

ONTARIO MD STAKEHOLDER REPORT: Products and Services by LHIN for June 2020

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1. Executive Notes for June

OntarioMD continues to deploy digital health tools on behalf of our provincial partners using our streamlined and bundled approach to meet targets for this fiscal year. We also continue to support EMR maturity with our change management approaches used by staff and Peer Leaders. The proven efficiency and effectiveness of digital tools such as HRM, OLIS, provincial viewers, i4C Dashboard and eConsult continues to generate demand for these services.

OntarioMD Peer Leaders are also supporting clinicians to use virtual care tools effectively to continue caring for their patients during COVID-19 and beyond. Most Peer Leaders are using virtual care tools and can mentor clinicians who have less experience. OntarioMD is working with Ministry of Health, Ontario Health and vendors on advancing new virtual care standards for certified EMRs in recognition of the efficacy and convenience of virtual care tools for patients and clinicians for certain types of care.

Supporting Clinicians and Patients During COVID-19

Clinician Engagement & Training

OntarioMD continues to raise awareness of digital health and virtual care tools and offers learning opportunities to physicians and their staff on using these tools effectively. Demand for this type of education remains steady as more physicians are onboarded to digital health tools for daily use and shift to virtual care tools when appropriate. OntarioMD has noted a marked increase in demand for digital health tools such as OLIS and ConnectingOntario Viewer that specifically assist clinicians in supporting their patients with COVID assessment results. OntarioMD hosted a webinar on July 14 for OHT contacts and physicians joining OHTs. This event was the first in a series of webinars designed for OHTs and focused on the Insights4Care Dashboard and Advisory Service, identified as an enabling tool in the *Digital Health Playbook*.

OntarioMD assisted the Ministry's **SADIE** (Special Authorization Digital Information Exchange) project to communicate to physicians about the availability of **SADIE 2.0** on June 24, 2020. SADIE is the online portal for family physicians and nurse practitioners to submit Exceptional Access Program (EAP) requests for Ontario Drug Benefit recipients. SADIE 2.0 allows prescribers to assign designates to prepare EAP requests for the prescriber to review and submit.

OntarioMD collaborates closely with the OMA to offer online education and useful reference materials for physicians and their staff to leverage the different technologies. OntarioMD and the OMA have conducted webinars to address physicians' questions about virtual care and cover virtual care billing codes in greater detail. These webinars are scheduled to continue into the fall. OntarioMD also regularly sends multi-channel communications directly to physicians across the province about virtual care developments, and new educational resources in collaboration with the OMA.

Virtual Care Resources

OntarioMD continues to add virtual care resources for clinicians on [OntarioMD.News](#) and OntarioMD.ca from partners and vendors. While OntarioMD does not specifically endorse any of the tools listed, clinicians are finding the curated lists valuable to help them select tools that are right for their practices and their patients. Practices are encouraged to contact vendors directly for product-specific questions.

Physicians are also directed to the OMA for guidance on policy and billing and to Ministry InfoBulletins for the latest directives.

OntarioMD launched a virtual care contest for physicians asking them to share their virtual care success stories by video or written submission. These stories will be shared on social media, articles and other communication channels.

Ontario Virtual Care Clinic

OntarioMD and the OMA continue to support the Ontario Telemedicine Network's Ontario Virtual Care Clinic (OVCC) at [seethedoctor.ca](#) to serve patients who cannot access their family physician or do not have a family physician. The OVCC was launched directly to the public in April. OntarioMD provides support to OVCC physicians, monitors referral volumes and adjusts the schedule of physicians (using MetricAid scheduler) on shift to meet patient demand. The OVCC will begin offering service in French between 4:00 pm and 8:00 pm starting July 1, 2020.

1. Executive Notes for June Continued

Health Report Manager: Contributing to Timely Care During COVID-19

OntarioMD collaborated with Ontario Health to implement HRM delivery of notifications to primary care providers' EMRs to tell providers that COVID-19 test results are available in the Ontario Laboratories Information System (OLIS). As of June 30, primary care providers have received 750,000+ notifications to check COVID-19 results in OLIS through their EMRs and have been able to take action for their patients as soon as possible. OntarioMD has been receiving positive feedback on the COVID-19 notifications:

"HRM is useful to my practice because it delivers my patients' reports to my EMR electronically. During the COVID-19 pandemic, HRM has been especially helpful in notifying me when my patients had been tested for COVID-19 and I am prompted to go check their results through my EMR. The delivery of care is very important in these times and the notifications give me assurance that I know what's happening with my patients. If my patient indicates on the assessment form that they would like for me to be informed, I will receive their results as soon as they're available. HRM is great for making clinicians aware of their patients' clinical experiences." – Dr. S. Nagaratnam, Family Physician, Ajax, ON

HRM also delivers discharge information to EMRs from hospitals that are COVID-19 assessment centres. This is in addition to the patient information in the 2 million other reports per month HRM delivers from more than 500 hospital and specialty clinic sites across Ontario to EMRs. Reports that are COVID-19 related are clearly identified to get clinicians' attention.

In addition, London Lambeth FHO went live with Ontario's West Region COVID-19 screening platform, Input Health, to deliver COVID-19 assessments to primary care providers' EMRs through HRM.

Other Digital Health Products & Services

ConnectingOntario ClinicalViewer Bundle – OntarioMD continues to support clinician access to ONE® ID, ONE Mail and the ConnectingOntario ClinicalViewer on behalf of Ontario Health

Insights4Care Program

The adoption activities of i4C Dashboard are slowly resuming after the fiscal year end pause and COVID-19. Approximately 100 new clinicians have signed up for the i4C Dashboard in FY21/22. TELUS is the sole vendor offering i4C Dashboard today, but three other EMR vendors (YMS, AwareMD, QHR) are expected to offer their Dashboards within the next few months. The program has recently published new clinician resources on four topics: Diabetes Management, Opioid Prescription Management, Consultation and Referral Management and Test Results Management. The intent is to continue to add this body of knowledge to provide clinicians with practical and concise information on practice improvement and population health management as a complement to our i4C Advisory Service. The Help Resources are available [on OntarioMD.ca](https://ontariomd.ca).

OntarioMD Privacy and Security Training Module – Physicians are health information custodians (HICs) under the *Personal Health Information Protection Act* (PHIPA) and need to be kept up-to-date on this privacy legislation and educate themselves and their staff on how to fulfill their obligations to protect Personal Health Information (PHI) on an ongoing basis. OntarioMD's online Privacy and Security Training Module meets this need by offering education on key topics such as safeguarding PHI from breaches and security incidents, and how to comply with PHIPA obligations. The training is more important than ever as clinicians move to quickly adopt new virtual care tools.

More than 2,700 clinicians and their practice staff have completed the training, which is [available at OntarioMD.ca](https://ontariomd.ca). The module is frequently updated with the latest information and can be accessed from any internet-connected device.

OntarioMD EMR Certification Program Update

The acquisition of Indivica by WELL Health Technologies (WELL) was completed on June 1 making WELL responsible for three OntarioMD-certified EMR offerings: Indivicare, OSCAR McMaster Professional and OSCAR 19

As of July 1, 2020, updates come into effect for the EMR Certification Program. Open EMR Certification will no longer be available for EMR vendors seeking certification of any new locally deployed EMR offerings. In parallel, OntarioMD will be undertaking consultations involving EMR vendors, clinicians and other stakeholders on how to support a broader transition of Ontario's EMR sector toward cloud-based solutions. For the time being, those locally deployed EMR offerings that are currently OntarioMD-certified will retain their certified status, subject to any strategic direction or implementation plans that may emerge from these consultations.

OH-OTN Virtual Visits

OntarioMD has engaged with Ontario Health - OTN (OH-OTN) in planning and development phase of its Virtual Visits Program. Additional engagements related to OTN's program include the development and refinement of OTN's Virtual Visits Solutions Requirements, Verification/Validation processes and approach, and Vendor Management.

