

# ONE<sup>®</sup> Network Migration Program Frequently Asked Questions

## 1. Why is eHealth Ontario implementing a Migration program?

Earlier this year, the eHealth Ontario board of directors approved a revitalized ONE<sup>®</sup> Network direction. The ONE Network Migration program is part of this direction. The initiative is driven by business improvements, reliability and bandwidth availability on the Internet, and application technology advancements, all which will:

- Decrease operating costs and increase the efficiency of the network;
- Allow for accelerated access to ehealth services;
- Provide a broader choice of offerings to health care providers for their networking needs;
- Align with the current program offerings for new EMR adopters; and,
- Ultimately provide better value for taxpayers' money.

Additionally, the ONE Network direction addresses significant concerns made by the Auditor General (Oct 2009). eHealth Ontario's key stakeholders and partners such as OntarioMD and Local Health Integration Networks are fully aware and generally supportive of the ONE Network direction and new eligibility criteria.

## 2. Ontario's Auditor General report, *Special Report 2009, Ontario's Electronic Health Records Initiative*, states that the network is underutilized. How does migration address this concern?

eHealth Ontario will optimize the use of existing circuits where possible. Our plan is to remove those circuits with no or minimal usage because maintaining them is very costly and an inefficient use of public funds. We will make every effort to migrate those circuits to the Internet where possible for more suitable connectivity at small practice offices.

## 3. How will the network migration improve frontline patient care?

The ONE Network Migration program will efficiently and equitably meet the business needs of the health care sector. As well, it will allow for accelerated access to vital ehealth services and provide more value for taxpayers' dollars.

#### 4. Who will be affected by the Migration program?

There are over 4,000 circuits on ONE Network. eHealth Ontario has been evaluating the existing circuits based on new criteria. Generally, sites that can meet their business needs and access ehealth information and applications through commercial Internet connectivity will be encouraged to do so. The initial sites that will be impacted by the Migration program are physician offices, however the eligibility criteria will be applied to all new requests for connectivity.

#### 5. What are the new eligibility criteria?

Migration selection is driven by the ONE Network eligibility criteria. Commercial Internet is the default method by which health care providers will access eHealth Ontario services. The eligibility criteria states that eHealth Ontario will provide or maintain a ONE Network connection to a health care site, assuming program funding is available, if:

- The site currently uses an approved health care application that requires a class of service or has network requirements that cannot be addressed by a commercially available Internet service (e.g. Ontario Telemedicine Network); or
- The site uses an approved health care application that currently cannot be securely accessed over the Internet.

#### 6. When is the Migration program starting?

Network Migration will take place in multiple, overlapping waves beginning September 2010. Initially, the focus will be on ensuring that physicians have appropriate time to obtain an Internet service provider of their choosing and successfully transition to it. Physicians will be provided with dedicated, professional support services to facilitate a seamless transition and ensure that they can connect to and use the same services they now use.

#### 7. How will I know if my site will be affected by the ONE Network Migration program?

If your site is chosen for migration then you will receive a letter with detailed instructions and next steps.

#### 8. If my site is chosen for migration, will my circuit be immediately removed?

No, eHealth Ontario will provide 90 days notice from the date you receive the first letter to the date your circuit is removed.

**9. Who should I contact if I have questions about my site's migration?**

The initial letter you will receive includes the name and contact details of a dedicated migration agent who will be assigned to your site. Additionally, you can contact the team by emailing inquiries to the following email address: [MigrationProgram@ehealthontario.on.ca](mailto:MigrationProgram@ehealthontario.on.ca).

**10. I am interested in joining the Ontario Telemedicine Network (OTN) and am not sure how to proceed.**

OTN can be reached at [information@otn.ca](mailto:information@otn.ca) or by phone at 1-866-454-6861.

**Contact Information**

For more information please email us at [MigrationProgram@ehealthontario.on.ca](mailto:MigrationProgram@ehealthontario.on.ca).

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