

Online Appointment Booking and eReferral Updates



Online Appointment Booking (OAB):

- . OAB funding has been confirmed for FY 2026-2027, details to be shared by Ontario Health in the coming weeks.
- . We anticipate the next round of proposals will be due this summer (July).
- . Funding typically supports both net new and sustainment licenses and can support Physician, Nurse Practitioner, and Allied Health Professional schedules.
- . To support proposal planning, please confirm clinic interest by June 15th.

eReferral:

- . Expansion of eReferral is underway with support from the LDG and the Toronto eReferral Deployment Team.
- . If you are already using eReferral and have receiving sites you would like to see onboarded, please send the site name(s) to our SOHT Digital Lead.
- . Questions, onboarding interest, or workflow fit discussions are welcome, please reach out if you need support.

Please see the attached benefits one-pagers for Online Appointment Booking and eReferral. For questions or to express interest, please contact the SOHT Digital Lead at: cynthia.kitchen@amplifycare.com





ONLINE APPOINTMENT BOOKING: BENEFITS

What is Online Appointment Booking?

An online booking platform allows patients and their caregivers to request or directly schedule appointments – virtual or in-person – with their primary care clinician using a desktop or mobile device.

Benefits for Patients



- Access to book or reschedule 24 hours a day from any desktop or mobile device
- Receive appointment reminders according to preferences (phone, text message, email) to minimize risk of missing appointments

Benefits for Clinicians



- Highly customizable schedules (appointment duration, visit type, etc.)
- EMR schedule is integrated with the online appointment booking solution, which enables flexibility for both the provider and administrative staff
- Ability to track booking and communication statistics in order to monitor trends and change as needed
- Decreased no-show rates due to automated appointment reminders, leading to fewer gaps in schedules

Benefits for Clinic Staff



- Improved efficiency and reduction in administrative burden by decreasing time spent scheduling and confirming appointments over the phone – fewer phone disruptions gives staff time to focus on other tasks
- Increased availability to focus on patients who prefer the phone or are calling in with urgent concerns

Funding Opportunity Available through Scarborough OHT

The Scarborough OHT has received confirmation of 2026-2027 funding from Ontario Health to cover licensing costs through March 31, 2027. While we are still waiting on final details, we are compiling our proposal for interested clinics currently with the expectation that proposals will be due summer of 2026.

Interested in Getting Started?

To learn more, please reach out to Scarborough OHT Data and Digital Lead Cynthia Kitchen
Cynthia.Kitchen@amplifycare.com

Ocean eReferral

Integrated with:   



Searchable **map-based directory** with customized listings

- sort by **distance to your patient’s home** or **wait time**



Standardized referral forms to ensure **appropriate and complete referrals**

- ability to **add attachments** (imaging, labs, etc.)



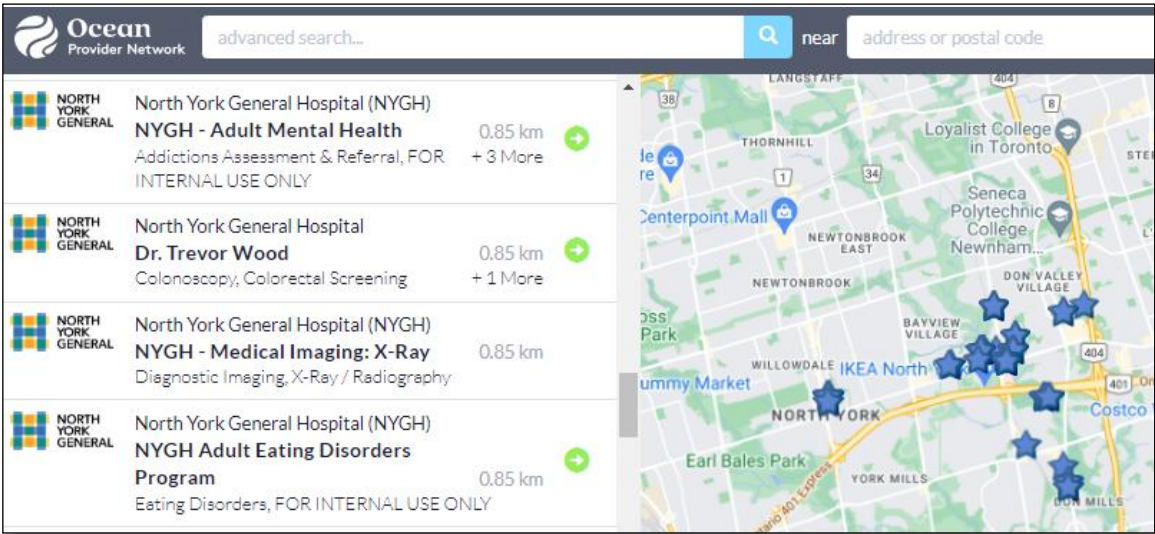
Streamline **communication** with referral receivers through secure **instant messaging**



Receive **real-time status updates** as the referral is accepted, declined, appointment is booked, etc.

