



OntarioMD Stakeholder Report
Products and Services by LHIN
April 2019

Prepared: May 2019

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1. Executive Notes for April

This month's report reflects recent data reconciliation activities resulting in update to the following tables:

- Table 1 and some LHIN tables:
 - Slight drop to the total physicians live on a certified EMR.
 - Change in the LHIN distribution of certified EMRs as well as products as a result of data reconciliation and updated postal code mapping.
 - Change in the vendor distribution resulting from HRM data reconciliation.
- Table 2:
 - Increase in total physicians due to the addition of physicians using eConsult and the ConnectingOntario ClinicalViewer.
 - Slight shift in the family physician/specialist (GP/SP) split validated using the quarterly CPSO extract.

Supporting Our Partners

OntarioMD supports clinicians with innovative digital health and quality improvement tools and approaches required to address their practice needs and to enhance the provision of integrated patient care. As Ontario Health Teams advance OntarioMD will work with partners to deliver a streamlined onboarding approach that bundles multiple digital health offerings in Ontario's digital health asset inventory.

Ministry of Health and Long-Term Care

OntarioMD is working with the MOHLTC and eHealth Ontario to connect community-based physicians and nurse practitioners who use OntarioMD-certified EMRs to the **Digital Health Drug Repository (DHDR)** and **Digital Health Immunization Repository (DHIR)** from their EMRs. MOHLTC/eHealth Ontario are working on updating DHDR and DHIR with a new release, which will have a slight impact on timelines and targets.

Special Authorization Digital Information Exchange (SADIE)

OntarioMD is now assisting the MOHLTC to spread awareness among prescribers (physicians and nurse practitioners) regarding the modernization of its Exceptional Access Program through the launch of a new online portal (the Special Authorization Digital Information Exchange, or SADIE). Coming July 1, all prescribers in Ontario will be able to submit Exceptional Access Program requests through SADIE, replacing the current paper-based, mainly fax submissions. Submitting through SADIE can get a decision to prescribers faster, resulting in timelier patient access to the drugs they need and reduced delays or gaps in treatment. Future enhancements will include automated real-time assessments, and the ability of designates to complete and submit a request on behalf of a prescriber. For information on how to access SADIE, please contact the **SADIE Helpdesk** at 1-800-262-6524 or SSContactCentre.MOH@ontario.ca.

Ontario Telemedicine Network's eVisits - OntarioMD continues to support existing users while the province explores expansion options and Benefits Evaluation results.

Cancer Care Ontario ColonCancerCheck Program – OntarioMD is collaborating with the MOHLTC, Cancer Care Ontario and EMR vendors with certified EMR offerings to make available to primary care clinicians the new requisition form for fecal immunochemical tests (FIT) in time for the FIT launch on June 24, 2019. Physicians will receive packages explaining the change directly from CCO. OntarioMD is available to assist physicians with questions they may have specific to their own certified EMR and FIT form availability.

eConsult-EMR Integration Evaluation Results

OntarioMD conducted a survey of physicians who are participating in the eConsult EMR integration pilot. From the responses received, physicians reported that they are **saving an average of almost five minutes per eConsult** when launching eConsult via their EMR compared to the web-based method.

Other findings include:

- 90% agreed submitting eConsult through EMRs improves workflow
- 85% would recommend eConsult accessed through their EMR to colleagues
- 80% agreed submitting an eConsult through their EMR was easy

OntarioMD continues this important work based on physicians' preferences and patients' needs. It has also published the [EMR eConsult Specification](#) to guide vendors with certified EMR offerings to enable clinicians to connect to eConsult directly from their EMRs.

Please note that eConsult data is not included for April since this data was not received.

Insights4Care - EMR Quality Dashboard

The EMR Quality Dashboard continues to expand with an additional 500 clinicians and additional EMR offerings over the next year and will be an integral part of OntarioMD's new Insights4Care (i4C) program focused on providing physician practices with advice, knowledge, learning, reporting capability and collaboration opportunities, all focused on improving the quality of care provided to patients.

OntarioMD Educational Events

The EMR: Every Step Conference will be held on [June 13 in Ottawa](#) and on [September 26 in Toronto](#). Julie Drury, Chair of the Minister's Patient and Family Advisory Council for the MOHLTC is the keynote speaker in Ottawa. She will moderate a panel of patient partners, a health care system leader, and a physician partner to discuss the challenges and opportunities of patient access to their electronic medical information. The [Call for Abstracts](#) for the Toronto Conference closed on May 31.

