

Partnering for Better Care:

Supporting Primary Care in Ontario Health Teams

Facilitating Clinician Use of Digital Health



**OntarioMD's
Services**

**Ontario Health
Teams**



**Enhanced Care
Delivery**

OntarioMD (OMD) supports Ontario Health Teams (OHTs) by preparing and educating clinicians on using digital health tools to enhance the coordination and delivery of care in their communities. With over 20 years of experience in guiding all practice types toward achieving their digital health goals, our strategy includes these FREE services for clinicians and clinic staff.

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From onboarding to optimization, OntarioMD helps clinicians and their teams streamline care, reduce admin, and enhance patient outcomes through digital health tools and expert support.



Discover how we're supporting Ontario Health Teams.



A Message from Dr. Chandi Chandrasena

Family Doctor & Chief Medical
Officer, OntarioMD



Addressing Ontario Health Team Digital Needs

Ontario Health Teams (OHTs) bring significant value to Ontario by improving how healthcare services are coordinated and delivered. Each OHT has its unique needs and challenges to achieving these goals.

OntarioMD (OMD) can help you solve challenges with **primary care engagement, digital health integration, privacy and security, and change management strategies**. We are well-positioned to assist OHTs to develop and support Primary Care Networks and facilitate improved care at the local level through our **OHT Digital Health Advancement Program**.

As a subsidiary of the Ontario Medical Association (OMA), OMD advocates for physicians' needs and ensures their voices are heard by government and other stakeholders. The importance of the physician perspective at the local level is important to coordinate and integrate care to improve patient outcomes. Entrusted by Ontario Health and the Ministry of Health to engage clinicians and support their adoption of digital health tools for over 20 years, OMD has earned an excellent reputation as the influential leader in province-wide clinician engagement and the most experienced partner when it comes to understanding clinicians' needs to deliver the best care using digital health.

We can help each OHT realize its goals for primary care with practical tools, proven change management approaches and ongoing support to improve workflows and enhance efficiency using all available digital health tools, not just EMRs. Work with us to ensure that primary care clinicians in your OHT can access [lab test results](#), [hospital and specialty clinic reports](#), [drug information](#) and much more.

Tap into the complimentary practice advice, facilitation experience and expertise of our dedicated team of [OMD Advisors](#) and [Peer Leaders](#). They are excellent quality improvement and clinical education resources. Each year, they also share their knowledge of current and emerging trends in health care, such as AI tools, privacy and security at the practice level, and many other topics relevant to primary care and OHTs, at OMD's virtual and in-person [Digital Health Conferences](#). This is where clinicians, clinical leaders, EMR vendors, and government decision-makers come together for a one-of-a-kind experience.

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Strategies to Support Primary Care in Ontario Health Teams



Digital Adoption and Use

Clinician Onboarding to Digital Health Tools

Quality Improvement and Reducing Administrative Burden



Physician Leadership in OHTs

Supporting Clinical Leaders

Supporting Physician Engagement



Health Promotion and Disease Prevention

Facilitated Access to Digital Health Services
and Information



Communication and Education

Practical Tips, Shared Knowledge, Targeted
Educational Opportunities

Privacy & Security Training

**Take advantage of our strategies,
training, and education
to move your priorities forward**

Comprehensive Digital Health Support

Communication and Education



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Digital Adoption and Use



1

2

Physician Leadership in OHTs



3

Health Promotion and Disease Prevention



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STRATEGY 1:

Digital Adoption and Use

Clinician Onboarding to Digital Health Tools

OMD has over two decades of supporting the implementation of **clinical and digital programs and solutions** for primary care providers, and community specialists, to improve patient and provider outcomes and experience. We can offer this service to OHTs and PCNs.

Our 30+ Advisors serve over 8,500 practices and 21,000 clinicians in every corner of the province to digitally optimize their practices. The OMD team provides efficient and practical onboarding to digital health tools recommended by the province. We provide personalized training and change management strategies on how practices can become proficient users for more informed patient care with better patient outcomes. **Best of all, OMD's services are free of charge** being funded by Ontario Health.

OMD is a key player in reducing primary care clinicians' administrative burden and supporting initiatives that prioritize patients before paperwork. Our ground-breaking work with [AI scribes](#) for primary care has given us the mandate to support the provincial rollout of AI scribes and we are ready to onboard clinicians in your OHT with this timesaving, innovative tool.

We make onboarding clinicians to the tools that are your OHT's digital priorities more efficient by streamlining our outreach to respect clinicians' precious time. Contact us at support@ontariomd.com to learn more.