OntarioMD Conference

Our popular EMR: Every Step Conference is adapting to the current limitation on in-person gatherings to become the OntarioMD Digital Health and Virtual Care Day. The event will offer a keynote speaker, relevant virtual care content in concurrent sessions, and the high demand Peer Leader-led EMR training workshops. Physicians will receive continuing medical education credits for attending. The Digital Health and Virtual Care Day aims to provide an excellent learning and networking experience for all practice staff to match the award-winning EMR: Every Step Conference. [Registration is now open!](#)

2. Introduction

The purpose of this report is to provide a monthly update on the provincial view of community-based family physicians' and community specialists' adoption and optimized use of certified EMRs and digital health tools and 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 increasingly proficient EMR users, [OntarioMD](#) assists physician practices in realizing more clinical value and the full potential of digital health tools and services to enhance patient care. These tools and services are also improving Ontarians' access to care and improving clinical outcomes in an increasingly integrated and coordinated health care system.

3. OntarioMD, Ontario Health and Ontario Health Teams

OntarioMD is focused on the delivery of digital health products and services that translate into clinical value for physicians and their patients. OntarioMD has the infrastructure, relationships and experience to deliver cost-effectively the full spectrum of high-quality digital health programs and services for clinicians and Ontario Health Teams across the province in alignment with Ontario's Digital First Strategy. It works closely, and in partnership, with health care organizations across Ontario.

OntarioMD staff take a holistic approach to working with physician practices, bundling products and change management services on behalf of our stakeholders for efficient visits to practices regionally and locally. This reduces multiple touchpoints to the physician office and streamlines training and onboarding, so physicians can spend less time on administration and more time on patient care.

What We Do

- Connect clinician practices to OntarioMD's digital health tools that improve access to care, clinical outcomes and decision-making, such as Health Report Manager (HRM), eNotifications and the i4C Dashboard.
- Connect clinician practices to eConsult on behalf of the Ontario eConsult Program; eVisits (Enhanced Access to Primary Care) on behalf of OTN; eNotifications in collaboration with Ontario Health's Shared Services (formerly HSSO); the DHDR and DHIR (when ready for deployment) on behalf of the Ministry; and deploy the Ontario Laboratories Information System (OLIS), ConnectingOntario ClinicalViewer, ONE®ID and ONE Mail on behalf of Ontario Health's Digital Services (formerly eHealth Ontario).
- Provide physicians with trusted advice, guidance and onboarding support from OntarioMD staff, located across Ontario, to optimize EMR and digital health use.
- Provide in-depth, hands-on support for physicians' quality improvement and population health management goals through our i4C Advisory Service's experienced staff.
- Mentor physician practices with practical EMR tips from physician, nurse and clinic manager Peer Leaders who understand how physicians practice and share their expertise with the same EMR.
- Advise public and private sector partners on how to develop and advance digital health tools and services for clinicians leveraging our OntarioMD Clinician Advisors for focus groups, and product feedback.
- Deliver the OntarioMD Vendor Management Program and associated Certification Program to provide assurance to physicians that their EMRs are continuing to evolve with health system priorities and meet ongoing clinical requirements and functionality; assess and monitor EMR offerings for alignment with the Ontario EMR Specifications and broader provincial priorities.

4. OntarioMD Products and Services

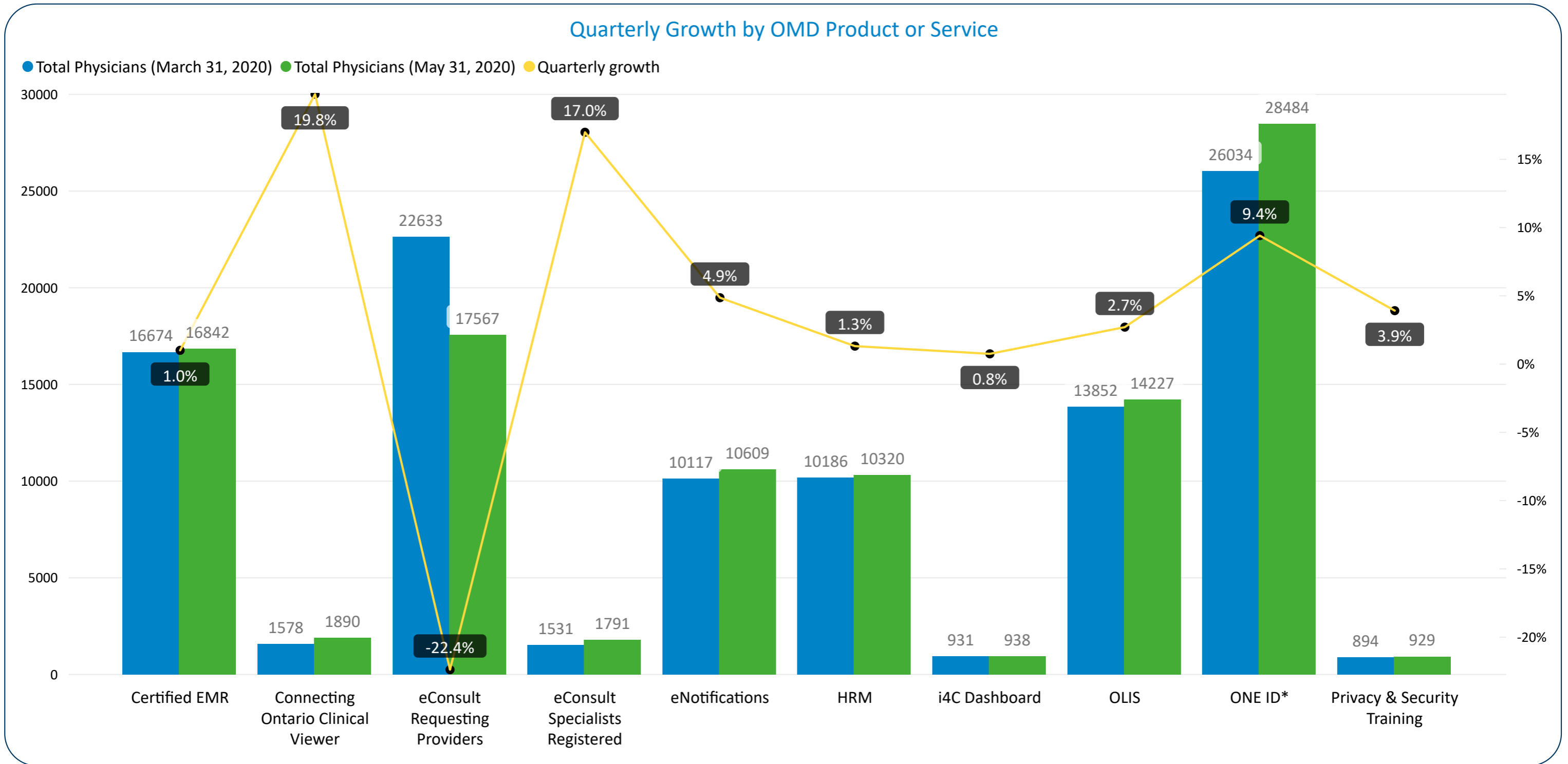
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- Access to care, services and health information
- Enhances the efficiency of the health system
- Strengthens quality, effectiveness and accountability
- Stimulates innovation and growth

OntarioMD receives funding from the Ministry of Health (MOH), 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 to provide enhanced care to their patients.

For an overview of all OntarioMD products and services, please read our [Products & Services brochure](#).