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 relationships and experience to deliver cost-effectively the full spectrum of high-quality digital health programs and services for clinicians across the province. 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 digital health tools that improve access to care, clinical outcomes and decision-making, such as OntarioMD's Health Report Manager (HRM), eNotifications, the EMR Quality Dashboard, Ontario eConsult Program and the Ontario Laboratories Information System (OLIS). We are also deploying the ConnectingOntario ClinicalViewer, ONE® Mail and ONE ID on behalf of eHealth Ontario and many LHINs.
- Provide physicians with trusted advice, guidance and support from OntarioMD staff, located across Ontario, to optimize EMR and digital health 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 EMR tips from physician, nurse and clinic manager Peer Leaders who understand how physicians practice and share their expertise with the same EMR

- Manage EMR vendors and deliver a trusted EMR certification program that assesses and monitors EMR offerings for compliance with the Ontario EMR Specifications. OntarioMD certification provides assurance to physicians that their EMRs are providing clinical value and are facilitating the exchange of EMR data. Vendors know that OntarioMD understands clinicians and how to bring digital health tools into their practices.

4. OntarioMD Products and Services

OntarioMD products and services are provincial digital health assets for clinicians and centered 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 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 to provide enhanced care to their patients.



CLIENT SERVICES AND ENGAGEMENT

OntarioMD staff 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 our partners, OntarioMD staff work to ensure the efficient delivery of products and services by working locally to provide change management services to integrate physician practices with new digital health solutions. Physicians and their staff are supported 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 all designed to optimize use of the EMR and other digital health tools. This knowledge and expertise lead to improvements in practice efficiency and a better experience for patients and practice staff.

Examples of how OntarioMD staff have helped practices include change management strategies for improving:

- Data standardization, quality and integrity
- Preventive care
- Internal workflow processes to enhance the patient experience

In addition, OntarioMD staff share their experience in using EMRs and other digital health tools to:

- Manage chronic diseases for their patient roster
- Eliminate appointment backlogs
- Manage documents within the patient record
- Conduct effective queries, and much more.

Physician practices can request a meeting with OntarioMD staff by contacting support@ontariomd.com.



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 the physician's 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 expert EMR users to 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 for more information or to request a consultation.



PEER LEADERS

OntarioMD's Peer Leaders are a provincial network of physicians, nurses and clinic managers who are expert users of OntarioMD-certified EMRs. They coach 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 and digital health 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 for consultation at OntarioMD's EMR: Every Step Conferences, our 'On the Road with OntarioMD' educational seminars, and other regional events.



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 avoiding costs for both hospitals and specialty facilities that send reports as well as the physician practices that receive them.

More than 9,700 physicians in the 14 LHINs across Ontario are now receiving reports from hundreds of hospitals, as well as eNotifications, Ontario Telemedicine Network tele-homecare reports, and reports from the Centre for Mental Health and Addictions (CAMH). Physician practices are benefitting from the security, scalability, ease, and speed of HRM report delivery to follow up with their patients and continue appropriate treatment. OntarioMD staff 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. HRM currently sends approximately 1.7 million reports every month to clinicians across Ontario.

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 support@ontariomd.com.



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. 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 and support Health Links. [Recent research by the Canadian Medical Association](#) found that follow up within seven days for patients who received emergency department care for heart failure was associated with lower rates of death and admissions to hospital. eNotifications enable faster and safer follow-up

treatment, and potentially reducing hospital readmissions. Physicians already connected to HRM will automatically receive eNotifications. Once they do, OntarioMD staff 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 support@ontariomd.com.



OntarioMD is leading an initiative that is demonstrating continuous quality improvement in the clinical value of EMRs through an EMR Quality Dashboard. The Dashboard is a key component of OntarioMD's Insights4Care program, which will be launched this spring. The 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. 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 will continue to expand the number of indicators in the Dashboard and the number of physicians participating will increase by an additional 500 over the next year.

For more information on OntarioMD's EMR Quality Dashboard initiative, email EMRdashboard@ontariomd.com.



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. OntarioMD has over 15 years of experience working with EMR vendors and their products and vendors value OntarioMD's understanding of clinician practices and their experience in delivering digital health tools integrated with EMRs.

