

ONE[®] Network Migration Program

Frequently Asked Questions

Site Reimbursement

1. What will the cost be to my site/practice to make the required changes?

eHealth Ontario will support physicians with monthly Internet service provider (ISP) costs up to March 31, 2012 and reimburse your site to obtain a firewall. eHealth Ontario will provide technical assistance for the migration, if required. If any additional costs are to be incurred, please contact your dedicated migration agent to discuss as any additional amounts must be approved in advance.

2. Will eHealth Ontario offer technical support for the transition?

Yes. eHealth Ontario will offer, when necessary and with prior approval, technical assistance to help support your migration activities.

3. Will eHealth Ontario pay for my Internet connection?

eHealth Ontario will pay for your monthly Internet service in the form of a one-time reimbursement which is calculated from the removal date of your existing eHealth Ontario circuit through to March 31, 2012 (with submission of original receipts). For example, if the removal date is July 1, 2011, you will be eligible for a one-time payment of nine (9) months of ISP costs. In addition, eHealth Ontario will provide a one-time reimbursement or partial subsidy amount for the purchase of a firewall that adheres to our guidelines and specifications (with submission of original receipts) and migration support, if required, also with submission of original receipts and based upon approved amounts.

4. What if I can't afford an ISP?

If required, eHealth Ontario will work with your site to find an appropriate Internet service provider to meet your needs. Funding from eHealth Ontario for these reimbursements will end on March 31, 2012. After March 31, 2012, you should be including connectivity and other related costs in your business plans and budgets.

To ensure that you receive support specifically tailored to physicians, you are strongly encouraged to enroll in OntarioMD's EMR Adoption program <http://www.ontariomd.com>.

5. When will I receive a reimbursement cheque?

The reimbursement process starts when you send eHealth Ontario the circuit removal form and return all eHealth Ontario equipment. Once your receipts are received, the reimbursement amount

will be determined. Please be advised that it could take up to 120 days from the date that eHealth Ontario receives the removal form to the date that you receive your reimbursement cheque.

6. When will my eHealth Ontario circuit be removed?

eHealth Ontario circuits are removed within 90 days from the date of initial contact by your migration agent. Your migration agent will assist you with all migration activities.

7. When I had my eHealth Ontario circuit installed, I paid for work to be completed in my office to accommodate the installation. Will I be compensated for this previous work?

eHealth Ontario will not compensate the site for any work done before migration. eHealth Ontario will offer, when necessary and with prior approval, migration assistance to help support your migration activities.

Contact Information

For more information contact:

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