Digital Health Catalogue

Our highly qualified team of experts is here to support you with the following digital health tools and services:

eConsult

Our QBIC (Quality Based Improvements in Care) program supports the adoption of eConsult, a secure messaging system that uses the Ontario Telemedicine Network (OTN) and will include Champlain BASE functionality to connect primary care providers with specialists. Timely access to experience-based specialist knowledge is just a click away — the average wait time is less than 3 days!

Virtual Visits

QBIC is working with OTN and Think Research to roll out VirtualCare, a tool which will enable healthcare providers to 'see' their patients over a secure, online communication system via chat messaging, phone or video. This new tool reduces avoidable in-person visits and improves satisfaction for providers *and* their patients. Remuneration is provided to clinicians for this service.

Tablets

In partnership with Canadian Mental Health Association Waterloo Wellington (CMHA WW), QBIC is supporting primary care providers with the use of tablets for management and assessment of mental health conditions. Patients can use tablets to fill out questionnaires while in the waiting room, with their responses uploaded directly to their doctor's electronic medical record (EMR).

EMR coaching & tools

QBIC offers coaching sessions to help clinicians enhance their use of digital health technologies in clinic, with focus on EMR optimization. QBIC also supports the adoption of EMR templates and other EMR tools that provide clinical decision support and improve data quality, leading to enhanced outcomes for patients.

Electronic Referral (eReferral) & Patient Portal

Our System Coordinated Access (SCA) program has built an eReferral solution that integrates into primary care EMRs, allowing providers to send standardized referral forms seamlessly and quickly to specialists and programs, as well as receive updates regarding the status of the referral. Patients can also confirm appointments online and a portal with service listings is coming soon!

Electronic Health Record (EHR) tools

We are the Waterloo Wellington Delivery Partner for the connecting South West Ontario (cSWO) Program EHR solutions, such as the Regional Clinical Viewer, ClinicalConnect™ — funded by eHealth Ontario — and OntarioMD's Health Report Manager (HRM). These tools enable clinicians to access critical patient information in real-time.

Information Technology (IT) support

We provide a team of highly experienced technology experts that can assist you with desktop support, network support, server support, and EMR support.

For more information, visit us at www.ehealthce.ca