Certified EMRs are a mandatory requirement for physician practices to access provincial digital health applications such as HRM, eNotifications and OLIS. More than 16,000 physicians and over 1,000 nurse practitioners use OntarioMD-certified EMR products. The EMR Certification Program continuously evolves certified EMRs, taking into account clinicians' 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 provides authorized clinicians access to lab test orders and results from hospitals, community labs and public health labs. As patients move between hospitals, family physicians, home care and long-term care settings, OLIS makes it easier for clinicians to view their patients' current and past test results and make treatment decisions at the point-of-care. 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.



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 their staff 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 is available in English and French. The training has also been designed to be accessed on an ongoing basis whenever any health care provider or allied health professional needs it. The module covers topics such as safeguarding PHI and other confidential data from breaches, and how to comply with obligations under PHIPA. Completion of the module is a prerequisite for enrolment into the ConnectingOntario ClinicalViewer and other digital health programs.

The OntarioMD Privacy and Security Training Module was developed with input from the College of Physicians and Surgeons of Ontario (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, and can be accessed from any device that connects to the Internet. Physicians and their staff must be registered users of OntarioMD.ca to access the training and can log in with their email and password. In addition

to the online training, OntarioMD.ca offers supplementary resources that all health care professionals can download for reference.



EMR: EVERY STEP CONFERENCE

The EMR: Every Step Conference is OntarioMD's flagship 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.

Two conferences are held each year in locations across Ontario. The conferences attract more than 1,000 clinicians each year. Clinicians pick up valuable EMR optimization tips, hear about the latest digital health innovations for primary care, and gain quality improvement advice at educational sessions offered across different streams of learning. The conferences provide up to 7.5 MainPro+ credits for family physicians and the credits are transferrable for specialists. Content for the Toronto conference is developed from abstracts submitted by physicians and their staff as well as stakeholders. To learn more, visit ontariomd.ca or contact omd.events@ontariomd.com.

5. Proof of Concepts 2019



eCONSULT DEPLOYMENT AND EMR INTEGRATION

OntarioMD continues to deploy eConsult to physician practices and expand eConsult EMR Integration in collaboration with the Ontario eConsult Centre of Excellence, eHealth Ontario and OTN 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 initiative aligns with the provincial architectural blueprint to integrate EMRs with provincial digital health assets.

An updated [EMR Specification](#) (that includes new blended requirements) is now available and has been shared with certified EMR vendors. OntarioMD will continue to promote provincial expansion of EMR integrated eConsult over the next year.

6. Tables by Vendor and LHIN View

Table 1: Family Physicians, Specialists and Nurse Practitioners by OntarioMD-Certified EMR Offering per Product / Service

EMR Vendor with a Certified EMR Offering	Physicians Live on a Certified EMR				HRM				eNotifications	Physicians Connected to OLIS ¹
	FP*	SP**	Unknown	Total	FP	SP	NP	Live		
ABELSoft Corporation	197	316	17	530	52	99	1	152	95	382
Alpha Healthcare Inc.	42	20	2	64	30	11		41	38	61
AwareMD	1	67	1	69		79		79	21	
Canada Health Systems Inc.	323	131	18	472	181	68	2	251	217	310
Indivica Inc.	510	123	11	644	406	86	3	495	473	366
OSCAR EMR	1,161	570	22	1,753	727	273	21	1,021	940	1,047
P&P Data Systems Inc.	403	81	8	492	127	5	7	139	130	293
QHR Technologies Inc.	2,018	1,976	189	4,183	1,161	1,098	145	2,404	1,623	3,689
TELUS	5,696	1,369	212	7,277	4,023	667	564	5,254	4,630	6,377
YES Medical Systems	8	43	6	57	2	16		18	11	52
York-Med Systems Inc.	22	67	2	91	5	19		24	19	76
Total	10,381	4,763	488	15,632²	6,714	2,421	743	9,878	8,197	12,653

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	370	253	29	652	60	479	490	969	77%
2. South West	845	370	39	1,254	125	911	1,270	2,181	93%
3. Waterloo Wellington	610	277	35	922	93	701	585	1,286	87%
4. Hamilton Niagara	1,041	662	50	1,753	237	1,183	1,822	3,005	88%
5. Central West	568	313	25	906	110	682	537	1,219	83%
6. Mississauga Halton	849	398	37	1,284	22	1,111	1,023	2,134	76%
7. Toronto Central	1,436	1,218	104	2,758	435	1,789	4,010	5,799	80%
8. Central	1,233	768	82	2,083	99	1,683	1,649	3,332	73%
9. Central East	1,005	567	44	1,616	66	1,225	1,147	2,372	82%
10. South East	483	233	23	739	134	544	674	1,218	89%
11. Champlain	1,375	639	44	2,058	151	1,612	2,000	3,612	85%
12. North Simcoe Muskoka	406	195	22	623	66	453	360	813	90%
13. North East	487	135	49	671	118	605	454	1,059	80%
14. North West	243	104	16	363	70	312	216	528	78%
Total	11,376	6,355	1,273	19,004⁴	2,933	13,290	16,237	29,527	86%

