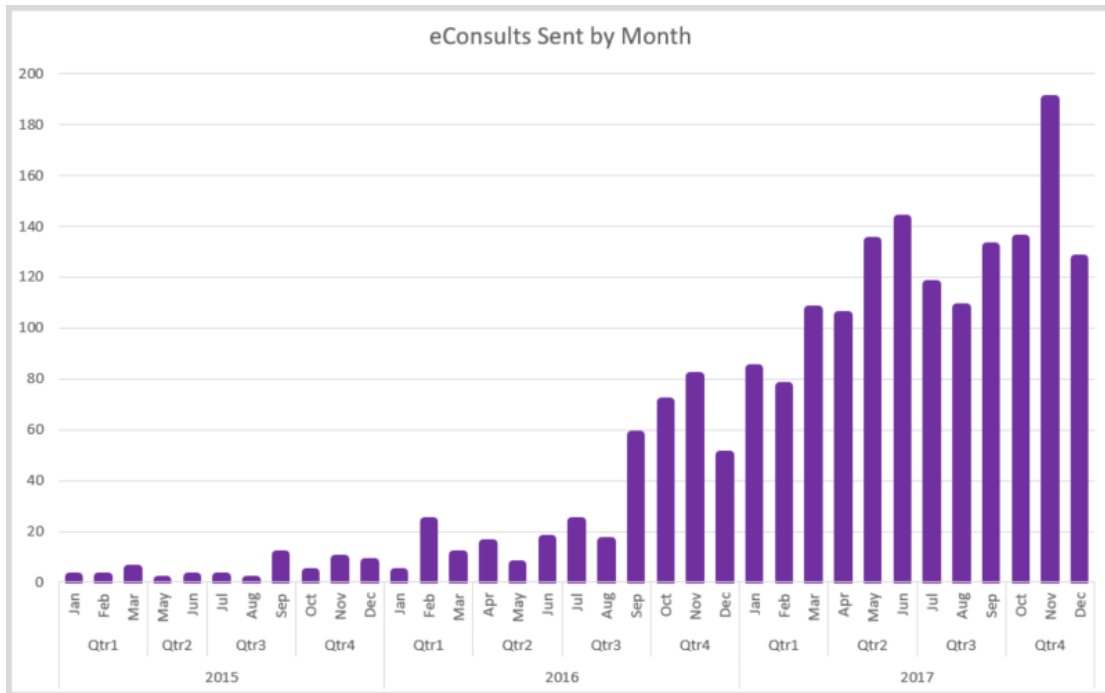[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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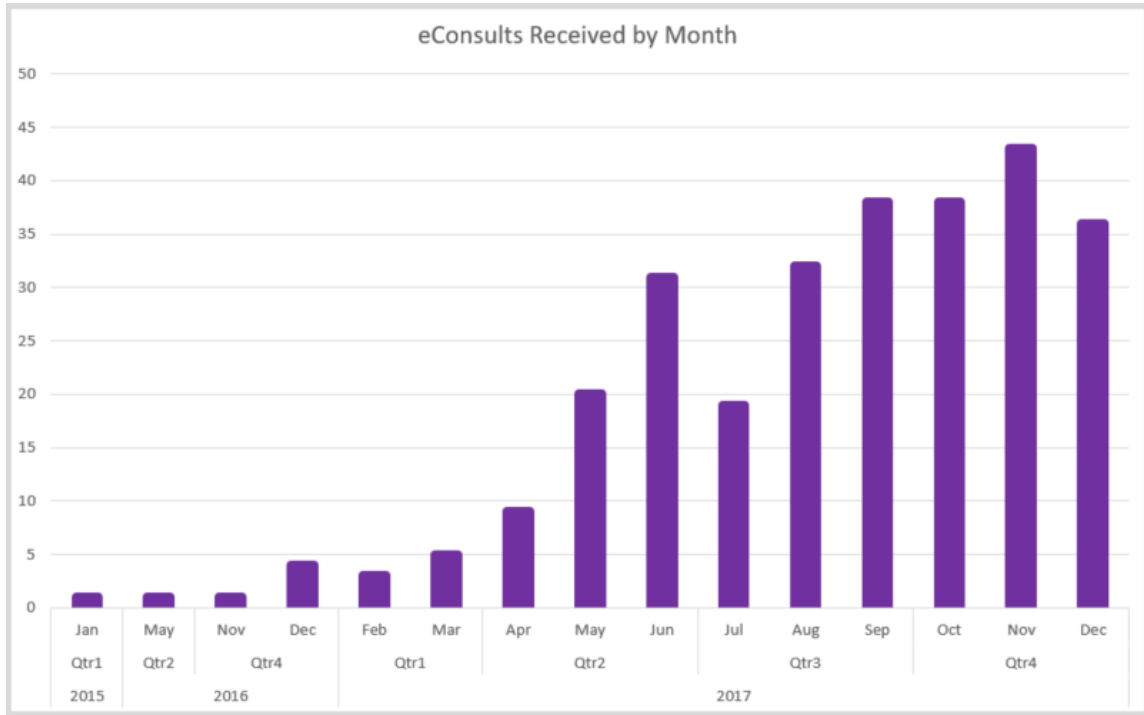
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

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

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

1.4 Appendix D: LHIN 4 – Hamilton Niagara

LHIN 4 - Provincial Product/Service % Penetration			
Product	LHIN 4 Penetration[1]	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	20%	1%	28%
HRM (Hospitals)	90%		79%
OLIS (Physicians)*	36%		39%

LHIN 4 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	18	35	2	55	10	51
Alpha Healthcare Inc.	2	3		5		5
Canada Health Systems Inc.	13	3	1	17	11	9
Indivica Inc.	9	14		23	13	6
OSCAR EMR	143	95	2	240	59	111
P&P Data Systems Inc.	32	11		43	16	36
QHR Technologies Inc.	128	198	3	329	110	290
TELUS	566	86	1	653	363	541
YES Medical Systems	1	1		2		2
York-Med Systems Inc.	1	15		16	5	14
Total	913	461	9	1,383	587	1,065

*Source: eHealth Ontario

[1] HRM Penetration is based on Live Physicians, not Enrolled Physicians.

[2] Numbers have been updated to reflect the actual number of physicians, not funding positions.

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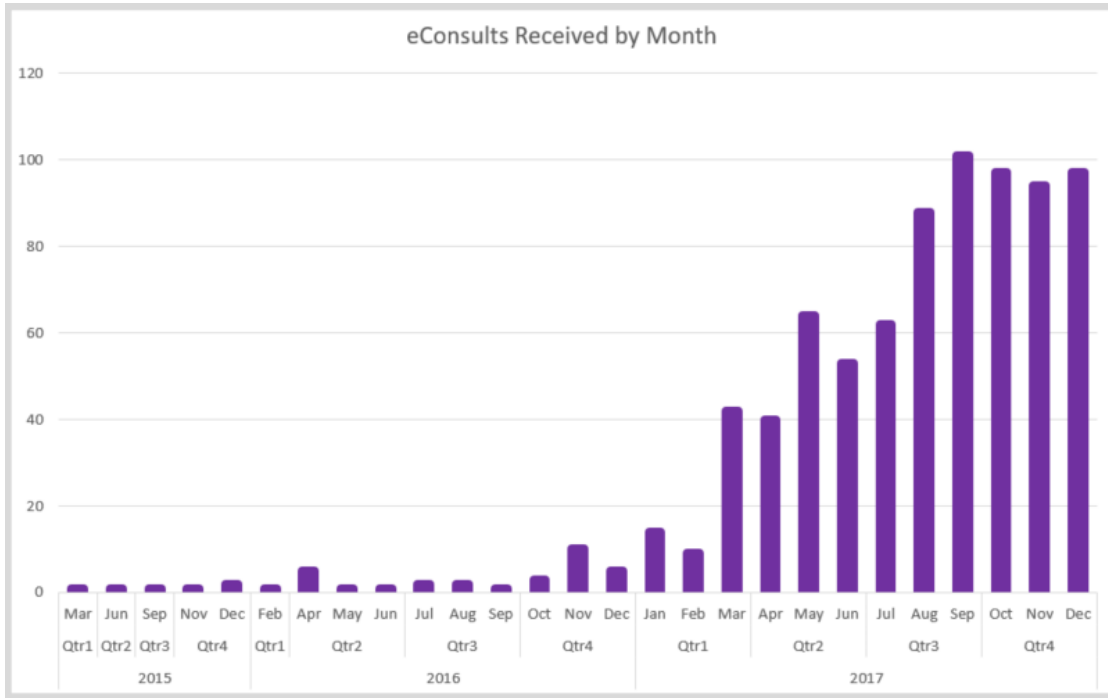
*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

