



## February 2018 LHIN Report

March 2018

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## 1. Executive Notes for February

### **Privacy and Security Training**

OntarioMD continues to see uptake for the online Privacy and Security Training Module among physician practices. Physicians have provided feedback that the module is a convenient way to take comprehensive training on privacy legislation, and understand how to fulfill their obligations to protect Personal Health Information (PHI) at all times. OntarioMD continues to discuss how to align the module with the needs of other health care organizations supporting a broader clinician base. We welcome your interest and feedback on how the tool may serve your needs.

### **Supporting Our Partners**

OntarioMD provides physicians with access to digital health services using a partnered approach that streamlines and bundles multiple digital health offerings into a single visit, which is more efficient and convenient for physician practices.

***eHealth Ontario, Toronto Central LHIN, Northern and Eastern Region (NER) LHINs, University Health Network (UHN)*** - OntarioMD is actively onboarding primary care physicians for the Digital Health Services Bundle on behalf of its partners, eHealth Ontario, Toronto Central (TC) LHIN, the Northern and Eastern Region (NER) LHINs, UHN and OTN. Onboarding is well underway in the TC LHIN area. Kick-off /planning meetings with each of the NER LHINs (South East, Champlain, North East and North West LHINs) to onboard physicians in those regions continue. The Digital Health Services Bundle includes:

- **ONE® ID** - eHealth Ontario's identity and access management service that enables health care providers to access secure provincial digital health assets such as eConsult.
- **ONE Mail** - eHealth Ontario's encrypted email service that lets registered health care professionals share patient information quickly, confidently and securely.
- **ConnectingOntario Clinical Viewer** – A secure web-based portal that enables authorized health care providers to view digital health records from across Ontario.
- **eConsult** – A provincial digital health service that lets family physicians consult with specialists across the province to get the best care possible for their patients.

***Ontario Telemedicine Network (OTN)*** - OntarioMD is working with OTN to integrate virtual care solutions with provider electronic medical records (EMRs) and make it easier for physicians to engage in powerful virtual care applications. We are also supporting the deployment of an array of OTN's integrated virtual care tools, including eConsult and eVisit Primary Care (a pilot in partnership with Ontario's Local Health Integration Networks (LHINs) to connect patients with their family physicians via secure messaging, audio and video) and is providing change management and adoption support and privacy and security training to many OTN member physicians using these services. OTN, in turn, is collaborating with OntarioMD on the integration of its eConsult platform with OntarioMD-certified

EMRs and is leveraging OntarioMD's Health Report Manager (HRM) to deliver patient documentation to EMRs.

### **OntarioMD Events**

OntarioMD offers a range of learning opportunities as part of our commitment to educating physicians and their staff on digital health best practices. Twice a year, OntarioMD hosts the EMR: Every Step Conference, the largest conference series in Canada dedicated to digital health and EMRs. We also host about 12 regional seminars and present and exhibit at many digital health and primary care events. We would be pleased to speak at events hosted by LHINs and other stakeholders.

### ***On the Road with OntarioMD***

Our 'On the Road with OntarioMD' regional educational seminars will continue throughout 2018. On February 7, we held a seminar in Toronto, our largest 'On the Road with OntarioMD' event yet with over 50 attendees. The seminars offer one hour of didactic learning, which is currently focused on Partnered Efforts in Safe Opioid Prescribing. The presentation is followed by small group learning with Peer Leaders who use the same EMRs as attendees. Attendee feedback has been excellent and physicians and their staff have said they value the Peer Leader presentation and the time they get to spend with the Peer Leaders at the table discussions. The sessions are CME-accredited by the College of Family Physicians of Canada's Ontario Chapter for two hours of Mainpro+ credits.

During 'On the Road' events, attendees can enroll in OntarioMD products and services and ONE® ID. The next seminars are scheduled for Ancaster on March 7 and Newmarket on April 25. New dates and venues for spring and early summer are currently being finalized.

### ***EMR: Every Step Conferences***

The keynote speaker for our London EMR: Every Step Conference on April 12 was recently announced. Dr. Tara Kiran, Family Physician and Clinician Scientist in the St. Michael's Hospital Academic Family Health Team and Department of Family and Community Medicine, University of Toronto, will talk about collecting and using EMR data to address the social determinants of health. The conference is expected to attract approximately 200 physicians and their staff and a full house of exhibitors. Stakeholders are welcome to view the full agenda and register to attend at <https://www.ontariomd.ca/about-us/events/emr-every-step-conference-london-2018>.

Registration is also open for the EMR: Every Step Conference in Toronto on September 27 at <https://www.ontariomd.ca/pages/emr-every-step-conference---toronto-2018.aspx>. The Toronto conference attracts close to 1,000 attendees annually. The Call for Abstracts for our Toronto conference will be announced in April. We invite all stakeholders to attend our EMR: Every Step Conferences.

## 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 to digital health tools that improve clinical decision-making, such as OntarioMD's Health Report Manager (HRM), eNotifications, the EMR Physician Dashboard, eConsult and the Ontario Laboratories Information System (OLIS). We have also started to deploy the ConnectingOntario Clinical Viewer, ONE® Mail and ONE ID on behalf of eHealth Ontario and many LHINs.
- Provide physicians with trusted advice, guidance and support from OntarioMD Practice Advisors, located across Ontario, to optimize EMR use and realize quality improvements
- Provide in-depth, hands-on support for physicians' quality improvement goals through the EMR Practice Enhancement Program (EPEP)'s experienced Practice Enhancement Consultants
- Mentor physician practices with practical tips from physician, nurse and clinic manager Peer Leaders who understand how physicians practice and share their expertise with the same EMR

- 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 provincial 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 and enhance the quality of care for patients.

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

Practice Advisors and Practice Enhancement Consultants 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 and Practice Enhancement Consultants 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 and Practice Enhancement Consultants 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 in-depth, hands-on support from Practice Enhancement Consultants (PECs). PECs are expert EMR users, and help physicians create a 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](mailto:epep@ontariomd.com) for more information or to request a consultation.



OntarioMD's Peer Leader Program is a provincial network of physicians, nurses and clinic managers who are expert users of OntarioMD-certified EMRs. They support physician practices to realize increasing clinical value from their EMRs.

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](mailto: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 (HRM) is an award-winning digital health solution developed by OntarioMD. It improves communication among health care providers by enabling physician 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 from hundreds of hospitals, as well as 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](mailto:report.manager@ontariomd.com).





## 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. Physicians receive them much sooner than discharge summaries, which take longer for hospitals to prepare and transmit. Thanks to their timeliness, eNotifications improve 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](mailto: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](mailto: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](mailto: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 offers a comprehensive online Privacy and Security Training Module to support community-based physicians' access to 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 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. It 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](http://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](http://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 signature event and Canada's largest EMR conference series. It is focused on educating physician practices on realizing the full benefits of a certified EMR and other digital health tools. Since 2012, nearly 5,000 clinicians and health care stakeholders have attended the conference.

Two conferences are held each year in locations across Ontario. More than 700 clinicians and stakeholders from across the province attended our September 2017 conference in Toronto. Attendees picked up valuable EMR optimization tips and quality improvement advice at educational sessions offered across different streams of learning, and were eligible for 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](http://visit.ontariomd.ca) or contact [omd.events@ontariomd.com](mailto:omd.events@ontariomd.com).

## 5. Proof of Concepts 2017-18



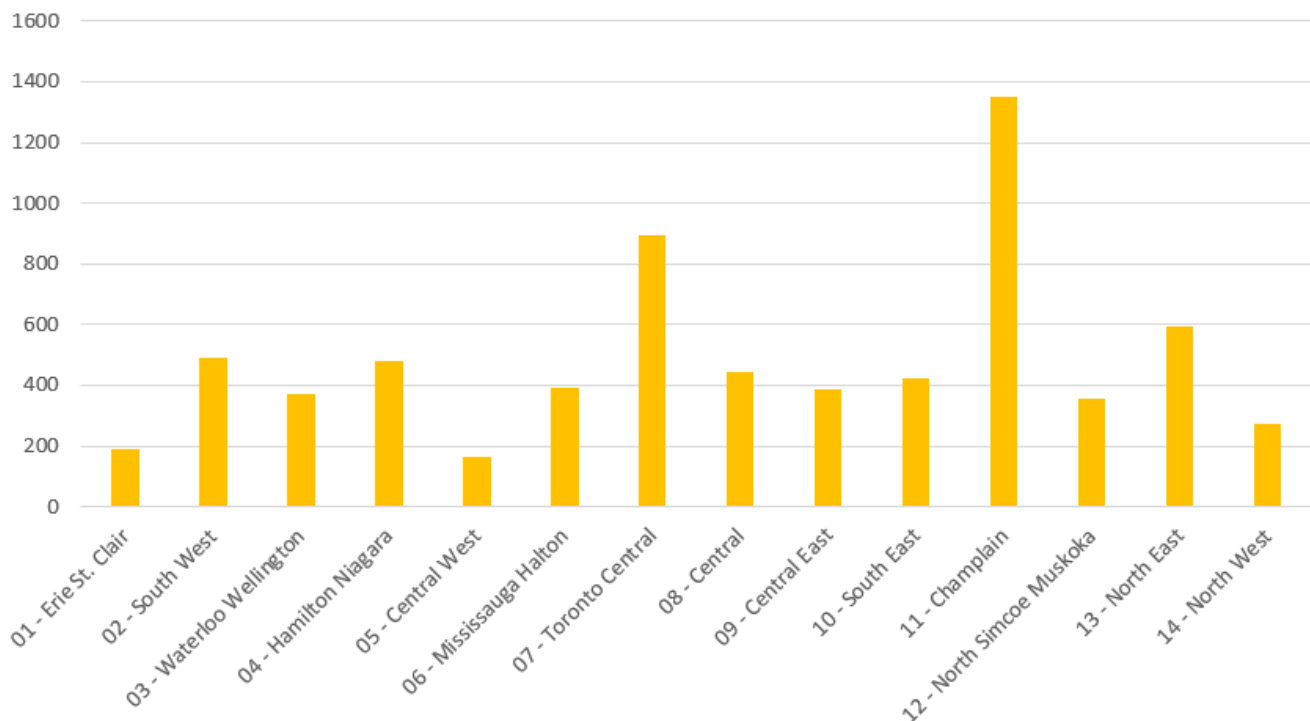
eConsult gives family physicians, nurse practitioners and specialists the ability to engage in a secure electronic dialogue, improving patient care by reducing unnecessary referrals to specialists for in-person diagnosis and treatment.

OntarioMD continues to support deployment of eConsult provincially. We have partnered with the Ontario Telemedicine Network (OTN) and the Champlain BASE eConsult service to onboard clinicians.

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 can now request eConsults for approximately 5 million patients. The initiative was also able to double the number of specialists using eConsult, opening 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 recruiting family physicians in all LHINs. To sign up for eConsult, email [econsult@ontariomd.com](mailto:econsult@ontariomd.com).

## Registered Clinicians on Provincial eConsult by LHIN



OntarioMD successfully completed the eConsult EMR Integration proof of concept (PoC) in collaboration with eHealth Ontario and OTN and is now expanding EMR integration to more users of Accuro® EMR and OSCAR. The eConsult EMR Integration complements physician workflow when using eConsult and promotes increased adoption by EMR users. The goal of this PoC aligns with the provincial architectural blueprint to integrate EMRs with provincial digital health assets.

The learnings from the PoC are being incorporated into a draft Specification for eConsult EMR Integration which OntarioMD will publish this spring for all EMR vendors.

## 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 provides a framework for real-time access to an introductory set of high-value provincial indicators from Health Quality Ontario (HQP), 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. An example of an indicator is the percentage of eligible patients within a roster who have

been screened for colorectal cancer. Physicians will see this indicator and other population health indicators at a glance and can develop action plans for proactive patient care.

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 the number of indicators in the dashboard and will increase participation by up to 400 additional physicians 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](mailto: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 <sup>1</sup> |
|--------------------------------|------------------------------------|--------------|------------|---------------------------|--------------|--------------|------------|--------------|----------------|---|
|                                | FP*                                | SP**         | Unknown    | Total                     | FP           | SP           | NP         | Live         |                |   |
| ABELSoft Corporation           | 195                                | 265          | 14         | 474                       | 62           | 61           | 1          | 124          | 61             | 354                                       |
| Alpha Healthcare Inc.          | 51                                 | 16           |            | 67                        | 33           | 6            |            | 39           | 34             | 59  |
| Canada Health Systems Inc.     | 314                                | 112          | 15         | 441                       | 174          | 51           |            | 225          | 160            | 295                                       |
| Indivica Inc.                  | 456                                | 96           | 6          | 558                       | 343          | 70           | 3          | 416          | 342            | 198                                       |
| OSCAR EMR                      | 1,233                              | 665          | 14         | 1,912                     | 693          | 274          | 16         | 983          | 682            | 857                                       |
| P&P Data Systems Inc.          | 464                                | 86           | 4          | 554                       | 130          | 10           | 8          | 148          | 122            | 292                                       |
| QHR Technologies Inc.          | 1,760                              | 1,645        | 151        | 3,556                     | 1,025        | 781          | 116        | 1,922        | 1,033          | 3,191                                     |
| TELUS                          | 5,467                              | 1,250        | 79         | 6,796                     | 3,519        | 509          | 454        | 4,482        | 3,411          | 5,557                                     |
| YES Medical Systems            | 8                                  | 38           | 6          | 52                        | 3            | 12           |            | 15           | 9              | 49  |
| York-Med Systems Inc.          | 34                                 | 62           | 1          | 97                        | 11           | 18           |            | 29           | 17             | 76  |
| <b>Total</b>                   | <b>9,982</b>                       | <b>4,235</b> | <b>290</b> | <b>14,507<sup>2</sup></b> | <b>5,993</b> | <b>1,792</b> | <b>598</b> | <b>8,383</b> | <b>5,871</b>   | <b>10,928</b>                             |

<sup>1</sup> Source: eHealth Ontario

<sup>2</sup> Numbers reflect the actual number of physicians, not funding positions.

