



November 2017 LHIN Report

December 2017

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1. Executive Notes for November

OntarioMD appreciates your comments on this report and welcomes your ongoing feedback and ideas for improvement. In this month's report, we have broken down the Physicians Live on Certified EMR into family physicians and specialists for each LHIN. We will be presenting data at a sub-LHIN level in the new year on a quarterly basis.

We highlighted our products and services and celebrated the work of our teams and stakeholder partners during Digital Health Week (November 13 to 17). This month, HRM reached another milestone. The number of physician users has surpassed 8,000. We were also proud to have our work on integrating eConsult with certified EMRs and efforts to deploy eConsult services to more physicians across Ontario recognized at the 2017 Ingenious Awards hosted by the Information Technology Association of Canada (ITAC). The Provincial eConsult Initiative was a winner of one of the awards.

OntarioMD recently announced the release of [EMR Cardiology 1.0 – Draft for Use](#). This EMR cardiology specification was developed in collaboration with the Ontario Association of Cardiologists, and sets out a minimum set of incremental requirements for vendors to include in certified EMR offerings to enhance cardiac patient care and clinical practice efficiency. The requirements complement those in existing Ontario EMR specifications, and will help ensure EMR products meet cardiologists' unique clinical practice needs.

We announced the [collaboration with Canada Health Infoway](#) to align privacy and security requirements in our respective certification programs to reduce duplication for EMR vendors. OntarioMD is also formalizing new partnerships with the Ontario Telemedicine Network and eHealth Ontario.

OntarioMD continues to work closely with the Toronto Central (TC) LHIN and eHealth Ontario on plans to deliver the Provider Secure Communication Package (which includes ONE® Mail, ConnectingOntario Viewer and eConsult) to primary care physicians in the TC LHIN area. OntarioMD is working closely with eHealth Ontario on the rollout of the ConnectingOntario Viewer to community-based primary care physicians in the four Northern and Eastern Region LHINs.

OntarioMD continued its new 'On the Road with OntarioMD' regional educational seminars in November –. The purpose of this series of seminars for physicians and their staff is to extend CME-accredited educational opportunities through small group learning sessions with access to Peer Leaders. The sessions consist of one hour of didactic learning focused on Partnered Efforts in Safe Opioid Prescribing using their EMRs and then small group learning with Peer Leaders who use the same EMR as the attendees. Seminars were held in Ajax on November 1 and in Ottawa on November 29. Attendee feedback on the value and effectiveness of the On the Road with OntarioMD seminars has been very positive. During these seminars, attendees can also start the enrolment process for OntarioMD products and services as well as request to be enrolled in ONE® ID. [Registration is currently](#)

[open for our January 17 seminar in Kingston](#), and planning is underway for additional seminars in 2018 across Ontario.

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.



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.



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 (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.



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. 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 is planning the launch of a comprehensive privacy and security training module to support community-based physicians access provincial digital health assets in December.



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 most recent conference in Toronto on September 28, 2017. 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. The next conferences will be 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.

5. Proof of Concepts 2017-18



PROVINCIAL eCONSULT INITIATIVE

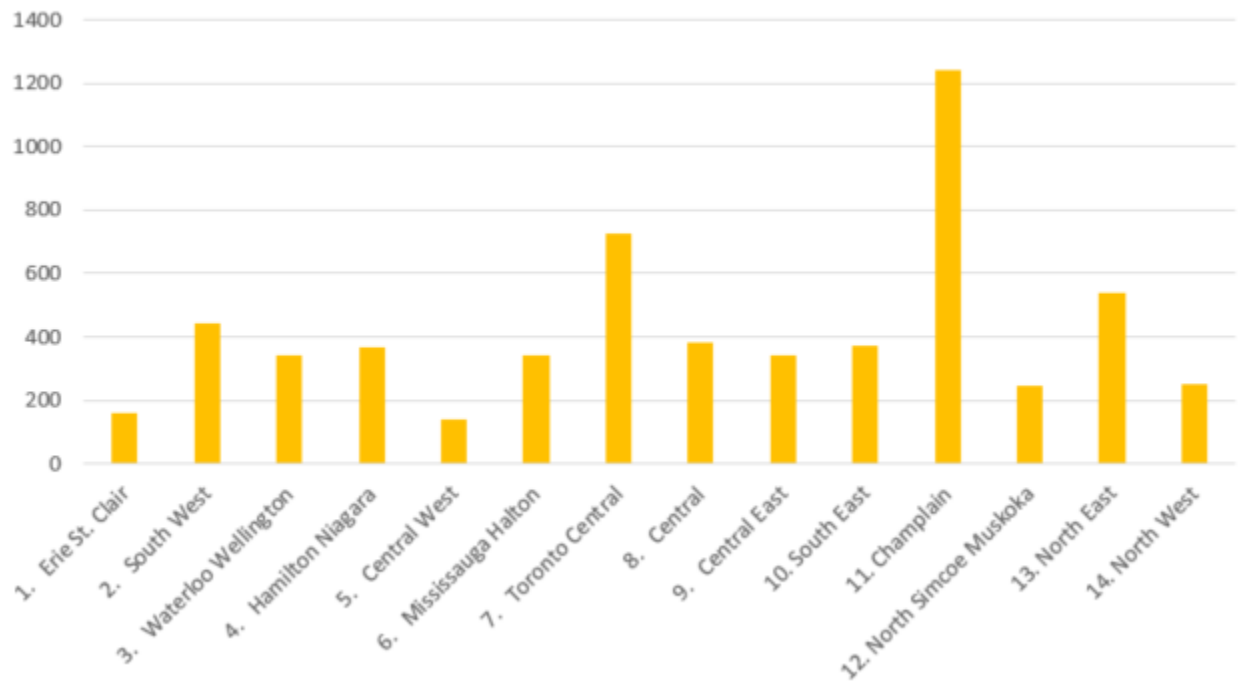
eConsult gives family physicians, nurse practitioners and specialists the ability to engage in a secure electronic dialogue, improving patient care by reducing unnecessary referrals to specialists for in-person diagnosis and treatment.

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.



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

OntarioMD worked with TELUS Health and OSCAR EMR and over 100 physicians on Phase 1 of the EMR Physician Dashboard proof of concept. A Phase 1 Benefits Evaluation and Final Report will be released soon, providing a summary of key findings and recommendations for consideration in broader provincial planning.

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	194	258	15	467	62	60		122	56	344
Alpha Healthcare Inc.	48	16		64	32	6		38	35	59
Canada Health Systems Inc.	305	105	16	426	162	50		212	155	285
Indivica Inc.	408	88	2	498	312	56	3	371	325	154
OSCAR EMR	1,237	663	14	1,914	656	270	16	942	654	834
P&P Data Systems Inc.	462	84	4	550	125	9	8	142	111	294
QHR Technologies Inc.	1,707	1,598	152	3,457	999	758	116	1,873	1,015	3,116
TELUS	5,358	1,218	87	6,663	3,385	475	436	4,296	3,265	5,438
YES Medical Systems	9	37	6	52	3	12		15	10	49
York-Med Systems Inc.	34	61	1	96	11	17		28	16	76
Total	9,762	4,128	297	14,187²	5,747	1,713	579	8,039	5,642	10,649

¹ Source: eHealth Ontario

² 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 ¹					Estimated number of FP and SP ³			FP Penetration
	FP	SP	Unknown	Total	Change ²	FP	SP ⁵	Total	%
1. Erie St. Clair	325	189	15	529	3	462	473	935	70%
2. South West	749	243	9	1,001	9	884	1,225	2,109	85%
3. Waterloo Wellington	544	207	10	761	4	672	562	1,234	81%
4. Hamilton Niagara	911	467	13	1,391	13	1,165	1,765	2,930	78%
5. Central West	483	236	17	736	7	648	523	1,171	75%
6. Mississauga Halton	819	299	14	1,132	18	1,064	980	2,044	77%
7. Toronto Central	1,296	735	27	2,058	22	1,703	3,918	5,621	76%
8. Central	1,201	617	26	1,844	14	1,655	1,600	3,255	73%
9. Central East	965	411	19	1,395	-2	1,186	1,118	2,304	81%
10. South East	461	78	13	552	4	516	649	1,165	89%
11. Champlain	1,282	462	20	1,764	29	1,575	1,985	3,560	81%
12. North Simcoe Muskoka	387	131	6	523	6	442	345	787	88%
13. North East	407	98	6	511	4	588	436	1,024	69%
14. North West	183	72	3	258	2	304	193	497	60%
Total	10,025	4,250	297	14,572⁴	139	12,864	15,772	28,636	78%

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	249	81	77	407	11	287
2. South West	432	67	54	553	15	364
3. Waterloo Wellington	418	84	59	561	18	384
4. Hamilton Niagara	416	141	7	564	54	328
5. Central West	290	135	13	438	4	302
6. Mississauga Halton	532	141	24	697	27	534
7. Toronto Central	621	274	32	927	18	727
8. Central	748	280	22	1,050	25	805
9. Central East	684	237	72	993	14	673
10. South East	341	24	71	436	1	260
11. Champlain	669	187	60	916	29	638
12. North Simcoe Muskoka	326	77	84	487	15	322
13. North East	89	10	20	119	6	97
14. North West						
Total	5,815	1,738	595	8,015	237	5,720

¹Number 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	158
2. South West	442
3. Waterloo Wellington	343
4. Hamilton Niagara	369
5. Central West	138
6. Mississauga Halton	342 ²
7. Toronto Central	724
8. Central	380
9. Central East	344
10. South East	371 ³
11. Champlain	1,242 ⁴
12. North Simcoe Muskoka	244
13. North East	541
14. North West	252
Total	5,890