¹ Includes physicians participating in the EMR Adoption Program, HRM, OLIS, eConsult and Clinical Viewer

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) 2018 – please note that the total number of FPs and SPs reflects an increase of 891 physicians to the 2017 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	284	122	87	493	-15	389
2. South West	521	96	86	703	7	559
3. Waterloo Wellington	470	140	77	687	20	551
4. Hamilton Niagara	547	199	18	764	17	673
5. Central West	360	181	18	559	41	439
6. Mississauga Halton	575	214	26	815	-10	684
7. Toronto Central	786	320	41	1,147	-52	1,036
8. Central	851	390	23	1,264	36	1,065
9. Central East	738	323	77	1,138	-18	916
10. South East	317	50	82	449	-31	405
11. Champlain	720	245	65	1,030	3	915
12. North Simcoe Muskoka	323	112	85	520	4	376
13. North East	150	11	32	193	-2	164
14. North West	15		1	16	-1	27
Total	6,715	2,422	743	9,880	101	8,428

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: HRM and OLIS Penetration by Physicians by LHIN

LHIN	HRM	OLIS	HRM & OLIS	HRM & OLIS Penetration
1. Erie St. Clair	406	422	310	32%
2. South West	617	1,049	527	24%
3. Waterloo Wellington	610	605	519	40%
4. Hamilton Niagara	746	1,233	617	21%
5. Central West	541	607	408	33%
6. Mississauga Halton	789	862	599	28%
7. Toronto Central	1,106	1,941	902	16%
8. Central	1,241	1,366	986	30%
9. Central East	1,061	1,157	886	37%
10. South East	367	532	299	25%
11. Champlain	965	1,560	802	22%
12. North Simcoe Muskoka	435	425	398	49%
13. North East	161	508	152	14%
14. North West	15	206	12	2%
Total	9,060	12,473	7,417	25%