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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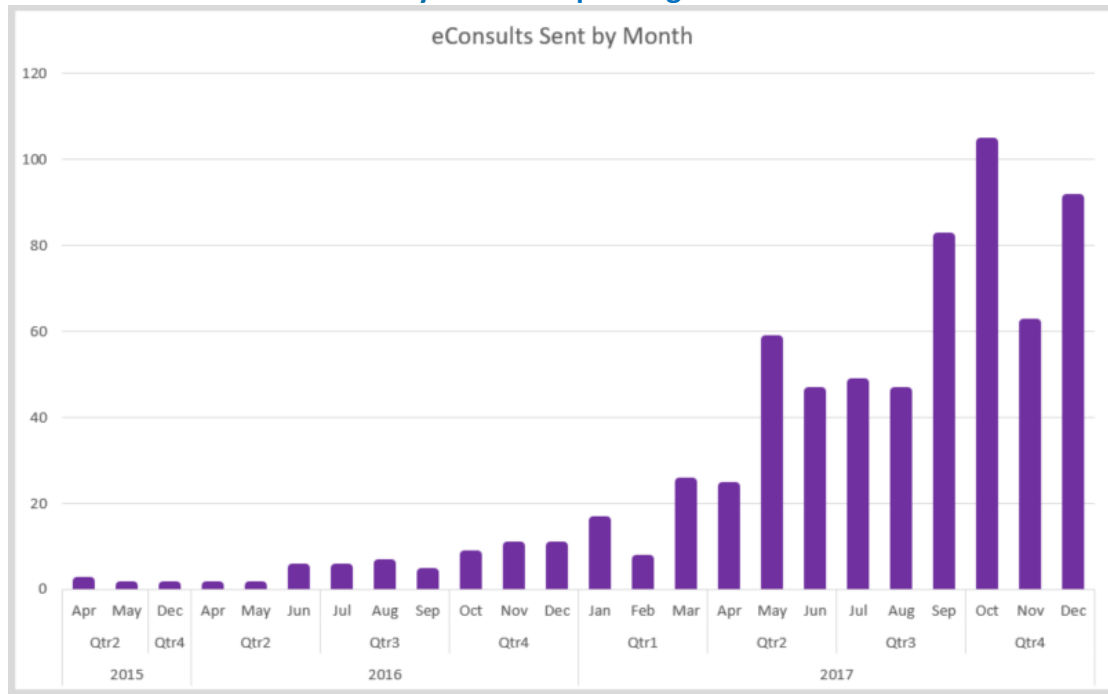
1.5 Appendix E: LHIN 5 – Central West

LHIN 5 - Provincial Product/Service % Penetration			
Product	LHIN 5 Penetration[1]	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	37%	1%	28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	42%		39%

LHIN 5 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	8	10	1	19	7	11
Alpha Healthcare Inc.	6			6	2	5
Canada Health Systems Inc.	32	14	3	49	23	34
Indivica Inc.	23	12		35	32	15
OSCAR EMR	132	68	1	201	114	62
P&P Data Systems Inc.	39	2	1	42	29	41
QHR Technologies Inc.	102	84	8	194	116	165
TELUS	134	44	1	179	110	155
YES Medical Systems	1	1	1	3		3
York-Med Systems Inc.		1		1		1
Total	**477**	**236**	**16**	**729**	**433**	**492**

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

Number of eConsults Received by LHIN 5 Specialists on OTN eConsult*
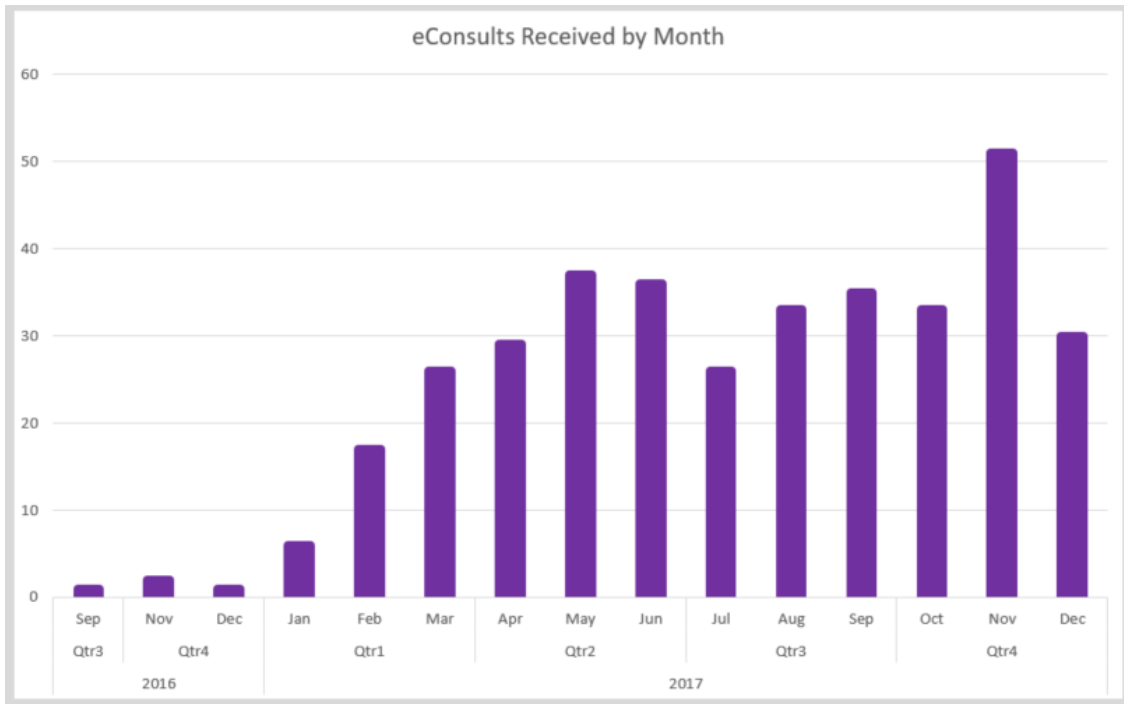
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

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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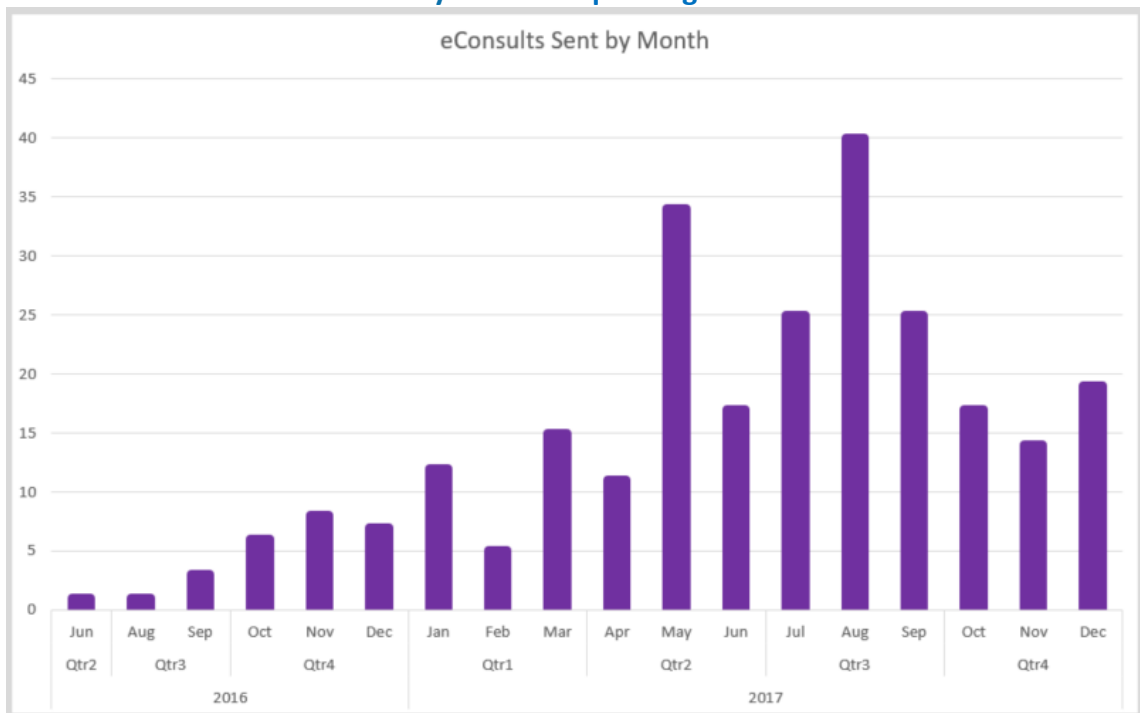
1.6 Appendix F: LHIN 6 – Mississauga Halton