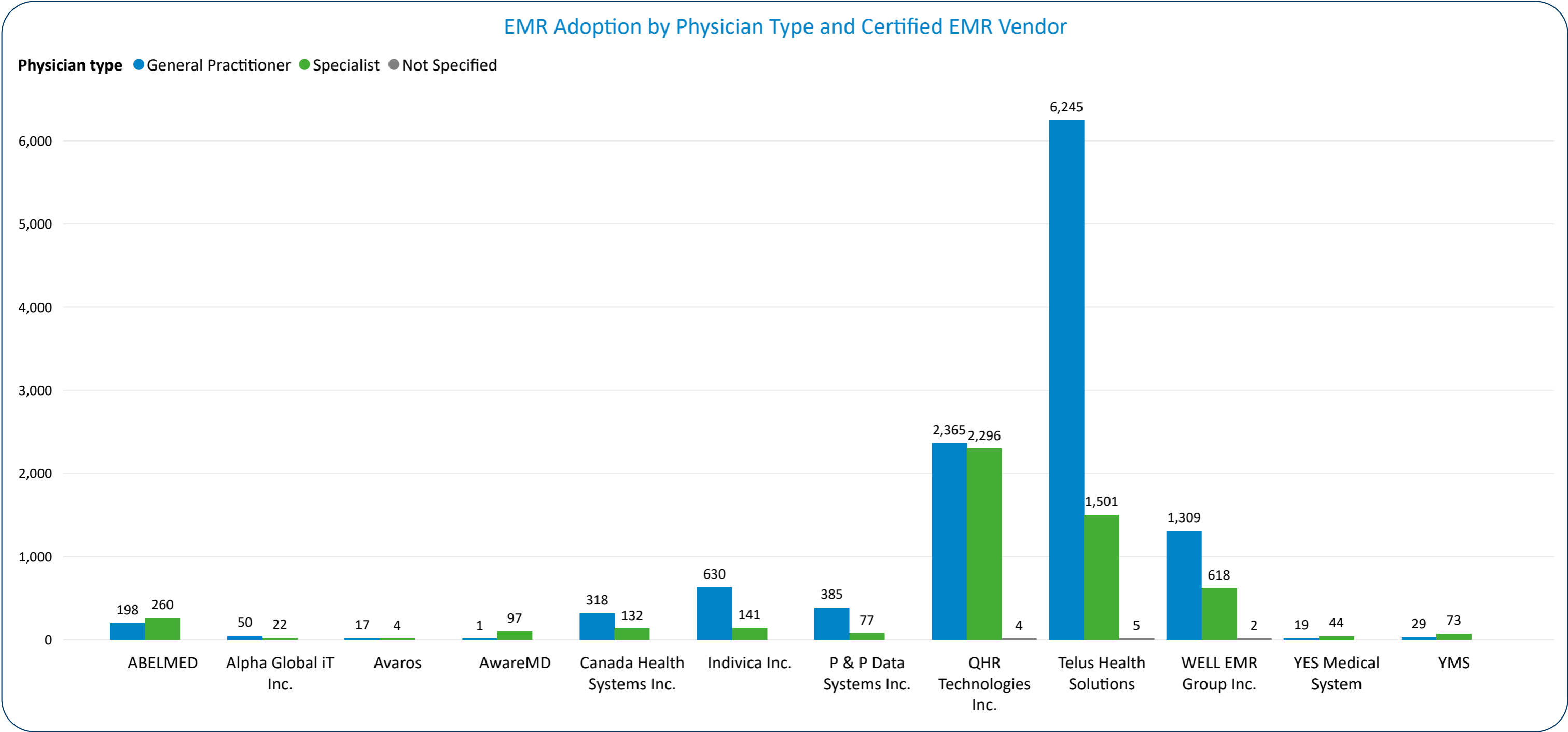
5. Quarterly Growth by Product/Service



Note. Source of the data is eHealth Ontario.

6. Products and Services by Vendor and LHIN View

Figure 1: EMR Adoption by Physician Type and Certified EMR Vendor



*Source of the data is OntarioMD’s CRM system.