Provincial Product/Service Penetration by LHIN

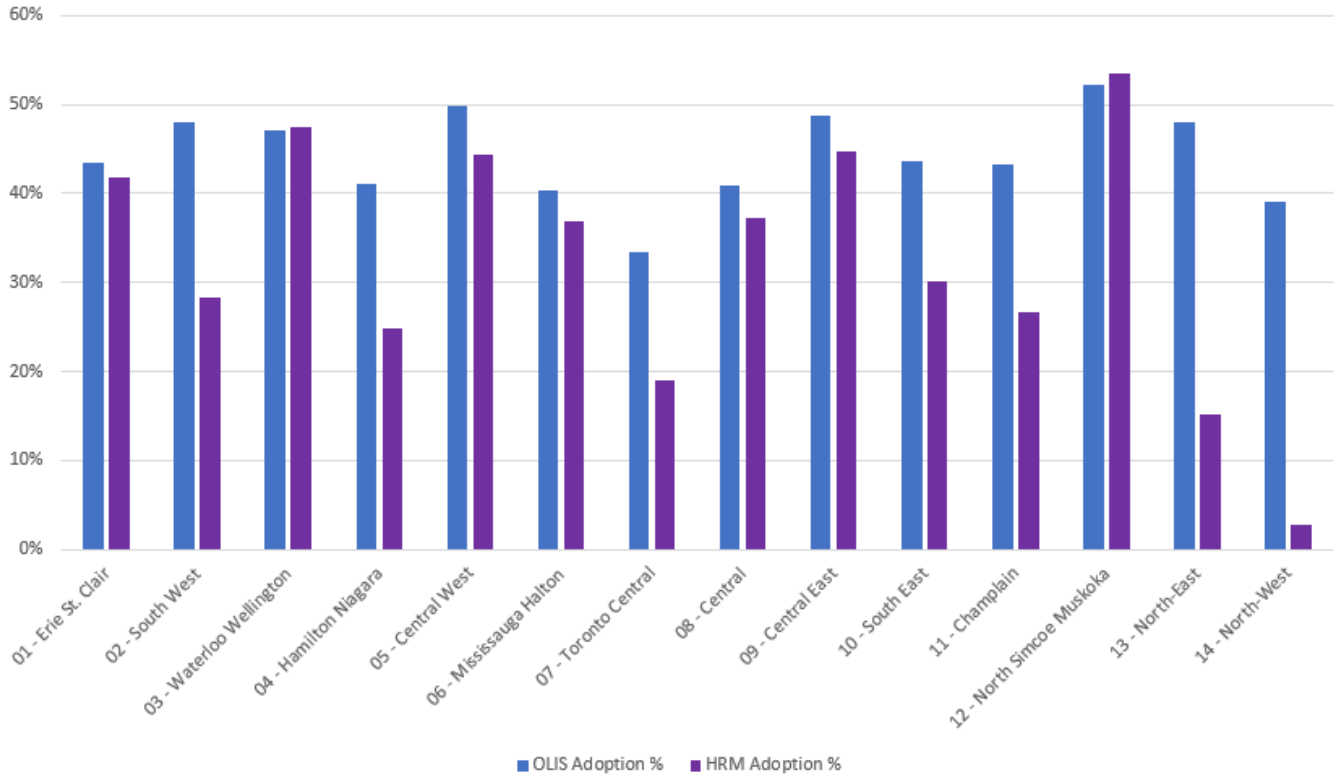


Table 8: EMR Quality Dashboard Phase 2 Physician Participation by LHIN

LHIN	Reach Out	Onboarded	Deployed	Training Completed
1. Erie St. Clair	35	19	19	15
2. South West	81	33	33	32
3. Waterloo Wellington	62	32	32	31
4. Hamilton Niagara	100	71	71	71
5. Central West	73	29	28	19
6. Mississauga Halton	75	43	43	42
7. Toronto Central	60	45	45	45
8. Central	61	42	42	42
9. Central East	88	48	44	43
10. South East	65	15	15	15
11. Champlain	181	54	53	50
12. North Simcoe Muskoka	51	14	14	14
13. North East	51	8	8	8
14. North West	69	16	16	16
Total	1,052	469	463	443

Table 9: OntarioMD Privacy & Security Training Completed by LHIN

LHIN	Privacy Training Completion by Role (as of April 30, 2019)		Total
	Physician	Sponsored User	
1. Erie St. Clair	2	0	2
2. South West	11	12	23
3. Waterloo Wellington	13	107	120
4. Hamilton Niagara	29	3	32
5. Central West	17	190	207
6. Mississauga Halton	48	109	157
7. Toronto Central	168	85	253
8. Central	55	63	118
9. Central East	48	33	81
10. South East	25	29	54
11. Champlain	92	128	220
12. North Simcoe Muskoka	11	31	42
13. North East	49	108	157
14. North West	16	55	71
Total	584	953	1,537

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
eNotifications (Hospitals)*	78%	
HRM (Physicians)	42%	
HRM (Hospitals)	89%	
OLIS (Physicians)*	44%	1%

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health and Long-Term Care's (MoHLTC) Eligible Hospital Sites. Details of additional sites and their effect on penetration rates were provided in the April 2018 LHIN Report.

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	8	6	23	4	20
Alpha Healthcare Inc.	4	1		5	4	5
AwareMD						
Canada Health Systems Inc.	7	2		9	7	4
Indivica Inc.	1	1		2	1	2
OSCAR EMR	20	10		30	11	14
P&P Data Systems Inc.	1	3		4	2	2
QHR Technologies Inc.	117	120	7	244	183	178
TELUS	176	40	3	219	182	181
YES Medical Systems	1	8		9	6	9
York-Med Systems Inc.	1	8		9	6	7
Total	337	201	16	554	406	422

*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.

1.2 Appendix B: LHIN 2 – South West

LHIN 2 – Provincial Product/Service % Penetration		
Product	LHIN 2 Penetration ¹	Change
eNotifications (Hospitals)*	53%	
HRM (Physicians)	28%	
HRM (Hospitals)	100%	
OLIS (Physicians)*	48%	-1%

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. Details of additional sites and their effect on penetration rates were provided in the April 2018 LHIN Report.

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	11	11		22	4	22
Alpha Healthcare Inc.		3		3	3	2
AwareMD						
Canada Health Systems Inc.	7	4		11	1	12
Indivica Inc.	1			1		1
OSCAR EMR	43	19		62	20	36
P&P Data Systems Inc.	2	1		3		4
QHR Technologies Inc.	299	120	7	426	196	406
TELUS	479	120	10	609	392	556
YES Medical Systems		1		1		1
York-Med Systems Inc.		9		9	1	9
Total	842	288	17	1,147	617	1,049

* 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.