LHIN 6 - Provincial Product/Service % Penetration			
Product	LHIN 6 Penetration [1]	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	33%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	38%	1%	39%

LHIN 6 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	17	28	1	46	6	33
Alpha Healthcare Inc.	3	1		4	1	1
Canada Health Systems Inc.	24	2		26	9	29
Indivica Inc.	26	3		29	26	3
OSCAR EMR	213	49		262	150	106
P&P Data Systems Inc.	7	6		13	1	11
QHR Technologies Inc.	164	101	9	274	175	240
TELUS	350	103	3	456	309	342
YES Medical Systems	2			2	1	2
York-Med Systems Inc.	1	3		4		4
Total	807	296	13	1,116	678	771

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not to Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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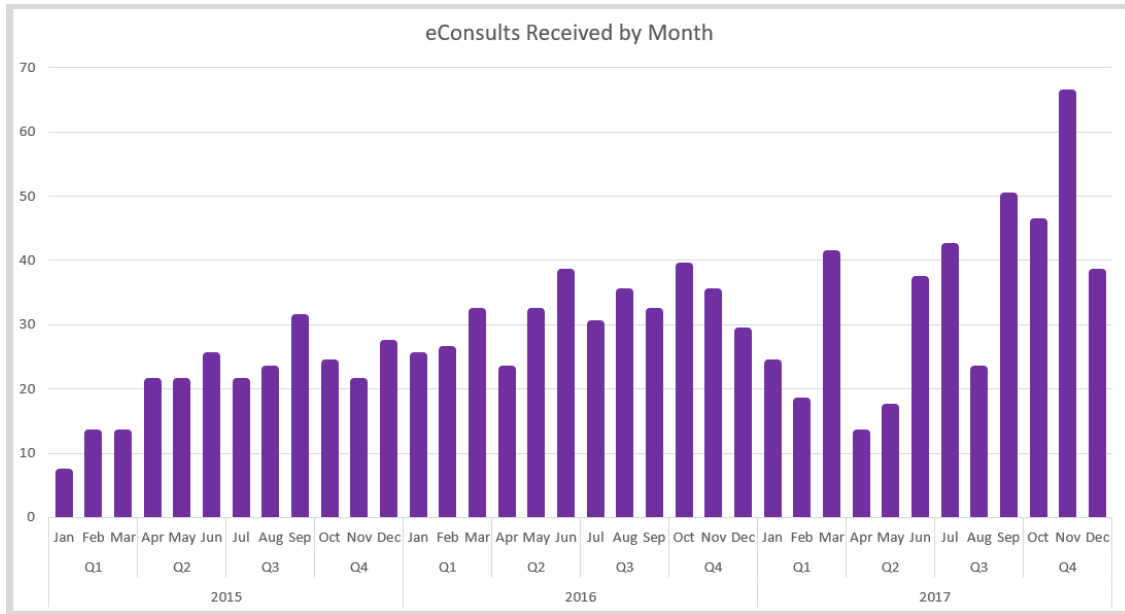
eConsults Received by Month

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**

eConsults Sent by Month

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

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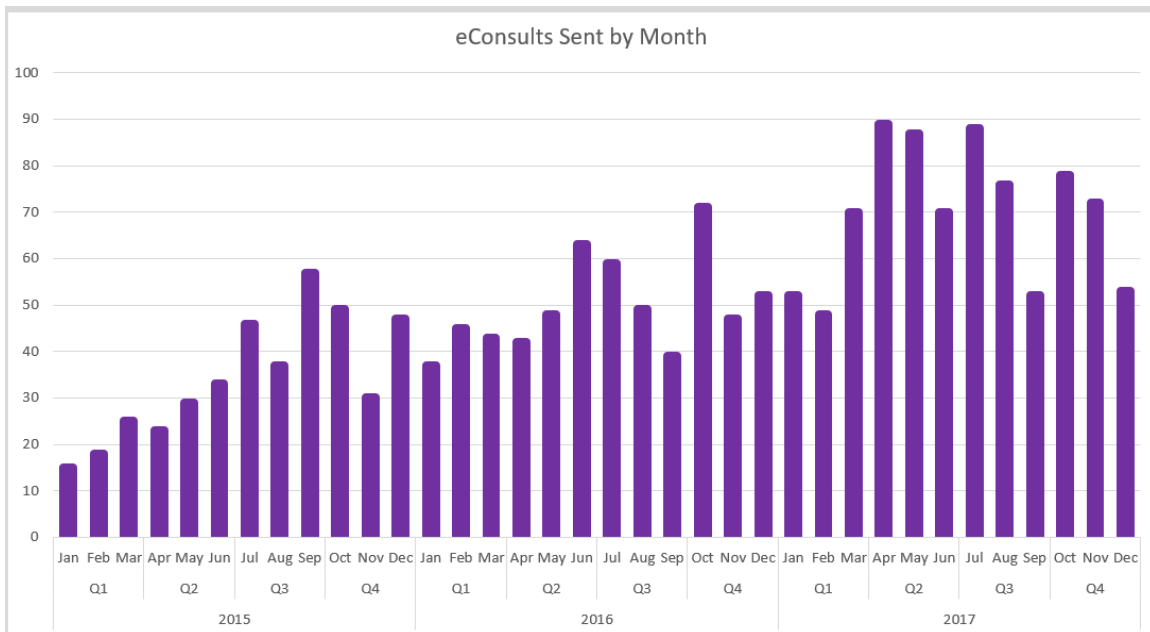
1.7 Appendix G: LHIN 7 – Toronto Central

LHIN 7 - Provincial Product/Service % Penetration			
Product	LHIN 7 Penetration [1]	Change	Ontario Average
eNotifications (Hospitals)	26%		15%
HRM (Physicians)	15%		28%
HRM (Hospitals)	32%		79%
OLIS (Physicians)*	28%		39%

LHIN 7 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	41	45	1	87	37	60
Alpha Healthcare Inc.	18	3		21	18	21
Canada Health Systems Inc.	77	7	4	88	40	62
Indivica Inc.	146	21		167	116	47
OSCAR EMR	137	129	1	267	90	112
P&P Data Systems Inc.	61	15	1	77	11	56
QHR Technologies Inc.	116	327	1	444	196	512
TELUS	637	172	7	816	359	711
YES Medical Systems		10	2	12	1	12
York-Med Systems Inc.	1	4		5		4
Total	1,234	733	17	1,984	868	1,597

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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Number of eConsults Received by LHIN 7 Specialists on OTN eConsult*
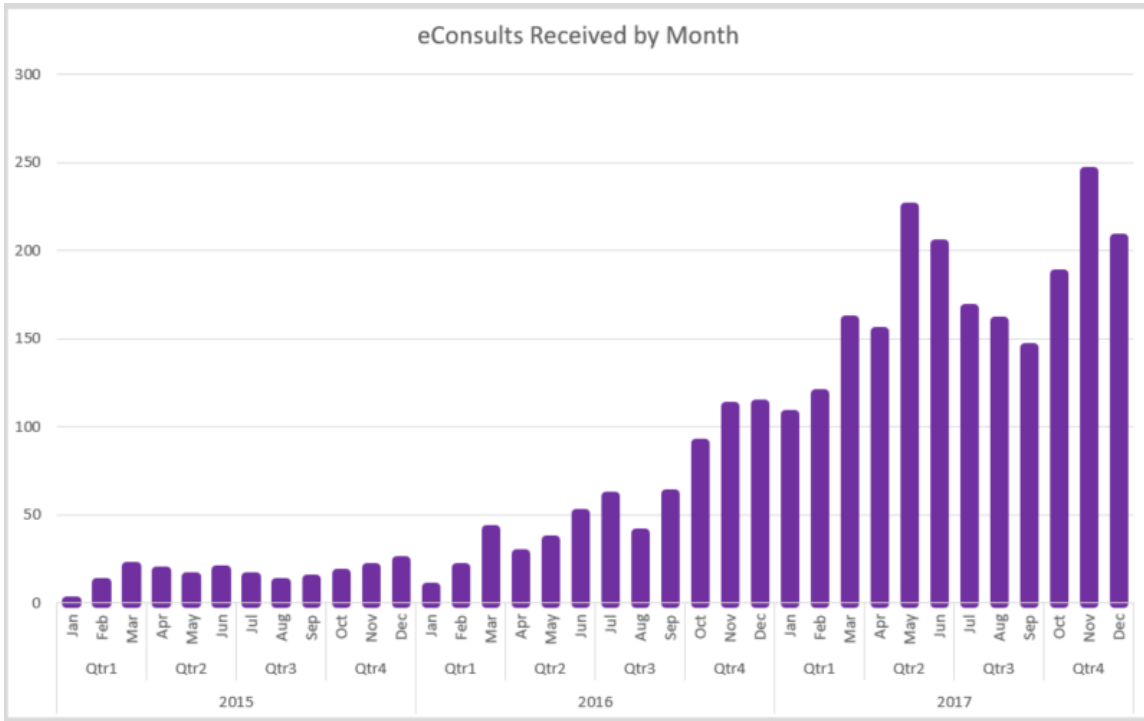
*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