Quality Improvement and Reducing Administrative Burden

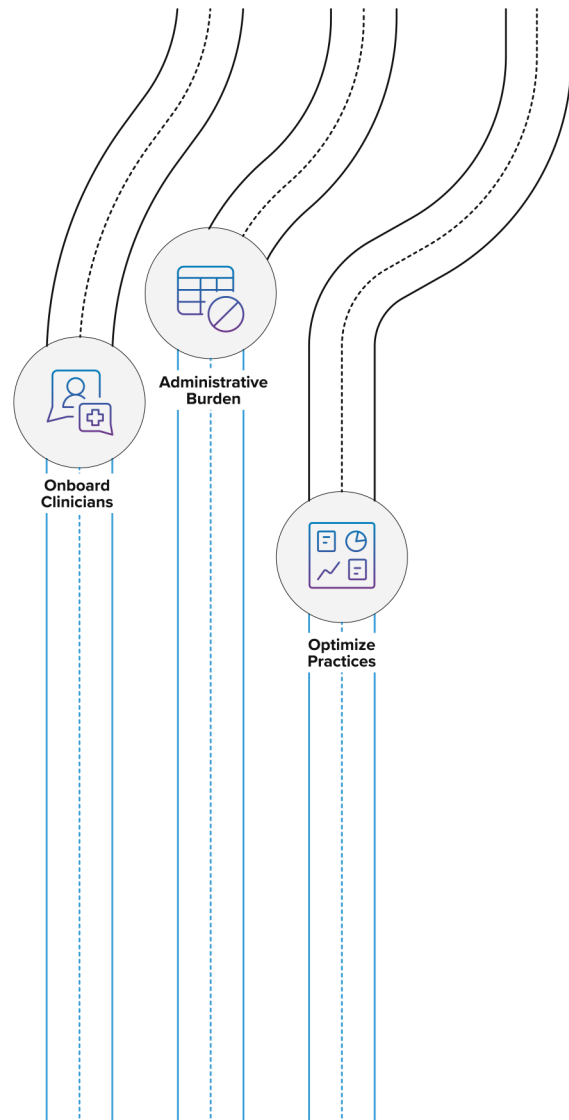
OMD's experts are highly skilled in quality improvement (QI). Combining this competency with change management expertise, we work with practices to advance QI and population health priorities. Techniques include optimizing EMR use, leveraging all digital and virtual tools already in the practice, and the implementation of timesaving tips and toolkits that improve care and reduce administrative burden.

OMD Peer Leaders are clinicians and senior clinic staff who practice and work in your OHT and serve as advisors and champions to inform clinical strategies. There are more than 50 of them and many are involved in their OHTs.