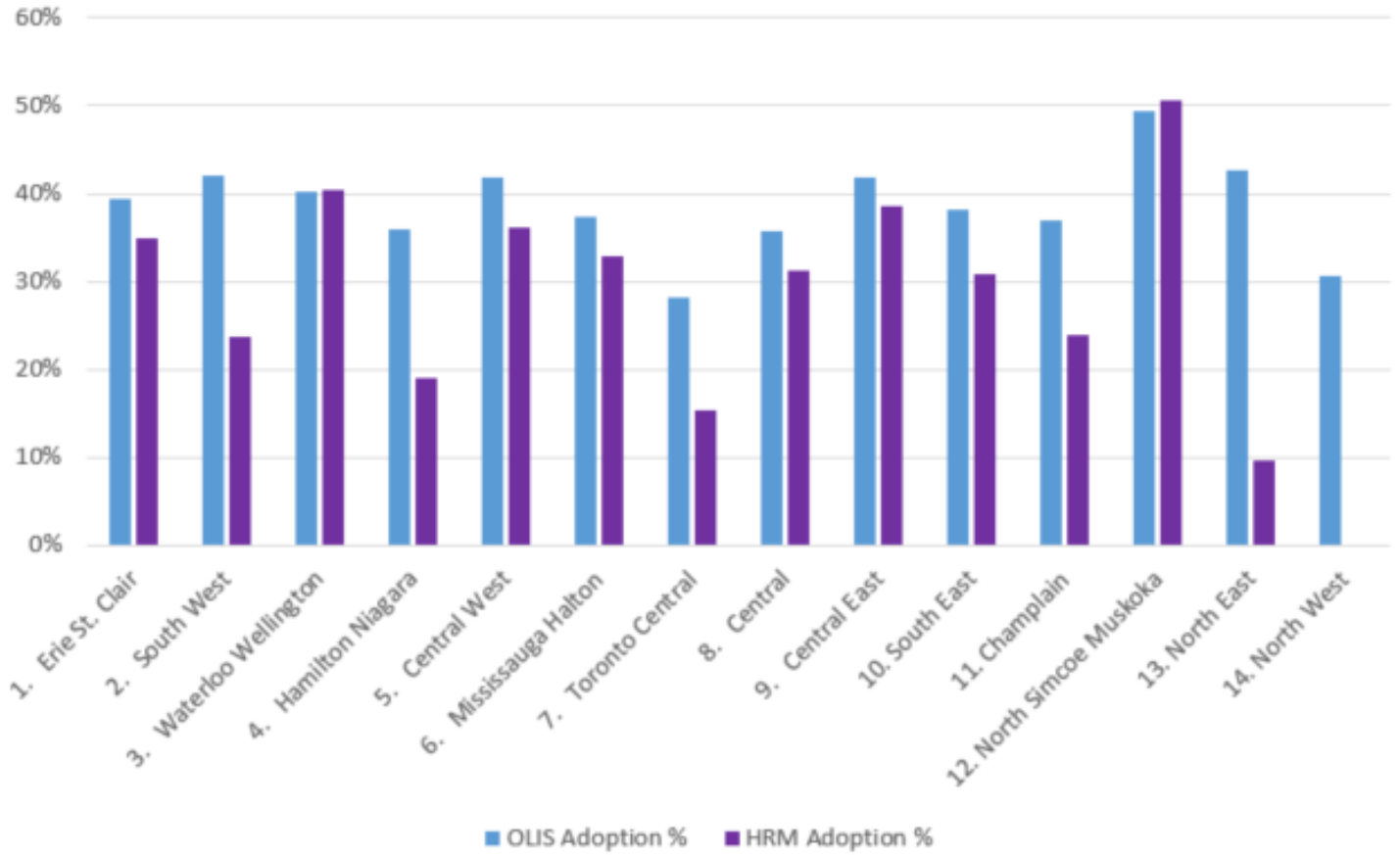
¹ Provisioned (live) Physicians and NPs

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.

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 ¹	Change	Ontario Average
eNotifications (Hospitals)	57%		15%
HRM (Physicians)	35%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	39%		39%

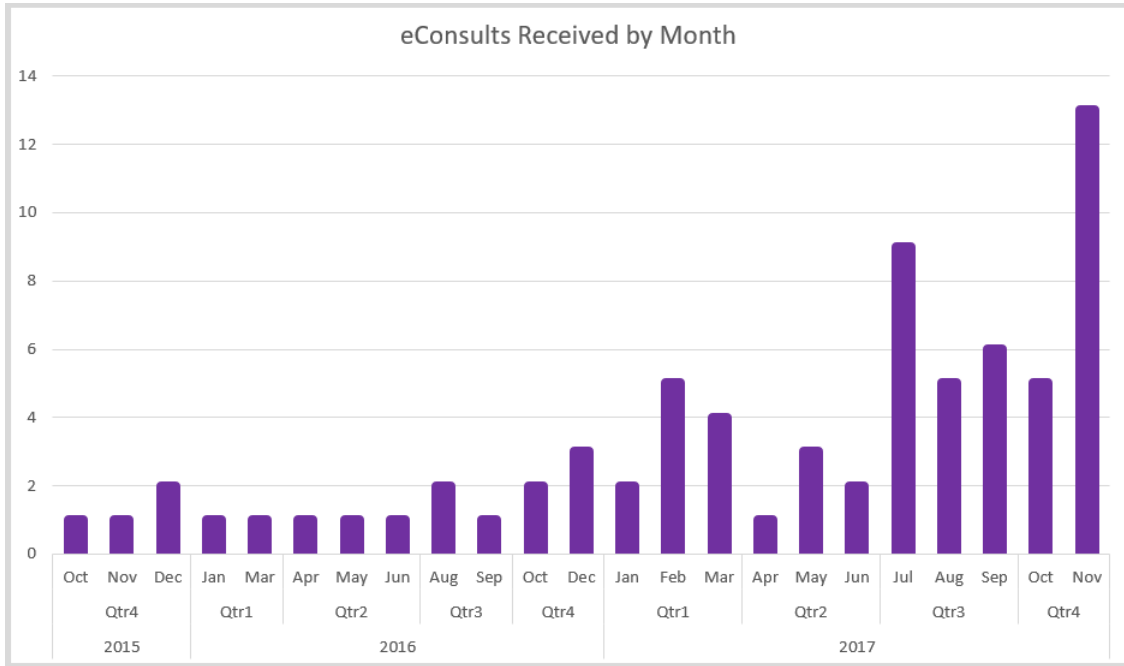
LHIN 1 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	9	14	5	28	6	19
Alpha Healthcare Inc.	3	1		4	3	5
Canada Health Systems Inc.	6	2		8	3	3
Indivica Inc.	1	1		2	1	2
OSCAR EMR	19	12		31	10	10
P&P Data Systems Inc.	2	2		4	2	1
QHR Technologies Inc.	110	98	6	214	144	151
TELUS	170	39	4	213	147	162
YES Medical Systems	2	6		8	5	8
York-Med Systems Inc.	1	9		10	6	7
Total	323	184	15	522	327	368

*Source: eHealth Ontario

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

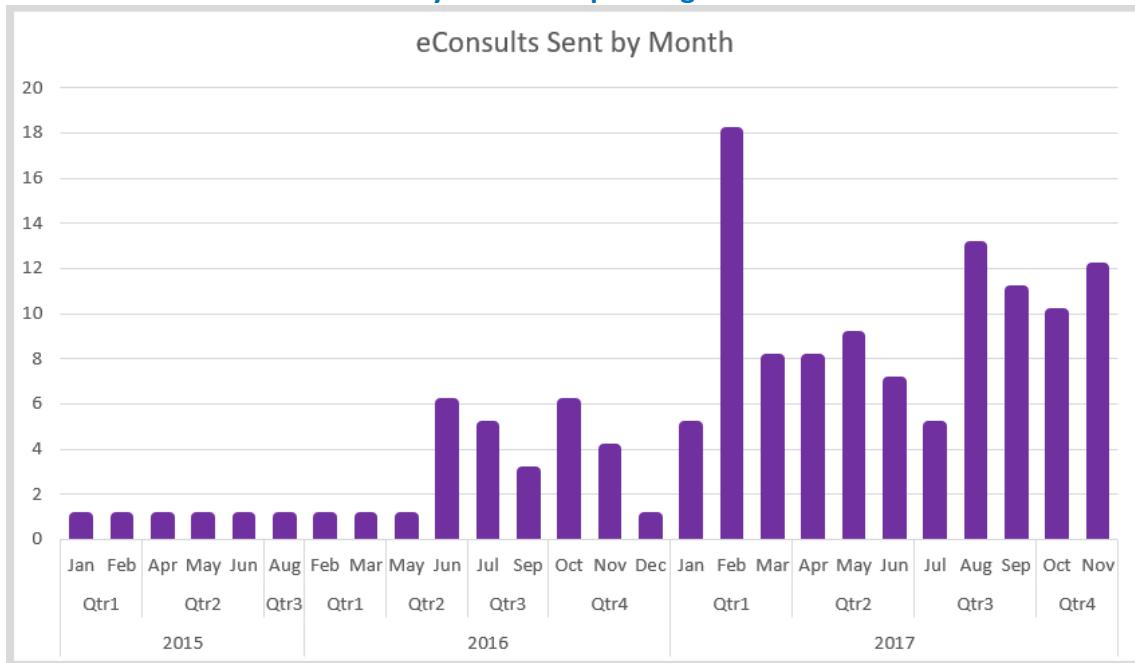
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

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 ¹	Change	Ontario Average
eNotifications (Hospitals)	34%		15%
HRM (Physicians)	24%	1%	28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	42%	1%	39%

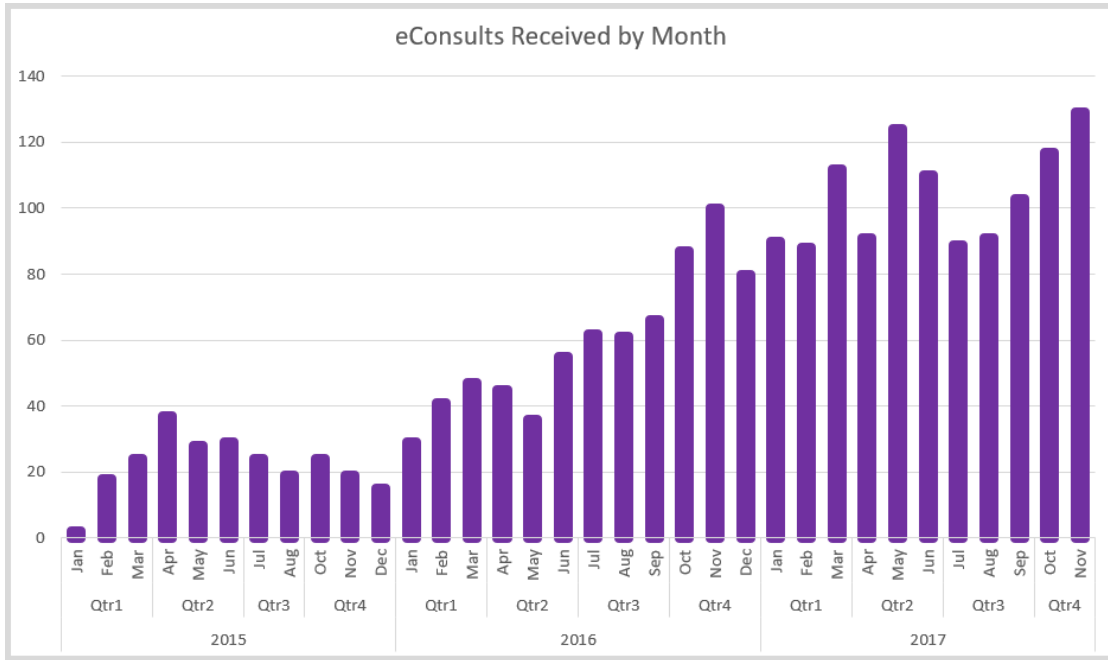
LHIN 2 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	12	6		18	2	19
Alpha Healthcare Inc.						
Canada Health Systems Inc.	5	3		8	1	7
Indivica Inc.						1
OSCAR EMR	43	26		69	26	38
P&P Data Systems Inc.	2	1		3		5
QHR Technologies Inc.	248	90	4	342	179	352
TELUS	422	109	5	536	289	459
YES Medical Systems		2		2		1
York-Med Systems Inc.	9	3		12	2	4
Total	741	240	9	990	499	886