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

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

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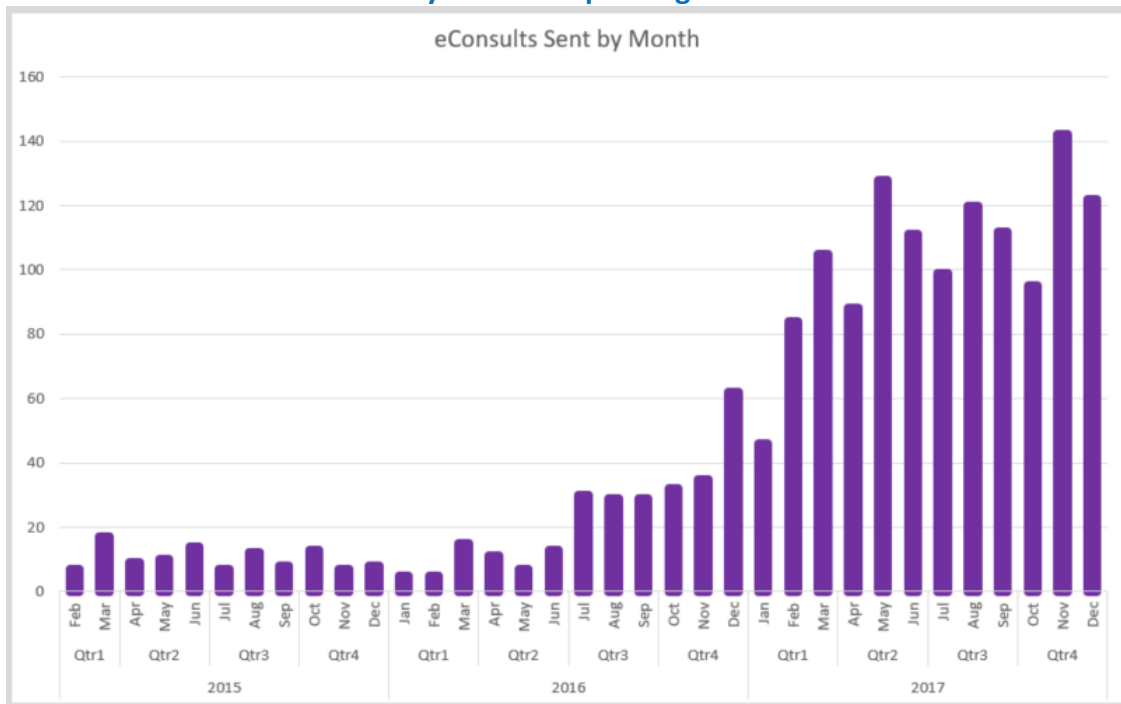
1.8 Appendix H: LHIN 8 – Central

LHIN 8 - Provincial Product/Service % Penetration			
Product	LHIN 8 Penetration[1]	Change	Ontario Average
eNotifications (Hospitals)	18%		15%
HRM (Physicians)	31%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	36%		39%

LHIN 8 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	40	56	2	98	21	58
Alpha Healthcare Inc.	5	2		7	4	7
Canada Health Systems Inc.	26	14	2	42	18	34
Indivica Inc.	115	9	2	126	93	37
OSCAR EMR	128	110	2	240	143	102
P&P Data Systems Inc.	122	18	1	141	42	70
QHR Technologies Inc.	209	235	5	449	244	387
TELUS	519	146	7	672	446	453
YES Medical Systems	1	10	1	12	3	10
York-Med Systems Inc.	6	6	1	13	8	11
Total	1,171	606	23	1,800	1,022	1,169

*Source: eHealth Ontario

[1] HRM Penetration is based on Live Physicians, not Enrolled Physicians.

[2] Numbers have been updated to reflect the actual number of physicians, not funding positions.

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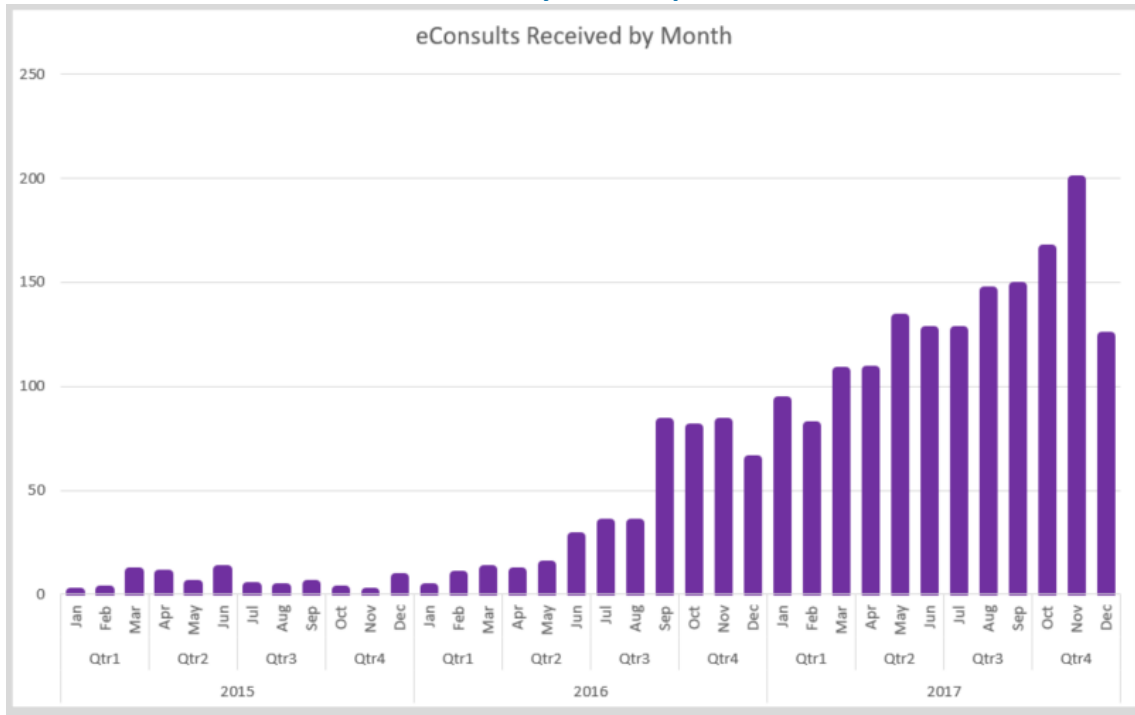
eConsults Received by Month

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

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

eConsults Sent by Month
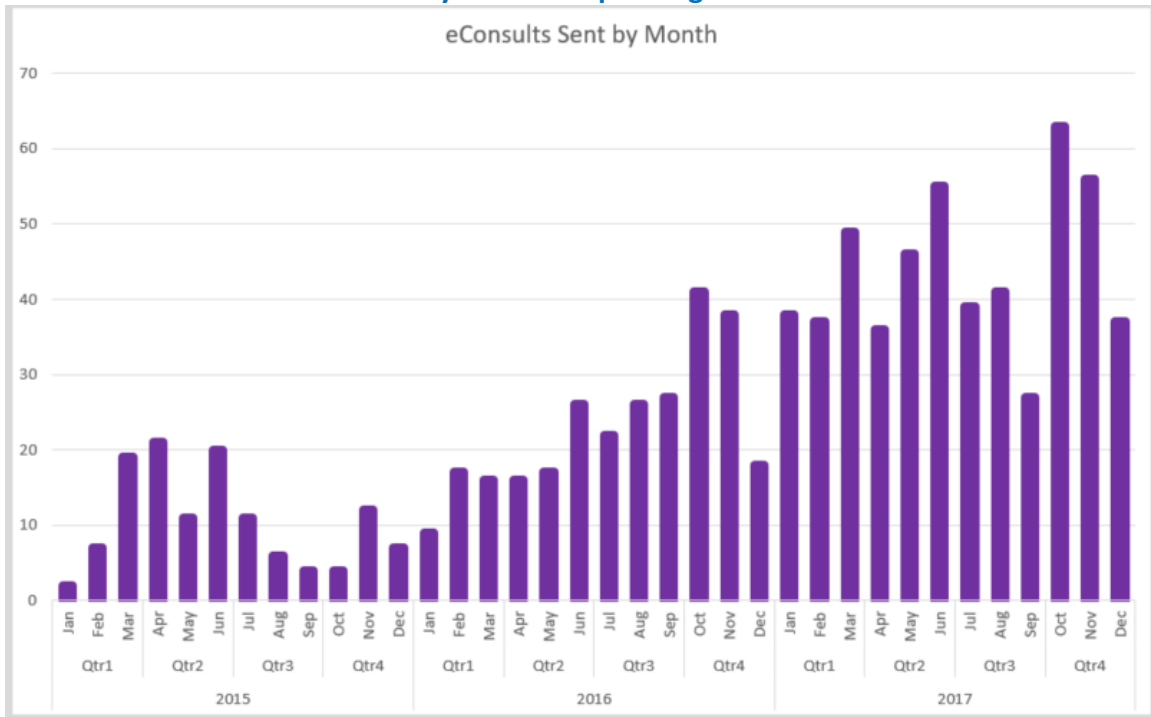
**Includes eConsults sent to Specialists inside and outside the LHIN*