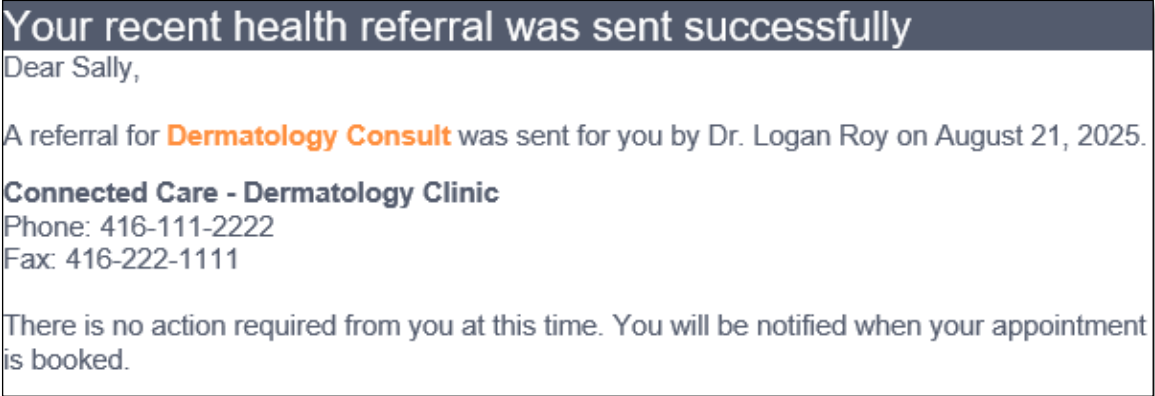


Keep patients informed through automatic email notifications (referral sent, appointment booked, appointment reminders)



The screenshot shows the 'Ocean Provider Network' interface. On the left, there is a list of referral options from 'NORTH YORK GENERAL' hospital. Each entry includes the provider name, service, and distance (0.85 km). On the right, there is a map of North York, Ontario, with blue star markers indicating the locations of the referral providers. The interface includes a search bar at the top with the text 'advanced search...' and a 'near' dropdown menu.

Provider	Service	Distance
North York General Hospital (NYGH)	NYGH - Adult Mental Health	0.85 km
North York General Hospital (NYGH)	Dr. Trevor Wood	0.85 km
North York General Hospital (NYGH)	NYGH - Medical Imaging: X-Ray	0.85 km
North York General Hospital (NYGH)	NYGH Adult Eating Disorders Program	0.85 km



The screenshot shows a confirmation email titled 'Your recent health referral was sent successfully'. The email is addressed to 'Dear Sally,' and states that a referral for 'Dermatology Consult' was sent for her by Dr. Logan Roy on August 21, 2025. It provides contact information for the 'Connected Care - Dermatology Clinic' (Phone: 416-111-2222, Fax: 416-222-1111) and informs her that there is no action required from her at this time, and she will be notified when her appointment is booked.

Your recent health referral was sent successfully

Dear Sally,

A referral for **Dermatology Consult** was sent for you by Dr. Logan Roy on August 21, 2025.

Connected Care - Dermatology Clinic
Phone: 416-111-2222
Fax: 416-222-1111

There is no action required from you at this time. You will be notified when your appointment is booked.

Ocean eReferral



Customized directory listing on **map-based directory** to ensure **appropriate and complete referrals**



Standardized referral forms to assess **urgency** and support **efficient triaging**

- ability to **receive attachments** (imaging, labs, etc.)



