

Orion Health | Case Study

Faster follow-up care for Ontario patients

The Customer

OntarioMD has been very successful in supporting physicians in the selection, implementation and adoption of electronic medical records (EMRs). Over 14,000 physicians are enrolled in its programs. It has a proven track record of developing and implementing connectivity to EMRs in its applications that enhance the value of certified EMRs. OntarioMD's next phase will focus on enhanced connectivity (consults, referrals, etc.), and helping physicians optimize their EMR use with practical advice from their clinical peer leads.

The Challenge

Communication between hospitals or specialty clinics and family physicians used to be a challenge in Ontario. Physicians were often unaware their patients were in the hospital or clinic until days or weeks later. Family physicians did not have the most up-to-date information they needed to follow up with patients within the critical 7-day period after discharge. Lack of timely follow-up often led to re-admissions.

Without timely notifications and receipt of patient reports from the hospital or specialty clinic, physicians were not well-equipped to support the transitions and continuity of treatment for patients back in the community. There was also no province-wide solution available that sent medical reports electronically from hospitals and specialty clinics to certified (EMRs).



CUSTOMER	OntarioMD
CITY, STATE	Toronto, Canada
WEBSITE	ontariomd.ca
PRODUCTS IMPLEMENTED	Orion Health Rhapsody Integration Engine
KEY BENEFITS	<ul style="list-style-type: none">▪ Faster follow-up and better coordination of care for patients▪ Time savings for physicians and clinic staff▪ Ease of use and seamless integration with EMRs▪ Flexibility in report types▪ Impressive growth from 2013 to 2017

Waiting for family physicians to receive notification and information related to patient discharges from the emergency department or their admission or discharge from an in-patient unit also caused concern for patients. In an age when information is widely shared and tracked, patients had to telephone their

family physicians to inform them of their hospitalisation and ask about next steps for treatment.

The Solution

In 2013, OntarioMD began offering the Health Report Manager (HRM) service to physicians and hospitals across Ontario. HRM is a digital health application that delivers medical record and the reports that accompany diagnostic images seamlessly and securely to OntarioMD-certified EMRs used by more than 7,000 community-based family physicians and specialists all over Ontario. HRM is powered by Orion Health's Rhapsody Integration Engine. The Rhapsody Integration Engine has provided the reliability, flexibility and scalability needed to connect diverse hospital information systems

"Orion Health's Rhapsody engine has been extremely reliable in powering OntarioMD's Health Report Manager, and ensures faster follow up for patients by sending over 14 million reports from over 180 hospitals and specialty clinics to over 7,000 physicians across Ontario."

Elizabeth Keller
Vice-President,
Product Strategy & Delivery, OntarioMD

and 16 different certified EMRs. For hospitals, it eliminates the need to maintain multiple interfaces from the hospital information system to individual EMRs.

HRM sends reports using Rhapsody from most Ontario hospitals and an increasing number of specialty clinics such as cardiology and radiology clinics. It is the only report delivery solution that has connected specialty clinics, where many patients go for care. Physicians acknowledge the immediate clinical value of HRM patient reports arriving in their EMRs, straight into the patients' charts, with little change to their workflows. They appreciate the speed and reliability of HRM. Reports arrive within minutes of their transmission by

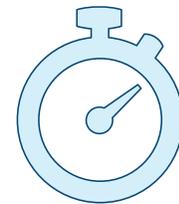
hospitals and clinics. This is a vast improvement over the 12-day average to receive paper reports and clinic staff have saved time that they now use on patient-focussed activities.