1.9 Appendix I: LHIN 9 – Central East

LHIN 9 - Provincial Product/Service % Penetration			
Product	**LHIN 9 Penetration [1]**	**Change**	**Ontario Average**
eNotifications (Hospitals)			15%
HRM (Physicians)	39%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	42%		39%

LHIN 9 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	**Physicians Live on Certified EMR[2]**				**HRM**	**OLIS* Access Through EMR**
	GP	**SP**	**Unknown**	**Total**		
ABELSoft Corporation	26	23	1	50	14	32
Alpha Healthcare Inc.	5	2		7	5	6
Canada Health Systems Inc.	56	9		65	40	39
Indivica Inc.	40	13		53	40	9
OSCAR EMR	120	82	2	204	131	104
P&P Data Systems Inc.	50	9		59	9	35
QHR Technologies Inc.	162	148	7	317	200	232
TELUS	477	115	7	599	448	498
YES Medical Systems	1	4	2	7	3	6
York-Med Systems Inc.	7	8		15	5	15
Total	**944**	**413**	**19**	**1,376**	**895**	**976**

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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Number of eConsults Received by LHIN 9 Specialists on OTN eConsult*
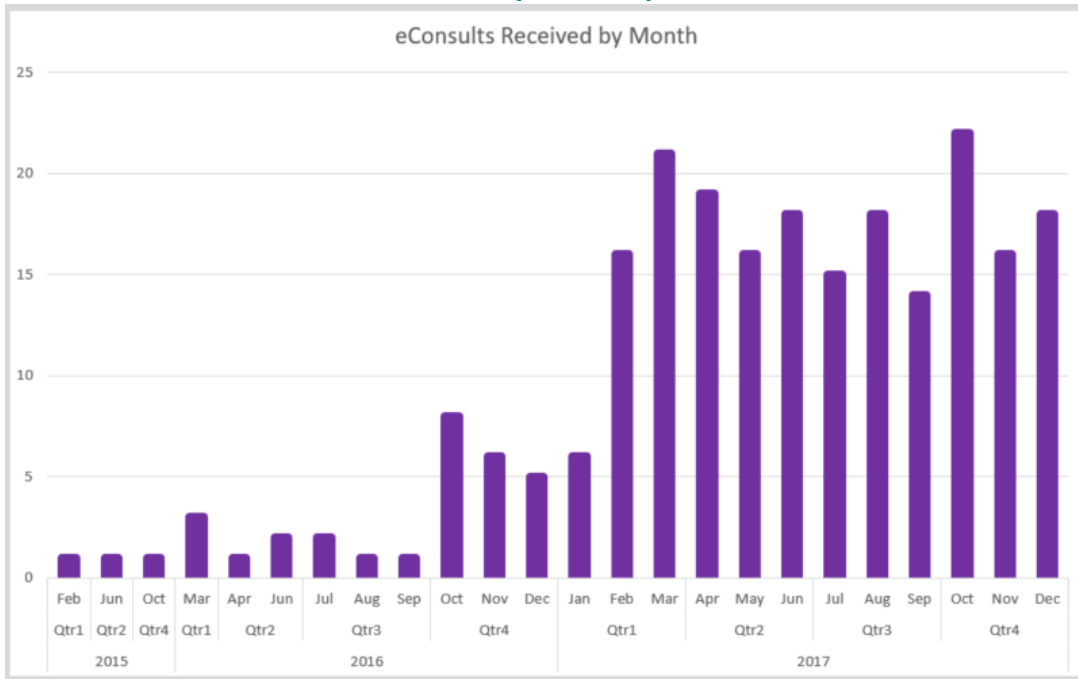
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

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

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

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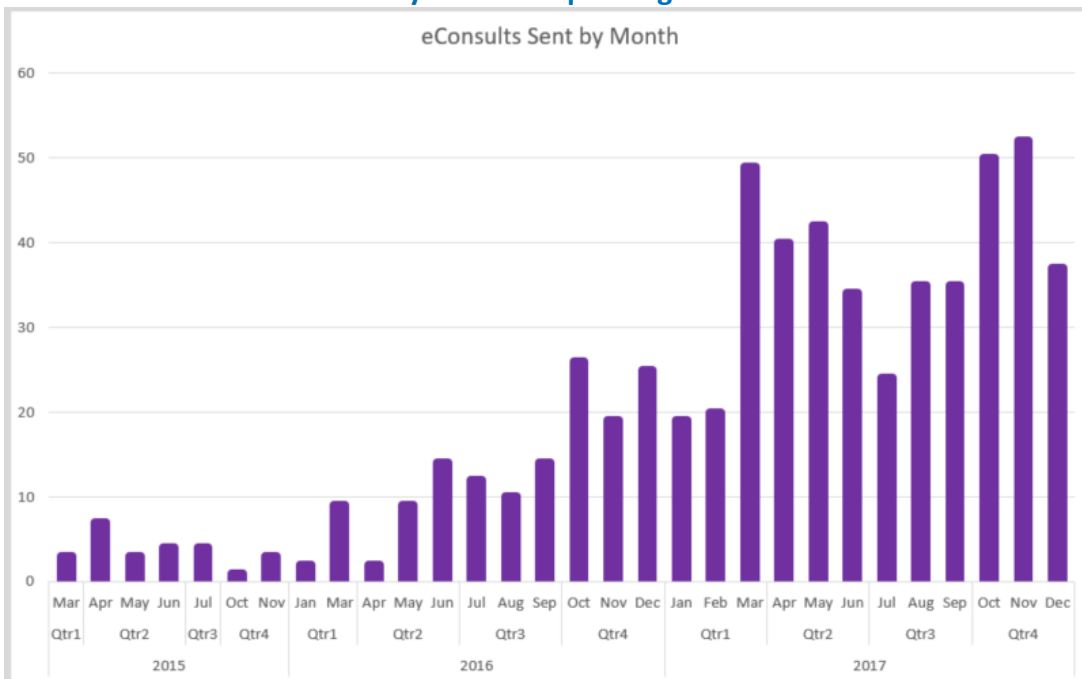
1.10   Appendix J: LHIN 10 – South East

LHIN 10 - Provincial Product/Service % Penetration			
Product	**LHIN 10 Penetration[1]**	**Change**	**Ontario Average**
eNotifications (Hospitals)			15%
HRM (Physicians)	31%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	39%	1%	39%

LHIN 10 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	**Physicians Live on Certified EMR[2]**				**HRM**	**OLIS* Access Through EMR**
	GP	**SP**	**Unknown**	**Total**		
ABELSoft Corporation		8	1	9	2	10
Alpha Healthcare Inc.						
Canada Health Systems Inc.	1			1		4
Indivica Inc.	15	2		17	12	4
OSCAR EMR	78	6		84	44	37
P&P Data Systems Inc.	9	3		12	7	7
QHR Technologies Inc.	59	22	2	83	48	79
TELUS	299	34	6	339	244	308
YES Medical Systems		1		1	1	1
York-Med Systems Inc.		1		1	1	1
Total	**4561**	**77**	**9**	**547**	**359**	**451**