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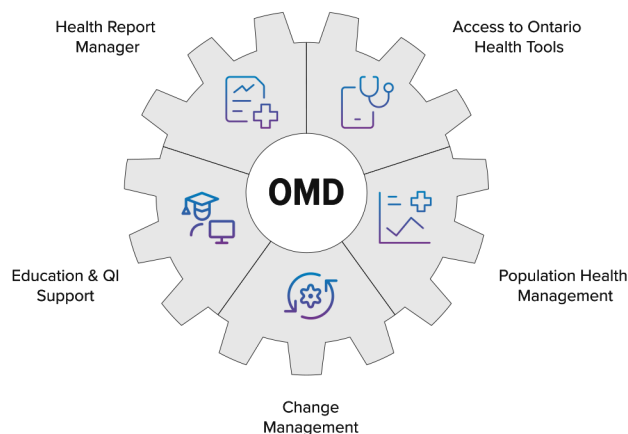
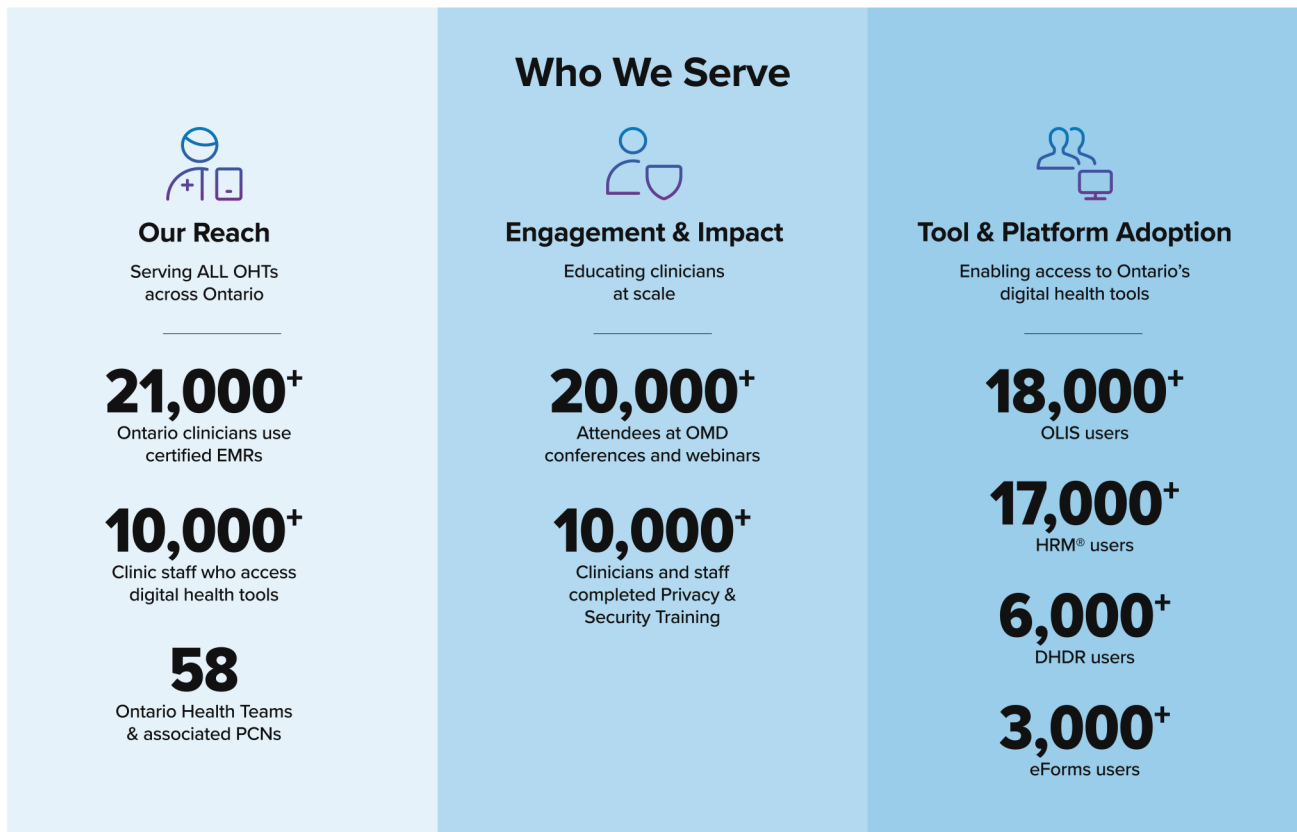
How should OHTs leverage OntarioMD's services for digital health adoption?



Onboard Clinicians
Efficiently integrate clinicians with digital tools to improve patient care.

Administrative Burden
Implement AI scribes to minimize paperwork and focus on patient care.

Optimize Practices
Enhance digital practices to improve patient outcomes and experience.



“We approached OntarioMD to help us facilitate our clinic workflow with referrals. They helped us put solutions in place to make triaging and filing easier, created a system where referrals are accessible to all staff, and helped us customize our referral confirmation letters within our EMR to increase our efficiency. Highly recommend their services!”

Dr. Geneviève Rousseau, Ottawa

Contact us at support@ontariomd.com to learn how **OMD Advisors** and Peer Leaders can advance your clinical priorities, **at no cost to OHTs or clinicians**.

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STRATEGY 2:

Physician Leadership in OHTs

Supporting Clinical Leaders

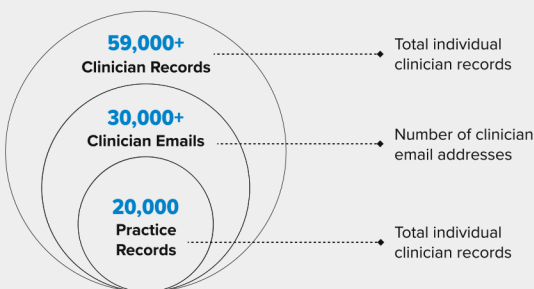
For OHTs to be successful, they must be physician-led, with primary care as the foundation. OMD supports the recommendation that family physicians and specialists be involved at all stages of development to ensure that the physician voice is represented in shaping and evolving OHTs. OMD, in conjunction with the OMA, has developed a [Physician Leadership Orientation Package](#) to help physician leaders in many aspects of OHTs, including providing change management supports for physicians and their practices. OMD can also collaborate with OHTs on new Digital Health Tool funding proposals.