Figure 2: EMR Adoption by Physician Type and LHIN

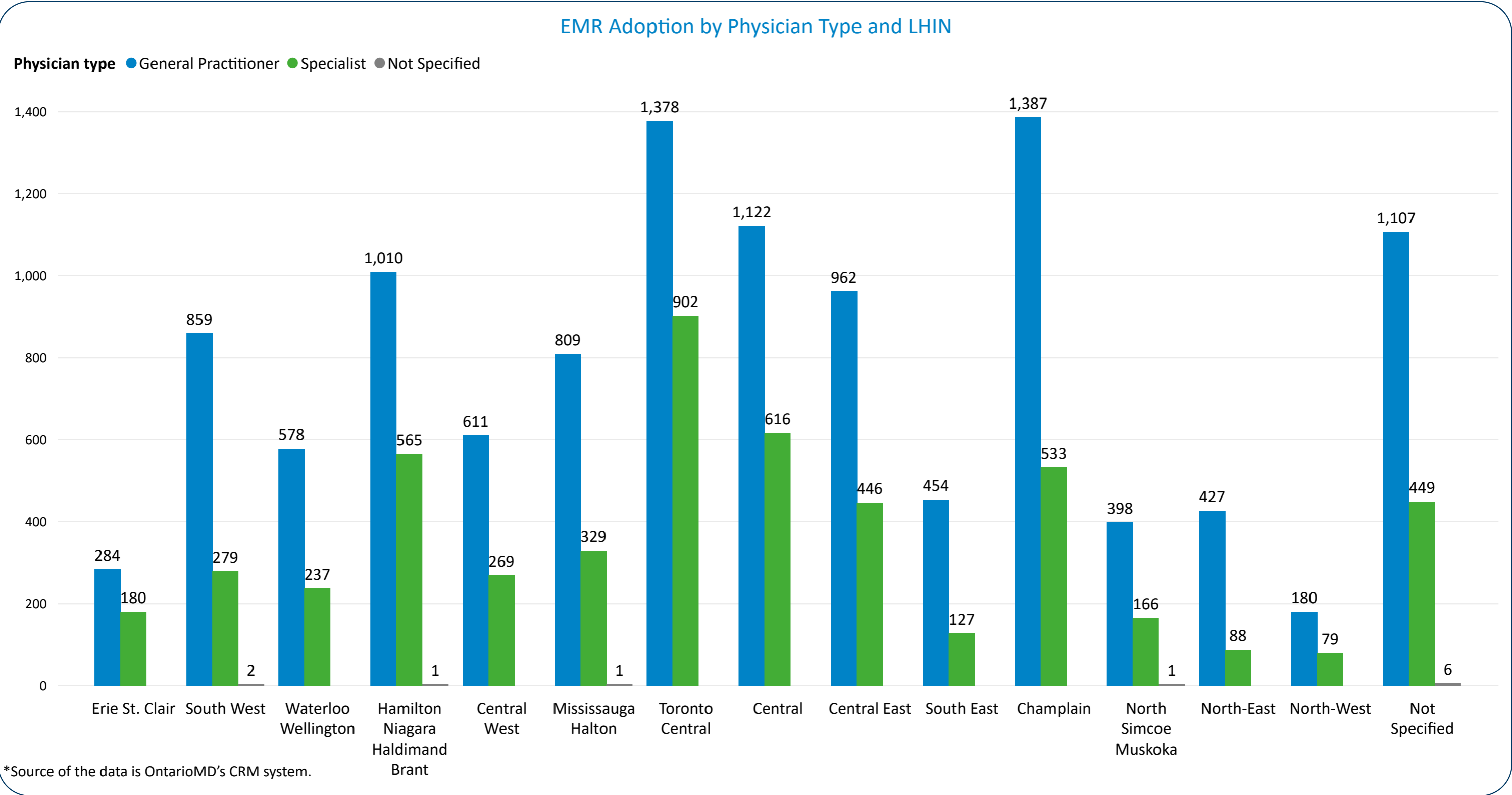


Figure 3: Physicians Participating in Provincial Products/Services by LHIN

Physicians Participating in Provincial Products/Services by LHIN

Physician type ● General Practitioner ● Specialist ● Not Specified

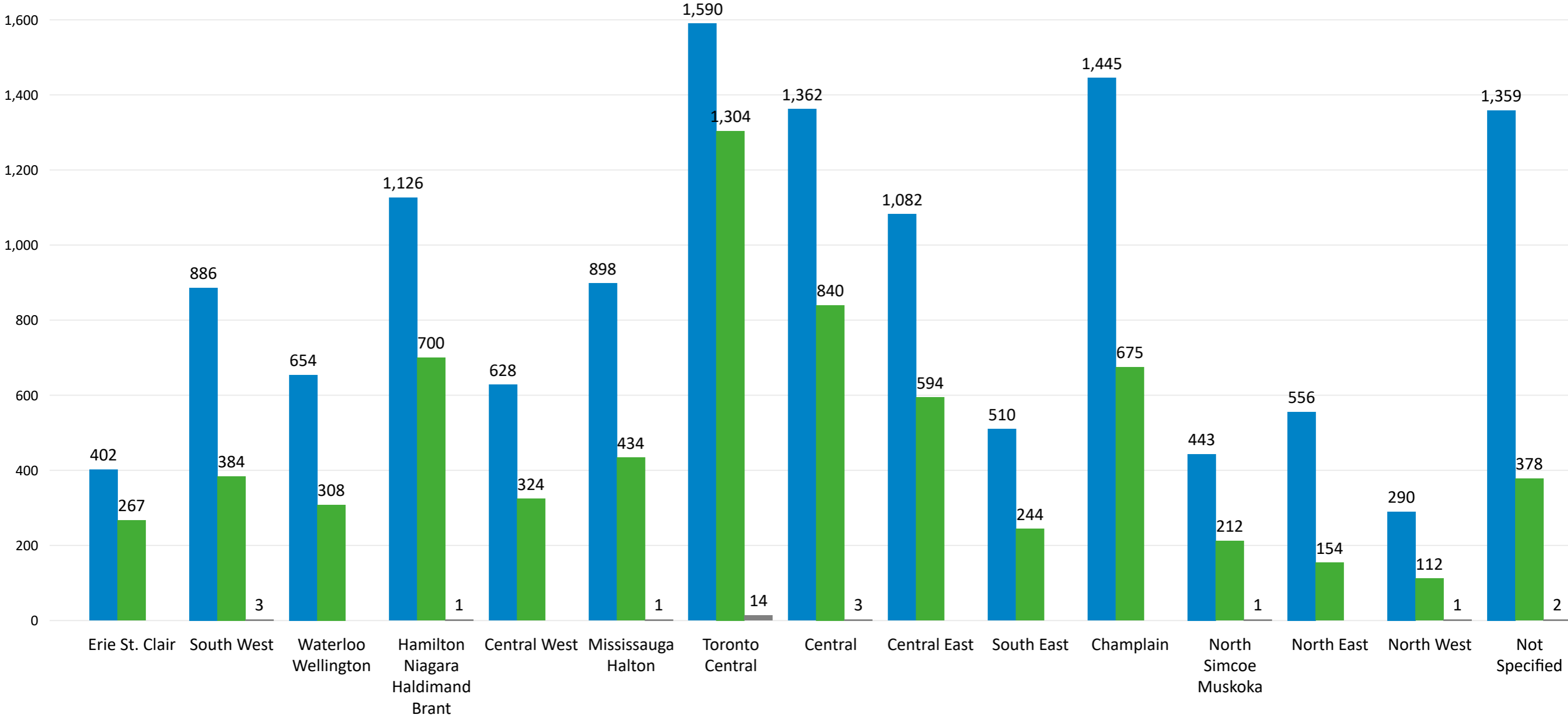
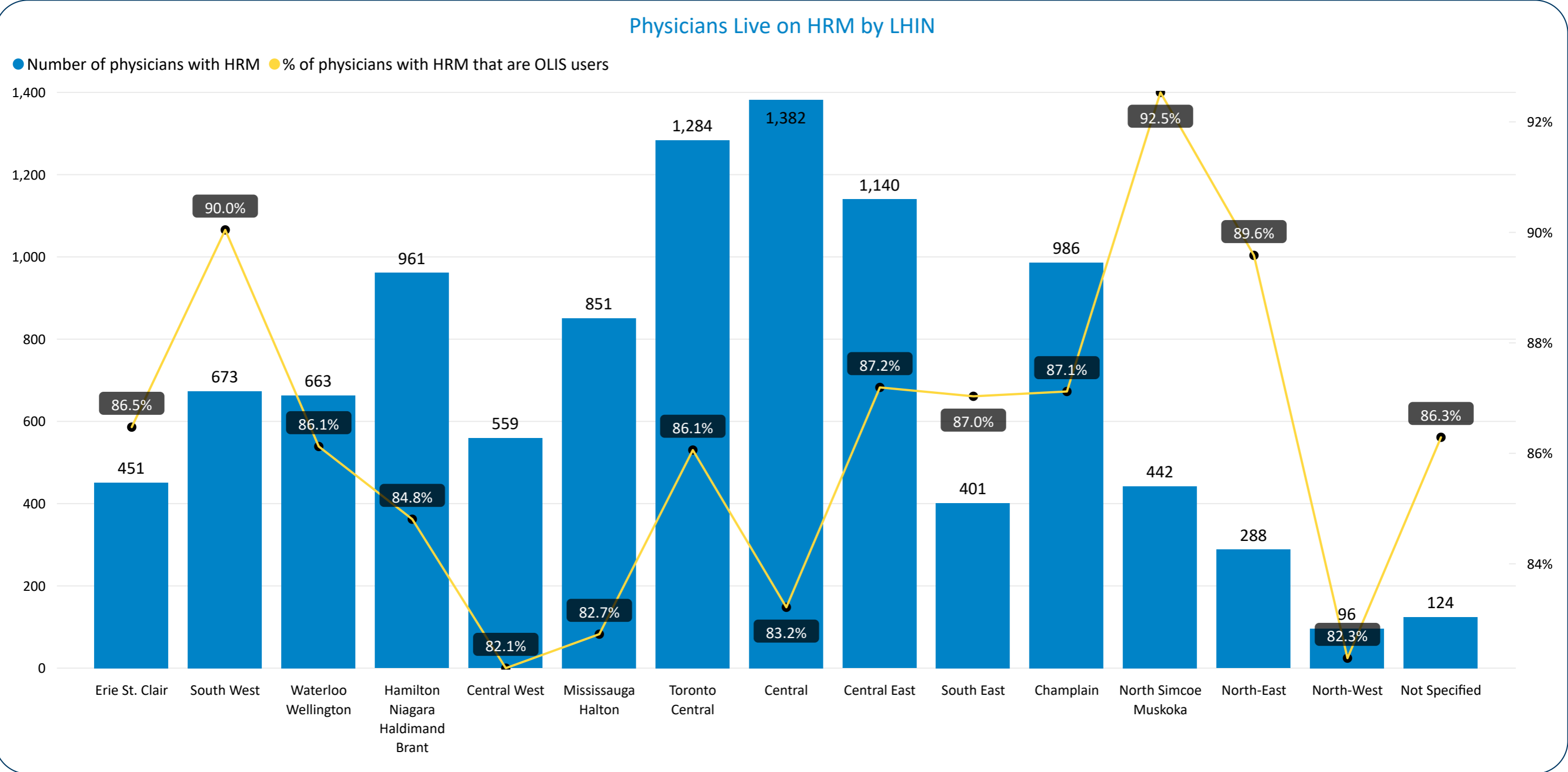
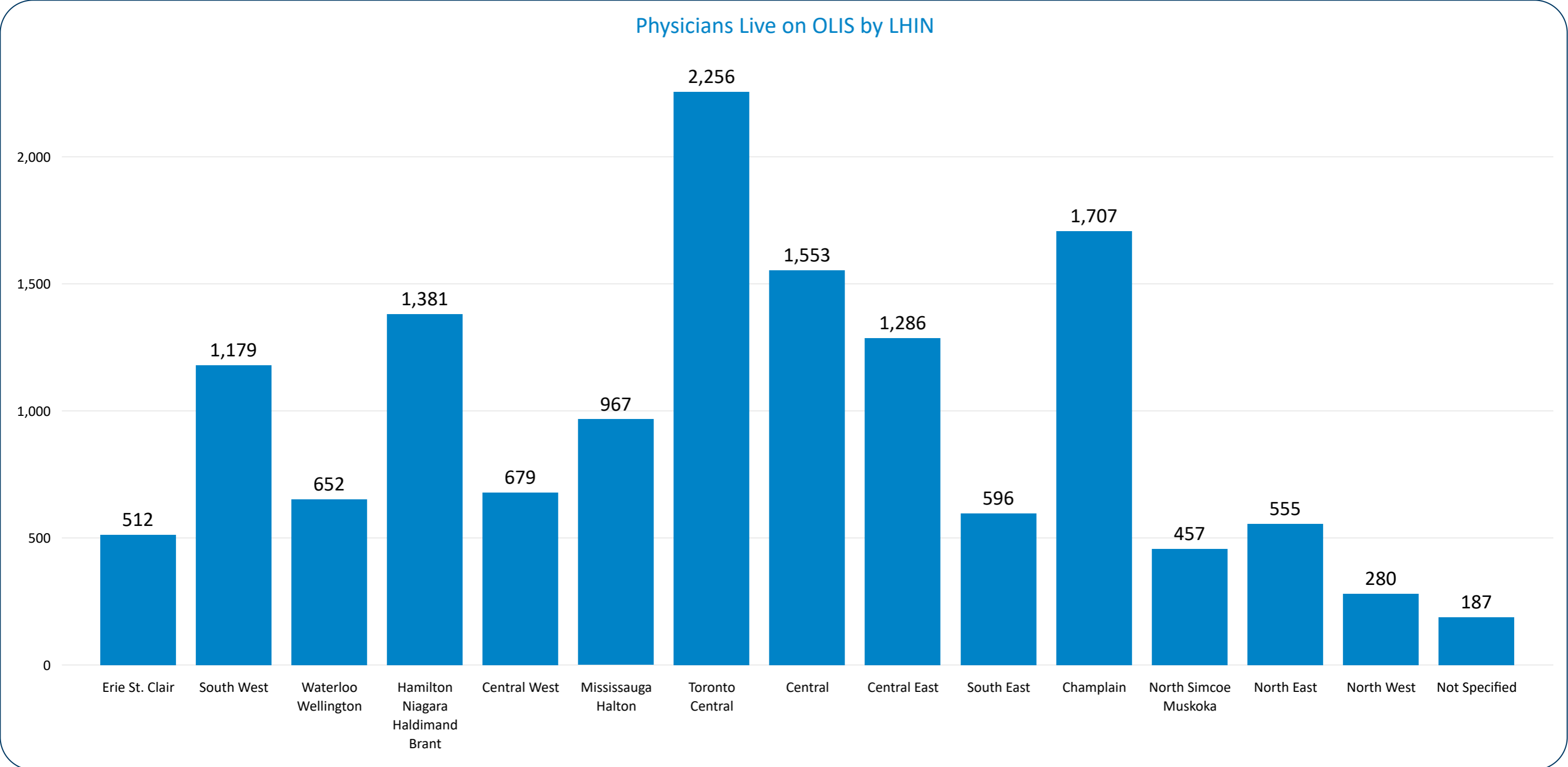