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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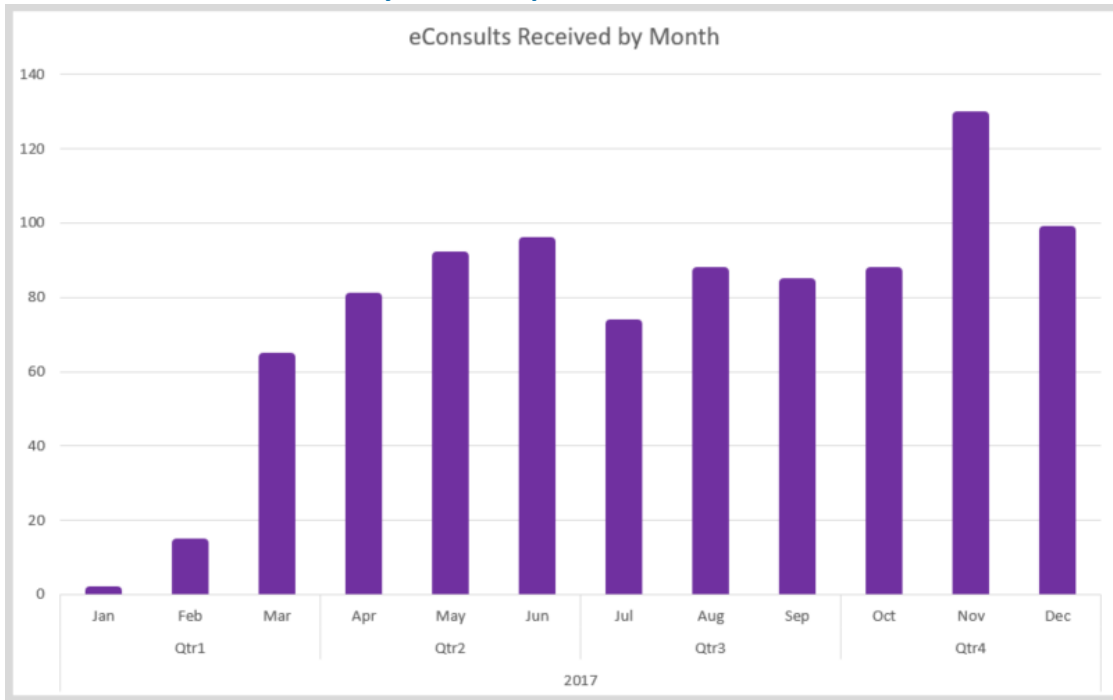
eConsults Received by Month

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**

eConsults Sent by Month

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

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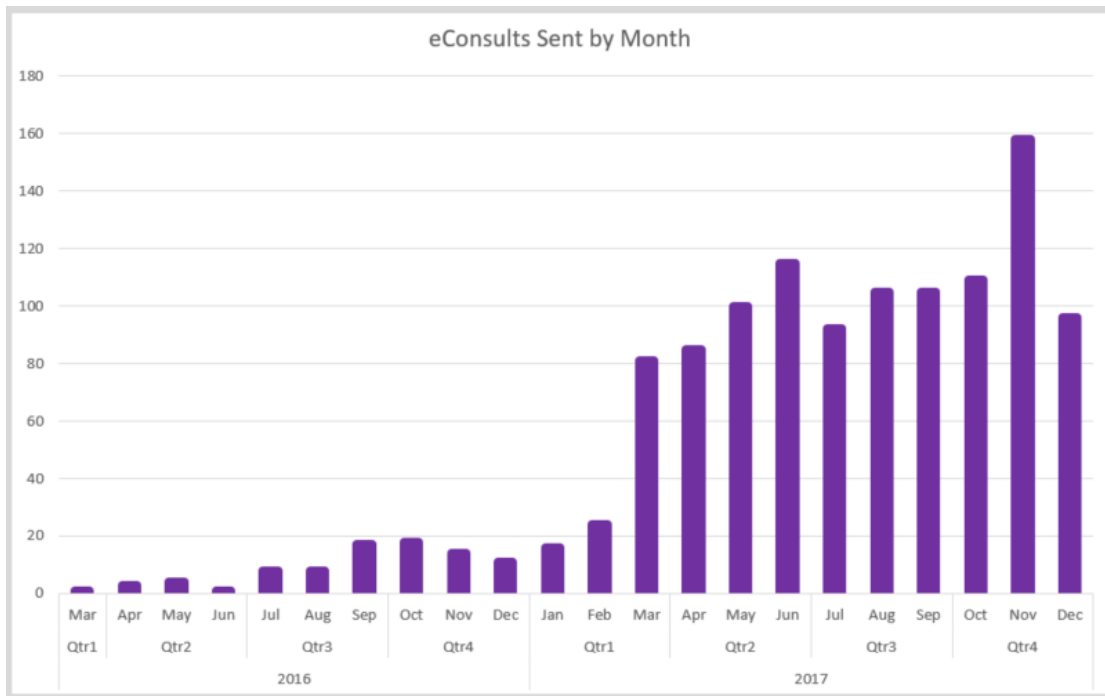
1.11   Appendix K: LHIN 11 – Champlain

LHIN 11 - Provincial Product/Service % Penetration			
Product	LHIN 11 Penetration	Change	Ontario Average
eNotifications (Hospitals)	19%		15%
HRM (Physicians)	24%		28%
HRM (Hospitals)	81%		79%
OLIS (Physicians)*	37%		39%

LHIN 11 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	3	28		31	3	29
Alpha Healthcare Inc.		1		1		
Canada Health Systems Inc.	66	47	2	115	64	56
Indivica Inc.	37	7		44	34	30
OSCAR EMR	154	51	1	206	121	114
P&P Data Systems Inc.	58	2	1	61	15	22
QHR Technologies Inc.	137	126	4	267	105	245
TELUS	830	192	9	1,031	517	830
YES Medical Systems						
York-Med Systems Inc.						1
Total	**1,285**	**454**	**17**	**1,756**	**860**	**1,327**

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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Number of eConsults received by LHIN 11 Specialists on Champlain BASE eConsult*
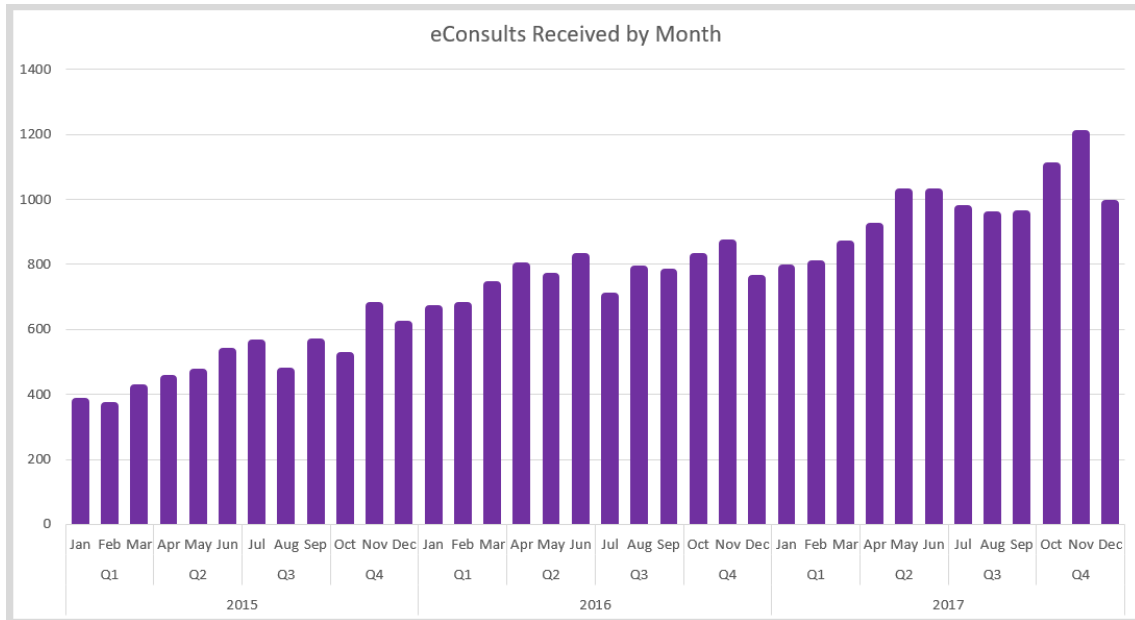
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