* Source: eHealth Ontario

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

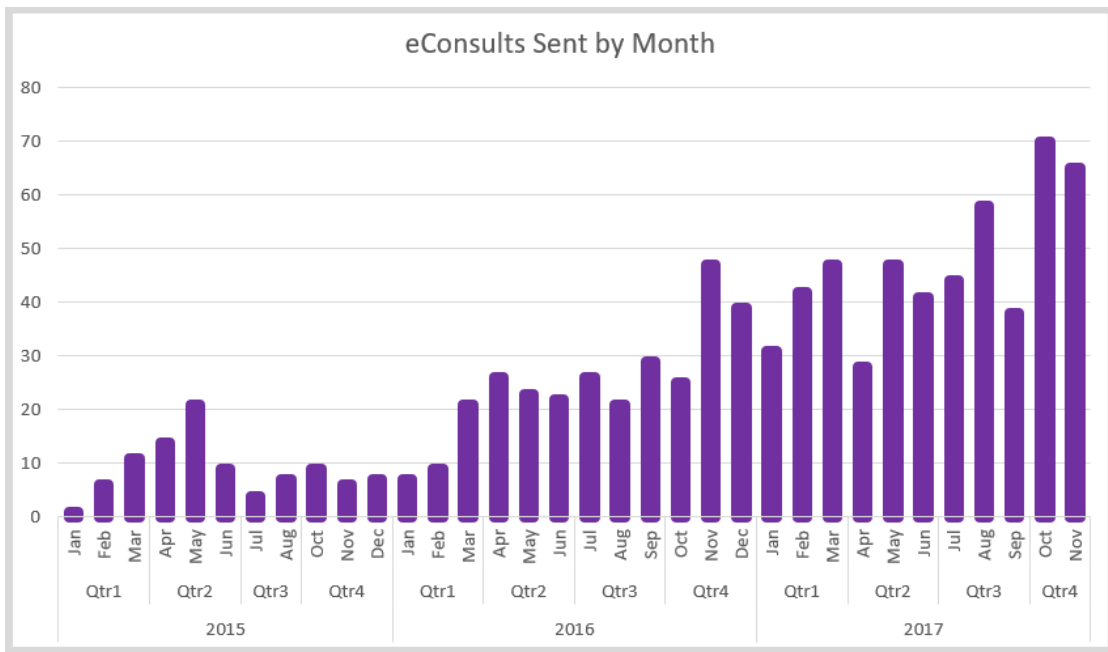
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

Number of eConsults Received by LHIN 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)	40%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	40%		39%

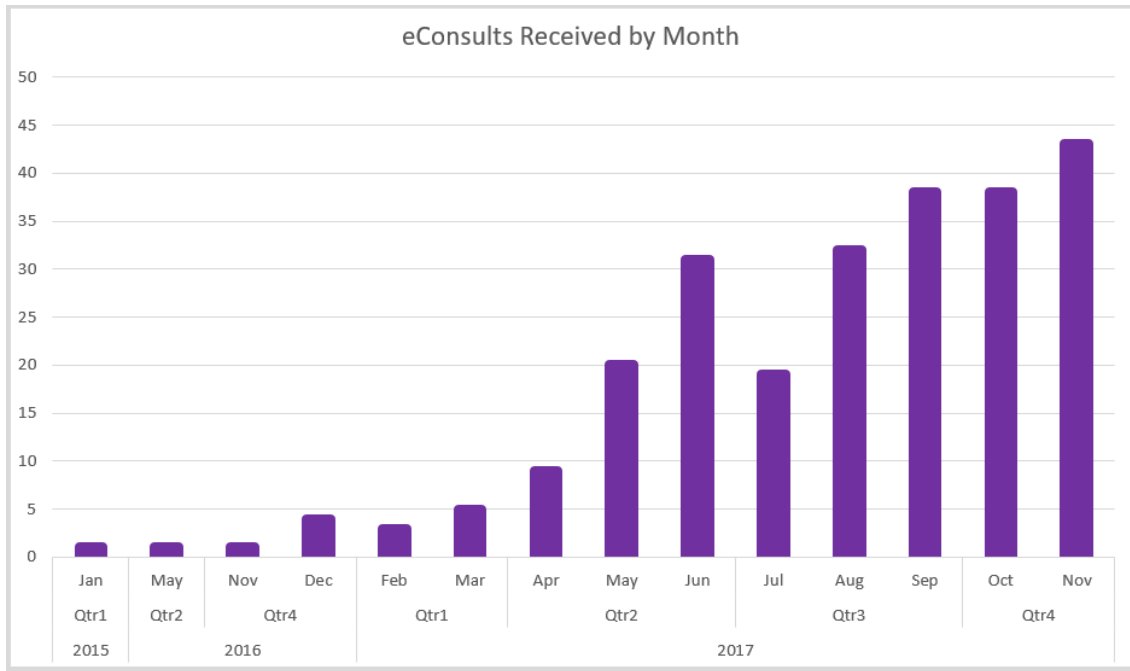
LHIN 3 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	12	2		14	10	8
Alpha Healthcare Inc.		2		2	1	3
Canada Health Systems Inc.	2	4		6	3	2
Indivica Inc.		7		7	1	1
OSCAR EMR	25	27	2	54	26	25
P&P Data Systems Inc.	31	2		33	2	3
QHR Technologies Inc.	16	87	1	104	49	53
TELUS	449	63	7	519	405	394
YES Medical Systems		3		3	1	4
York-Med Systems Inc.		6		6		4
Total	535	203	10	748	498	497

* Source: eHealth Ontario

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

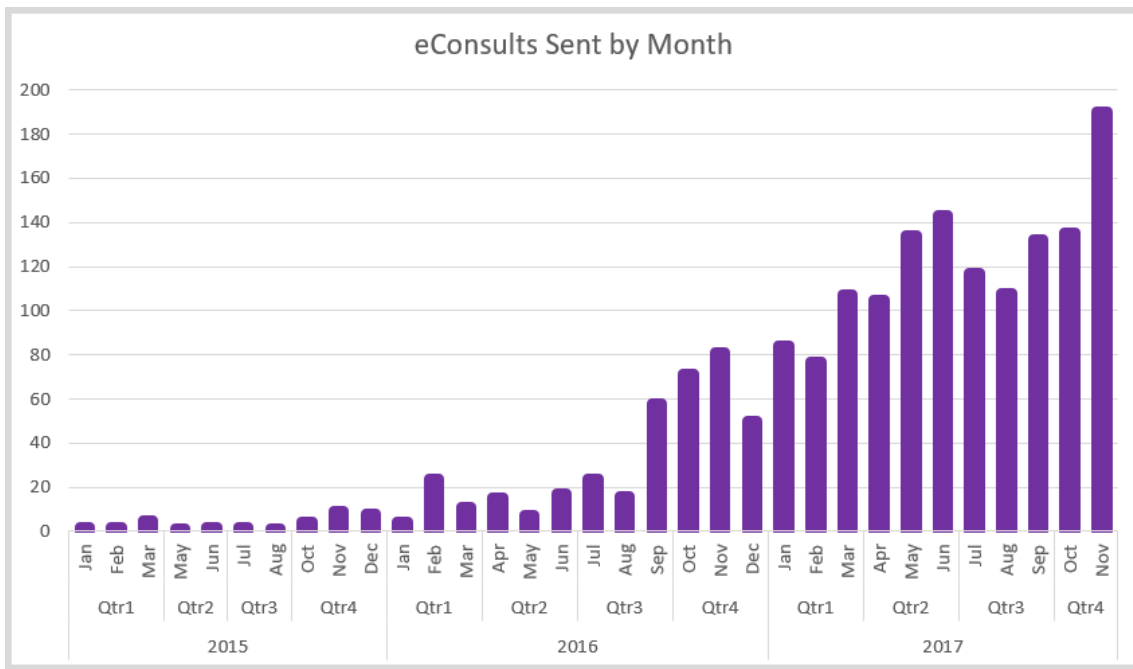
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

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)	19%	1%	28%
HRM (Hospitals)	90%		79%
OLIS (Physicians)*	36%		39%

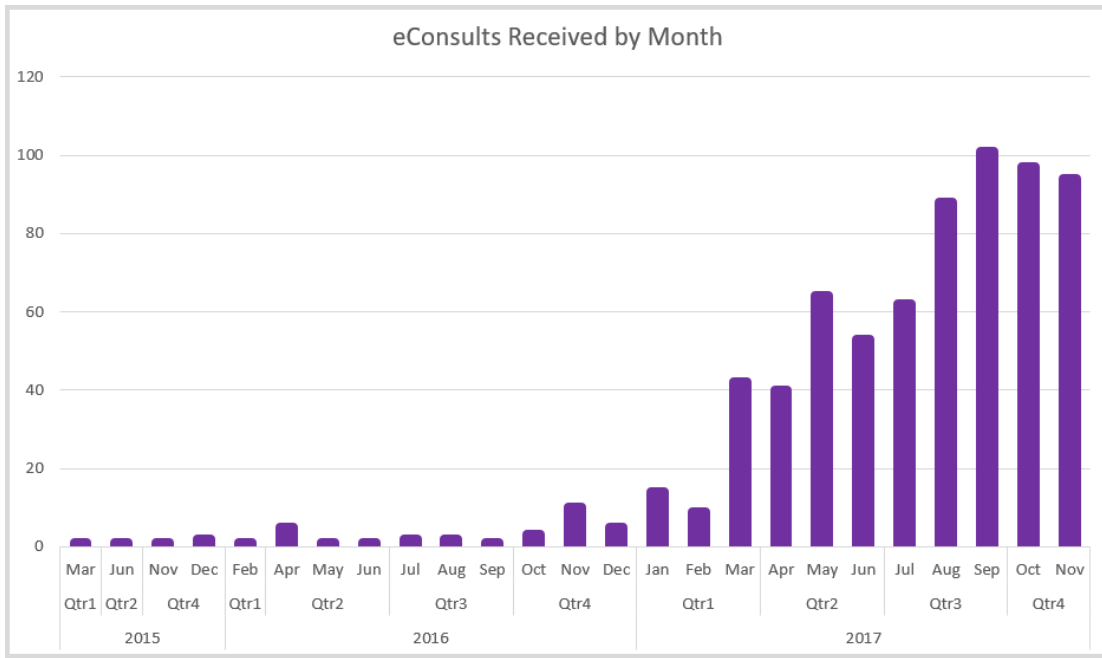
LHIN 4 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	19	35	2	56	10	52
Alpha Healthcare Inc.	2	3		5		5
Canada Health Systems Inc.	13	3	1	17	11	9
Indivica Inc.	9	13		22	13	6
OSCAR EMR	143	95	2	240	58	111
P&P Data Systems Inc.	32	10		42	16	36
QHR Technologies Inc.	117	191	5	313	109	279
TELUS	560	85	3	648	335	540
YES Medical Systems	1	1		2		2
York-Med Systems Inc.	1	15		16	5	14
Total	897	451	13	1,361	557	1,054