Figure 4: Physicians Live on HRM by LHIN



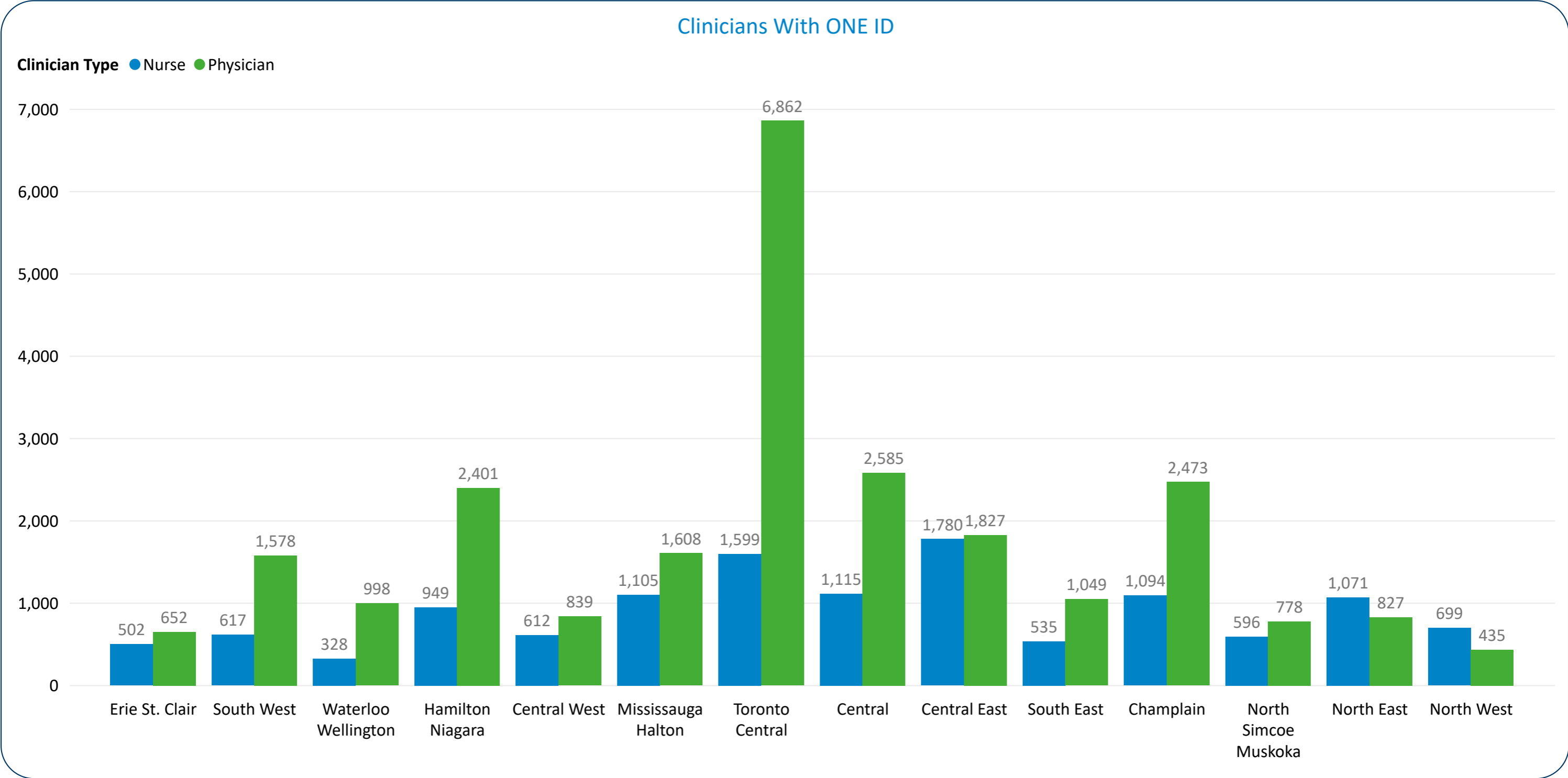
*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN



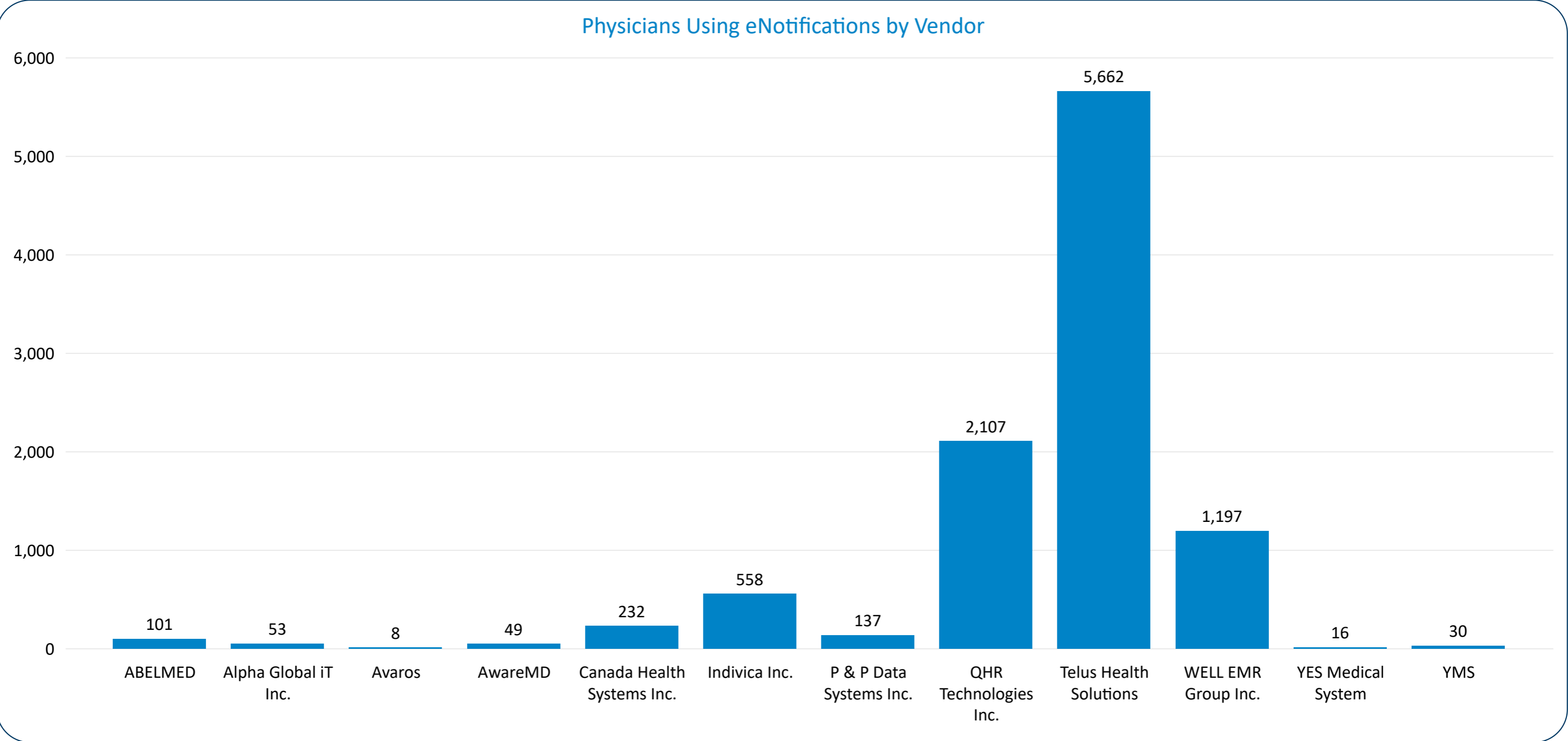
*Source of the data is eHealth Ontario.