Supporting Physician Engagement

OMD can help your OHT and physician leaders understand the current state of digital tool use and identify gaps and solutions to meet your clinical goals. [OMD's Digital Health and Adoption Report](#) provides valuable information for your planning.

We have a rich client relationship management (CRM) system with over 59,000 individual clinician records, more than 30,000 clinician emails, 20,000 practice records and comprehensive data on practices across the province and their digital health use. This gives us unparalleled reach to community-based clinicians. OMD leverages this valuable asset on your behalf to share **best practices**, providing expertise to support your engagement and outreach activities.

OMD's Clinician Reach via CRM



STRATEGY 3:

Health Promotion and Disease Prevention

Health promotion and disease prevention begins with the accurate identification of priority and equity deserving populations. [OMD Advisors](#) and [Peer Leaders](#) have expert knowledge in [all certified EMRs](#) and offer searches that can target any condition, disease or patient demographic to facilitate interventions, including referrals. Examples include defined searches for cancer screening and the identification of patients with, or at risk for diabetes, COPD and CHF. OMD's tools support identification of the specific patient population and support the implementation of workflows for follow up. Clinicians don't have to figure it out themselves. They can simply use tried and true strategies, tools and toolkits already developed by their peers at OMD.

Because no two practices are the same, OMD helps primary care practices improve data quality in the EMR with customized approaches. The better the data quality, the better-informed care can be.

OMD Advisors have years of experience supporting primary care practices. They leverage external data sources such as Ontario Health's eReports and support practices to access them easily directly from the EMR.

Together with your OHT and PCN, OMD can co-design cost-effective and minimally disruptive solutions that will work for providers and patients in your OHT. **These services are complimentary and are critical success factors for every OHT to improve how healthcare services are coordinated and delivered in their area.**

How should healthcare providers approach patient identification and intervention?

OMD Support
Provides expert tools and strategies for targeted identification



VS



Independent Efforts
Requires clinicians to develop their own strategies

Contact us at support@ontariomd.com to learn more about how we can help your OHT.

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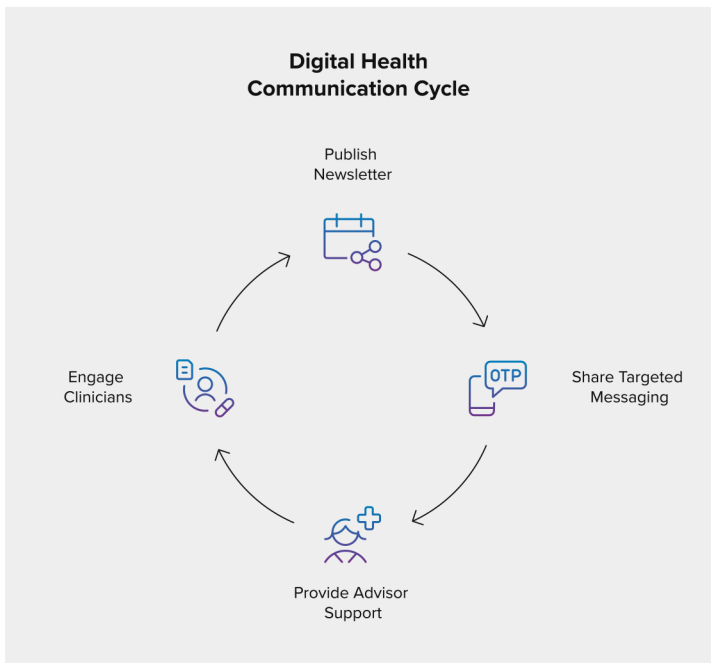


STRATEGY 4

Communication and Education

Targeted Communication and Education

Each month, OMD publishes the [Digital Health eTips newsletter](#) full of practical tips and advice on provincial digital tools, virtual care tools and EMRs. OHTs can leverage eTips to target communications to their local clinicians on priorities and opportunities. Outreach by OMD Advisors is also available to share information with clinicians and practices in their OHT.