\* FP = Community-based Family Physicians

\*\* SP = Community-based Specialists

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

| LHIN                     | No. of Physicians participating in provincial product / service <sup>1</sup> |              |            |                           |                     | Estimated number of FP and SP <sup>3</sup> |                 |               | FP Penetration |
|--------------------------|--|--------------|------------|---------------------------|---------------------|--|-----------------|---------------|----------------|
|                          | FP   | SP           | Unknown    | Total                     | Change <sup>2</sup> | FP   | SP <sup>5</sup> | Total         | %              |
| 1. Erie St. Clair        | 333  | 191          | 13         | 537                       | 5                   | 462  | 473             | 935           | 72%            |
| 2. South West            | 761  | 251          | 8          | 1,020                     | 11                  | 884  | 1,225           | 2,109         | 86%            |
| 3. Waterloo Wellington   | 564  | 214          | 8          | 786                       | 17                  | 672  | 562             | 1,234         | 84%            |
| 4. Hamilton Niagara      | 946  | 476          | 10         | 1,432                     | 19                  | 1,165                                      | 1,765           | 2,930         | 81%            |
| 5. Central West          | 490  | 241          | 17         | 748                       | 8                   | 648  | 523             | 1,171         | 76%            |
| 6. Mississauga Halton    | 835  | 304          | 16         | 1,155                     | 15                  | 1,064                                      | 980             | 2,044         | 78%            |
| 7. Toronto Central       | 1,307  | 761          | 22         | 2,090                     | 13                  | 1,703                                      | 3,918           | 5,621         | 77%            |
| 8. Central               | 1,216  | 625          | 29         | 1,870                     | 13                  | 1,655                                      | 1,600           | 3,255         | 73%            |
| 9. Central East          | 976  | 428          | 23         | 1,427                     | 16                  | 1,186                                      | 1,118           | 2,304         | 82%            |
| 10. South East           | 473  | 85           | 10         | 568                       | 9                   | 516  | 649             | 1,165         | 92%            |
| 11. Champlain            | 1,304  | 473          | 15         | 1,792                     | 13                  | 1,575                                      | 1,985           | 3,560         | 83%            |
| 12. North Simcoe Muskoka | 388  | 132          | 5          | 525                       | 1                   | 442  | 345             | 787           | 88%            |
| 13. North East           | 414  | 97           | 5          | 516                       | 0                   | 588  | 436             | 1,024         | 70%            |
| 14. North West           | 187  | 75           | 3          | 265                       | 3                   | 304  | 193             | 497           | 62%            |
| <b>Total</b>             | <b>10,208</b>  | <b>4,356</b> | <b>290</b> | <b>14,854<sup>4</sup></b> | <b>147</b>          | <b>12,864</b>                              | <b>15,772</b>   | <b>28,636</b> | <b>79%</b>     |

<sup>1</sup> Includes physicians participating in the EMR Adoption Program, HRM and OLIS

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> Includes physicians where LHIN information was unavailable. Numbers reflect the actual number of physicians, not funding positions.

<sup>5</sup> 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 <sup>1</sup> | Total                           |
| 1. Erie St. Clair        | 252                    | 84           | 81         | 417          | 8                   | 291                             |
| 2. South West            | 445                    | 70           | 55         | 570          | 7                   | 377                             |
| 3. Waterloo Wellington   | 439                    | 101          | 62         | 602          | 32                  | 398                             |
| 4. Hamilton Niagara      | 467                    | 152          | 8          | 627          | 32                  | 477                             |
| 5. Central West          | 316                    | 143          | 14         | 473          | 27                  | 323                             |
| 6. Mississauga Halton    | 553                    | 142          | 24         | 719          | 17                  | 537                             |
| 7. Toronto Central       | 680                    | 281          | 32         | 993          | 66                  | 730                             |
| 8. Central               | 767                    | 287          | 21         | 1,075        | 22                  | 812                             |
| 9. Central East          | 695                    | 247          | 82         | 1,024        | 22                  | 678                             |
| 10. South East           | 345                    | 25           | 71         | 441          | 6                   | 256                             |
| 11. Champlain            | 676                    | 195          | 58         | 929          | 9                   | 652                             |
| 12. North Simcoe Muskoka | 325                    | 76           | 86         | 487          | -1                  | 316                             |
| 13. North East           | 98                     | 9            | 21         | 128          | 12                  | 96                              |
| 14. North West           |                        |              |            |              |                     |                                 |
| <b>Total</b>             | <b>6,058</b>           | <b>1,812</b> | <b>615</b> | <b>8,485</b> | <b>259</b>          | <b>5,943</b>                    |

<sup>1</sup>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 <sup>1</sup>             |
| 1. Erie St. Clair        | 192                            |
| 2. South West            | 492                            |
| 3. Waterloo Wellington   | 373                            |
| 4. Hamilton Niagara      | 481                            |
| 5. Central West          | 165                            |
| 6. Mississauga Halton    | 390 <sup>2</sup>               |
| 7. Toronto Central       | 895                            |
| 8. Central               | 446                            |
| 9. Central East          | 385                            |
| 10. South East           | 423 <sup>3</sup>               |
| 11. Champlain            | 1,352 <sup>4</sup>             |
| 12. North Simcoe Muskoka | 357                            |
| 13. North East           | 594                            |
| 14. North West           | 274                            |
| <b>Total</b>             | <b>6,819</b>                   |

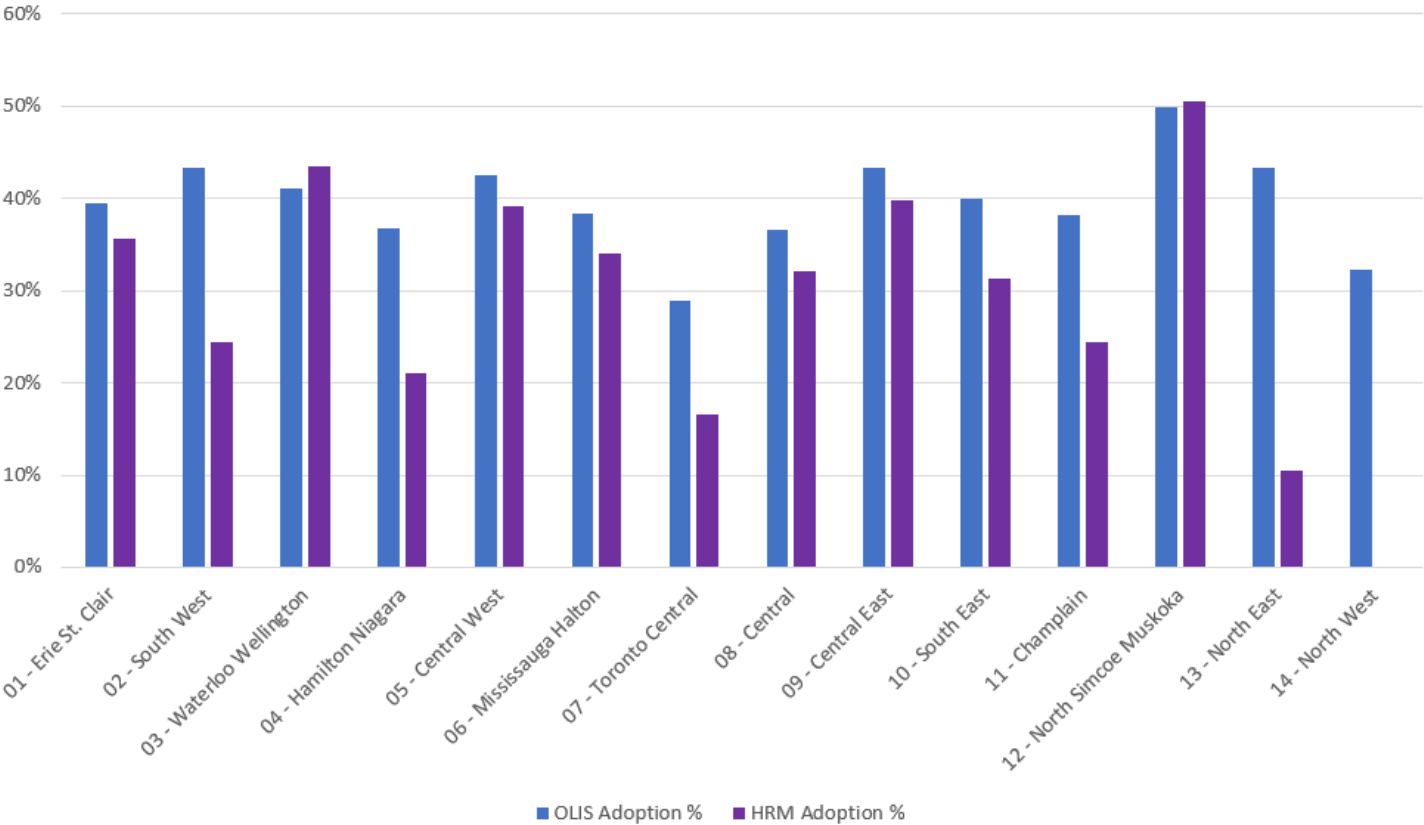
<sup>1</sup> Provisioned (live) Physicians and NPs

<sup>2</sup> Includes physicians and NPs using Champlain BASE eConsult and OTN eConsult in Mississauga Halton LHIN

<sup>3</sup> Includes physicians and Nurse Practitioners using OTN BASE eConsult (SEAMO Pilot) and OTN eConsult in South East LHIN

<sup>4</sup> Includes physicians and Nurse Practitioners using Champlain BASE eConsult and OTN eConsult in Champlain LHIN.

Provincial Product/Service Penetration by LHIN



## 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 <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                       | 100%                            |        | 14%             |
| HRM (Physicians)                                  | 36%                             | 1%     | 29%             |
| HRM (Hospitals)                                   | 100%                            |        | 79%             |
| OLIS (Physicians)*                                | 39%                             |        | 40%             |

*\*Penetration % may change with the identification of eligible hospital sites for eNotifications*

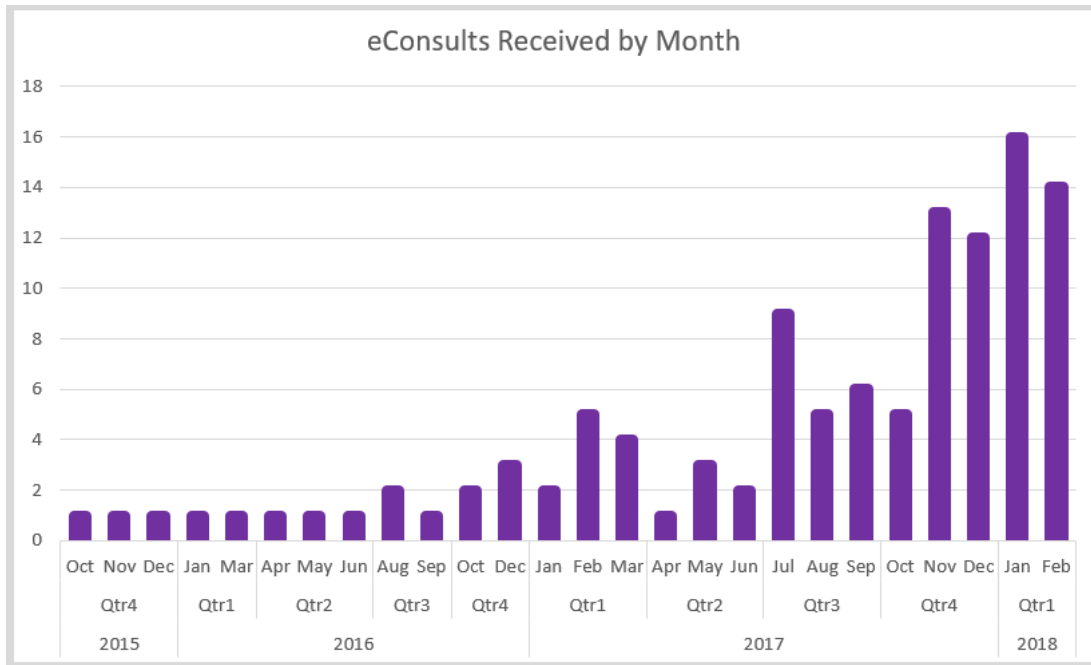
| LHIN 1 - Physicians by Vendor/OntarioMD Service |   |            |           |            |            |                          |
|---|---|------------|-----------|------------|------------|--------------------------|
| EMR Vendor                                      | Physicians Live on Certified EMR <sup>2</sup> |            |           |            | 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         | 12         | 10                       |
| P&P Data Systems Inc.                           | 2   | 2          |           | 4          | 2          | 1                        |
| QHR Technologies Inc.                           | 113   | 98         | 4         | 215        | 144        | 154                      |
| TELUS   | 176   | 39         | 4         | 219        | 150        | 161                      |
| YES Medical Systems                             | 2   | 6          |           | 8          | 5          | 8                        |
| York-Med Systems Inc.                           | 1   | 10         |           | 11         | 7          | 7                        |
| <b>Total</b>                                    | <b>331</b>                                    | <b>186</b> | <b>13</b> | <b>530</b> | <b>333</b> | <b>369</b>               |

*\*Source: eHealth Ontario*

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

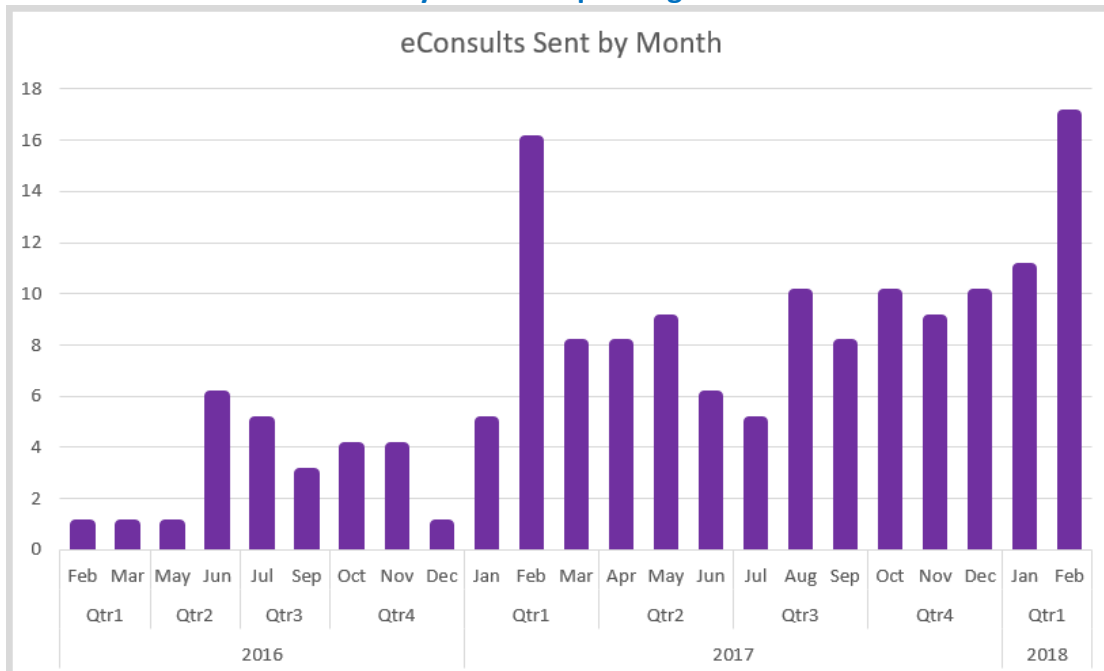
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### 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

## 1.2 Appendix B: LHIN 2 – South West

| LHIN 2 - Provincial Product/Service % Penetration |                                 |        |                 |
|---|---------------------------------|--------|-----------------|
| Product   | LHIN 2 Penetration <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                       | 35%                             |        | 14%             |
| HRM (Physicians)                                  | 24%                             |        | 29%             |
| HRM (Hospitals)                                   | 100%                            |        | 79%             |
| OLIS (Physicians)*                                | 43%                             |        | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications

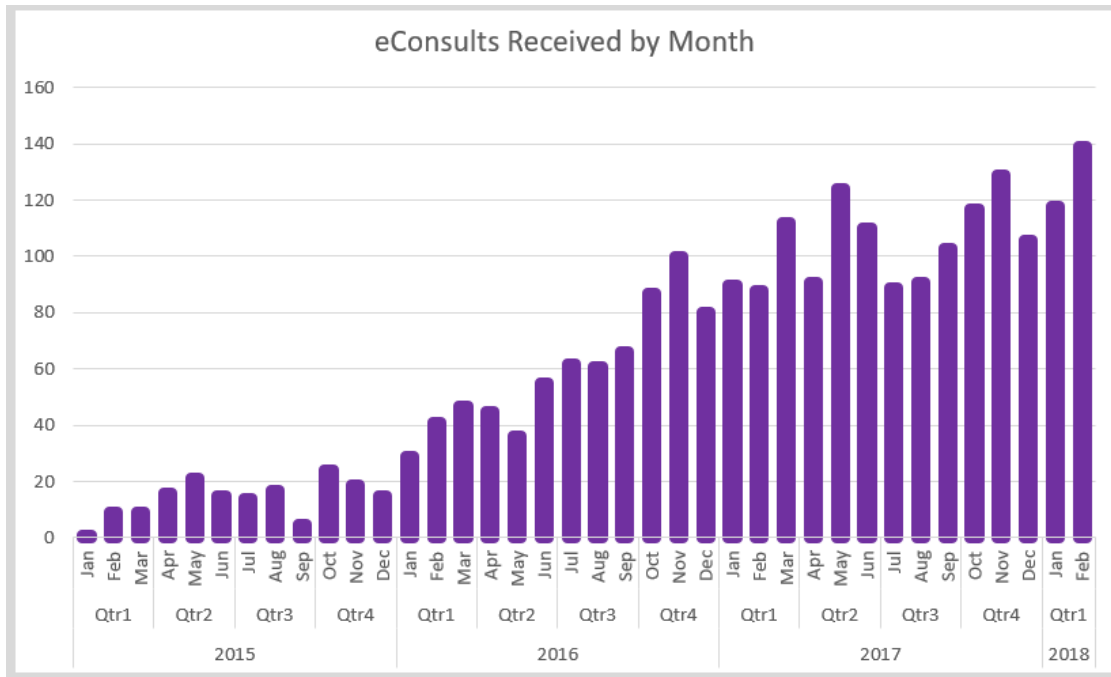
| LHIN 2 - Physicians by Vendor/OntarioMD Service |   |            |          |              |            |                          |
|---|---|------------|----------|--------------|------------|--------------------------|
| EMR Vendor                                      | Physicians Live on Certified EMR <sup>2</sup> |            |          |              | HRM        | OLIS* Access Through EMR |
|   | GP  | SP         | Unknown  | Total        |            |                          |
| ABELSoft Corporation                            | 11  | 7          |          | 18           | 2          | 21                       |
| Alpha Healthcare Inc.                           |   |            |          |              |            |                          |
| Canada Health Systems Inc.                      | 5   | 3          |          | 8            | 1          | 8                        |
| Indivica Inc.                                   |   |            |          |              |            | 1                        |
| OSCAR EMR                                       | 42  | 25         |          | 67           | 25         | 37                       |
| P&P Data Systems Inc.                           | 2   | 1          |          | 3            |            | 5                        |
| QHR Technologies Inc.                           | 251   | 95         | 4        | 350          | 167        | 362                      |
| TELUS   | 433   | 112        | 4        | 549          | 318        | 475                      |
| YES Medical Systems                             |   | 2          |          | 2            |            | 1                        |
| York-Med Systems Inc.                           | 9   | 3          |          | 12           | 2          | 4                        |
| <b>Total</b>                                    | <b>753</b>                                    | <b>248</b> | <b>8</b> | <b>1,009</b> | <b>515</b> | <b>914</b>               |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

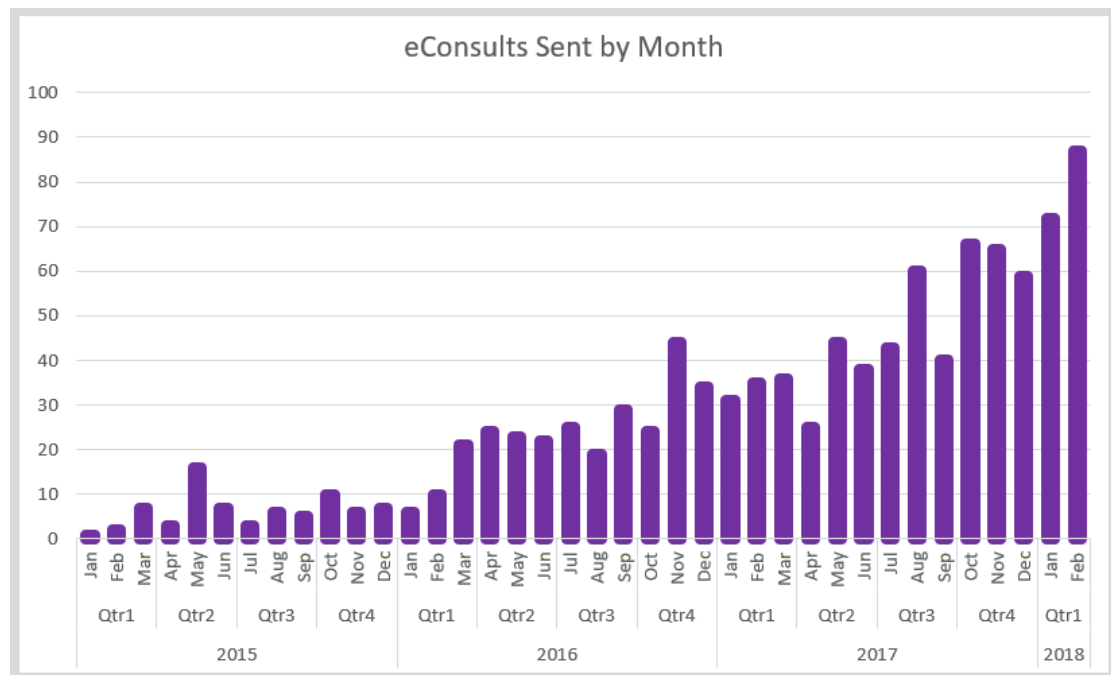
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

## 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

### 1.3 Appendix C: LHIN 3 – Waterloo Wellington

| LHIN 3 - Provincial Product/Service % Penetration |                                 |        |                 |
|---|---------------------------------|--------|-----------------|
| Product   | LHIN 3 Penetration <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                       | 0%                              |        | 14%             |
| HRM (Physicians)                                  | 43%                             | 1%     | 29%             |
| HRM (Hospitals)                                   | 100%                            |        | 79%             |
| OLIS (Physicians)*                                | 41%                             |        | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications; 6 of the 7 eligible sites in LHIN 3 have opted to send eNotifications directly.

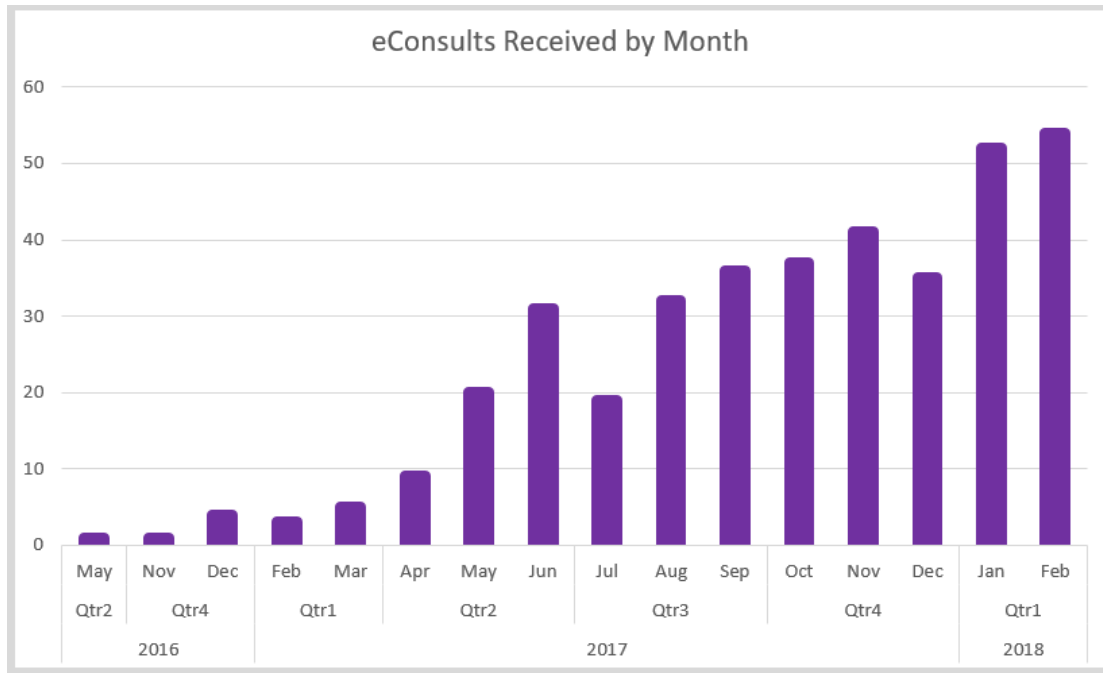
| LHIN 3 - Physicians by Vendor/OntarioMD Service |   |            |          |            |            |                          |
|---|---|------------|----------|------------|------------|--------------------------|
| EMR Vendor                                      | Physicians Live on Certified EMR <sup>2</sup> |            |          |            | HRM        | OLIS* Access Through EMR |
|   | GP  | SP         | Unknown  | Total      |            |                          |
| ABELSoft Corporation                            | 12  | 2          |          | 14         | 10         | 9                        |
| Alpha Healthcare Inc.                           |   | 2          |          | 2          | 1          | 3                        |
| Canada Health Systems Inc.                      | 1   | 5          |          | 6          | 3          | 2                        |
| Indivica Inc.                                   | 1   | 8          |          | 9          | 8          | 1                        |
| OSCAR EMR                                       | 27  | 27         | 1        | 55         | 28         | 25                       |
| P&P Data Systems Inc.                           | 31  | 2          |          | 33         | 2          | 3                        |
| QHR Technologies Inc.                           | 17  | 91         | 1        | 109        | 55         | 55                       |
| TELUS   | 466   | 64         | 6        | 536        | 428        | 401                      |
| YES Medical Systems                             |   | 3          |          | 3          | 1          | 4                        |
| York-Med Systems Inc.                           |   | 6          |          | 6          |            | 4                        |
| <b>Total</b>                                    | <b>555</b>                                    | <b>210</b> | <b>8</b> | <b>773</b> | <b>536</b> | <b>507</b>               |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

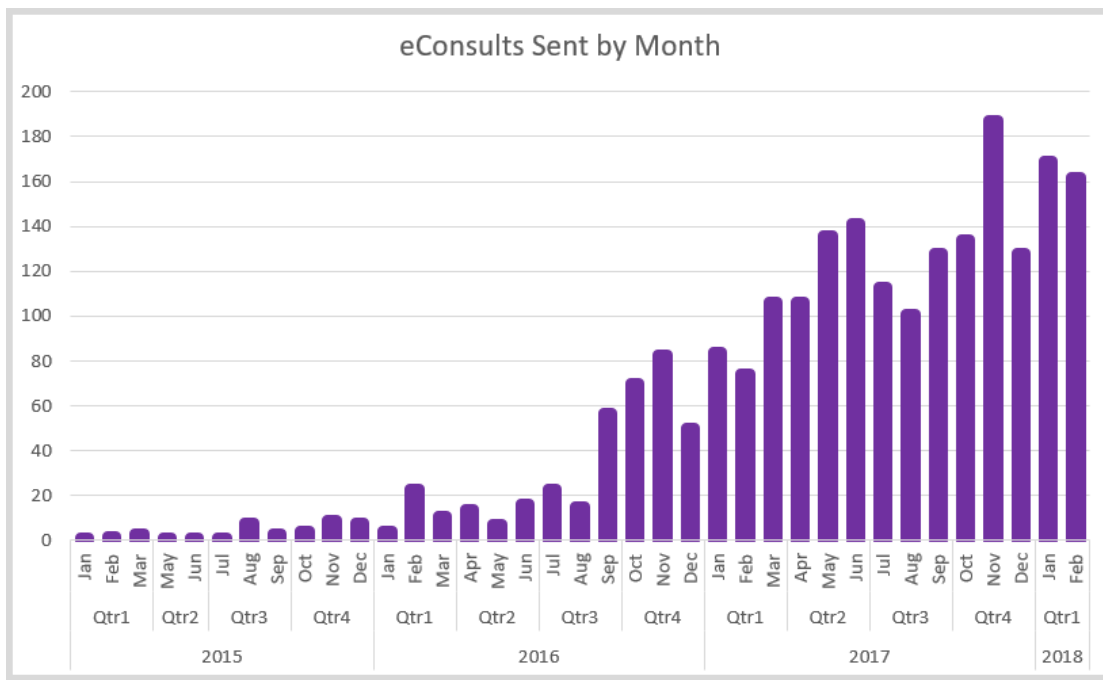
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### 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 Haldimand Brant

| LHIN 4 - Provincial Product/Service % Penetration |                                 |        |                 |
|---|---------------------------------|--------|-----------------|
| Product   | LHIN 4 Penetration <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                       | 70%                             | 25%    | 14%             |
| HRM (Physicians)                                  | 21%                             |        | 29%             |
| HRM (Hospitals)                                   | 89%                             | -1%    | 79%             |
| OLIS (Physicians)*                                | 37%                             | 1%     | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications

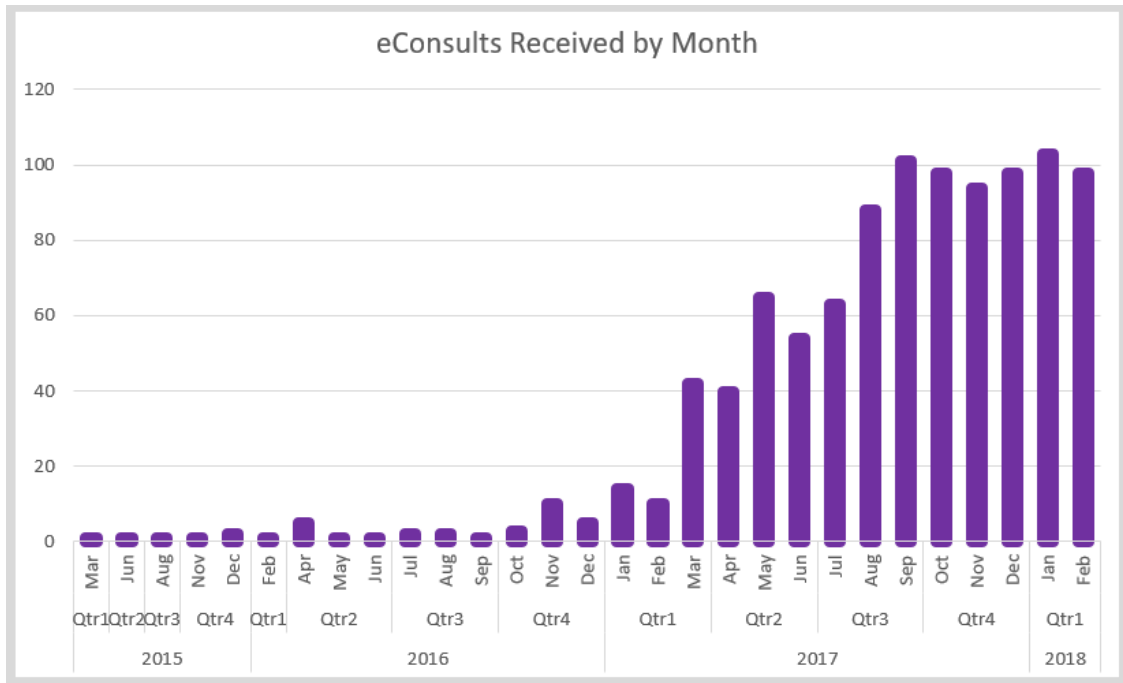
| LHIN 4 - Physicians by Vendor/OntarioMD Service |   |            |           |              |            |                          |
|---|---|------------|-----------|--------------|------------|--------------------------|
| EMR Vendor                                      | Physicians Live on Certified EMR <sup>2</sup> |            |           |              | HRM        | OLIS* Access Through EMR |
|   | GP  | SP         | Unknown   | Total        |            |                          |
| ABELSoft Corporation                            | 18  | 35         | 2         | 55           | 10         | 52                       |
| Alpha Healthcare Inc.                           | 2   | 3          |           | 5            |            | 5                        |
| Canada Health Systems Inc.                      | 13  | 3          | 1         | 17           | 11         | 9                        |
| Indivica Inc.                                   | 10  | 14         |           | 24           | 14         | 6                        |
| OSCAR EMR                                       | 143   | 95         | 3         | 241          | 61         | 112                      |
| P&P Data Systems Inc.                           | 32  | 11         |           | 43           | 16         | 36                       |
| QHR Technologies Inc.                           | 141   | 196        | 3         | 340          | 128        | 292                      |
| TELUS   | 571   | 87         | 1         | 659          | 374        | 548                      |
| YES Medical Systems                             | 1   | 1          |           | 2            |            | 2                        |
| York-Med Systems Inc.                           | 1   | 15         |           | 16           | 5          | 14                       |
| <b>Total</b>                                    | <b>932</b>                                    | <b>460</b> | <b>10</b> | <b>1,402</b> | <b>619</b> | <b>1,076</b>             |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

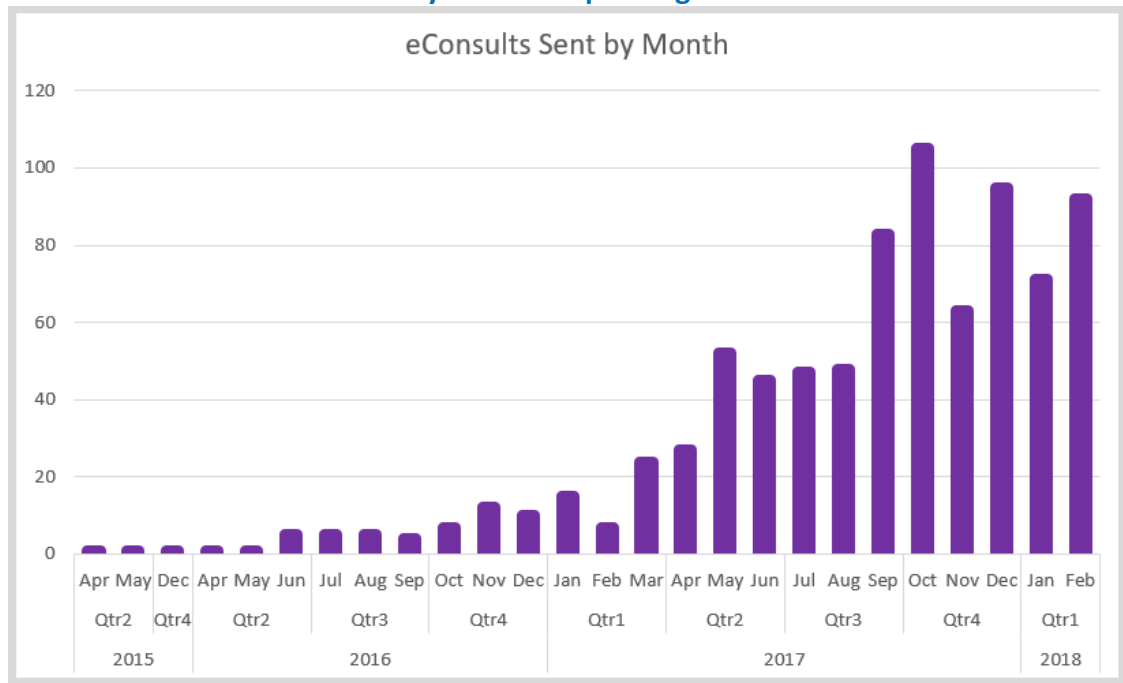
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### 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

## 1.5 Appendix E: LHIN 5 – Central West

| LHIN 5 - Provincial Product/Service % Penetration |                                 |        |                 |
|---|---------------------------------|--------|-----------------|
| Product   | LHIN 5 Penetration <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                       | 100%                            | 75%    | 14%             |
| HRM (Physicians)                                  | 39%                             | 1%     | 29%             |
| HRM (Hospitals)                                   | 100%                            |        | 79%             |
| OLIS (Physicians)*                                | 42%                             |        | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications: 3 of 4 eligible sites have opted to send eNotifications directly, while one eligible site sends eNotifications via HSSO.

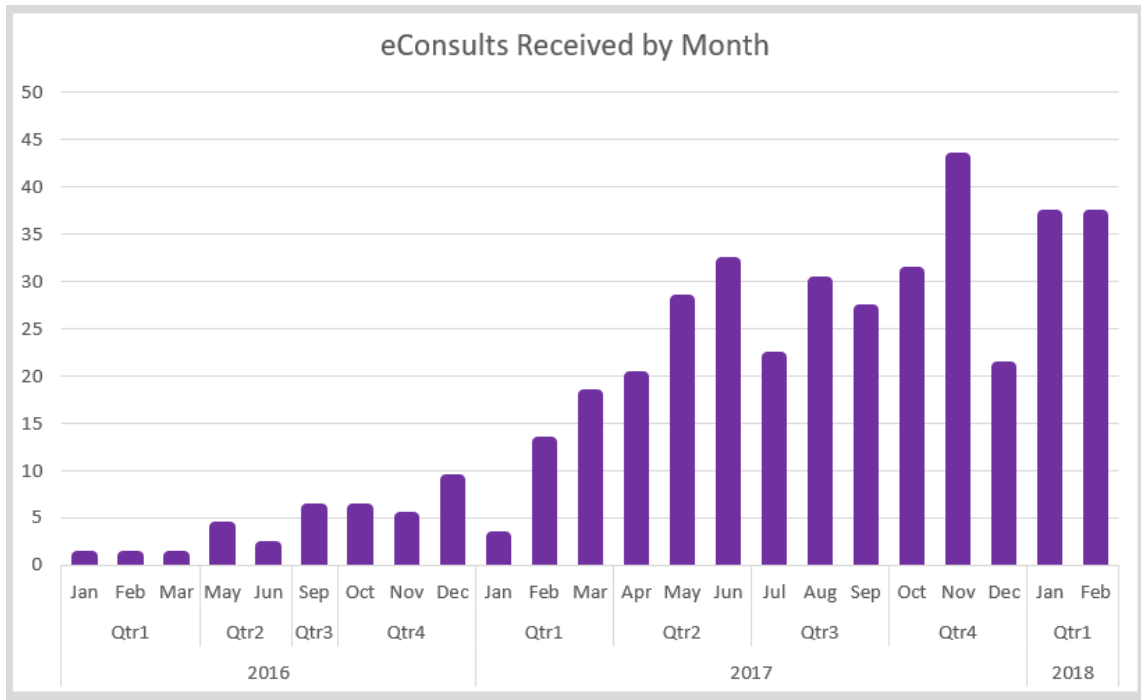
| LHIN 5 - Physicians by Vendor/OntarioMD Service |   |            |           |            |            |                          |
|---|---|------------|-----------|------------|------------|--------------------------|
| EMR Vendor                                      | Physicians Live on Certified EMR <sup>2</sup> |            |           |            | 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         | 26         | 35                       |
| Indivica Inc.                                   | 25  | 13         |           | 38         | 35         | 17                       |
| OSCAR EMR                                       | 132   | 67         | 1         | 201        | 125        | 62                       |
| P&P Data Systems Inc.                           | 40  | 2          | 1         | 43         | 33         | 41                       |
| QHR Technologies Inc.                           | 104   | 86         | 9         | 199        | 123        | 168                      |
| TELUS   | 133   | 44         | 1         | 178        | 107        | 154                      |
| YES Medical Systems                             | 1   | 1          | 1         | 3          |            | 3                        |
| York-Med Systems Inc.                           |   | 1          |           | 1          |            | 1                        |
| <b>Total</b>                                    | <b>481</b>                                    | <b>239</b> | <b>17</b> | <b>737</b> | <b>458</b> | <b>497</b>               |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

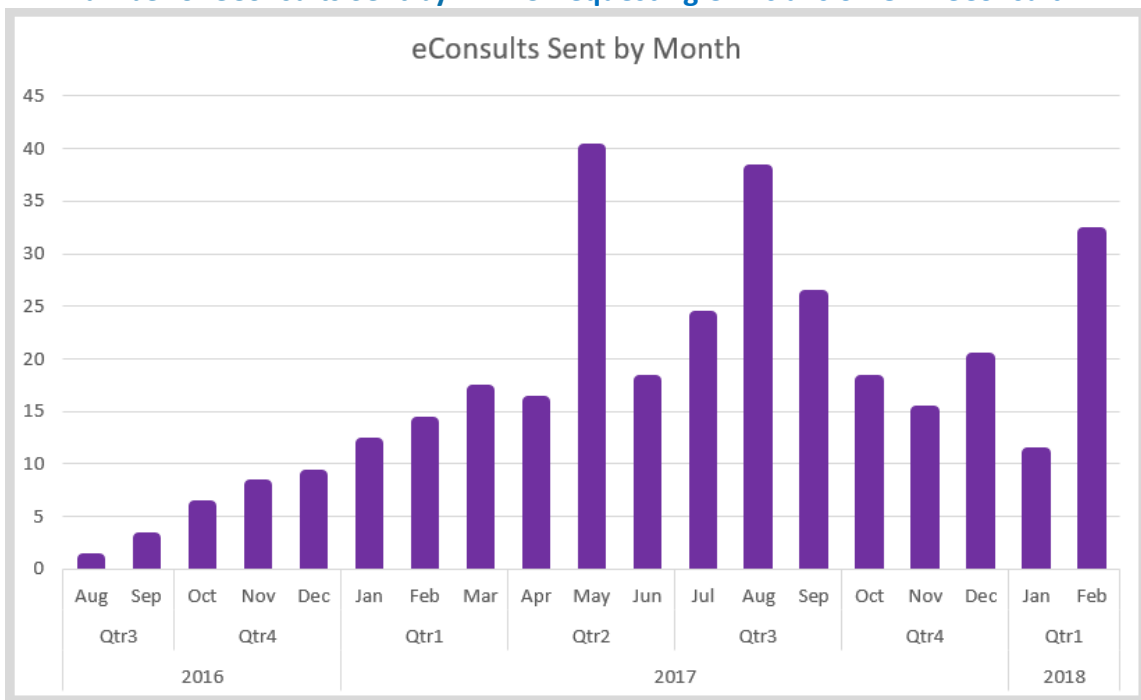
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### 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

## 1.6 Appendix F: LHIN 6 – Mississauga Halton

| LHIN 6 - Provincial Product/Service % Penetration |                                 |        |                 |
|---|---------------------------------|--------|-----------------|
| Product   | LHIN 6 Penetration <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                       | 0%                              |        | 14%             |
| HRM (Physicians)                                  | 34%                             |        | 29%             |
| HRM (Hospitals)                                   | 100%                            |        | 79%             |
| OLIS (Physicians)*                                | 38%                             |        | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications

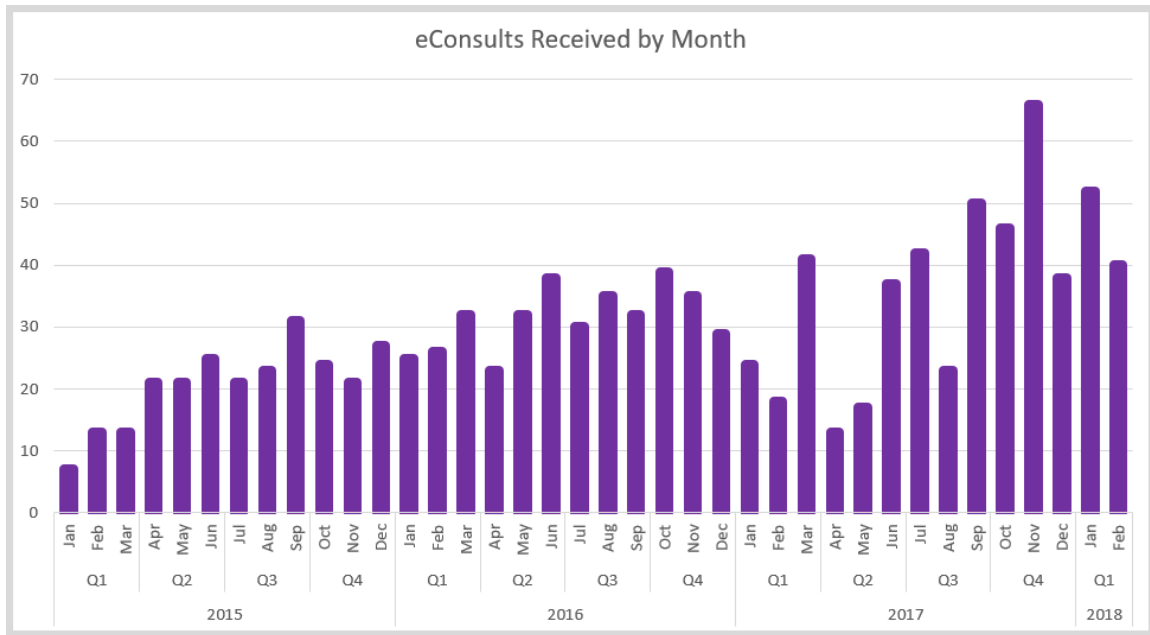
| LHIN 6 - Physicians by Vendor/OntarioMD Service |   |            |           |              |            |                          |
|---|---|------------|-----------|--------------|------------|--------------------------|
| EMR Vendor                                      | Physicians Live on Certified EMR <sup>2</sup> |            |           |              | HRM        | OLIS* Access Through EMR |
|   | GP  | SP         | Unknown   | Total        |            |                          |
| ABELSoft Corporation                            | 17  | 28         | 1         | 46           | 6          | 34                       |
| Alpha Healthcare Inc.                           | 3   | 1          |           | 4            | 1          | 1                        |
| Canada Health Systems Inc.                      | 24  | 2          | 1         | 27           | 9          | 30                       |
| Indivica Inc.                                   | 27  | 3          |           | 30           | 27         | 5                        |
| OSCAR EMR                                       | 215   | 49         |           | 264          | 155        | 108                      |
| P&P Data Systems Inc.                           | 7   | 6          |           | 13           | 1          | 11                       |
| QHR Technologies Inc.                           | 167   | 102        | 10        | 279          | 177        | 243                      |
| TELUS   | 356   | 104        | 4         | 464          | 318        | 345                      |
| YES Medical Systems                             | 2   |            |           | 2            | 1          | 2                        |
| York-Med Systems Inc.                           | 1   | 3          |           | 4            |            | 4                        |
| <b>Total</b>                                    | <b>819</b>                                    | <b>298</b> | <b>16</b> | <b>1,133</b> | <b>695</b> | <b>783</b>               |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not to Enrolled Physicians.