* Source: eHealth Ontario

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

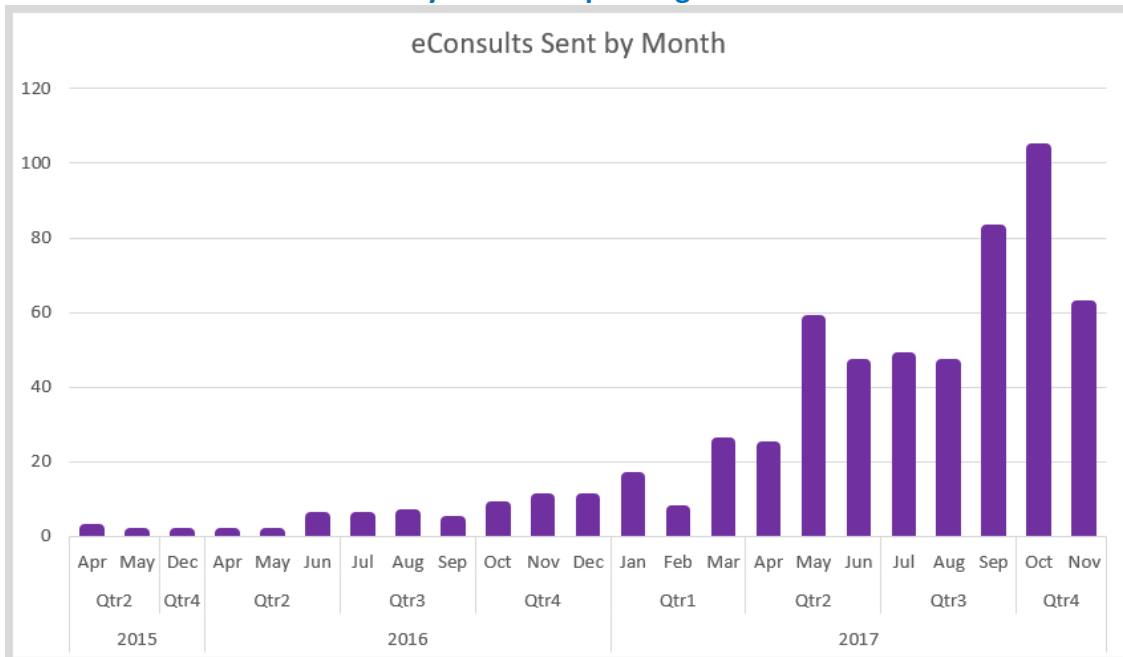
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

Number of eConsults Received by LHIN 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 ¹	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	36%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	42%		39%

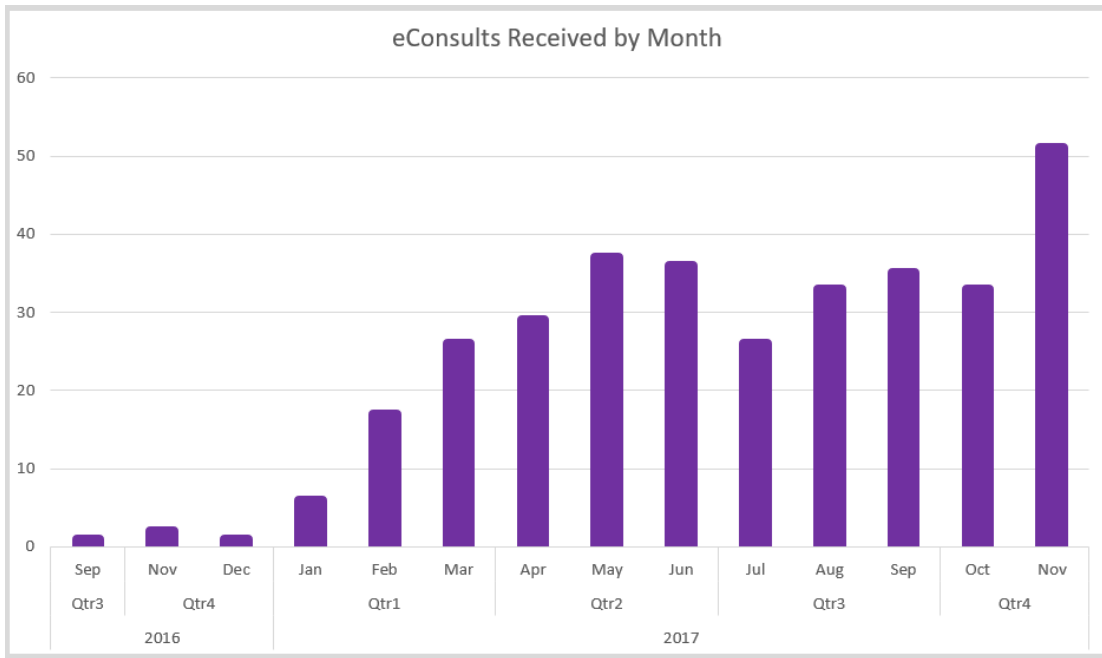
LHIN 5 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	8	10	1	19	7	11
Alpha Healthcare Inc.	6			6	2	5
Canada Health Systems Inc.	32	14	3	49	23	34
Indivica Inc.	23	12		35	32	14
OSCAR EMR	131	68	1	200	112	61
P&P Data Systems Inc.	39	2	1	42	29	41
QHR Technologies Inc.	99	82	9	190	109	163
TELUS	135	44	1	180	110	156
YES Medical Systems	1	1	1	3		3
York-Med Systems Inc.		1		1		1
Total	474	234	17	725	424	489

* Source: eHealth Ontario

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

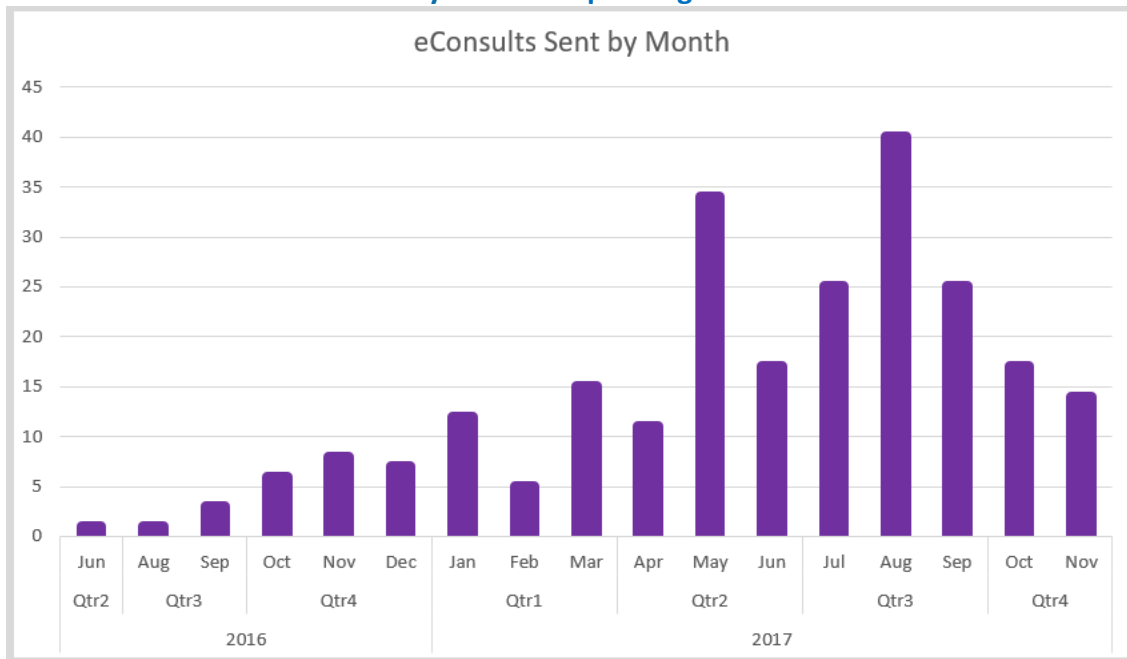
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

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*

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)*	37%		39%

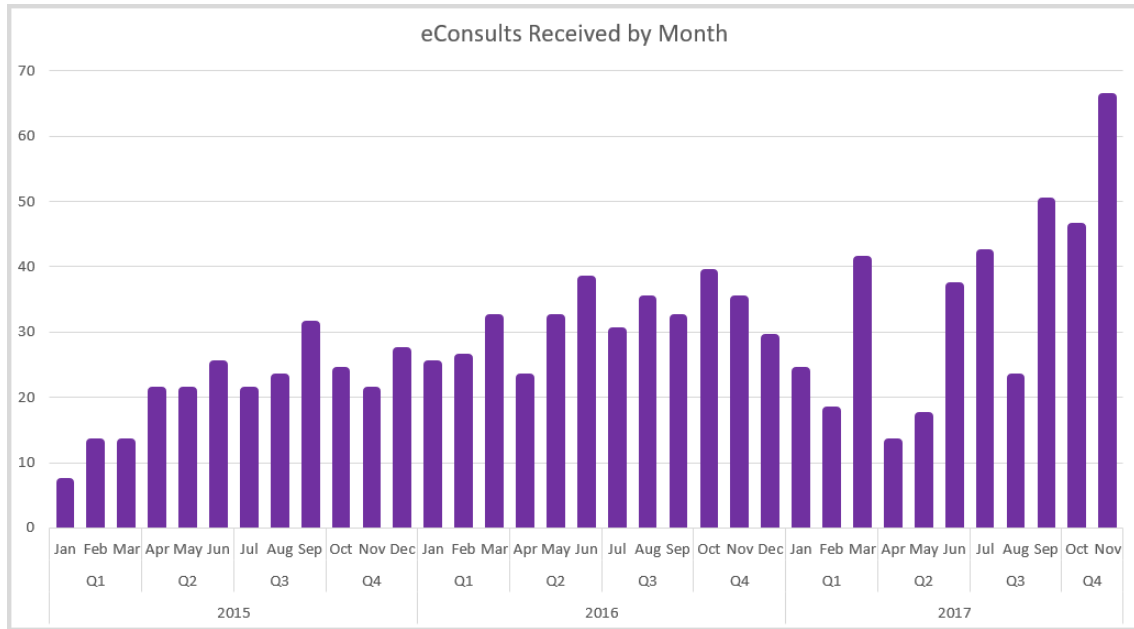
LHIN 6 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	17	28	1	46	6	34
Alpha Healthcare Inc.	3	1		4	1	1
Canada Health Systems Inc.	24	2		26	9	30
Indivica Inc.	26	4		30	26	2
OSCAR EMR	210	49		30	149	104
P&P Data Systems Inc.	7	6		13	1	11
QHR Technologies Inc.	162	99	10	271	172	241
TELUS	349	101	3	453	308	334
YES Medical Systems	2			2	1	2
York-Med Systems Inc.	1	3		4		4
Total	801	293	14	1,108	673	763