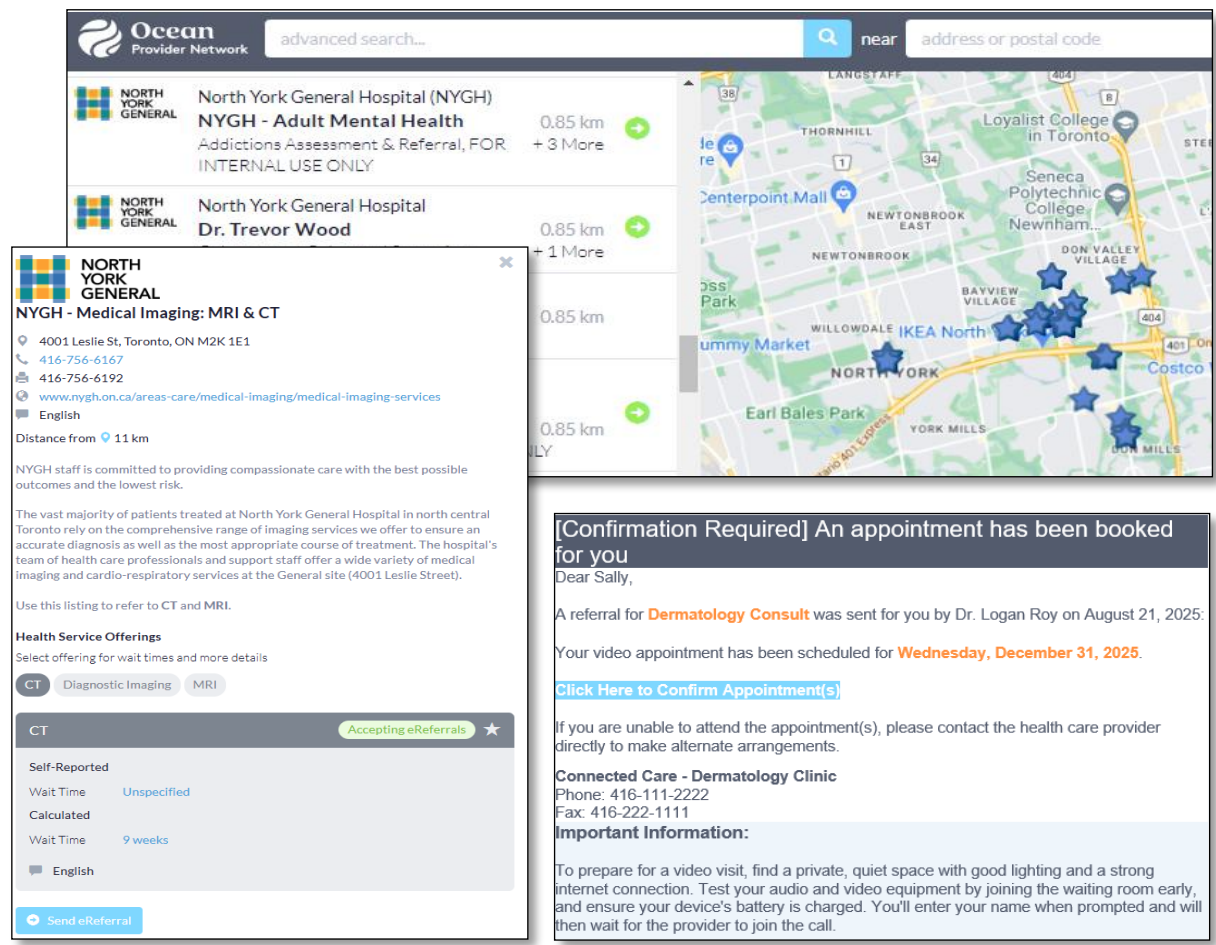
Streamline **communication** with referral senders through secure **instant messaging**



Ability to respond to an eReferral as an **eConsult** directly within Ocean and receive **renumeration** for time spent



Keep patients informed through automatic email notifications (appointment booked, pre-appointment instructions, appointment reminders)



The screenshot displays the Ocean eReferral interface. At the top, there's a search bar with 'advanced search...' and a 'near' dropdown. Below this, a map shows various locations marked with blue stars. A detailed listing for 'NORTH YORK GENERAL' is shown, including 'NYGH - Adult Mental Health' and 'NYGH - Medical Imaging: MRI & CT'. The listing provides contact information, a map location, and a description of services. A 'Health Service Offerings' section shows 'CT' as the selected service, with 'Accepting eReferrals' status. A 'Self-Reported' section shows 'Wait Time' as 'Unspecified' and 'Calculated' as '9 weeks'. A 'Send eReferral' button is at the bottom. To the right, a confirmation message states: '[Confirmation Required] An appointment has been booked for you. Dear Sally, A referral for Dermatology Consult was sent for you by Dr. Logan Roy on August 21, 2025. Your video appointment has been scheduled for Wednesday, December 31, 2025. Click Here to Confirm Appointment(s). If you are unable to attend the appointment(s), please contact the health care provider directly to make alternate arrangements. Connected Care - Dermatology Clinic. Phone: 416-111-2222. Fax: 416-222-1111. Important Information: To prepare for a video visit, find a private, quiet space with good lighting and a strong internet connection. Test your audio and video equipment by joining the waiting room early, and ensure your device's battery is charged. You'll enter your name when prompted and will then wait for the provider to join the call.'