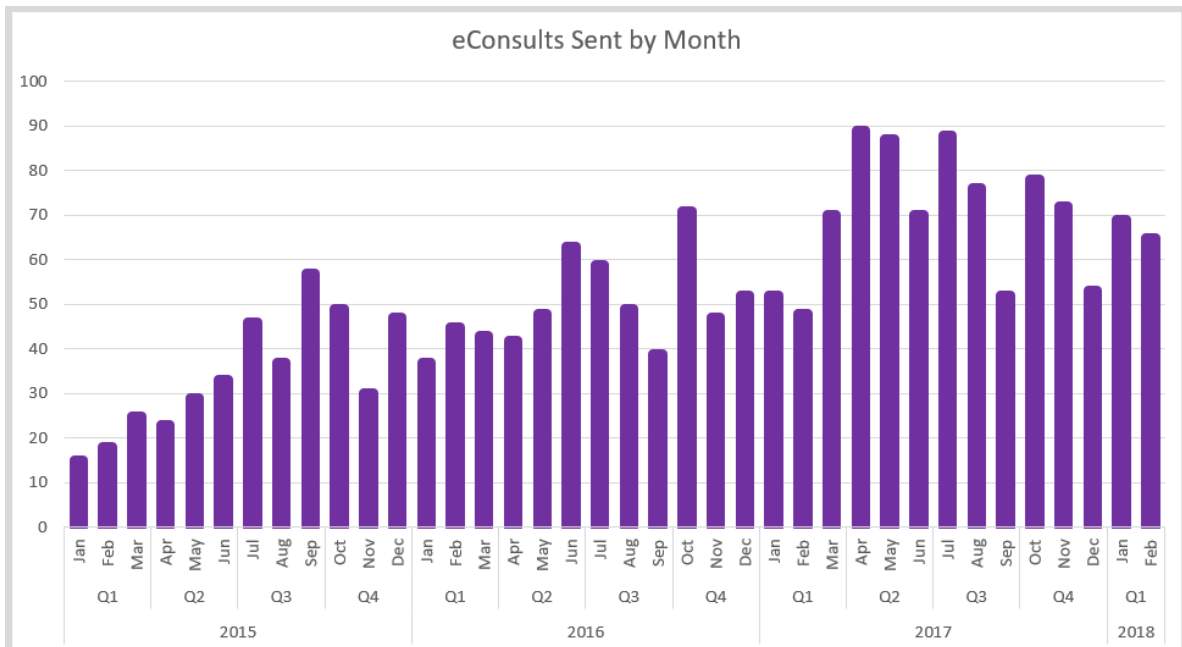
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

## 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

## 1.7 Appendix G: LHIN 7 – Toronto Central

| LHIN 7 - Provincial Product/Service % Penetration |                                 |        |                 |
|---|---------------------------------|--------|-----------------|
| Product   | LHIN 7 Penetration <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                       | 19%                             |        | 14%             |
| HRM (Physicians)                                  | 17%                             | 1%     | 29%             |
| HRM (Hospitals)                                   | 50%                             | 18%    | 79%             |
| OLIS (Physicians)*                                | 29%                             |        | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications

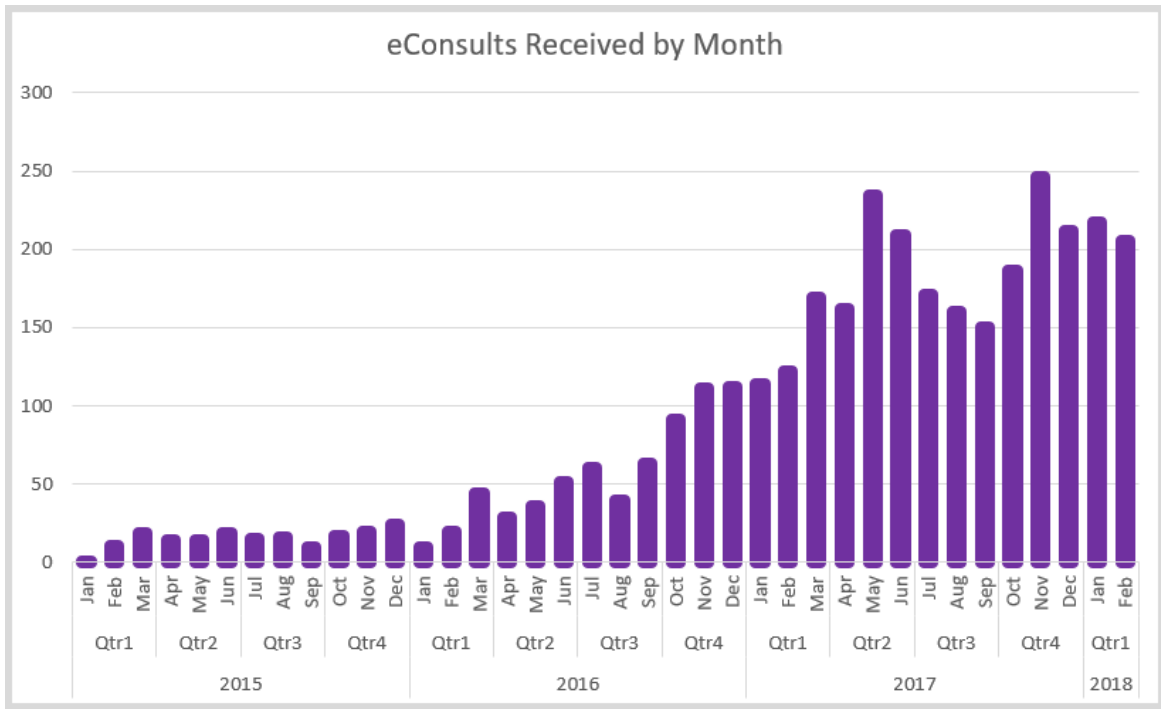
| LHIN 7 - Physicians by Vendor/OntarioMD Service |   |            |           |              |            |                          |
|---|---|------------|-----------|--------------|------------|--------------------------|
| EMR Vendor                                      | Physicians Live on Certified EMR <sup>2</sup> |            |           |              | HRM        | OLIS* Access Through EMR |
|   | GP  | SP         | Unknown   | Total        |            |                          |
| ABELSoft Corporation                            | 41  | 44         | 1         | 86           | 37         | 59                       |
| Alpha Healthcare Inc.                           | 18  | 3          |           | 21           | 18         | 21                       |
| Canada Health Systems Inc.                      | 77  | 7          | 4         | 88           | 46         | 60                       |
| Indivica Inc.                                   | 165   | 21         | 1         | 187          | 124        | 58                       |
| OSCAR EMR                                       | 132   | 129        | 2         | 263          | 103        | 115                      |
| P&P Data Systems Inc.                           | 61  | 15         | 1         | 77           | 11         | 54                       |
| QHR Technologies Inc.                           | 116   | 328        | 1         | 445          | 202        | 514                      |
| TELUS   | 657   | 176        | 10        | 843          | 388        | 726                      |
| YES Medical Systems                             |   | 10         | 2         | 12           | 1          | 12                       |
| York-Med Systems Inc.                           | 1   | 4          |           | 5            |            | 4                        |
| <b>Total</b>                                    | <b>1,268</b>                                  | <b>737</b> | <b>22</b> | <b>2,027</b> | <b>930</b> | <b>1,623</b>             |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

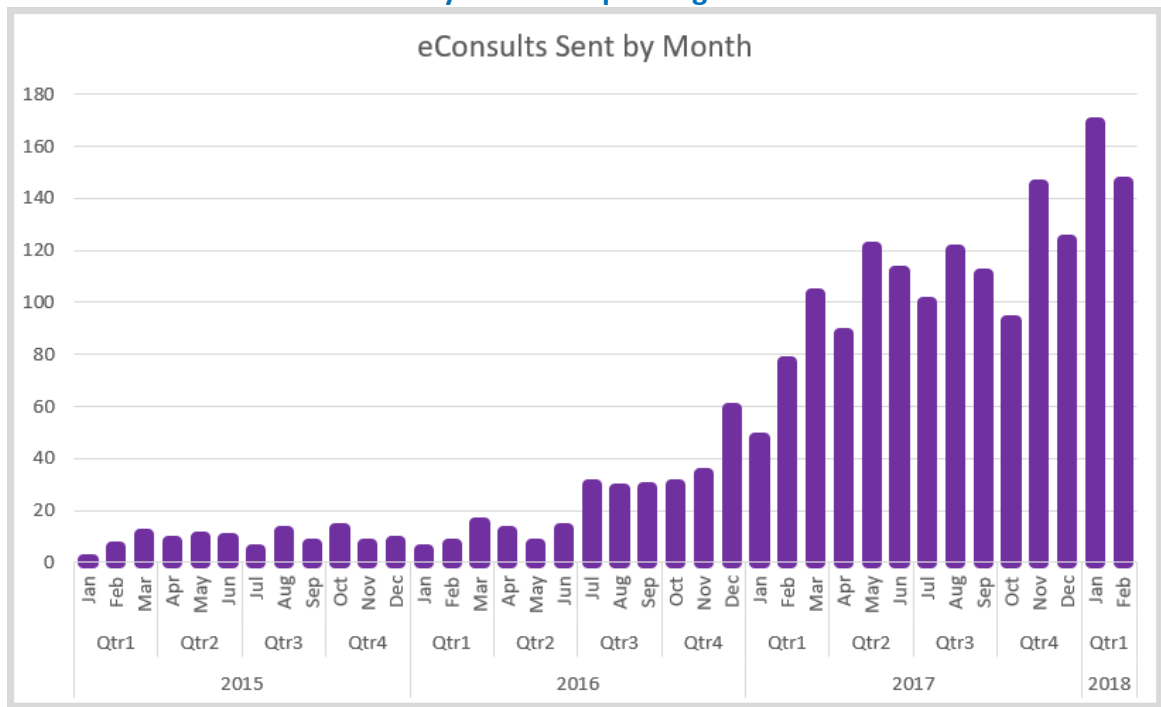
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### 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



## 1.8 Appendix H: LHIN 8 – Central

| LHIN 8 - Provincial Product/Service % Penetration |                                 |        |                 |
|---|---------------------------------|--------|-----------------|
| Product   | LHIN 8 Penetration <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                       | 17%                             |        | 14%             |
| HRM (Physicians)                                  | 32%                             |        | 29%             |
| HRM (Hospitals)                                   | 100%                            |        | 79%             |
| OLIS (Physicians)*                                | 37%                             | 1%     | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications

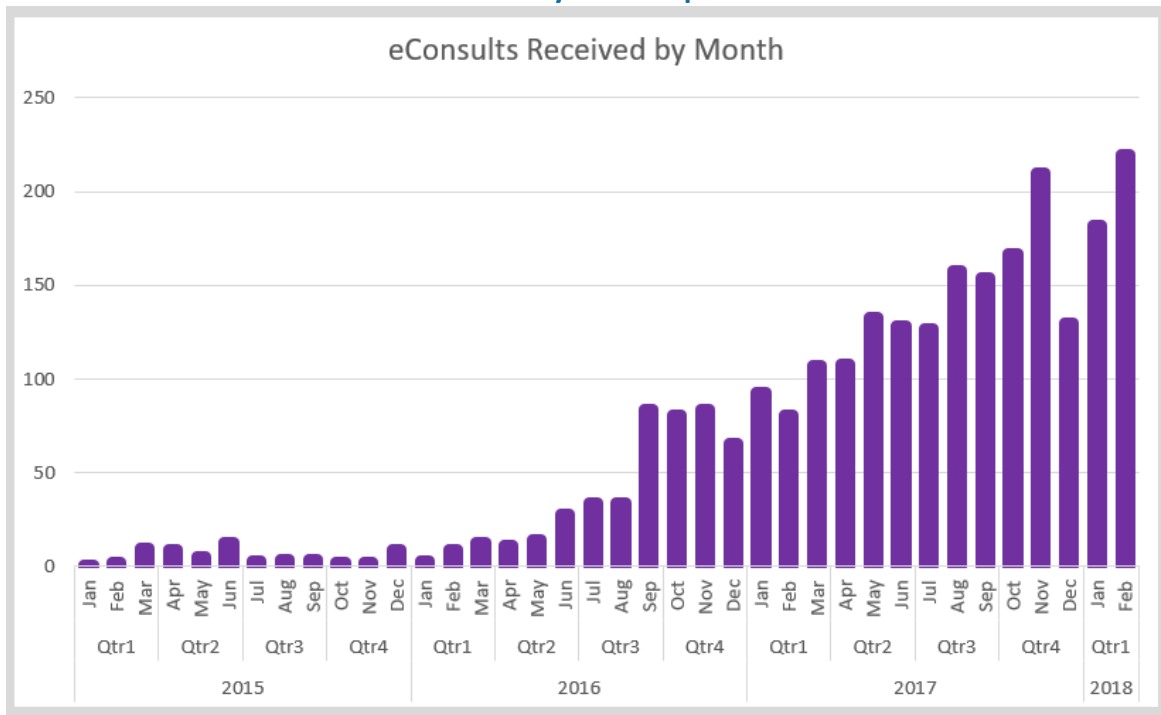
| LHIN 8 - Physicians by Vendor/OntarioMD Service |   |            |           |              |              |                          |
|---|---|------------|-----------|--------------|--------------|--------------------------|
| EMR Vendor                                      | Physicians Live on Certified EMR <sup>2</sup> |            |           |              | HRM          | OLIS* Access Through EMR |
|   | GP  | SP         | Unknown   | Total        |              |                          |
| ABELSoft Corporation                            | 43  | 56         | 2         | 101          | 22           | 62                       |
| Alpha Healthcare Inc.                           | 5   | 2          |           | 7            | 4            | 7                        |
| Canada Health Systems Inc.                      | 28  | 14         | 3         | 45           | 18           | 36                       |
| Indivica Inc.                                   | 117   | 11         | 3         | 131          | 108          | 41                       |
| OSCAR EMR                                       | 128   | 108        | 2         | 238          | 142          | 105                      |
| P&P Data Systems Inc.                           | 122   | 18         | 1         | 141          | 42           | 70                       |
| QHR Technologies Inc.                           | 210   | 233        | 7         | 450          | 248          | 390                      |
| TELUS   | 522   | 146        | 9         | 677          | 449          | 459                      |
| YES Medical Systems                             | 1   | 10         | 1         | 12           | 3            | 10                       |
| York-Med Systems Inc.                           | 6   | 6          | 1         | 13           | 8            | 11                       |
| <b>Total</b>                                    | <b>1,182</b>                                  | <b>604</b> | <b>29</b> | <b>1,815</b> | <b>1,044</b> | <b>1,191</b>             |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