* Source: eHealth Ontario

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

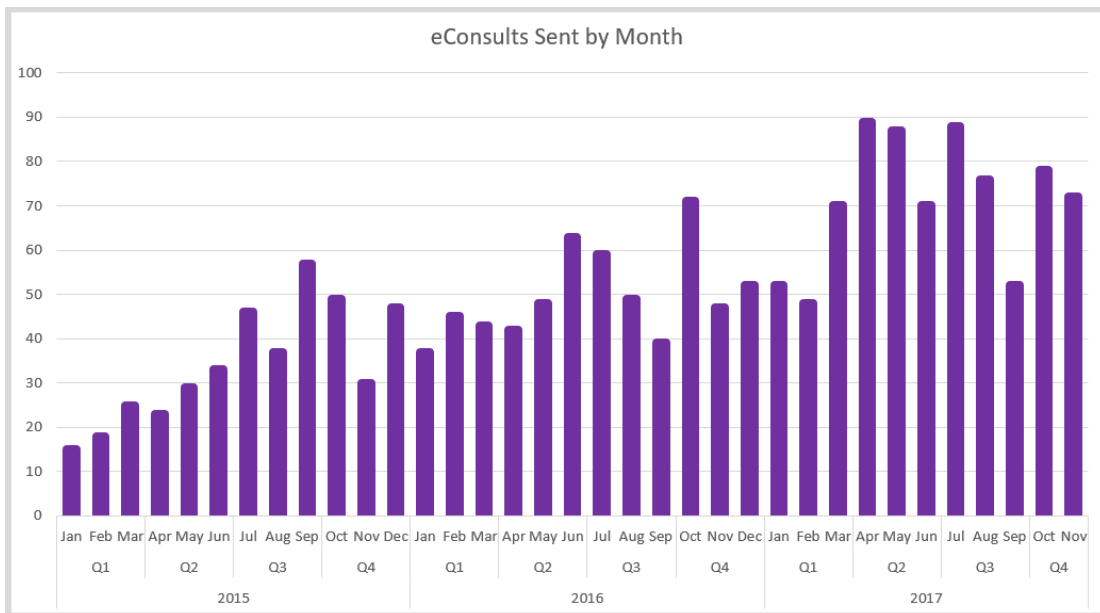
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

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 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	43	42	1	86	37	62
Alpha Healthcare Inc.	17	3		20	17	21
Canada Health Systems Inc.	76	7	5	88	40	61
Indivica Inc.	143	21		164	116	46
OSCAR EMR	134	130	2	266	89	111
P&P Data Systems Inc.	61	15	1	77	11	56
QHR Technologies Inc.	114	313	5	432	195	507
TELUS	637	167	11	815	360	705
YES Medical Systems	1	9	2	12	1	12
York-Med Systems Inc.	1	4		5		4
Total	1,227	711	27	1,965	866	1,584

* Source: eHealth Ontario

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

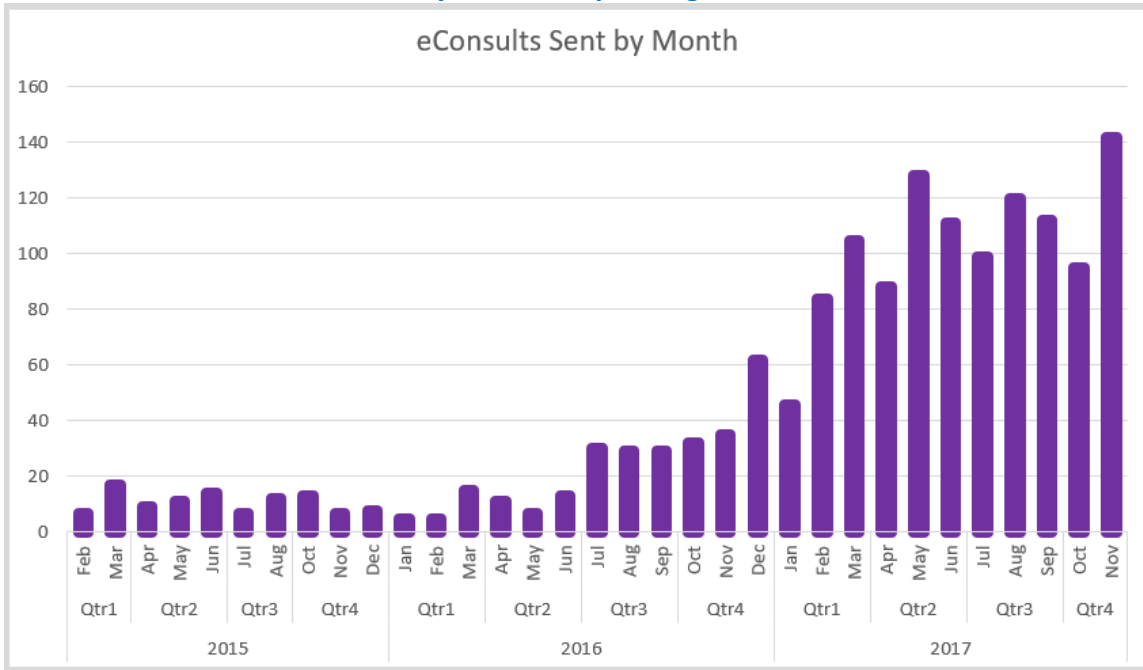
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

Number of eConsults Received by LHIN 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 ¹	Change	Ontario Average
eNotifications (Hospitals)	18%		15%
HRM (Physicians)	31%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	36%	1%	39%

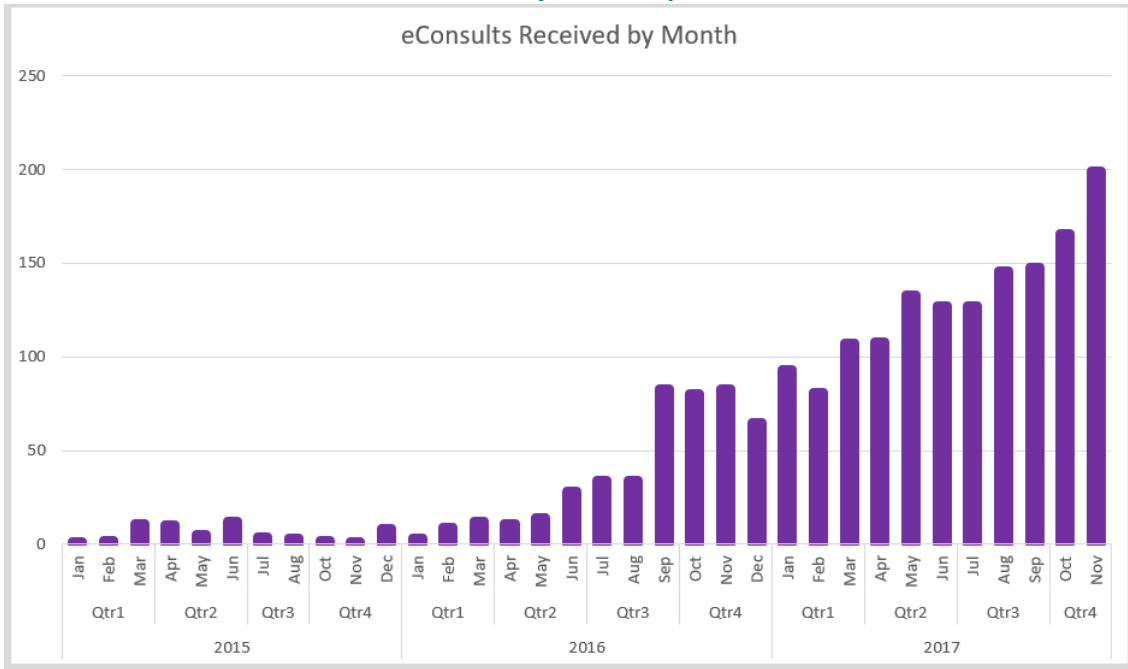
LHIN 8 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	39	54	2	95	25	57
Alpha Healthcare Inc.	5	2		7	4	7
Canada Health Systems Inc.	24	13	3	40	18	33
Indivica Inc.	115	8	2	125	93	38
OSCAR EMR	129	110	2	241	145	101
P&P Data Systems Inc.	121	17	1	139	41	70
QHR Technologies Inc.	209	231	6	446	238	387
TELUS	516	144	8	668	443	448
YES Medical Systems	1	10	1	12	3	10
York-Med Systems Inc.	6	6	1	13	8	11
Total	1,165	595	26	1,786	1,018	1,162

* Source: eHealth Ontario

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

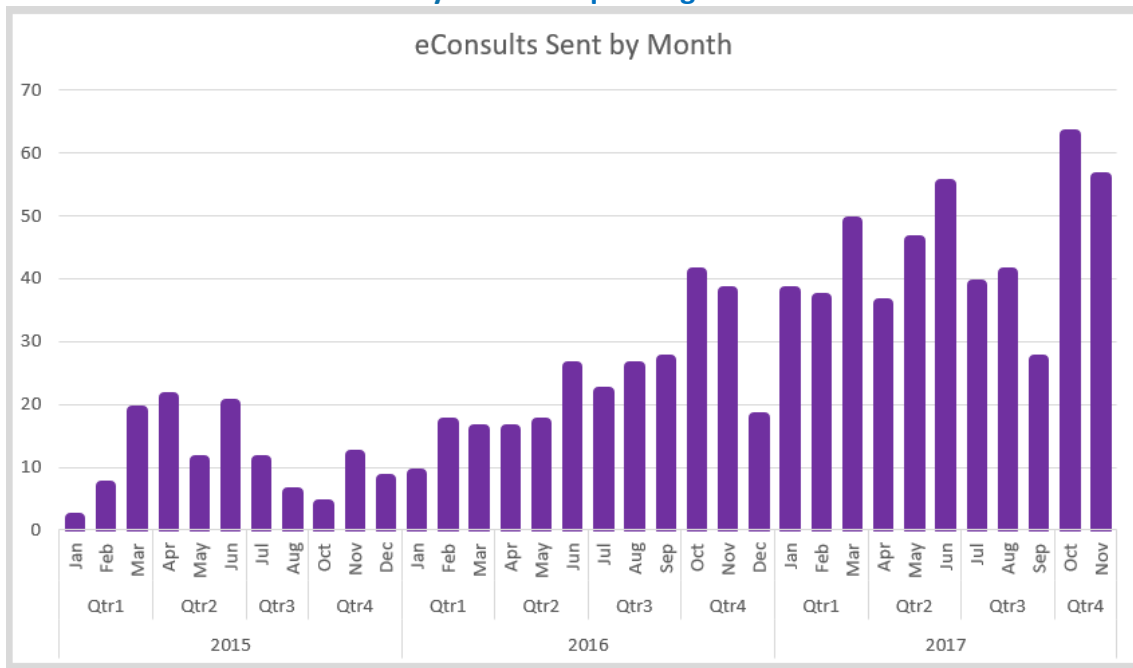
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

