

## Dispute Resolution

OMD's Certification Program represents the interests of a multitude of stakeholders within the EMR landscape including physicians and physician practices, the Ministry of Health (MOH), the Information and Privacy Commissioner of Ontario (IPC), the College of Physicians and Surgeons of Ontario (CPSO) and other regulatory colleges, EMR vendors and various others.

OntarioMD recognizes that conflict may arise from time to time on matters related to the operation and ongoing evolution of the Certification Program.

Escalations arising within our Certification Program will be settled in accordance with OntarioMD's dispute resolution process as follows:

### EMR Specifications

EMR Specifications follow a well-defined, collaborative development life cycle which provides an opportunity for EMR vendors and other stakeholders to provide feedback and input on their development and publication. Questions, concerns, or disputes as it pertains to the EMR Specifications should first follow this [published process](#).

### EMR Validation

Through the published [EMR validation process](#), EMR vendors can discuss any concerns or disputes that might arise from their EMR validation at each stage of the validation process with OntarioMD's EMR validation team.

### Certification Program

Any matters arising from EMR Specification development or EMR Validation which remains unresolved may be escalated in writing to OMD's Certification Program at [EMR@OntarioMD.com](mailto:EMR@OntarioMD.com).

Any other unresolved matters pertaining to the operation and ongoing evolution of the OMD Certification Program, may also be escalated in writing to the OMD Certification Program at [EMR@OntarioMD.com](mailto:EMR@OntarioMD.com).

The Director of the Certification Program will first assess the dispute and will engage the stakeholder to ensure the matter has been appropriately documented and understood and whether the issue can be resolved or addressed by the stakeholder's product management leads.

### OntarioMD Executive Management Team

Any matters that remain unresolved after engaging the Certification Program will be escalated to the Executive Director of Technology and Integration at OntarioMD and the respective business/program leads for the stakeholder. As required, issues may be further escalated to the OntarioMD Executive Management Team (EMT).

Based on all subsequent engagement and input from all affected stakeholders, OntarioMD's Executive Management Team will respond to the dispute in accordance with its responsibilities and the EMR Vendor Certification Agreement parameters.