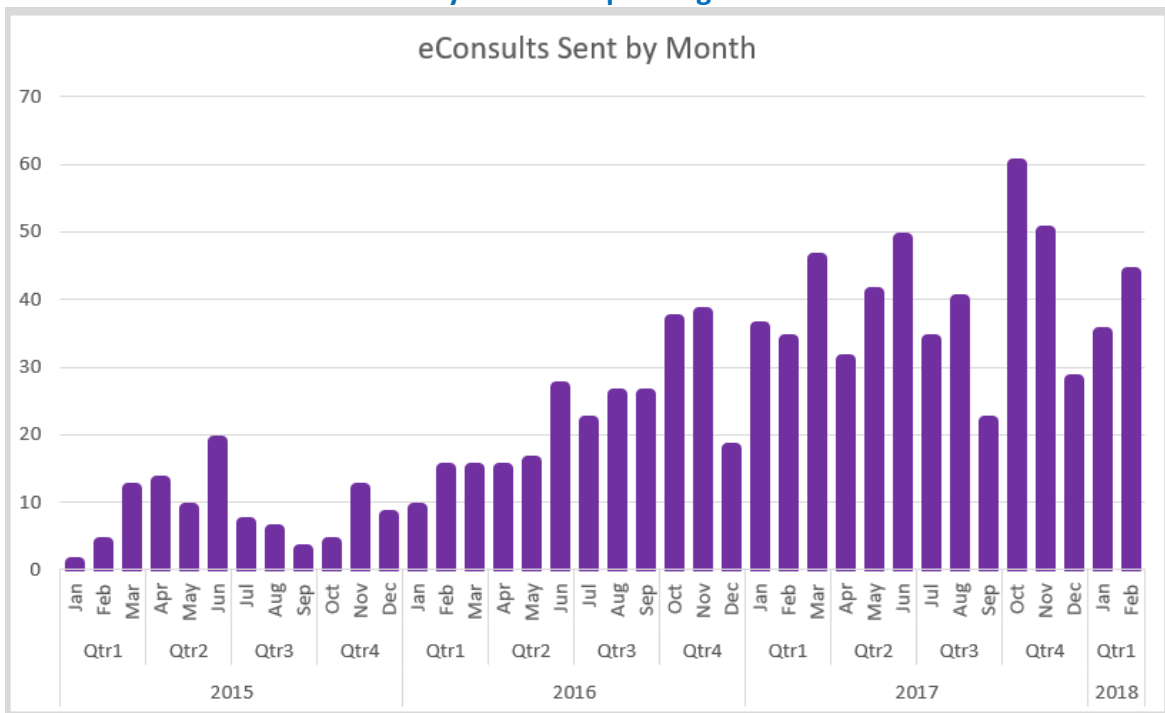
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

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



\*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

## 1.9 Appendix I: LHIN 9 – Central East

| LHIN 9 - Provincial Product/Service % Penetration |                                 |        |                 |
|---|---------------------------------|--------|-----------------|
| Product   | LHIN 9 Penetration <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                       | 0%                              |        | 14%             |
| HRM (Physicians)                                  | 40%                             | 1%     | 29%             |
| HRM (Hospitals)                                   | 100%                            |        | 79%             |
| OLIS (Physicians)*                                | 43%                             |        | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications

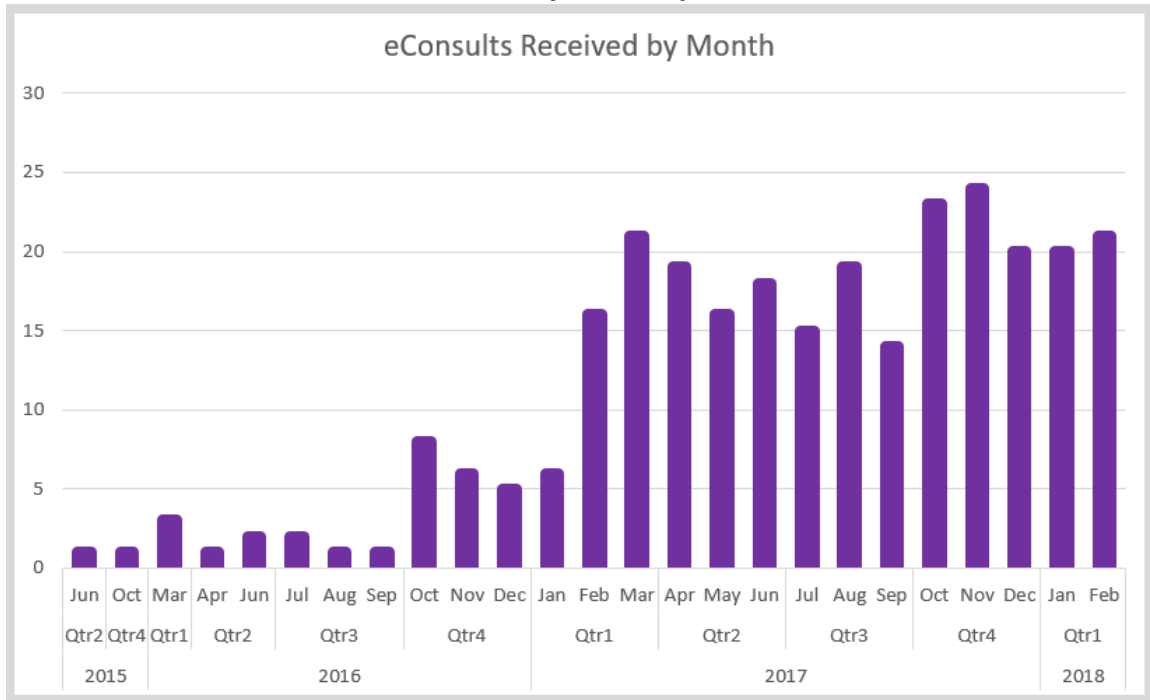
| LHIN 9 - Physicians by Vendor/OntarioMD Service |   |            |           |              |            |                          |
|---|---|------------|-----------|--------------|------------|--------------------------|
| EMR Vendor                                      | Physicians Live on Certified EMR <sup>2</sup> |            |           |              | HRM        | OLIS* Access Through EMR |
|   | GP  | SP         | Unknown   | Total        |            |                          |
| ABELSoft Corporation                            | 26  | 24         | 1         | 51           | 14         | 33                       |
| Alpha Healthcare Inc.                           | 7   | 2          |           | 9            | 5          | 7                        |
| Canada Health Systems Inc.                      | 59  | 9          |           | 68           | 43         | 41                       |
| Indivica Inc.                                   | 42  | 15         | 1         | 58           | 49         | 14                       |
| OSCAR EMR                                       | 121   | 81         | 3         | 205          | 132        | 110                      |
| P&P Data Systems Inc.                           | 51  | 9          |           | 60           | 10         | 35                       |
| QHR Technologies Inc.                           | 164   | 147        | 9         | 320          | 202        | 234                      |
| TELUS   | 477   | 117        | 7         | 601          | 455        | 503                      |
| YES Medical Systems                             | 1   | 4          | 2         | 7            | 3          | 6                        |
| York-Med Systems Inc.                           | 7   | 8          |           | 15           | 5          | 15                       |
| <b>Total</b>                                    | <b>955</b>                                    | <b>416</b> | <b>23</b> | <b>1,394</b> | <b>918</b> | <b>998</b>               |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

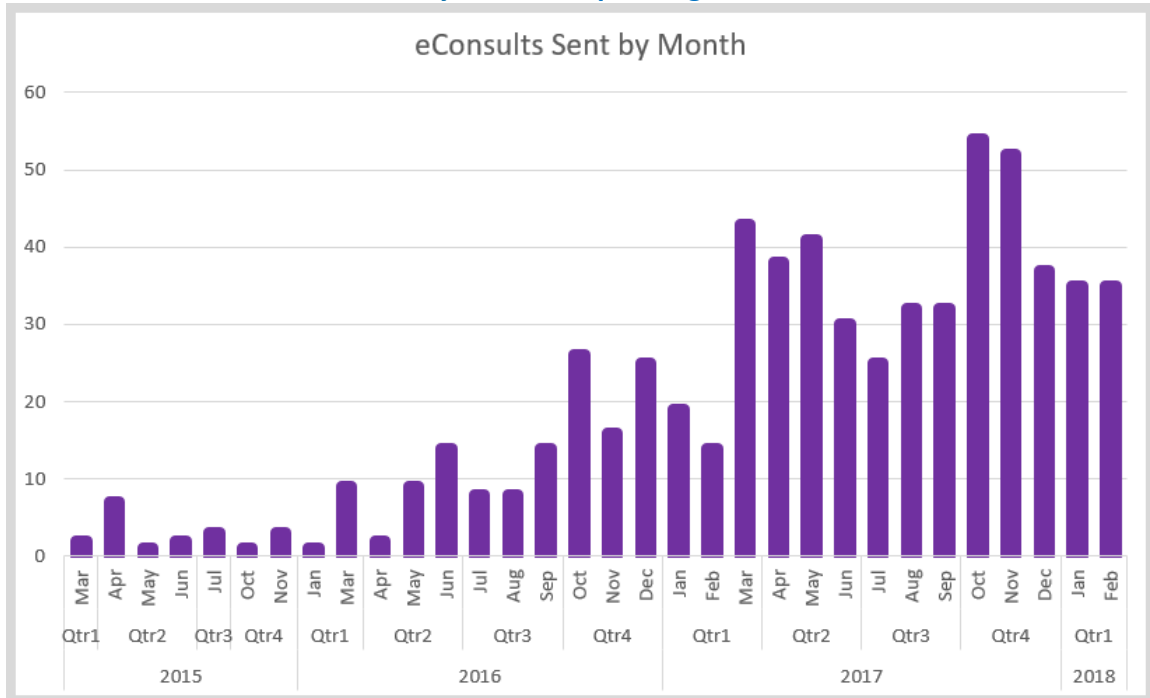
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### 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

## 1.10 Appendix J: LHIN 10 – South East

| LHIN 10 - Provincial Product/Service % Penetration |                                  |        |                 |
|--|----------------------------------|--------|-----------------|
| Product  | LHIN 10 Penetration <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                        | 0%                               |        | 14%             |
| HRM (Physicians)                                   | 31%                              |        | 29%             |
| HRM (Hospitals)                                    | 100%                             |        | 79%             |
| OLIS (Physicians)*                                 | 40%                              | 1%     | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications

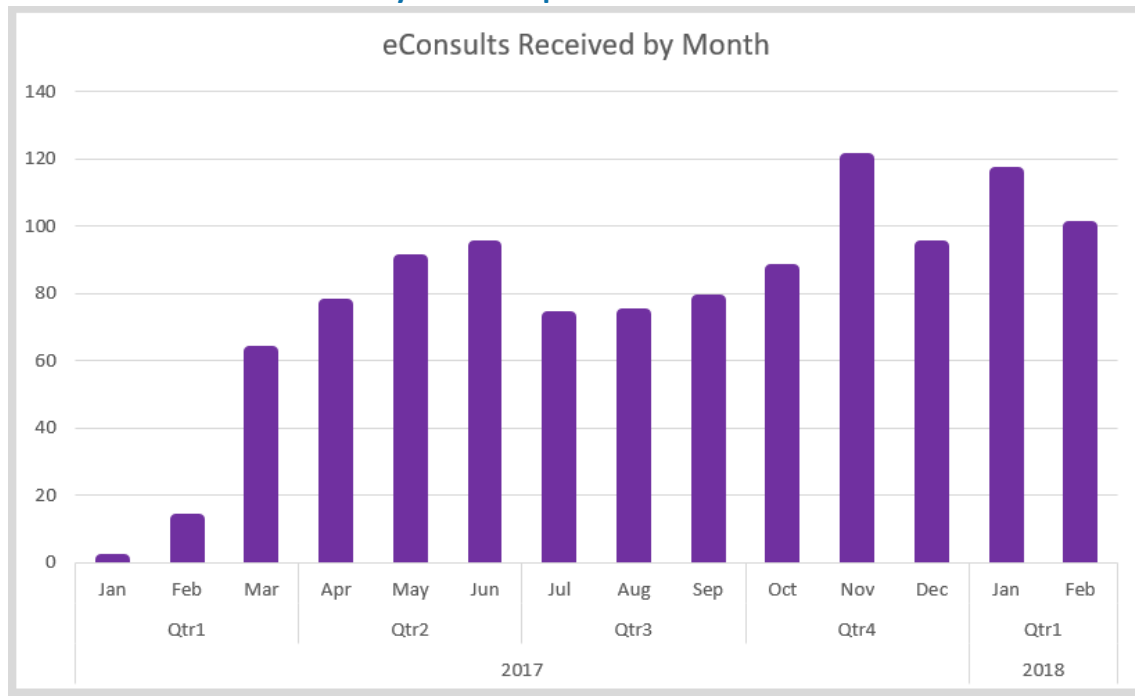
| LHIN 10 - Physicians by Vendor/OntarioMD Service |   |           |           |            |            |                          |
|--|---|-----------|-----------|------------|------------|--------------------------|
| EMR Vendor                                       | Physicians Live on Certified EMR <sup>2</sup> |           |           |            | HRM        | OLIS* Access Through EMR |
|  | GP  | SP        | Unknown   | Total      |            |                          |
| ABELSoft Corporation                             |   | 8         | 1         | 9          | 2          | 11                       |
| Alpha Healthcare Inc.                            |   |           |           |            |            |                          |
| Canada Health Systems Inc.                       | 1   |           |           | 1          |            | 3                        |
| Indivica Inc.                                    | 15  | 2         |           | 17         | 12         | 6                        |
| OSCAR EMR  | 78  | 9         |           | 88         | 44         | 43                       |
| P&P Data Systems Inc.                            | 9   | 3         |           | 12         | 7          | 7                        |
| QHR Technologies Inc.                            | 59  | 23        | 2         | 84         | 48         | 82                       |
| TELUS  | 304   | 33        | 6         | 343        | 249        | 311                      |
| YES Medical Systems                              |   | 1         |           | 1          | 1          | 1                        |
| York-Med Systems Inc.                            |   | 1         |           | 1          | 1          | 1                        |
| <b>Total</b>                                     | <b>466</b>                                    | <b>80</b> | <b>10</b> | <b>556</b> | <b>364</b> | <b>465</b>               |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