1.3 Appendix C: LHIN 3 – Waterloo Wellington

LHIN 3 – Provincial Product/Service % Penetration		
Product	LHIN 3 Penetration ¹	Change
eNotifications (Hospitals)*	20%	
HRM (Physicians)	47%	1%
HRM (Hospitals)	100%	
OLIS (Physicians)*	47%	4%

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. Details of additional sites and their effect on penetration rates were provided in the April 2018 LHIN Report. For LHIN 3, Grand River-Freerport Site was added in May 2018.

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	10	4		14	10	7
Alpha Healthcare Inc.	1	2		3	1	3
AwareMD		19		19	21	
Canada Health Systems Inc.	3	5		8	4	2
Indivica Inc.		9		9	9	8
OSCAR EMR	35	24	2	61	33	36
P&P Data Systems Inc.	26	3		29	5	3
QHR Technologies Inc.	19	89	1	109	67	64
TELUS	473	59	16	548	459	474
YES Medical Systems		2		2		4
York-Med Systems Inc.		5		5	1	4
Total	567	221	19	807	610	605

* 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

1.4 Appendix D: LHIN 4 – Hamilton Niagara Haldimand Brant

LHIN 4 - Provincial Product/Service % Penetration		
Product	LHIN 4 Penetration ¹	Change
eNotifications (Hospitals)*	76%	
HRM (Physicians)	25%	1%
HRM (Hospitals)	100%	
OLIS (Physicians)*	41%	1%

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. Details of additional sites and their effect on penetration rates were provided in the April 2018 LHIN Report. For LHIN 4, Hamilton Health Sciences – Juravinski Cancer Centre, Hamilton Health Sciences – McMaster Children’s Hospital, Hamilton Health Sciences – Ron Joyce Children’s Health Centre and Hamilton Health Sciences – Regional Rehab Centre were added in May 2018.

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	40	3	62	13	52
Alpha Healthcare Inc.		3	1	4		5
AwareMD		1		1	1	
Canada Health Systems Inc.	12	3	1	16	10	9
Indivica Inc.	6	16		22	11	7
OSCAR EMR	151	86	3	240	80	133
P&P Data Systems Inc.	31	14	2	47	12	38
QHR Technologies Inc.	140	261	4	405	165	358
TELUS	620	111	10	741	449	613
YES Medical Systems	1	1		2		2
York-Med Systems Inc.	1	16	1	18	5	16
Total	981	552	25	1,558	746	1,233

* 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.

1.5 Appendix E: LHIN 5 – Central West

LHIN 5 - Provincial Product/Service % Penetration		
Product	LHIN 5 Penetration ¹	Change
eNotifications (Hospitals)*	25%	
HRM (Physicians)	44%	3%
HRM (Hospitals)	100%	
OLIS (Physicians)*	50%	5%

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. There is no change in denominator for HRM and eNotifications sites for LHIN 5.

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	17	15		32	19	15
Alpha Healthcare Inc.	4			4	2	4
AwareMD						
Canada Health Systems Inc.	41	17	3	61	32	43
Indivica Inc.	35	16		51	41	35
OSCAR EMR	124	55	1	180	129	83
P&P Data Systems Inc.	61	4	1	66	43	44
QHR Technologies Inc.	119	111	8	238	145	197
TELUS	188	49	5	242	129	182
YES Medical Systems	1	1	1	3		3
York-Med Systems Inc.		1		1		1
Total	590	269	19	878	540	607

Source: eHealth Ontario

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

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

1.6 Appendix F: LHIN 6 – Mississauga Halton

LHIN 6 - Provincial Product/Service % Penetration		
Product	LHIN 6 Penetration ¹	Change
eNotifications (Hospitals)*	0%	
HRM (Physicians)	37%	
HRM (Hospitals)	100%	
OLIS (Physicians)*	40%	-2%

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. There is no change in denominator for HRM and eNotifications sites for LHIN 6.

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	19	28		47	13	34
Alpha Healthcare Inc.	1	1	1	3	2	1
AwareMD		18		18	19	
Canada Health Systems Inc.	30	2		32	21	33
Indivica Inc.	34	3	1	38	31	15
OSCAR EMR	192	43	2	237	174	130
P&P Data Systems Inc.	20	5		25	2	16
QHR Technologies Inc.	192	122	8	322	205	272
TELUS	301	84	6	391	321	354
YES Medical Systems	3			3	1	3
York-Med Systems Inc.	1	3		4		4
Total	793	309	18	1,120	789	862

*
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.