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



*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 ¹	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	39%	1%	28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	42%		39%

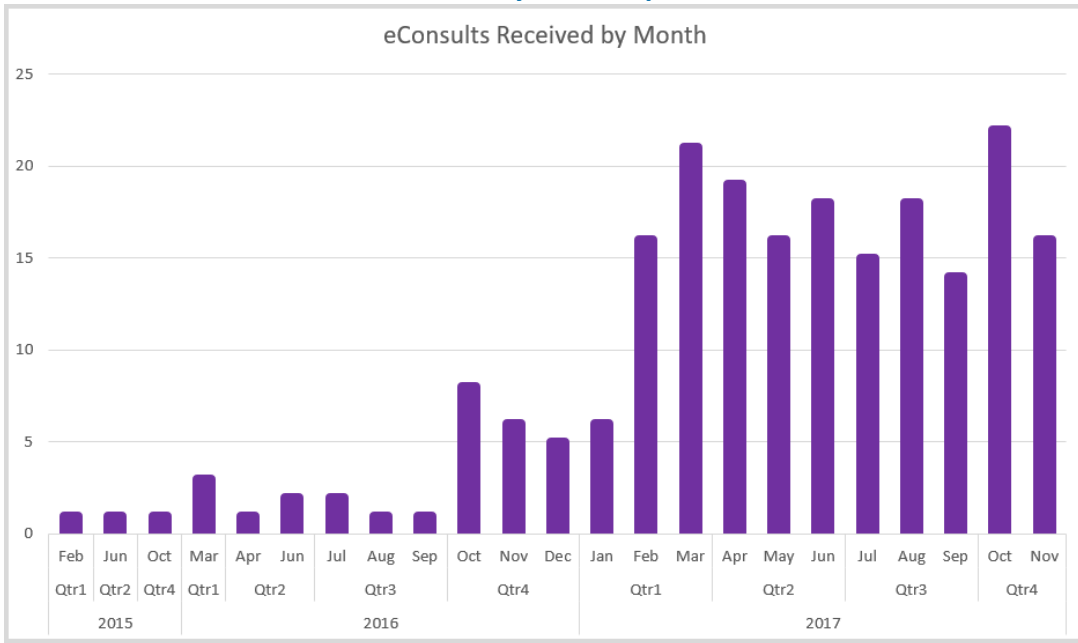
LHIN 9 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	25	22	2	49	12	30
Alpha Healthcare Inc.	5	2		7	5	6
Canada Health Systems Inc.	55	7	1	63	40	38
Indivica Inc.	39	12		51	40	9
OSCAR EMR	122	79	2	203	129	102
P&P Data Systems Inc.	51	9		60	9	35
QHR Technologies Inc.	164	144	6	314	200	231
TELUS	473	112	6	591	445	492
YES Medical Systems	1	4	2	7	3	6
York-Med Systems Inc.	7	8		15	5	15
Total	942	399	19	1,360	888	964

* Source: eHealth Ontario

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

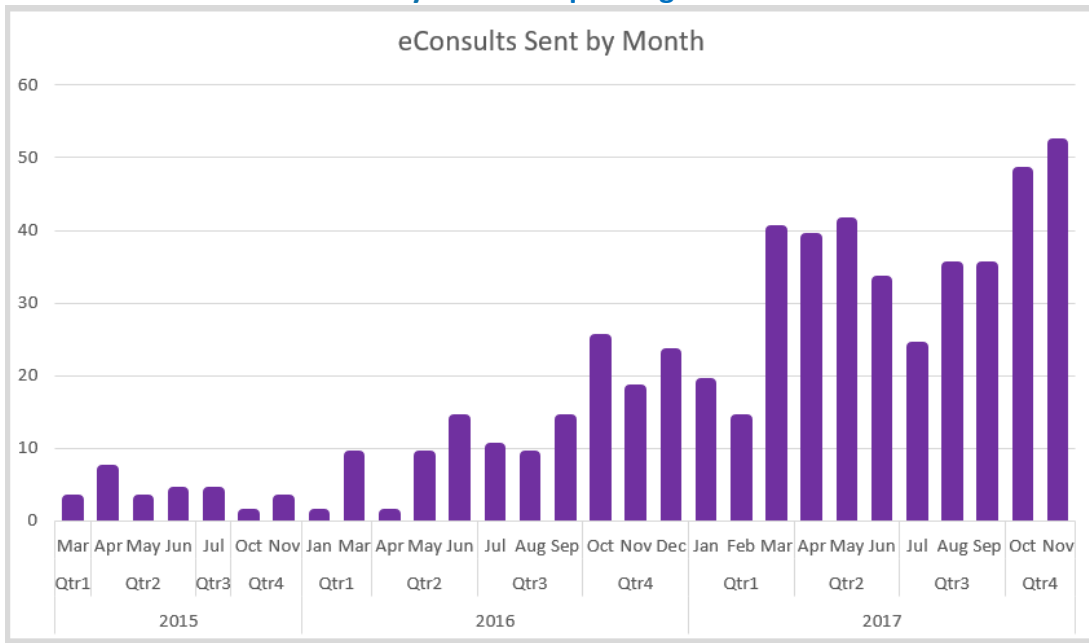
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

Number of eConsults Received by LHIN 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 ¹	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	31%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	38%		39%

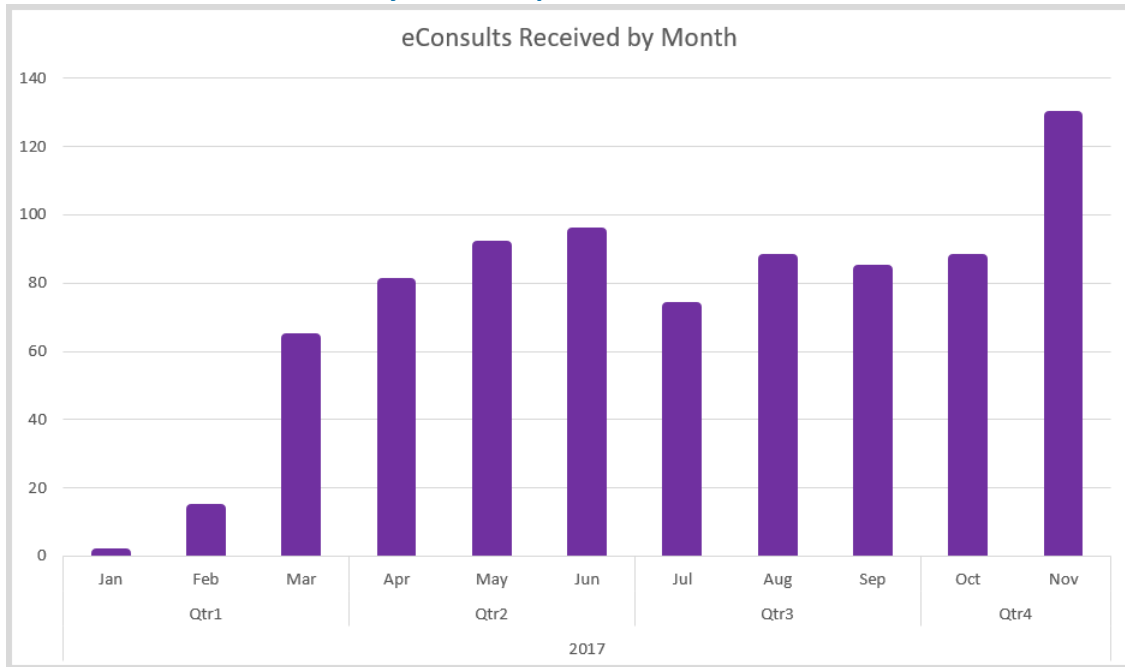
LHIN 10 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation		8	1	9	2	10
Alpha Healthcare Inc.						
Canada Health Systems Inc.	1			1		4
Indivica Inc.	15	2		17	12	4
OSCAR EMR	78	5	1	84	44	36
P&P Data Systems Inc.	9	3		12	7	7
QHR Technologies Inc.	57	21	3	81	4	77
TELUS	294	32	8	334	244	305
YES Medical Systems		1		1	1	1
York-Med Systems Inc.		1		1	1	1
Total	454	73	13	540	359	445

* Source: eHealth Ontario

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

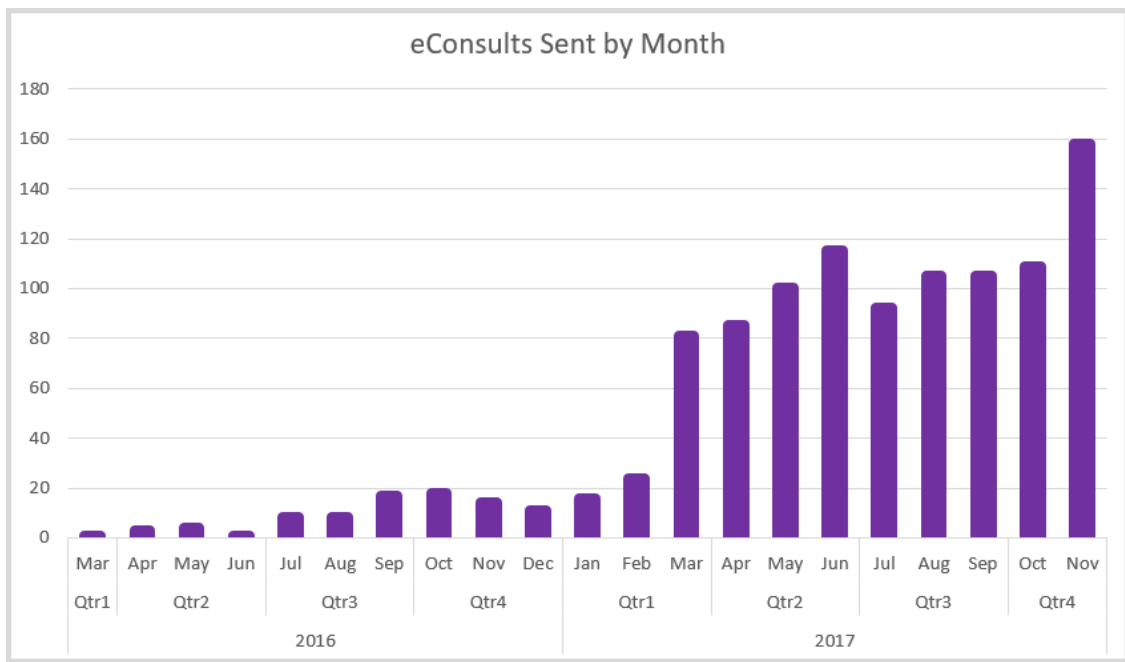
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