Figure 6: Clinicians with ONE ID®



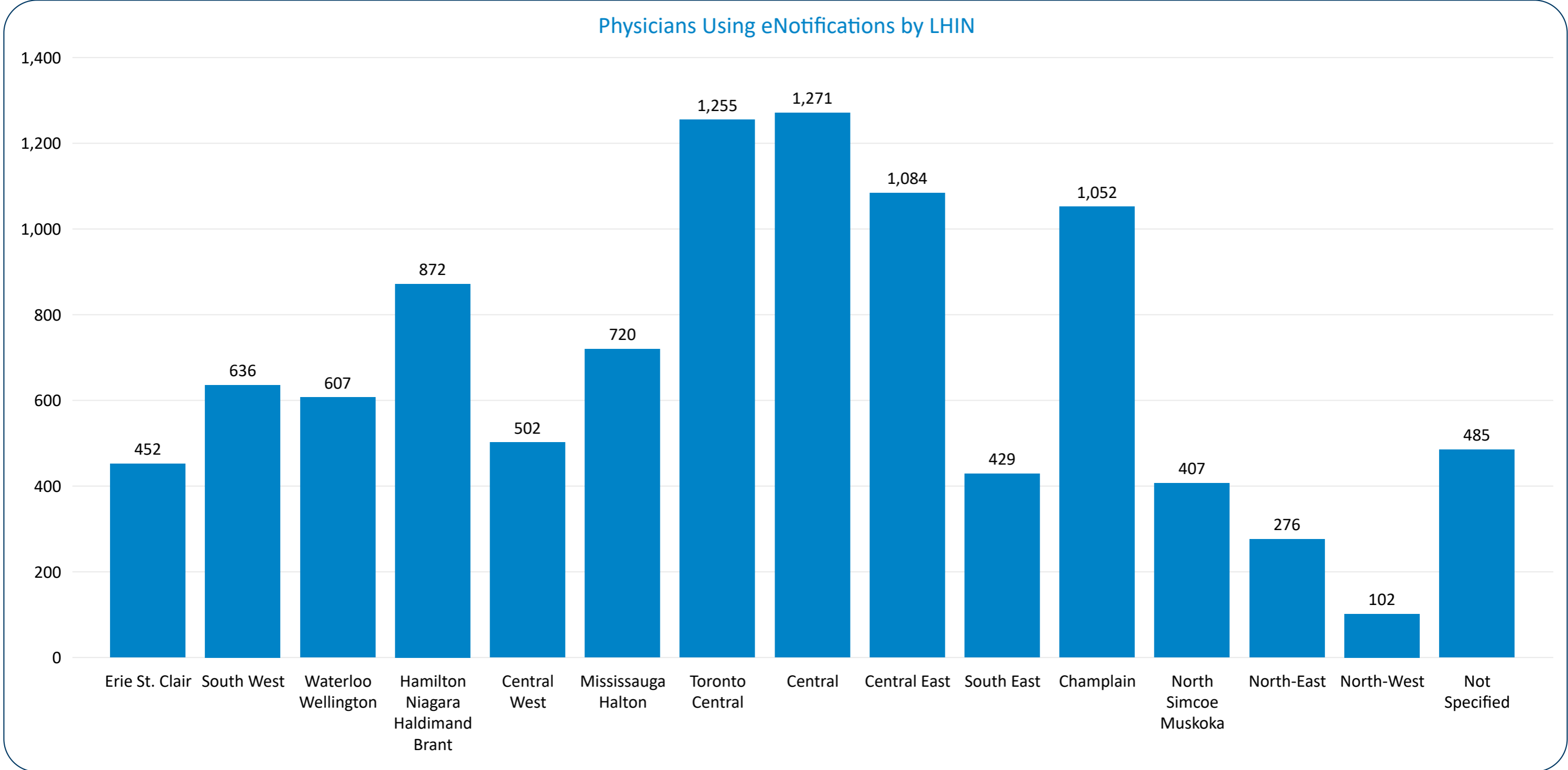
*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



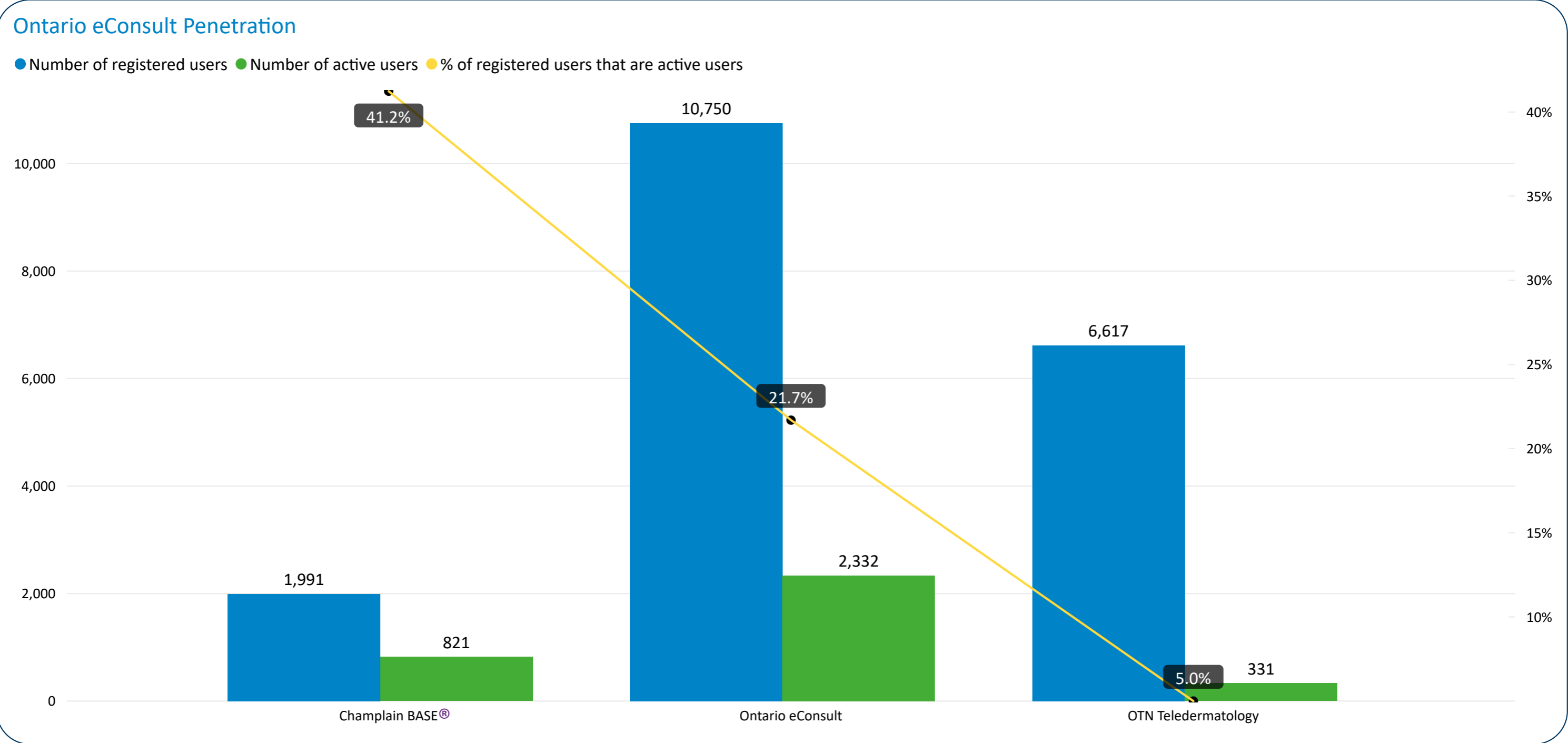
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