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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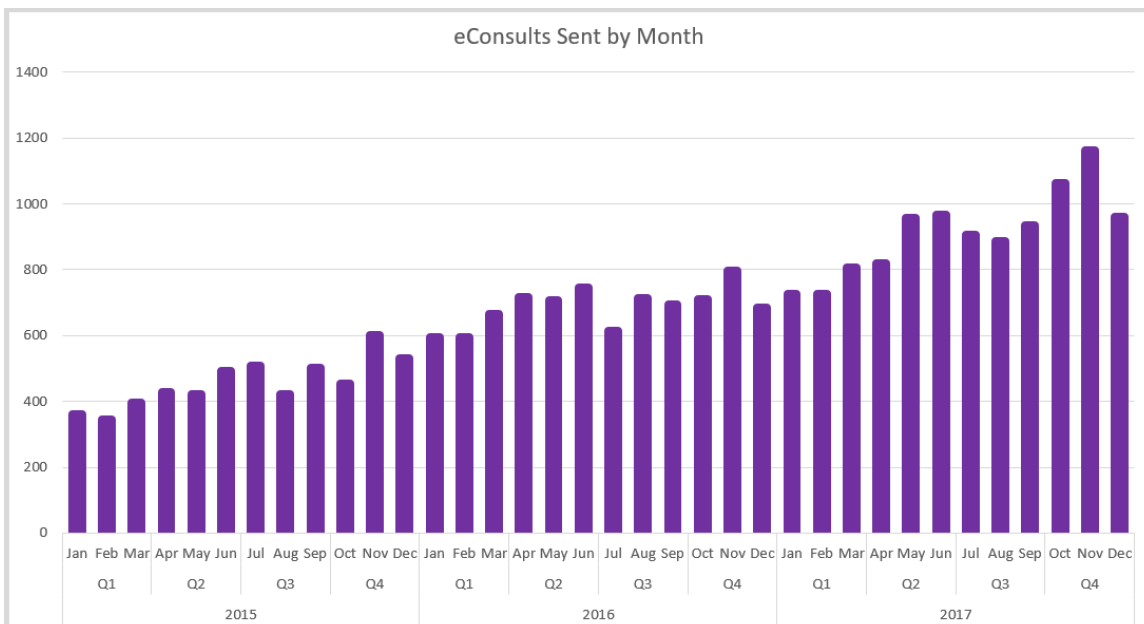
1.12   Appendix L: LHIN 12 – North Simcoe Muskoka

LHIN 12 - Provincial Product/Service % Penetration			
Product	LHIN 12 Penetration[1]	Change	Ontario Average
eNotifications (Hospitals)	17%		15%
HRM (Physicians)	51%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	49%		39%

LHIN 12 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	1	2		3	1	4
Alpha Healthcare Inc.	7			7	5	5
Canada Health Systems Inc.			1	1		1
Indivica Inc.		1		1		1
OSCAR EMR	17	8		25	13	6
P&P Data Systems Inc.		1		1		
QHR Technologies Inc.	176	76		252	195	178
TELUS	186	39	3	228	185	192
YES Medical Systems						
York-Med Systems Inc.		2		2	1	2
Total	387	129	4	520	400	389

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

Number of eConsults Received by LHIN 12 Specialists on OTN eConsult*
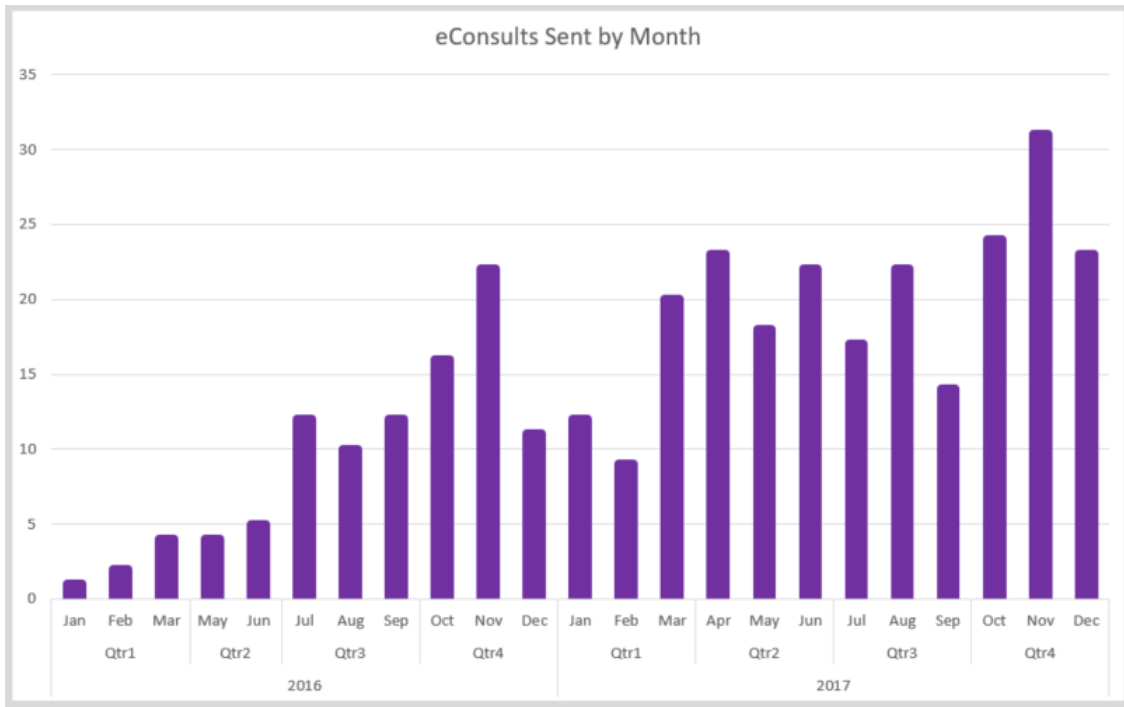
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

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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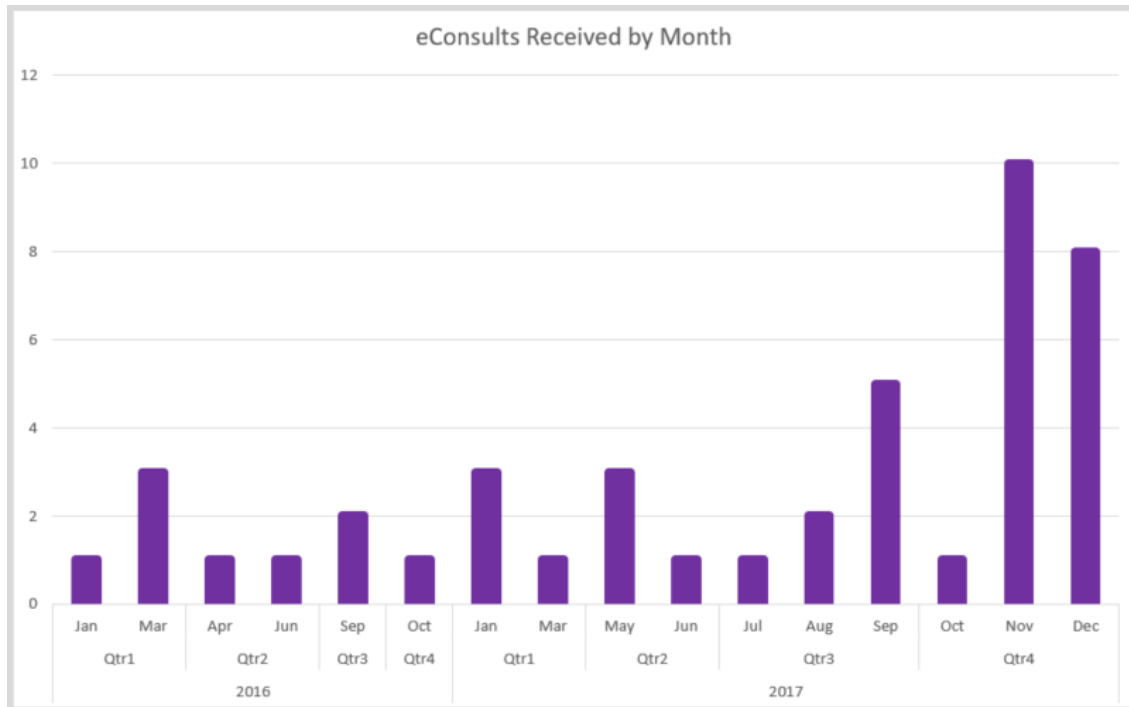
1.13   Appendix M: LHIN 13 – North East

LHIN 13 - Provincial Product/Service % Penetration			
Product	**LHIN 13 Penetration[1]**	**Change**	**Ontario Average**
eNotifications (Hospitals)	39%		15%
HRM (Physicians)	10%		28%
HRM (Hospitals)			79%
OLIS (Physicians)*	43%		39%