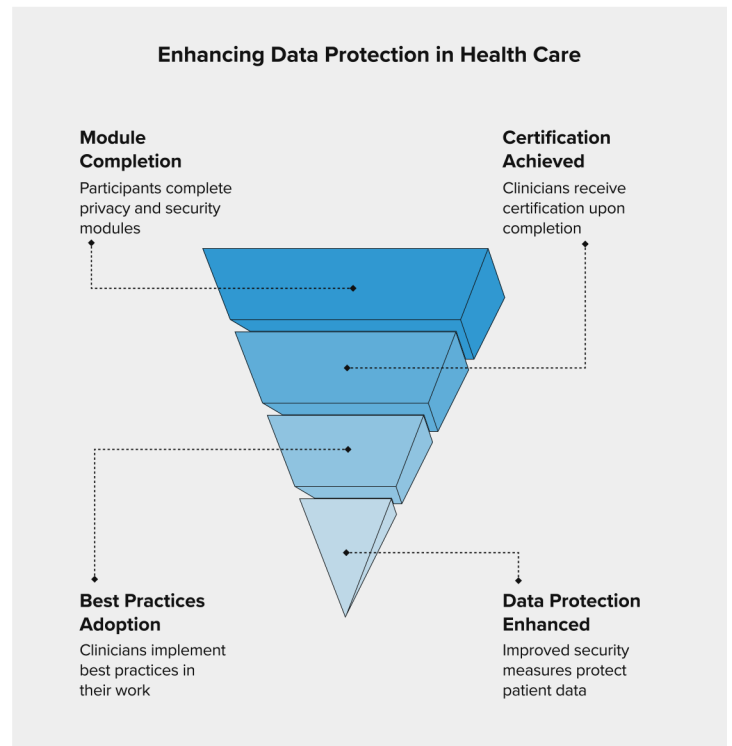
[OMD Educates](#) is a rich knowledge repository that supports a comprehensive, practical educational curriculum tailored to primary care clinicians and community specialists. The [OMD Educates curriculum](#) works with the site to complement a program that includes OMD's [Digital Health Conferences](#), webinars, in-person workshops, training, resources, etc. Clinicians check the site for upcoming events, and past recordings of our highly attended education sessions. OMD can help any OHT by offering specific education to engage and train your community to advance your clinical priorities.

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Privacy & Security Training

The [OMD Privacy & Security Training Modules](#) provide comprehensive online privacy and cybersecurity training for physicians, nurse practitioners and their staff. Under the *Personal Health Information Protection Act* (PHIPA), physicians are health information custodians (HICs). As HICs, they need to fulfill their obligations to protect Personal Health Information (PHI) against the growing number of cyberthreats and their increasing sophistication. The best line of defence for clinics is to diligently follow leading privacy and security practices. The modules are updated regularly with new information to help clinicians stay a step ahead.



Over 10,000 clinicians and staff have completed OMD's **complimentary certified training** and gave the training a 90% satisfaction score.

OMD can support your OHT with its privacy and security needs. Contact support@ontariomd.com to learn more.

OntarioMD (OMD) offers these 10 free services to support primary care clinicians, and their staff leverage technology to better run their practices.



20+ Years of Digital Health Knowledge. OMD does more than certify EMRs. We identify and address your technological pain points, train you and clinic staff, suggest efficiency tips, and ensure you're heard.



OMD Advisory Service. The team can help you choose the technology that's right for you, manage changes, and optimize technology use.



AI Expertise for Primary Care. Our insights from leading the first-ever provincial AI scribe evaluation project can guide you in choosing an AI scribe tool.



Certified EMRs for a Secure Gateway to Patient Data. Only OMD-certified EMRs meet Ontario Health requirements, connecting to dispensed drug info (Digital Health Drug Repository), hospital reports (Heath Report Manager®), lab results (Ontario Laboratories Information System), specialist advice (eConsult), and forms pre-populated with patient data (eForms) – without leaving your EMR for electronic submission. More apps are coming!



Privacy & Security Awareness and Education Credits. Protect your practice from cyberthreats by knowing best practices and the latest privacy and cybersecurity developments with our [online training](#).

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Online Digital Health Training and Education. Browse our knowledge repository of webinars, videos and other resources on [OMDEducates.com](https://omdeducates.com).



Networking Opportunities. Attend our one-of-a-kind [OMD Educates: Digital Health Conference](#) to mingle with colleagues and learn tips on using your EMR, AI, and other technologies.



Quality Improvement. Have the [OMD Advisory Service](#) Team assess your practice to pinpoint challenges and recommend improvements (that can be used for CPSO and other quality improvement projects).



Peer Leaders. Consult with one of our 50+ physicians, nurses or clinic executives for digital health mentorship or practice advice.



Facilitated Access to Digital Health Services and Information. We can help you get secure access to multiple digital health services by signing up for Digital Health Credentials/ONE® ID username and password with Ontario Health.

Collaborative Efforts in Digital Health



Want to learn more?
Scan to email our team.
support@ontariomd.com