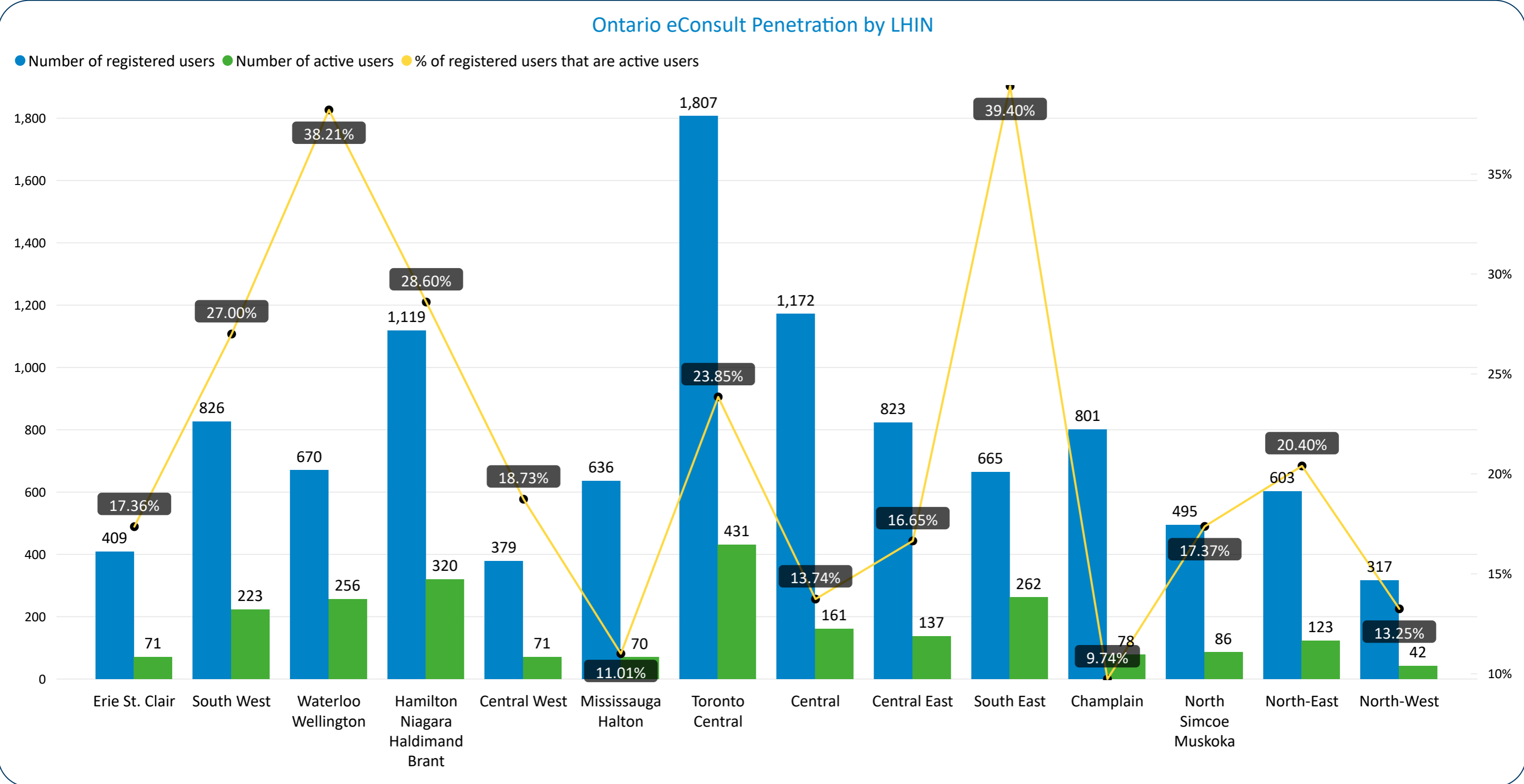
*Source of the data is internal files for tracking eNotifications.

Figure 9: Ontario eConsult Penetration by Indicator



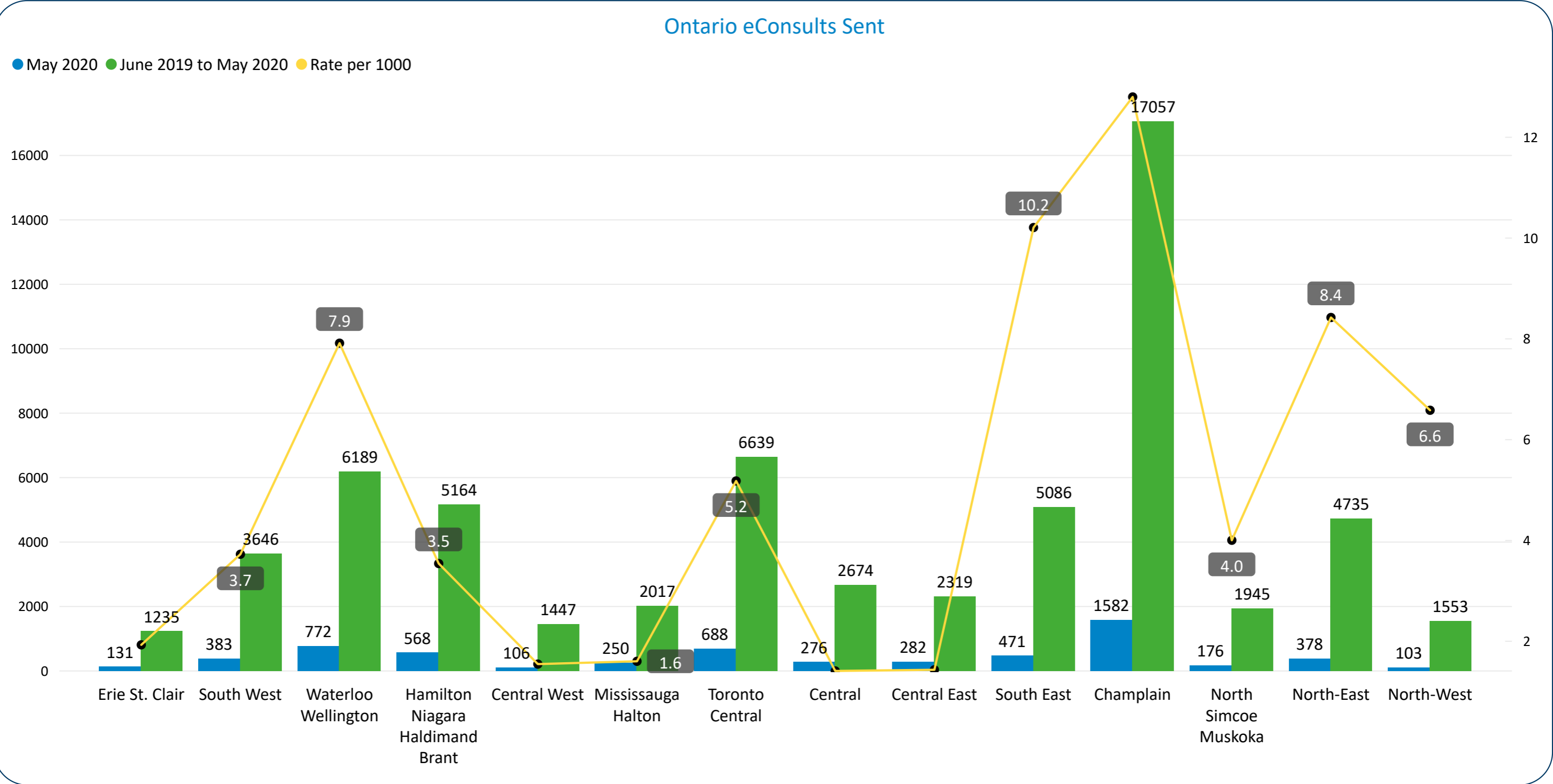
*Source of the data is the Ontario eConsult Centre of Excellence.