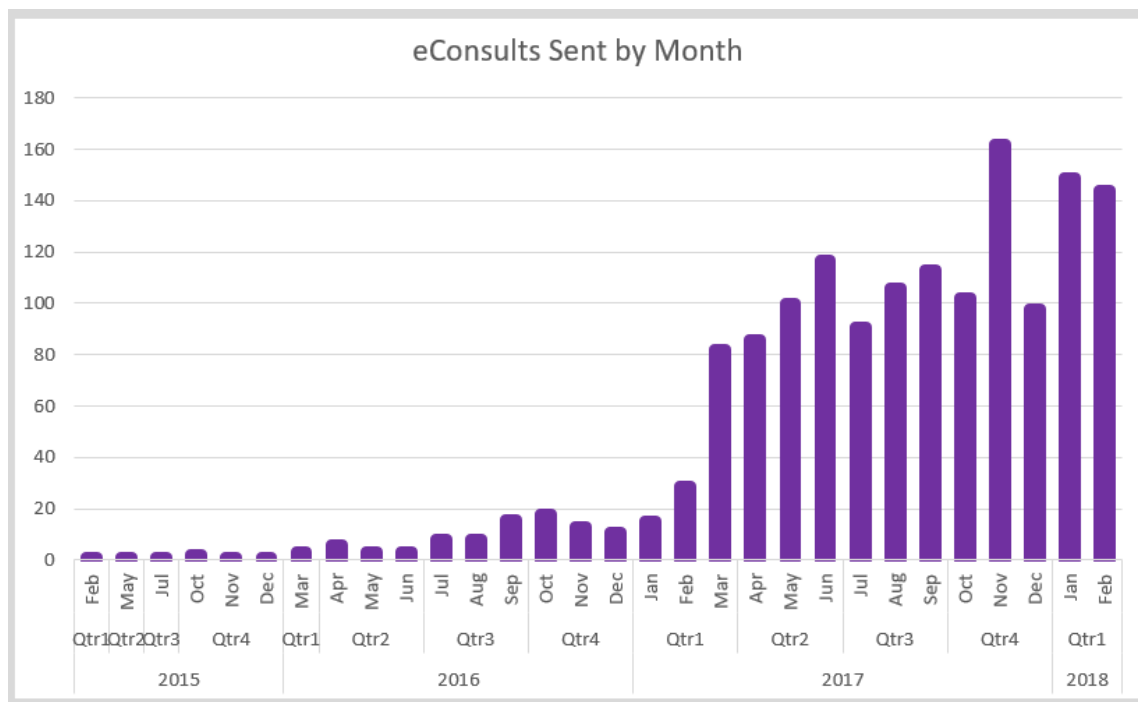
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

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



\*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

## 1.11 Appendix K: LHIN 11 – Champlain

| LHIN 11 - Provincial Product/Service % Penetration |                     |        |                 |
|--|---------------------|--------|-----------------|
| Product  | LHIN 11 Penetration | Change | Ontario Average |
| *eNotifications (Hospitals)                        | 37%                 |        | 14%             |
| HRM (Physicians)                                   | 24%                 |        | 29%             |
| HRM (Hospitals)                                    | 76%                 | -5%    | 79%             |
| OLIS (Physicians)*                                 | 38%                 |        | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications

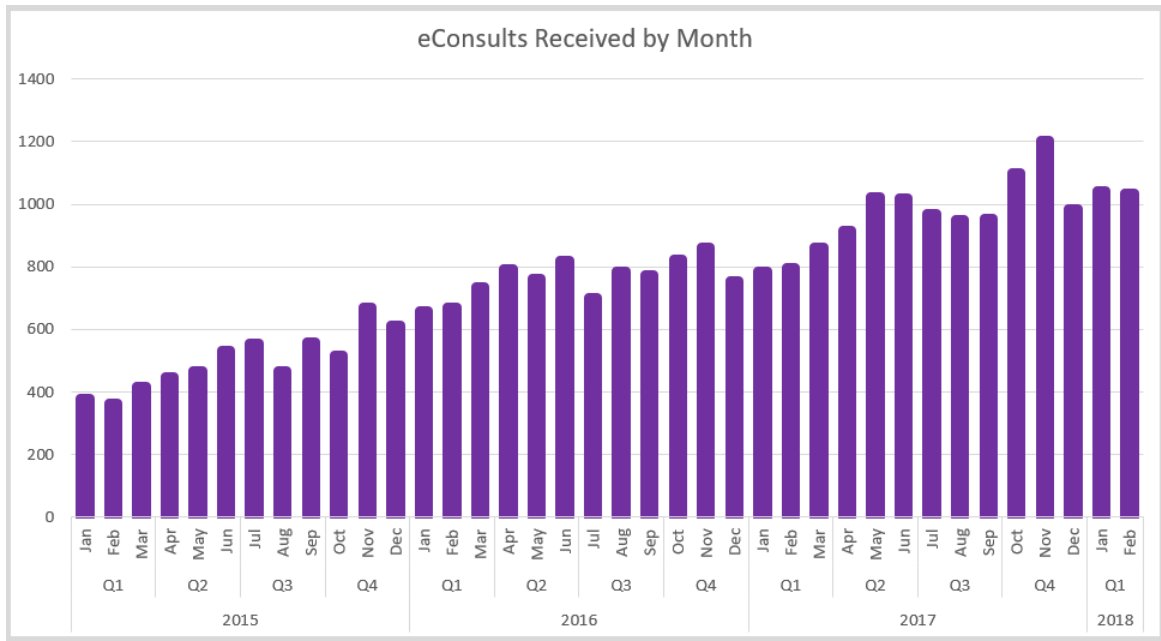
| LHIN 11 - Physicians by Vendor/OntarioMD Service |   |            |           |              |            |                          |
|--|---|------------|-----------|--------------|------------|--------------------------|
| EMR Vendor                                       | Physicians Live on Certified EMR <sup>2</sup> |            |           |              | HRM        | OLIS* Access Through EMR |
|  | GP  | SP         | Unknown   | Total        |            |                          |
| ABELSoft Corporation                             | 3   | 28         |           | 31           | 4          | 30                       |
| Alpha Healthcare Inc.                            |   | 1          |           | 1            |            |                          |
| Canada Health Systems Inc.                       | 65  | 49         | 2         | 116          | 65         | 57                       |
| Indivica Inc.                                    | 52  | 7          |           | 59           | 35         | 42                       |
| OSCAR EMR  | 144   | 51         | 1         | 196          | 120        | 109                      |
| P&P Data Systems Inc.                            | 58  | 2          | 1         | 61           | 15         | 22                       |
| QHR Technologies Inc.                            | 139   | 128        | 3         | 270          | 105        | 253                      |
| TELUS  | 834   | 193        | 8         | 1,035        | 525        | 844                      |
| YES Medical Systems                              |   |            |           |              |            |                          |
| York-Med Systems Inc.                            |   |            |           |              |            | 1                        |
| <b>Total</b>                                     | <b>1,295</b>                                  | <b>459</b> | <b>15</b> | <b>1,769</b> | <b>869</b> | <b>1,358</b>             |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

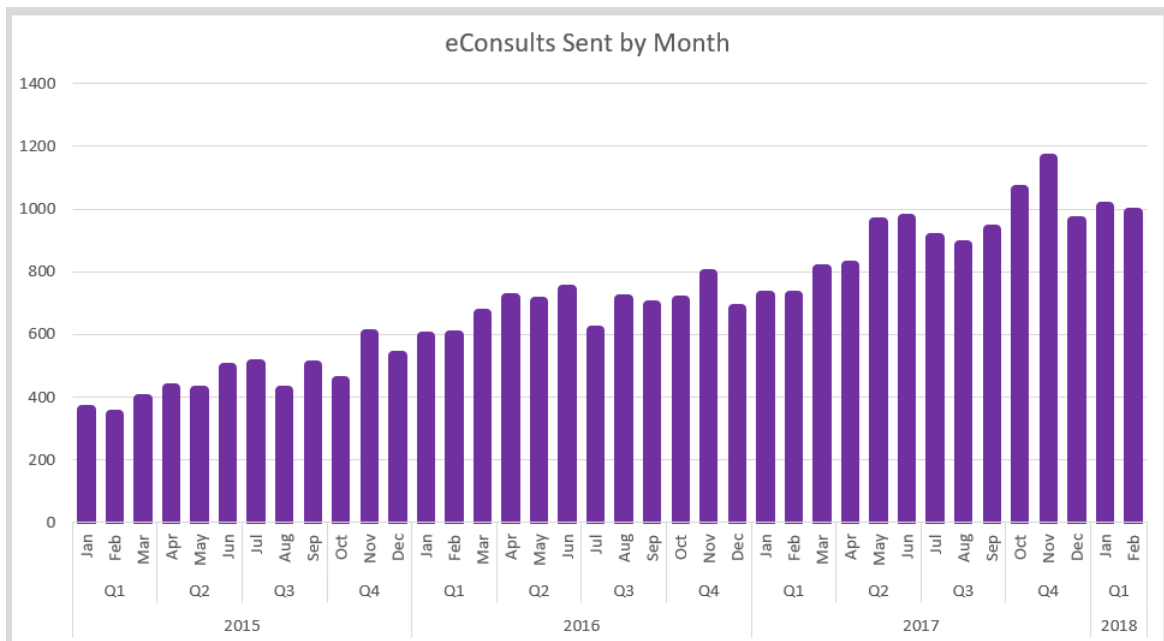
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### 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



## 1.12 Appendix L: LHIN 12 – North Simcoe Muskoka

| LHIN 12 - Provincial Product/Service % Penetration |                                  |        |                 |
|--|----------------------------------|--------|-----------------|
| Product  | LHIN 12 Penetration <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                        | 14%                              |        | 14%             |
| HRM (Physicians)                                   | 50%                              | -1%    | 29%             |
| HRM (Hospitals)                                    | 100%                             |        | 79%             |
| OLIS (Physicians)*                                 | 50%                              |        | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications

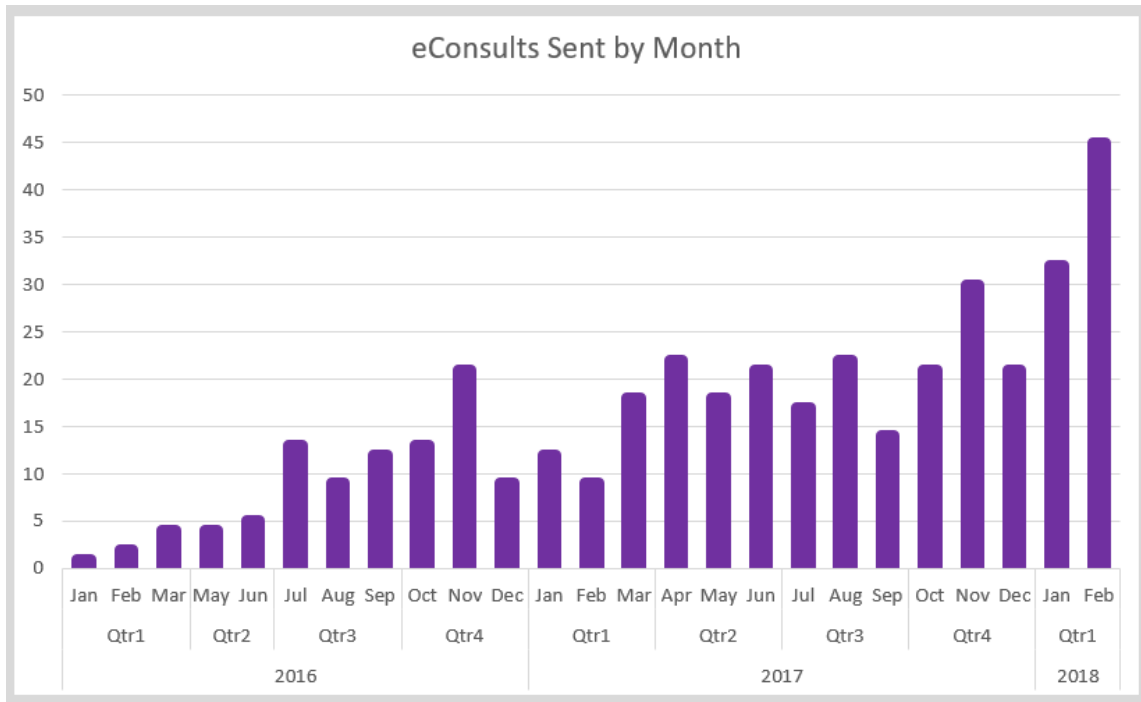
| LHIN 12 - Physicians by Vendor/OntarioMD Service |   |            |          |            |            |                          |
|--|---|------------|----------|------------|------------|--------------------------|
| EMR Vendor                                       | Physicians Live on Certified EMR <sup>2</sup> |            |          |            | HRM        | OLIS* Access Through EMR |
|  | GP  | SP         | Unknown  | Total      |            |                          |
| ABELSoft Corporation                             | 1   | 2          |          | 3          | 1          | 4                        |
| Alpha Healthcare Inc.                            | 7   |            |          | 7          | 5          | 4                        |
| Canada Health Systems Inc.                       |   |            | 1        | 1          |            | 1                        |
| Indivica Inc.                                    | 1   | 1          |          | 2          |            | 2                        |
| OSCAR EMR  | 17  | 8          |          | 25         | 13         | 6                        |
| P&P Data Systems Inc.                            |   | 1          |          | 1          |            |                          |
| QHR Technologies Inc.                            | 177   | 76         | 1        | 254        | 194        | 181                      |
| TELUS  | 184   | 39         | 3        | 226        | 183        | 193                      |
| YES Medical Systems                              |   |            |          |            |            |                          |
| York-Med Systems Inc.                            |   | 2          |          | 2          | 1          | 2                        |
| <b>Total</b>                                     | <b>387</b>                                    | <b>129</b> | <b>5</b> | <b>521</b> | <b>397</b> | <b>393</b>               |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

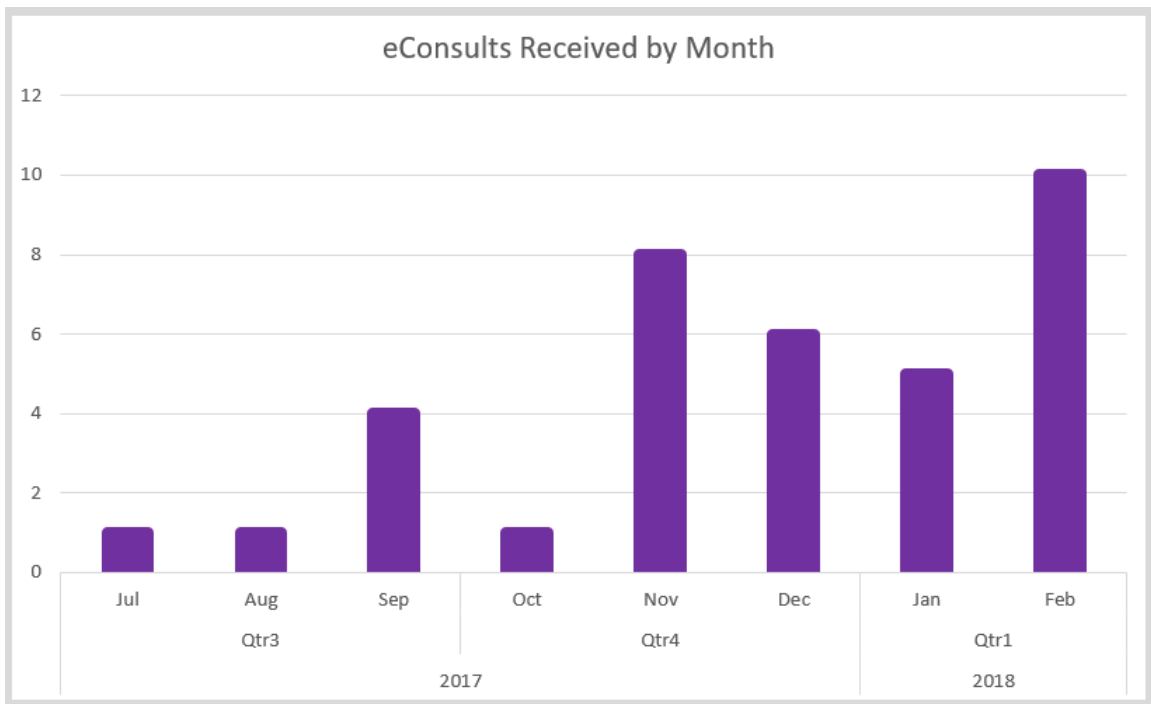
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### 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*