1.7 Appendix G: LHIN 7 – Toronto Central

LHIN 7 - Provincial Product/Service % Penetration		
Product	LHIN 7 Penetration ¹	Change
eNotifications (Hospitals)*	16%	
HRM (Physicians)	19%	-1%
HRM (Hospitals)	68%	
OLIS (Physicians)*	33%	

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. Details of additional sites and their effect on penetration rates were provided in the April 2018 LHIN Report. For LHIN 7, UHN- Lyndhurst, UHN- Hillcrest and Sunnybrook Health Sciences – Orthopedic were added in May 2018.

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	36	66	2	104	30	68
Alpha Healthcare Inc.	15	5		20	14	20
AwareMD		5		5	8	
Canada Health Systems Inc.	54	11	6	71	18	52
Indivica Inc.	182	30	3	215	153	98
OSCAR EMR	85	111	2	198	85	141
P&P Data Systems Inc.	39	17	2	58	2	48
QHR Technologies Inc.	174	408	8	590	227	604
TELUS	743	232	15	990	569	893
YES Medical Systems	1	14	3	18		13
York-Med Systems Inc.	1	4		5		4
Total	1,330	903	41	2,274	1,106	1,941

* 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.

1.8 Appendix H: LHIN 8 – Central

LHIN 8 - Provincial Product/Service % Penetration		
Product	LHIN 8 Penetration ¹	Change
eNotifications (Hospitals)*	27%	
HRM (Physicians)	37%	2%
HRM (Hospitals)	73%	
OLIS (Physicians)*	41%	

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. Details of additional sites and their effect on penetration rates were provided in the April 2018 LHIN Report. There is no change in denominator for HRM and eNotifications sites for LHIN 8 in May 2018.

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	55	3	97	29	70
Alpha Healthcare Inc.	4	2		6	2	8
AwareMD		23	1	24	29	
Canada Health Systems Inc.	39	19	1	59	39	35
Indivica Inc.	130	15	4	149	129	79
OSCAR EMR	94	70	5	169	106	134
P&P Data Systems Inc.	78	11		89	23	59
QHR Technologies Inc.	269	213	15	497	382	466
TELUS	396	145	33	574	491	493
YES Medical Systems	1	9	1	11	3	11
York-Med Systems Inc.	4	7	1	12	7	11
Total	1,054	569	64	1,687	1,240	1,366

* 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.

1.9 Appendix I: LHIN 9 – Central East

LHIN 9 - Provincial Product/Service % Penetration		
Product	LHIN 9 Penetration ¹	Change
eNotifications (Hospitals)*	40%	
HRM (Physicians)	45%	
HRM (Hospitals)	100%	
OLIS (Physicians)*	49%	1%

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. Details of additional sites and their effect on penetration rates were provided in the April 2018 LHIN Report. For LHIN 9, Lakeridge Health – Whitby was added in May 2018.

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	28	1	54	19	35
Alpha Healthcare Inc.	7	1		8	8	8
AwareMD						
Canada Health Systems Inc.	62	14	3	79	55	46
Indivica Inc.	44	19	1	64	56	47
OSCAR EMR	137	65	1	203	155	137
P&P Data Systems Inc.	48	7	1	56	26	40
QHR Technologies Inc.	148	159	11	318	238	269
TELUS	494	139	17	650	496	563
YES Medical Systems		6	1	7	7	5
York-Med Systems Inc.	5	8		13	1	7
Total	970	446	36	1,452	1,061	1,157

* 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.

1.10 Appendix J: LHIN 10 – South East

LHIN 10 - Provincial Product/Service % Penetration		
Product	LHIN 10 Penetration ¹	Change
eNotifications (Hospitals)*	7%	
HRM (Physicians)	30%	-2%
HRM (Hospitals)	100%	
OLIS (Physicians)*	44%	1%

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. Details of additional sites and their effect on penetration rates were provided in the April 2018 LHIN Report. For LHIN 10, Brockville – St. Vincent De Paul and Brockville- St. Vincent De Paul (Garden St. Site) were added in May 2018.

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		11	1	12	3	11
Alpha Healthcare Inc.						
AwareMD						
Canada Health Systems Inc.	3			3		3
Indivica Inc.	16	5		21	12	12
OSCAR EMR	48	15	2	65	41	50
P&P Data Systems Inc.	6			6	3	7
QHR Technologies Inc.	51	46	3	100	59	93
TELUS	311	39	13	363	247	354
YES Medical Systems		1		1	1	1
York-Med Systems Inc.		1		1	1	1
Total	435	118	19	572	367	532

* 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.