Figure 10: Ontario eConsult Penetration by LHIN



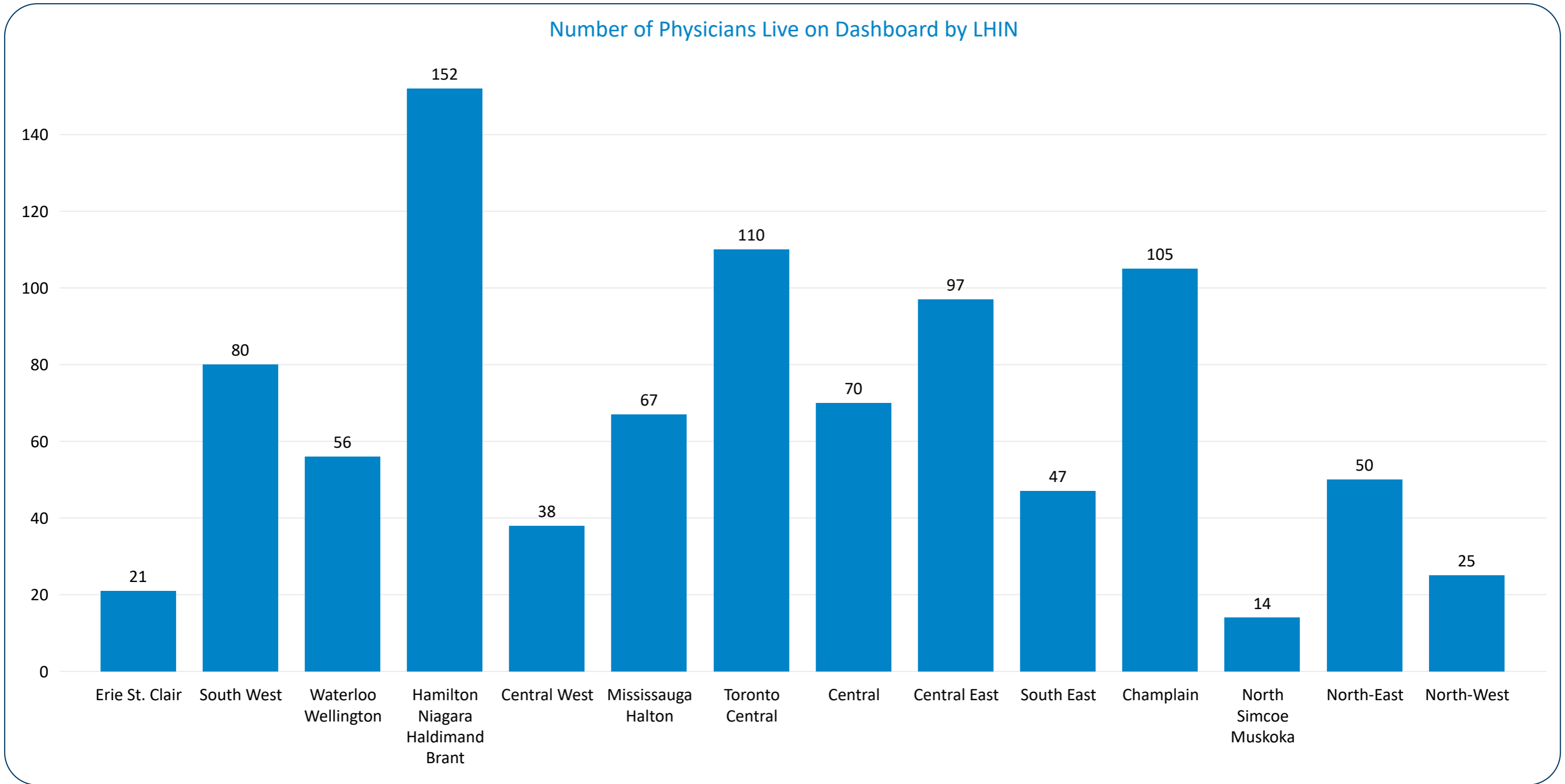
*Source of the data is the Ontario eConsult Centre of Excellence.

Figure 11: Ontario eConsults Sent



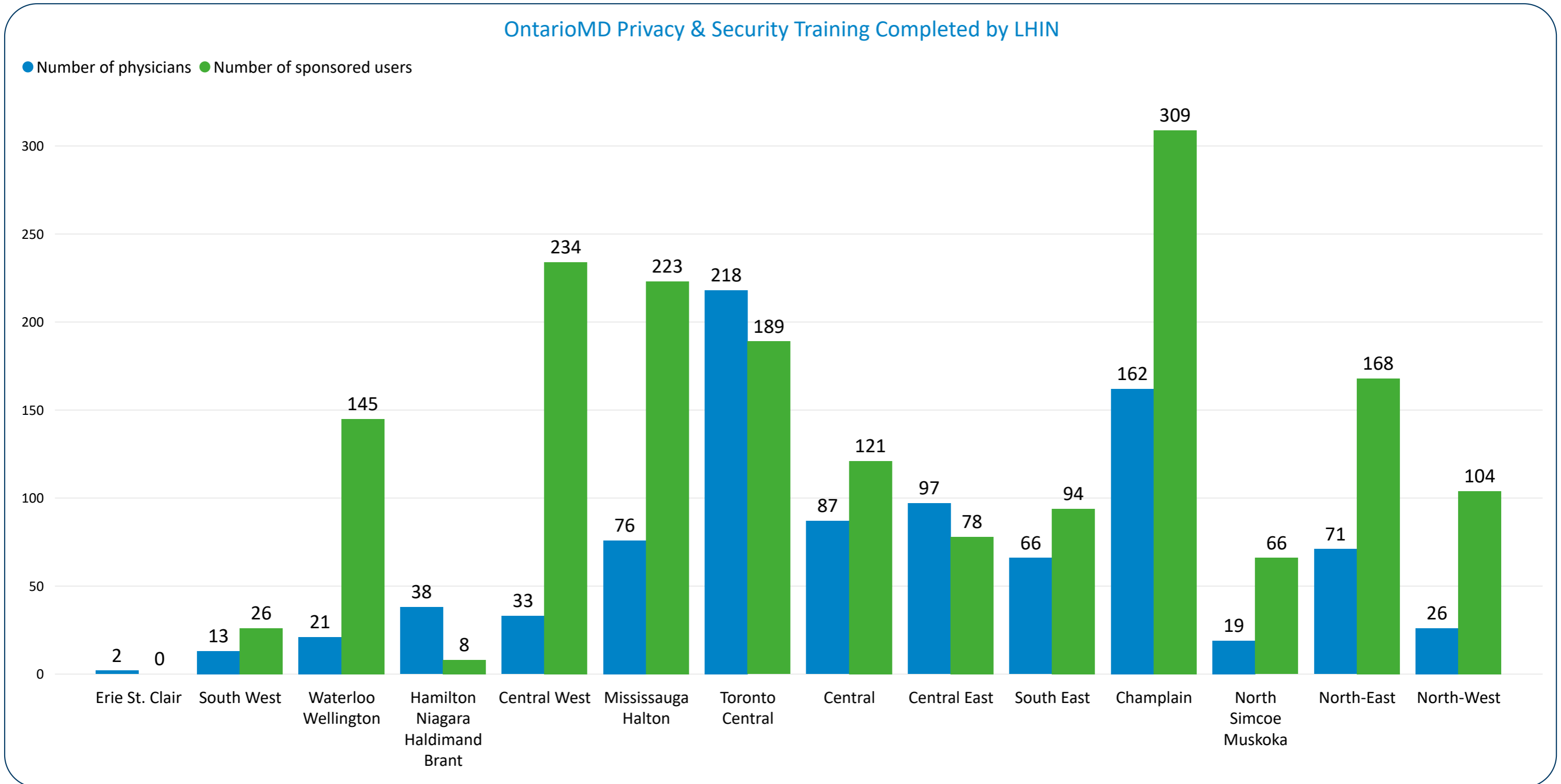
*Source of the data is the Ontario eConsult Centre of Excellence.

Figure 12: Physicians Live on Dashboard by LHIN



*Source of the data is internal files for tracking dashboard participation.

Figure 13: OntarioMD Privacy and Security Training Completed by LHIN



*Source of the data is OntarioMD's CRM system.