## 1.13 Appendix M: LHIN 13 – North East

| LHIN 13 - Provincial Product/Service % Penetration |                                  |        |                 |
|--|----------------------------------|--------|-----------------|
| Product  | LHIN 13 Penetration <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                        | 39%                              |        | 14%             |
| HRM (Physicians)                                   | 10%                              |        | 29%             |
| HRM (Hospitals)                                    |                                  |        | 79%             |
| OLIS (Physicians)*                                 | 43%                              |        | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications

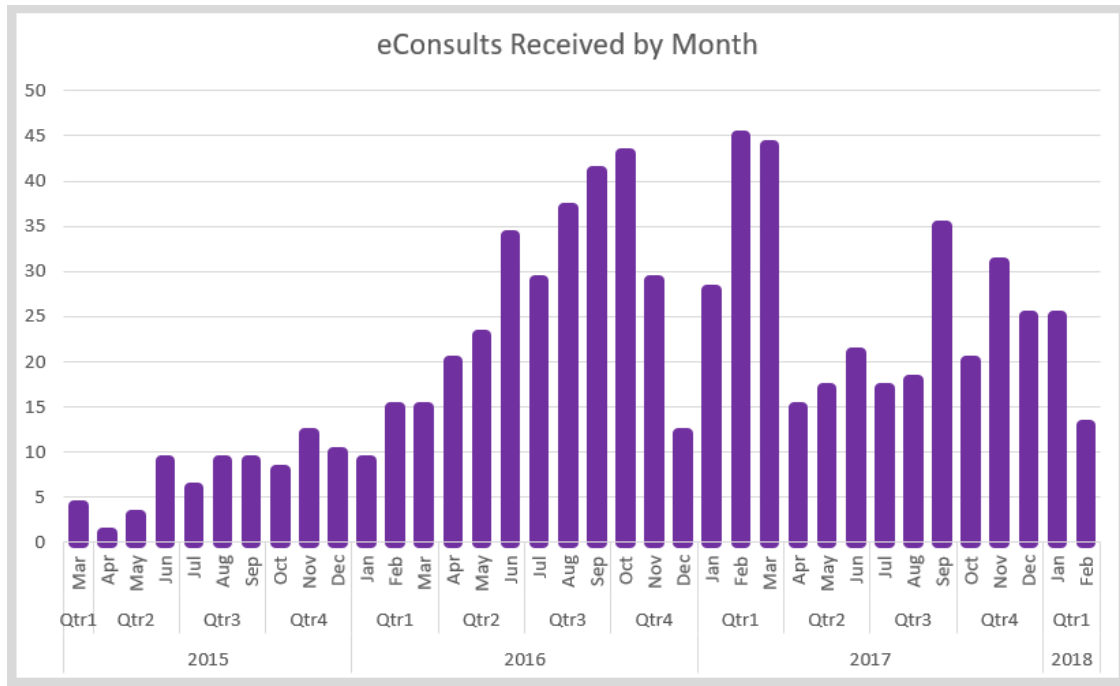
| LHIN 13 - Physicians by Vendor/OntarioMD Service |   |           |          |            |            |                          |
|--|---|-----------|----------|------------|------------|--------------------------|
| EMR Vendor                                       | Physicians Live on Certified EMR <sup>2</sup> |           |          |            | HRM        | OLIS* Access Through EMR |
|  | GP  | SP        | Unknown  | Total      |            |                          |
| ABELSoft Corporation                             | 2   | 6         |          | 8          | 2          | 4                        |
| Alpha Healthcare Inc.                            |   | 1         |          | 1          |            | 1                        |
| Canada Health Systems Inc.                       | 2   |           |          | 2          |            | 5                        |
| Indivica Inc.                                    |   |           |          |            |            | 1                        |
| OSCAR EMR  | 21  | 2         |          | 23         | 5          | 9                        |
| P&P Data Systems Inc.                            | 31  | 8         |          | 39         | 1          | 5                        |
| QHR Technologies Inc.                            | 62  | 23        | 1        | 86         | 13         | 90                       |
| TELUS  | 271   | 50        | 4        | 325        | 82         | 324                      |
| YES Medical Systems                              |   |           |          |            |            |                          |
| York-Med Systems Inc.                            | 8   | 3         |          | 11         |            | 8                        |
| <b>Total</b>                                     | <b>397</b>                                    | <b>93</b> | <b>5</b> | <b>495</b> | <b>103</b> | <b>447</b>               |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

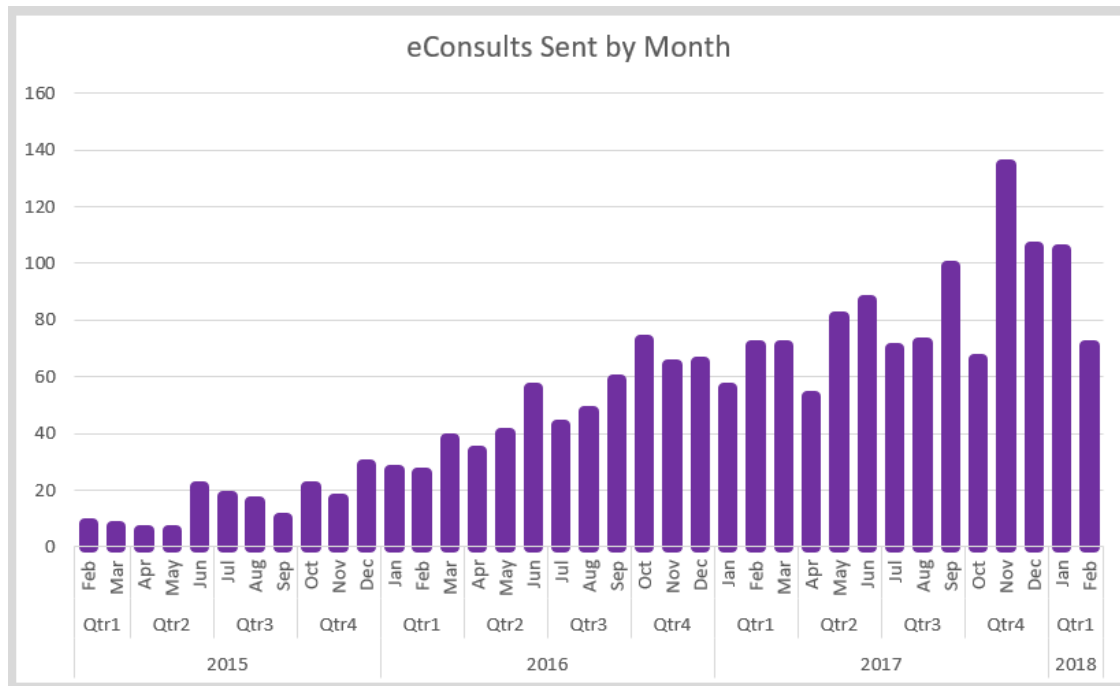
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### 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

## 1.14 Appendix N: LHIN 14 – North West

| LHIN 14 - Provincial Product/Service % Penetration |                                  |        |                 |
|--|----------------------------------|--------|-----------------|
| Product  | LHIN 14 Penetration <sup>1</sup> | Change | Ontario Average |
| *eNotifications (Hospitals)                        | 0%                               |        | 14%             |
| HRM (Physicians)                                   |                                  |        | 29%             |
| HRM (Hospitals)                                    |                                  |        | 79%             |
| OLIS (Physicians)*                                 | 32%                              |        | 40%             |

\*Penetration % may change with the identification of eligible hospital sites for eNotifications

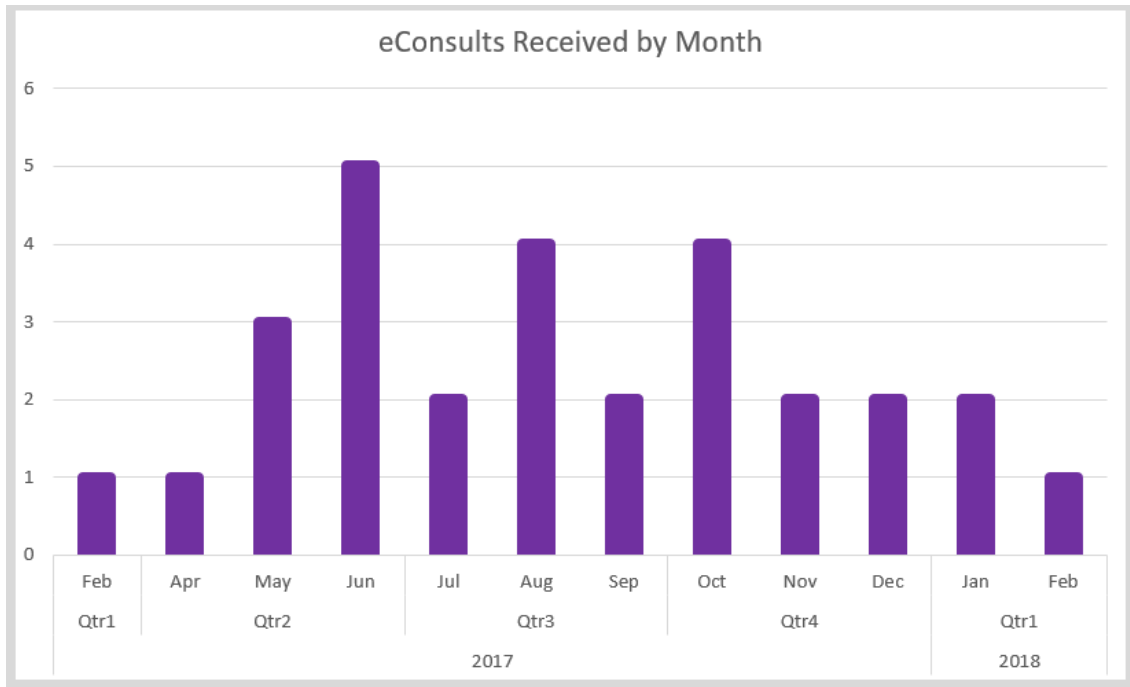
| LHIN 14 - Physicians by Vendor/OntarioMD Service |   |           |          |            |     |                          |
|--|---|-----------|----------|------------|-----|--------------------------|
| EMR Vendor                                       | Physicians Live on Certified EMR <sup>2</sup> |           |          |            | HRM | OLIS* Access Through EMR |
|  | GP  | SP        | Unknown  | Total      |     |                          |
| ABELSoft Corporation                             | 5   | 1         |          | 6          |     | 6                        |
| Alpha Healthcare Inc.                            |   |           |          |            |     |                          |
| Canada Health Systems Inc.                       | 1   | 3         |          | 4          |     | 4                        |
| Indivica Inc.                                    |   |           |          |            |     |                          |
| OSCAR EMR  | 11  |           |          | 11         |     | 1                        |
| P&P Data Systems Inc.                            | 18  | 6         |          | 24         |     | 2                        |
| QHR Technologies Inc.                            | 30  | 18        |          | 48         |     | 60                       |
| TELUS  | 82  | 45        | 3        | 130        |     | 87                       |
| YES Medical Systems                              |   |           |          |            |     |                          |
| York-Med Systems Inc.                            |   |           |          |            |     |                          |
| <b>Total</b>                                     | <b>147</b>                                    | <b>73</b> | <b>3</b> | <b>223</b> |     | <b>160</b>               |

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

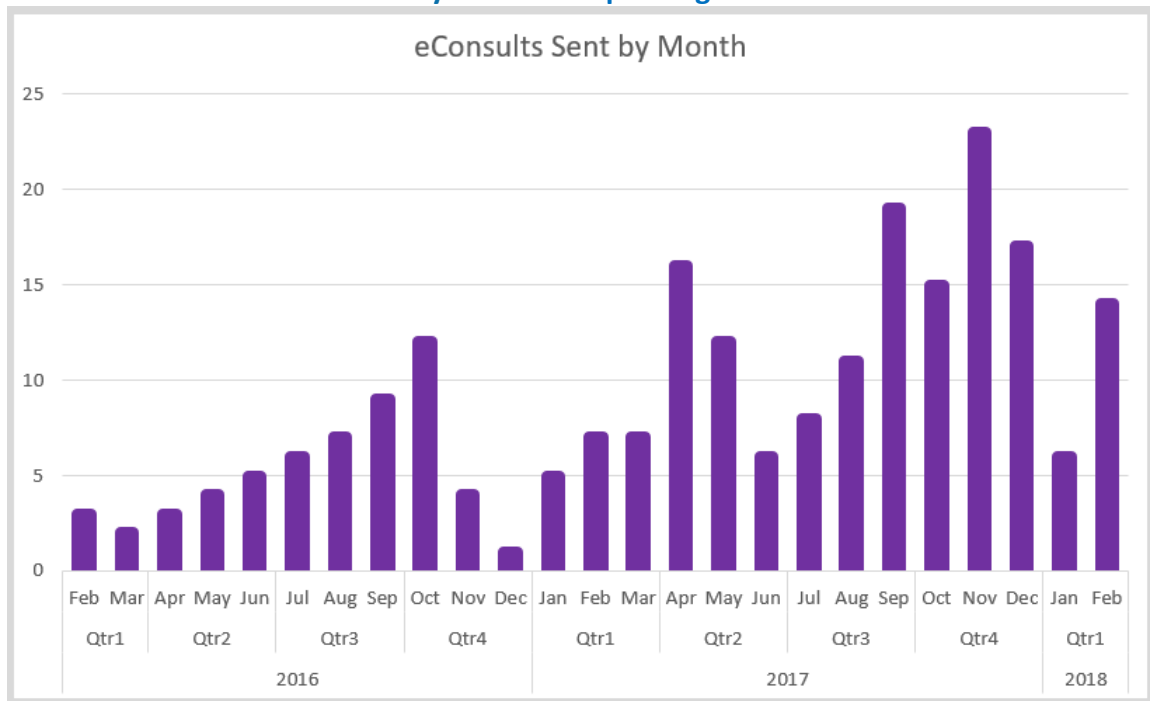
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### 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