1.11 Appendix K: LHIN 11 – Champlain

LHIN 11 - Provincial Product/Service % Penetration		
Product	LHIN 11 Penetration	Change
eNotifications (Hospitals)*	42%	
HRM (Physicians)	27%	
HRM (Hospitals)	79%	
OLIS (Physicians)*	43%	1%

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. Details of additional sites and their effect on penetration rates were provided in the April 2018 LHIN Report. There is no change in denominator for HRM and eNotifications sites for LHIN 11 in May 2018.

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	36		39	2	32
Alpha Healthcare Inc.		1		1	1	
AwareMD						
Canada Health Systems Inc.	59	50	3	112	61	60
Indivica Inc.	56	7	1	64	47	52
OSCAR EMR	137	56	1	194	138	126
P&P Data Systems Inc.	47	2	1	50	13	22
QHR Technologies Inc.	170	167	5	342	140	287
TELUS	883	205	20	1,108	563	979
YES Medical Systems						
York-Med Systems Inc.		2		2		2
Total	1,355	526	31	1,912	965	1,560

* 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.

1.12 Appendix L: LHIN 12 – North Simcoe Muskoka

LHIN 12 - Provincial Product/Service % Penetration		
Product	LHIN 12 Penetration ¹	Change
eNotifications (Hospitals)*	13%	
HRM (Physicians)	54%	2%
HRM (Hospitals)	100%	
OLIS (Physicians)*	52%	

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. Details of additional sites and their effect on penetration rates were provided in the April 2018 LHIN Report. There is no change in denominator for HRM and eNotifications sites for LHIN 12 in May 2018.

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	2	7	1	10	4	4
Alpha Healthcare Inc.	5			5	3	4
AwareMD						
Canada Health Systems Inc.			1	1		1
Indivica Inc.	1	2		3	1	2
OSCAR EMR	7	6		13	15	7
P&P Data Systems Inc.		1		1		
QHR Technologies Inc.	186	93	3	282	214	202
TELUS	183	47	5	235	196	203
YES Medical Systems						
York-Med Systems Inc.		2		2	2	2
Total	384	158	10	552	435	425

* 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.

1.13 Appendix M: LHIN 13 – North East

LHIN 13 - Provincial Product/Service % Penetration		
Product	LHIN 13 Penetration ¹	Change
eNotifications (Hospitals)*	38%	
HRM (Physicians)	15%	
HRM (Hospitals)	0%	
OLIS (Physicians)*	48%	1%

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. Details of additional sites and their effect on penetration rates were provided in the April 2018 LHIN Report. There is no change in denominator for HRM and eNotifications sites for LHIN 13 in May 2018.

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	5		6		4
Alpha Healthcare Inc.		1		1		1
AwareMD						
Canada Health Systems Inc.	3	1		4		6
Indivica Inc.	3			3		4
OSCAR EMR	22	1		23	5	11
P&P Data Systems Inc.	27	8	1	36		8
QHR Technologies Inc.	60	30	2	92	19	111
TELUS	303	49	9	361	137	355
YES Medical Systems						
York-Med Systems Inc.	9	1		10		8
Total	428	96	12	536	161	508

* 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.

1.14 Appendix N: LHIN 14 – North West

LHIN 14 - Provincial Product/Service % Penetration		
Product	LHIN 14 Penetration ¹	Change
eNotifications (Hospitals)*	100%	
HRM (Physicians)	3%	
HRM (Hospitals)	0%	
OLIS (Physicians)*	39%	1%

*OntarioMD has re-counted eligible hospital sites for HRM and eNotifications to align with the Ministry of Health Eligible Hospital Sites. Details of additional sites and their effect on penetration rates were provided in the April 2018 LHIN Report. There is no change in denominator for HRM and eNotifications sites for LHIN 14 in May 2018.

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	6	2		8		8
Alpha Healthcare Inc.						
AwareMD						
Canada Health Systems Inc.	3	3		6		4
Indivica Inc.				1		1
OSCAR EMR	58	1	1	60		7
P&P Data Systems Inc.	16	5		21		2
QHR Technologies Inc.	37	23		60	5	62
TELUS	117	41	5	163	10	122
YES Medical Systems						
York-Med Systems Inc.						
Total	237	75	6	318	15	206

* 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.