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



**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)	19%		15%
HRM (Physicians)	24%	1%	28%
HRM (Hospitals)	81%		79%
OLIS (Physicians)*	37%		39%

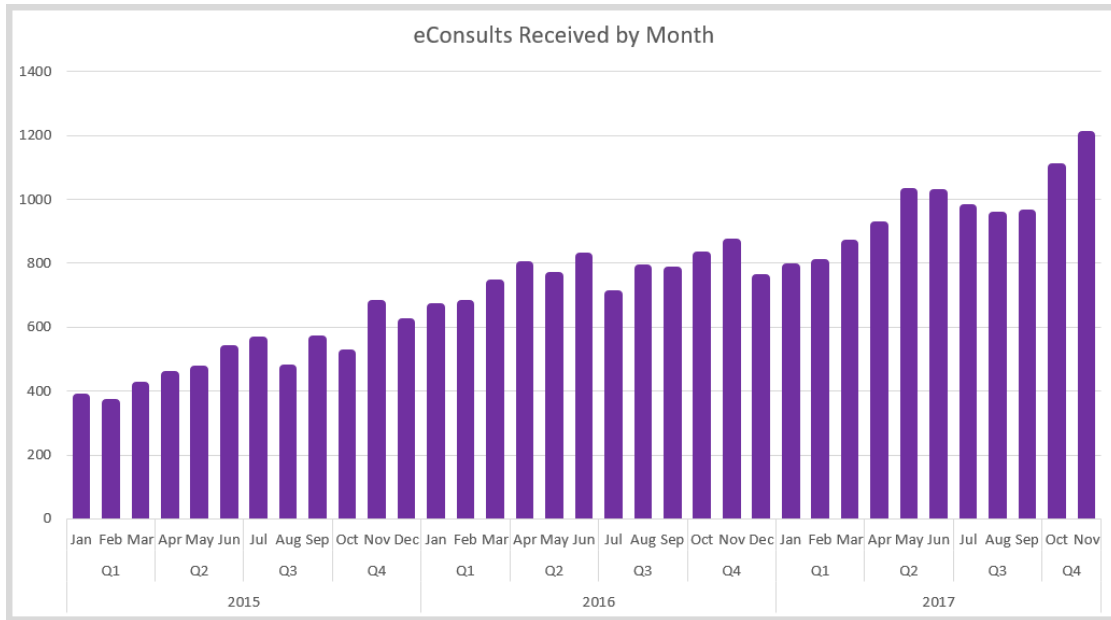
LHIN 11 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	3	28		31	3	29
Alpha Healthcare Inc.		1		1		
Canada Health Systems Inc.	64	47	2	113	64	53
Indivica Inc.	37	7		44	34	28
OSCAR EMR	153	51	1	205	120	114
P&P Data Systems Inc.	58	2	1	61	15	22
QHR Technologies Inc.	138	124	4	266	105	245
TELUS	820	188	12	1,020	513	825
YES Medical Systems						
York-Med Systems Inc.						1
Total	1,273	448	20	1,741	854	1,317

* Source: eHealth Ontario

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

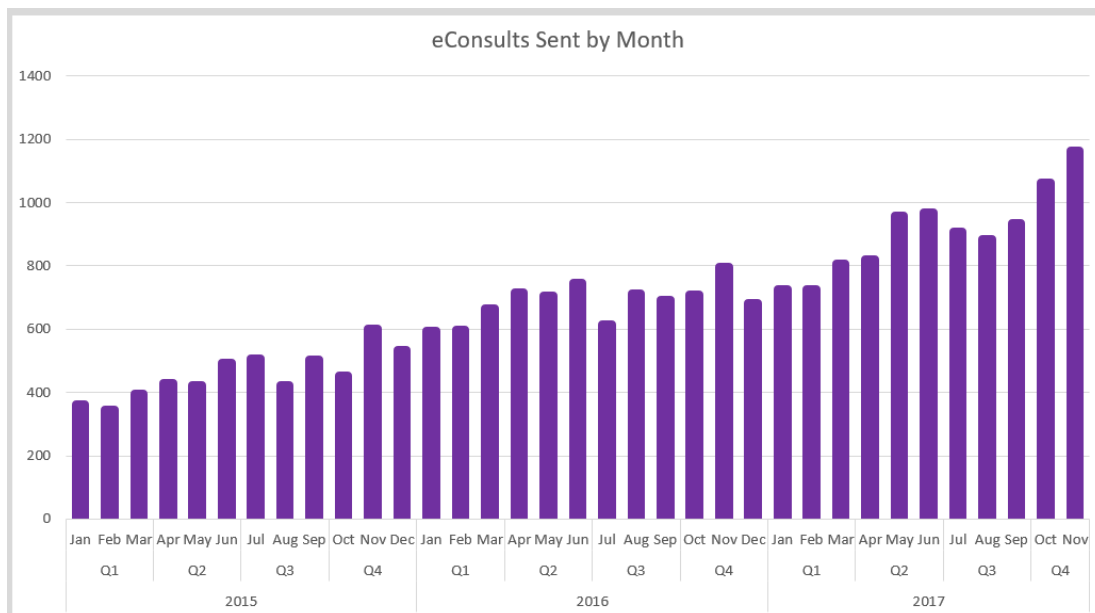
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

Number of eConsults received by LHIN 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 ¹	Change	Ontario Average
eNotifications (Hospitals)	17%		15%
HRM (Physicians)	51%	2%	28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	49%		39%

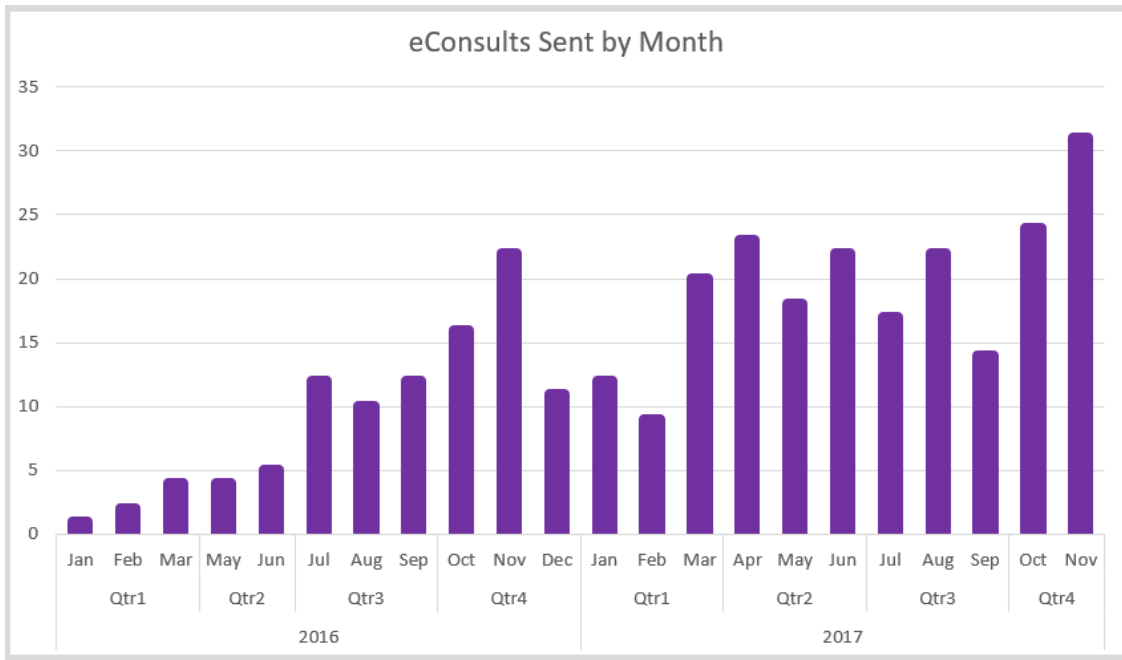
LHIN 12 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	1	2		3	1	4
Alpha Healthcare Inc.	7			7	5	5
Canada Health Systems Inc.			1	1		1
Indivica Inc.		1		1		1
OSCAR EMR	17	8		25	13	6
P&P Data Systems Inc.		1		1		
QHR Technologies Inc.	176	76		252	195	177
TELUS	185	38	4	227	183	192
YES Medical Systems						
York-Med Systems Inc.		2		2	1	2
Total	386	128	5	519	398	388

* Source: eHealth Ontario

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

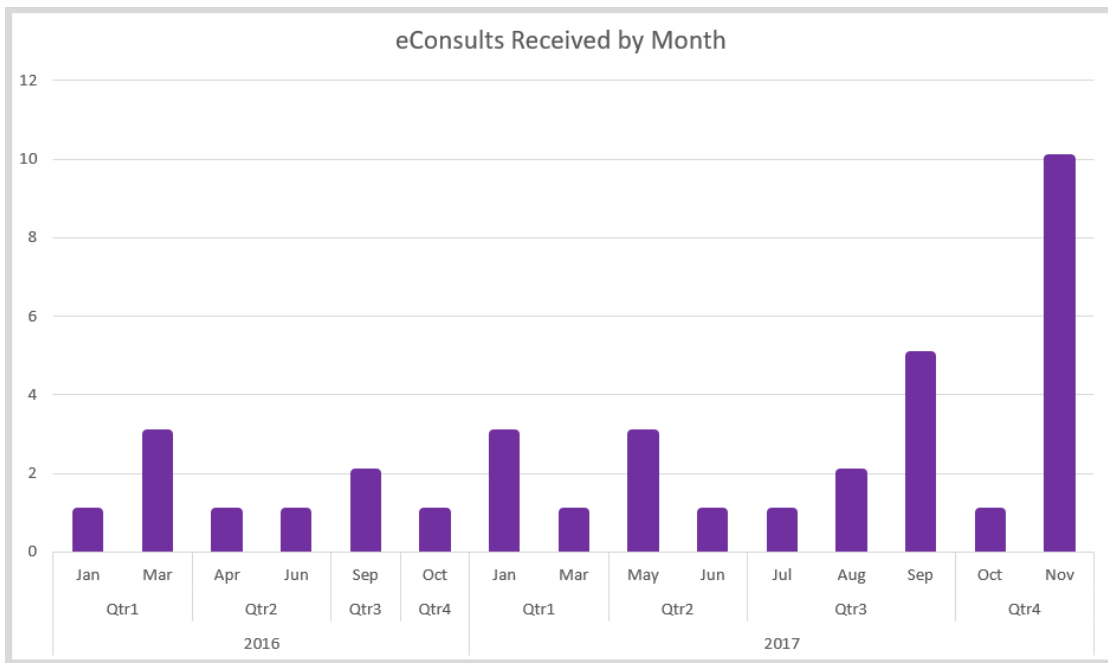
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

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*

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%	1%	28%
HRM (Hospitals)			79%
OLIS (Physicians)*	43%		39%