The Results

From 2013 to 2017, HRM has experienced impressive growth. From the about 100 physicians and four initial hospitals, the exchange of patient information through HRM has grown exponentially. This growth would not be possible without the capabilities of the

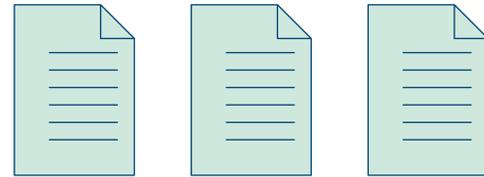
HRM saves
an average of

**33
Minutes**



Per clinician per day

on the processing of paper reports

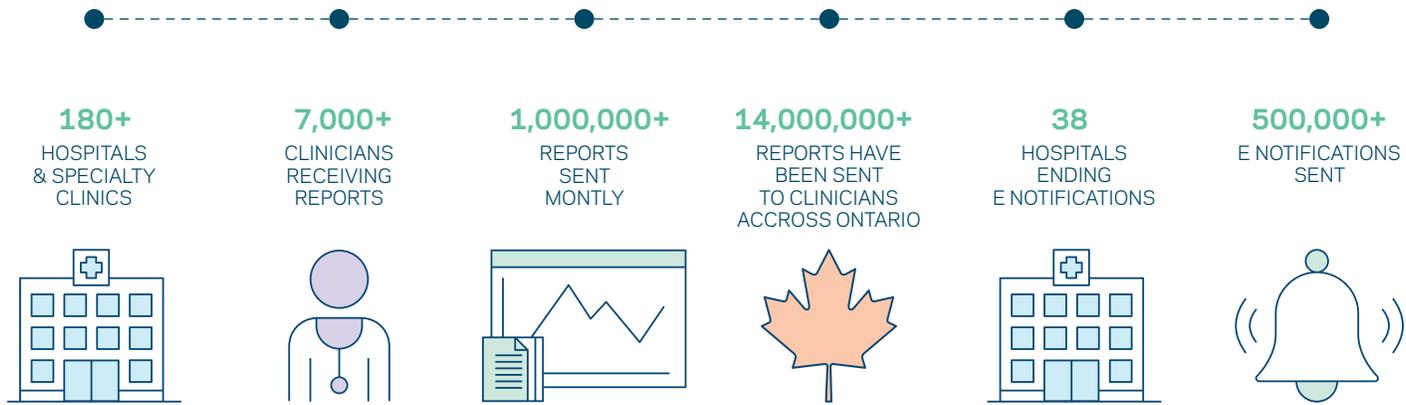


(Individual experiences may vary)

Rhapsody Integration Engine. The engine is not only scalable to thousands of users

"One of the best features of HRM is the speed of the delivery. As any physician will tell you, processing paperwork takes us away from direct patient care, our personal time and using this technology, we have been able to reclaim some of that time back."

Dr. Allan Lee
Chief Medical Information Officer
and Hospitalist, Halton Healthcare Services



across the province, it is easily scalable to handle hundreds of different report types today and many more in the future.

HRM has saved time for physicians and clinic staff and has been recognized with a Canadian Health Informatics Award in 2015 for Innovation in the Adoption of Health Informatics.

"HRM has streamlined and expedited the transfer of information from affiliated hospitals. This minimises the gaps that sometimes occur when patients enter the hospital system and allows me to deliver more complete care for my patients"

Dr. Roy Wyman, Family physician

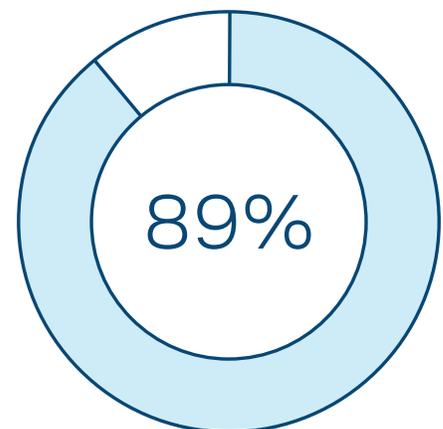
Physicians are very pleased at the ease of use and seamless integration of HRM with their certified EMRs, thanks to the underlying Rhapsody Integration Engine. Having the information for each patient go right into the EMR has been a significant benefit for patient care and a shining example in Ontario of interoperability using digital health solutions.