LHIN 13 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	**Physicians Live on Certified EMR[2]**				**HRM**	**OLIS* Access Through EMR**
	GP	**SP**	**Unknown**	**Total**		
ABELSoft Corporation	1	6		7	1	4
Alpha Healthcare Inc.		1		1		1
Canada Health Systems Inc.	2			2		5
Indivica Inc.						1
OSCAR EMR	21	2		23	5	7
P&P Data Systems Inc.	31	8		39	1	5
QHR Technologies Inc.	62	23	1	86	13	90
TELUS	272	50	3	325	78	319
YES Medical Systems						
York-Med Systems Inc.	8	3		11		8
Total	**397**	**93**	**4**	**494**	**98**	**440**

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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Number of eConsults Received by LHIN 13 Specialists on OTN eConsult*
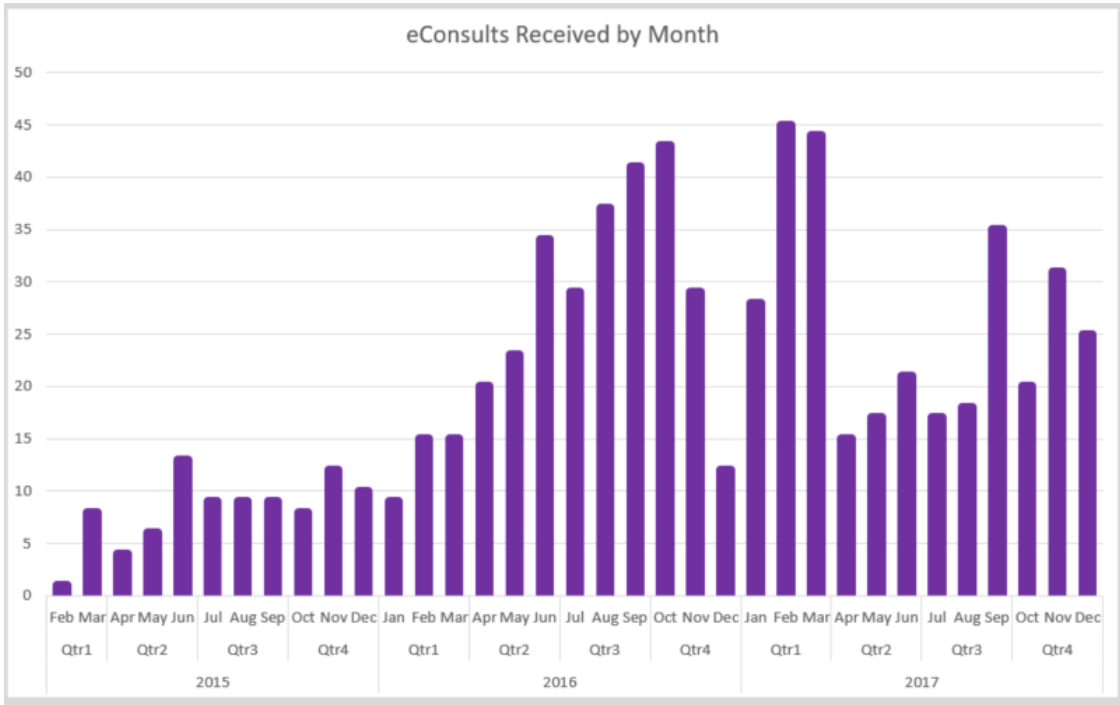
*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

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

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

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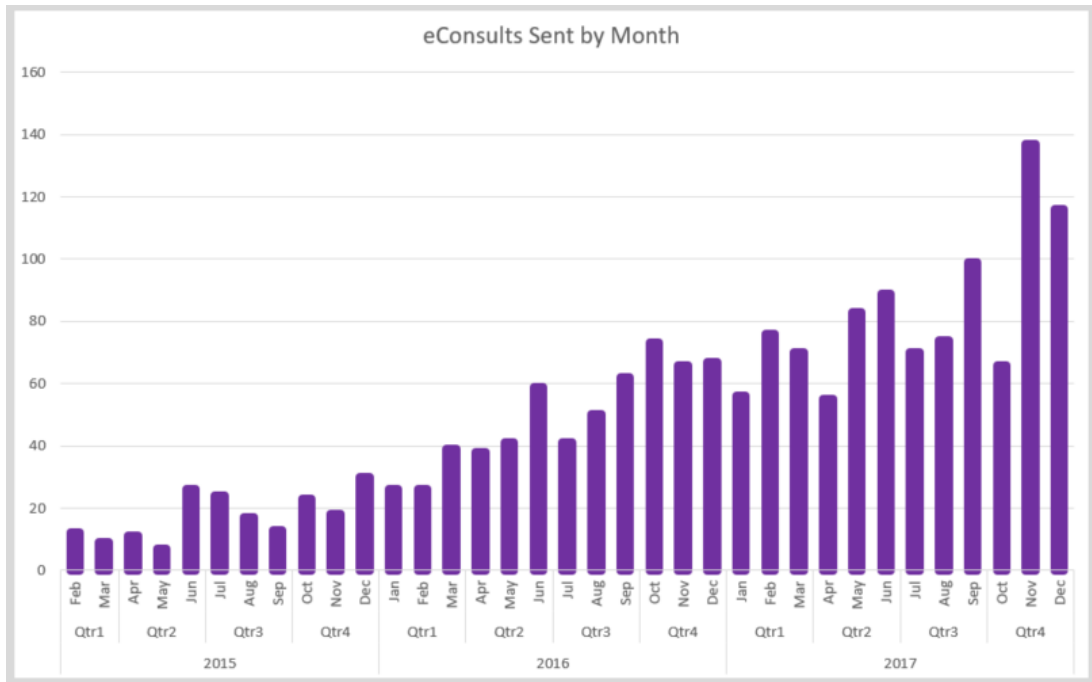
1.14 Appendix N: LHIN 14 – North West

LHIN 14 - Provincial Product/Service % Penetration			
Product	LHIN 14 Penetration[1]	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)			28%
HRM (Hospitals)			79%
OLIS (Physicians)*	31%		39%

LHIN 14 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	5	1		6		5
Alpha Healthcare Inc.						
Canada Health Systems Inc.	1	3		4		4
Indivica Inc.						
OSCAR EMR	10			10		1
P&P Data Systems Inc.	18	6		24		2
QHR Technologies Inc.	30	17		47		59
TELUS	80	45	3	128		83
YES Medical Systems						
York-Med Systems Inc.						
Total	**144**	**72**	**3**	**219**		**154**

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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

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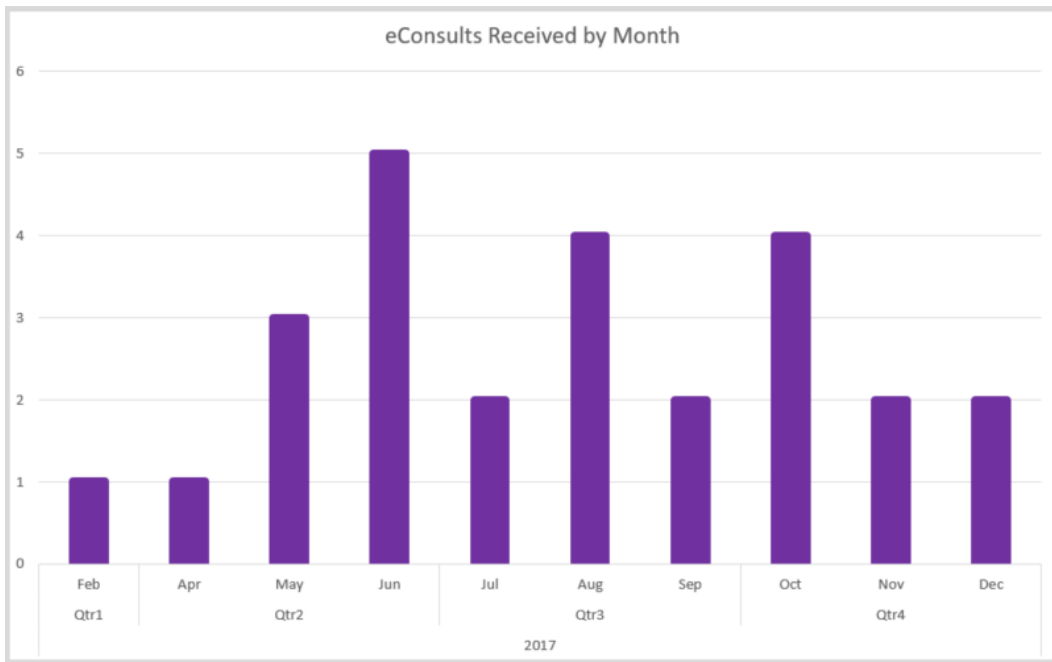
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

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

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

Empowered Practices. Enhanced Care.