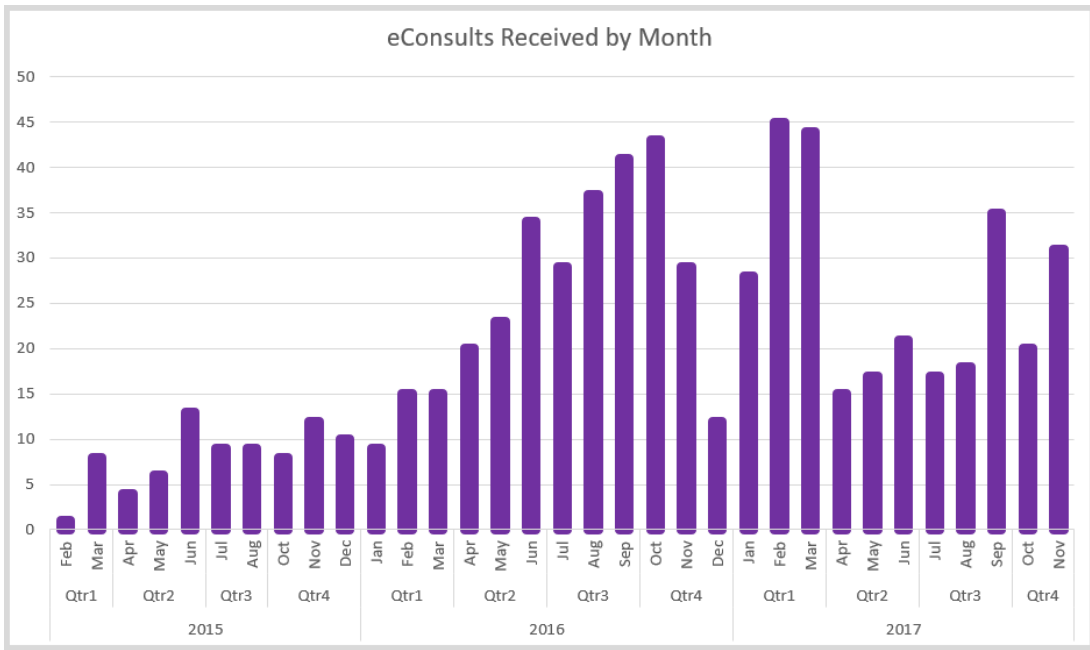
LHIN 13 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	1	6		7	1	4
Alpha Healthcare Inc.		1		1		1
Canada Health Systems Inc.	2			2		5
Indivica Inc.						1
OSCAR EMR	21	2		23	5	7
P&P Data Systems Inc.	31	8		39	1	5
QHR Technologies Inc.	57	24	2	83	14	87
TELUS	270	50	4	324	78	318
YES Medical Systems						
York-Med Systems Inc.	8	3		11		8
Total	390	94	6	490	99	436

* Source: eHealth Ontario

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

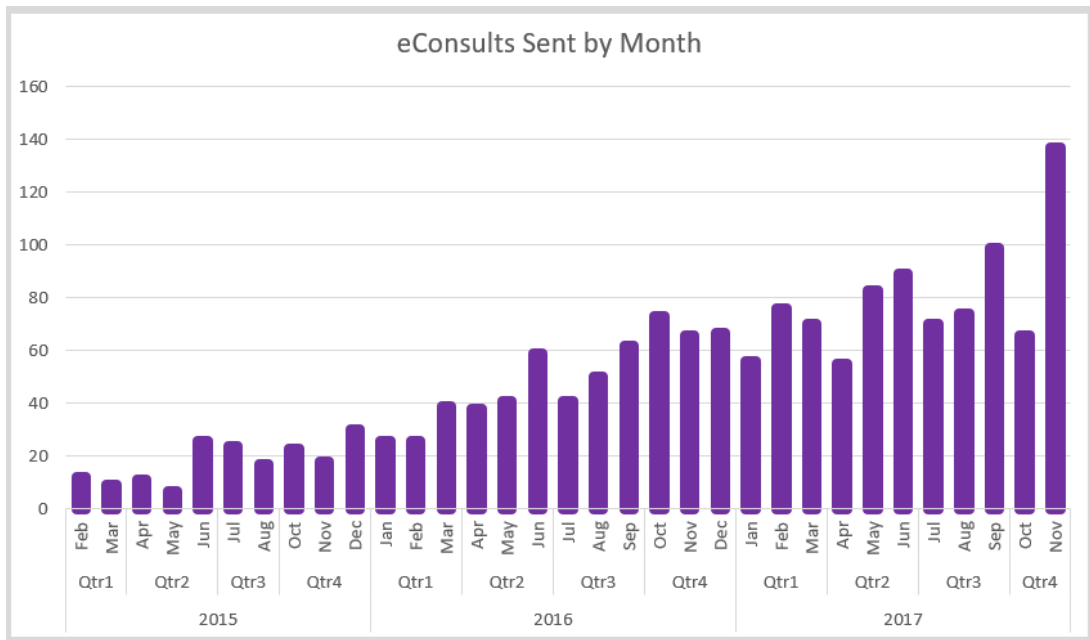
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

Number of eConsults Received by LHIN 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 ¹	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)			28%
HRM (Hospitals)			79%
OLIS (Physicians)*	31%		39%

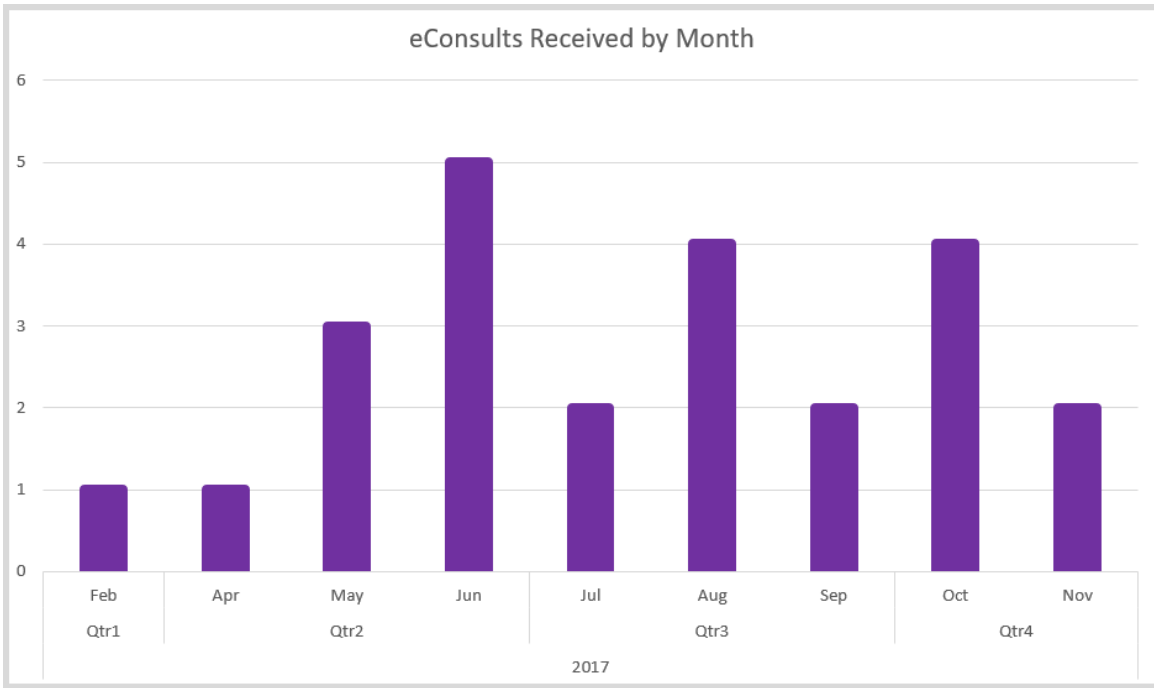
LHIN 14 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR ²				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	5	1		6		5
Alpha Healthcare Inc.						
Canada Health Systems Inc.	1	3		4		4
Indivica Inc.						
OSCAR EMR	10			10		1
P&P Data Systems Inc.	18	6		24		2
QHR Technologies Inc.	31	15		46		58
TELUS	77	45	3	125		82
YES Medical Systems						
York-Med Systems Inc.						
Total	142	70	3	215		152

* Source: eHealth Ontario

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

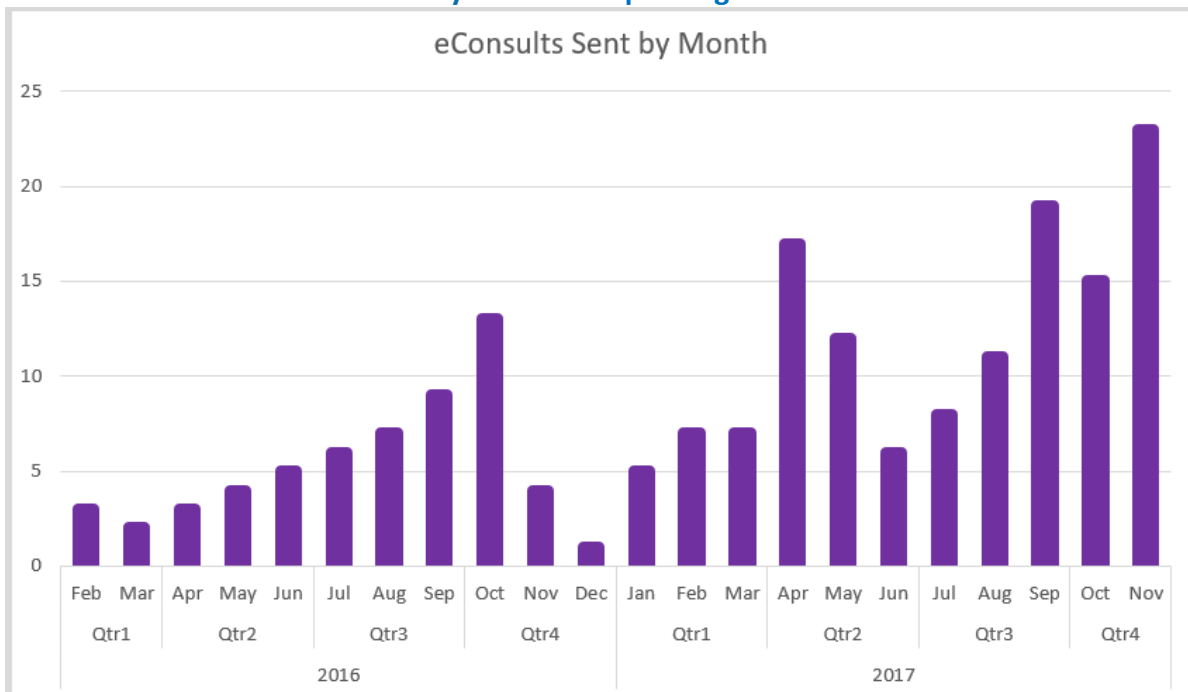
² Numbers have been updated to reflect the actual number of physicians, not funding positions.

Number of eConsults Received by LHIN 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*