Orion's Rhapsody Integration Engine has enabled HRM to provide flexibility in the types of reports it can deliver to physicians. Once physicians became used to reports flowing seamlessly from hospitals to their EMRs, they asked OntarioMD what else HRM could do to bring more patient information from outside

primary care settings to their EMRs. The first innovation enabled by Rhapsody and added to HRM were eNotifications. eNotifications are real-time electronic messages sent through HRM to primary care providers to notify them when their patients are discharged from the Emergency Department or are admitted or discharged from in-patient units. Physicians who use HRM automatically start receiving eNotifications as soon as they are enabled by the hospitals.

eNotifications support both Health Links and Patients First strategies, which are Ontario Ministry of Health and Long-Term Care initiatives to provide more coordinated, efficient and effective care for patients with complex conditions in 69 communities across Ontario. Complex care patients, who represent five

Users agree that **the timeliness of receiving reports** into their EMR has improved with HRM



"My practice has been receiving eNotifications and it's been a positive experience. I followed up with one of my patients shortly after I received an emergency department discharge eNotification and the patient was blown away that I was able to follow-up with him so quickly."

Dr. David Kaplan, Family physician

percent of Ontario patients, spend more time in hospitals and in emergency departments than other patients. They account for two-thirds of health care costs. Letting family physicians know about these events has been critical to coordinating timely follow-up care and reducing the potential for unnecessary hospital readmissions for these patients. eNotifications include a Health Links patient identifier and the patient's Community Care Access Centre. This information is very useful in coordinating care with Community Care Access Centres after hospital stays.

eNotifications have been recognized as a Leading Practice by Accreditation Canada.

Future Developments

Connecting hospitals and independent health facilities (IHF) are the immediate priorities for HRM. It has connected the majority of hospitals from all over Ontario and is expected to connect the remaining hospitals in the next 18 months.

HRM will also connect more IHFs in the next year. IHFs are non-hospital facilities in Ontario that provide insured diagnostic services (ultrasound, x-ray, pulmonary function, nuclear medicine and sleep studies) and/or insured surgical/treatment services (e.g., cataract surgery, dialysis, plastic surgery).

Thanks to its contribution to Health Links, eNotifications have become a digital health priority in Ontario and expansion across the province with continue in earnest over the 2017-18 fiscal year.

About Orion Health

At Orion Health, we are building thinking software for life. Our new generation eHealth software provides an open platform that seamlessly integrates local, regional, and national data, making it more readily available to doctors, nurses, specialists, and patients themselves. We believe that our software, built on new generation technology, will give everyone healthier, happier, and longer lives.

Find out more: orionhealth.com

Rhapsody® Integration Engine is intended only for the electronic transfer, storage, or display of medical device data, or the electronic conversion of such data from one format to another in accordance with a preset specification as specified in the product manual and/or related documentation. Rhapsody Integration Engine is not intended to be used for active patient monitoring, controlling or altering the functions or parameters of any medical device, or any other purpose relating to data obtained directly or indirectly from a medical device other than the transfer, storage, and conversion of such data from one format to another in accordance with preset specifications. Orion Health makes no warranties and the functionality described within may change without notice.

ONC Health IT Certification (2014 Edition) Rhapsody Integration Engine and Rhapsody Connect attained 2014 Edition Modular Ambulatory EHR Certification and 2014 Edition Modular Inpatient EHR Certification from the ICSA Labs ONC Health IT Certification Program. This EHR Module is 2014 Edition compliant and has been certified by an ONC-ACB in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. Department of Health and Human Services. For more information, please see orionhealth.com/us/support/disclosures/meaningful-use-rhapsody. Rhapsody® is a registered trademark of Orion Health™ Limited, manufactured in New Zealand, by Orion Health Limited. All other trademarks displayed in this document are the property of Orion Health or their respective owners, and may not be used without written permission of the owner. Rhapsody Integration Engine is not intended to be used for diagnostic purposes, or to replace clinical judgment or responsibilities.

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