

Ontario 811 Industry Advisory

Project Name: 811 Implementation – Ontario Ministry of Health

Customer Name: Ontario Ministry of Health (“Customer”)

Prepared for: Orion Health

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Practice: Bell Business Markets - Contact Centre Solutions

Region: Ontario

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Version control

Version	Date	Author	Description of change
1.0	March 8, 2022	Robert Michels	Initial Document
1.1	March 11, 2022	Robert Michels	Revision to Overview

1. INTRODUCTION

As part of the government's comprehensive plan to better connect care for patients and end hallway health care, Ontario is taking steps to expand access to digital and virtual care options. To make it easier and more convenient to access health care services and navigate the health care system, the Ontario government is awarding a contract to create a one-stop, digitally-enabled navigation tool with fully bilingual services that will increase access to care and improve equity.

This new navigation tool is part of Ontario's Digital First for Health Strategy that will bring Ontarians more modern, accessible and digitally-enabled health care choices. It will feature one website and one number to call and support Ontarians' health care journey, when and where they need it.

With this new tool expected to be ready in early 2022, Ontarians will have a 'Digital Front Door' to Ontario's health care system, offering a place where they can have easier access to health information, advice, initial triage, symptom checking, mental health and addictions supports, home and community care, caregiver supports, information on finding a local doctor or nurse practitioner, and virtual care to become connected to health information and health care services across the province and to receive guidance throughout their health care journey.

The successful bidder consortium that will help develop Ontario's new digitally-enabled navigation tool is Better Access Alliance, led by Orion Health. The members of the consortium include a number of companies with proven records in technology integration, health data and innovation fields, including SE Health, Bell Canada, Think Research, and Ada Health.

Orion Health was selected through an innovative public procurement process, guided by patients, families, caregivers, health service providers, and the imagination and capabilities of Ontario's digital health innovators. A Fairness Commissioner was engaged during the evaluation stage to oversee the procurement process and to ensure its fairness and integrity.

This is a key step toward building a connected health care system that responds to patient and provider system navigation needs, while harnessing the expertise of digital health innovators to improve care for all Ontarians.

By simplifying and streamlining access to health care information and services, this digitally-enabled navigation tool will help maximize the capacity of the health care system and ensure Ontarians have access to safe, high-quality health care as we continue to respond to COVID-19.

Included in the initiative is the conversion of 811 service to the Better Access Alliance.

The Ministry has identified their migration of 811 in Ontario to be on March 31, 2022.

2. OVERVIEW OF CHANGE(S) REQUESTED

Non-urgent teletriage lines have been in Ontario since Telehealth Ontario launched in 2000.

These programs are mature services with established infrastructure that deliver service and are accessible to all people in Ontario. This project is intended to amalgamate the four existing teletriage service programs which exist today in Ontario into one number for Ontarians to access. The existing programs and their current TFN include:

- Telehealth Ontario: 866-797-0000
- Telephone Health Advisory Service: 866-553-7205
- Health Care Connect: 866-523-3161
- Colon Cancer Check screening: 866-828-9213

All of the services' TFN terminate are schedule to be routed to local numbers within the Bell CXone SIPT infrastructure by March 31st, 2022.

811 Proposed Service Areas

These services currently and will need to continue to be accessible to anyone in Ontario regardless of the type of phone service they receive ie land line, voip and wireless (see Section 4 – Proposed Service Areas).

Current Terminating Numbers

Previous 811 initiative led by Sykes Assistance Services Corporation identified two numbers as terminating points:

- 1-844-953-1565
- 1-519-953-1565

Translation Change Requested

The functionality that currently exists for the services must remain. Bell intends to keep the current service toll free numbers live indefinitely after the 811 number is implemented.

As calls are forwarded to a toll-free number, there are no long distance charges to callers to 811.

All members of the N11 Distribution List are requested to formulate a test plan and make modifications to their networks as necessary to ensure:

1. All 811 calls placed on their network in the Ontario-designated exchange areas terminate only on 1-844-953-1565.
2. Remove any termination references to the local number 1-519-953-1565

Should any issues arise that may impact readiness to implement 811 according to this schedule, TSPs are expected to notify the contact identified in Section 5 upon completion.

Please note that information about the implementation of 811 to access services through Ontario's Teletriage Services is to be kept strictly confidential until after the formal announcement/news release the day of the public launch. Ontario Ministry of Health has not identified a date for the announcement to the Better Access Alliance at the time this advisory was published.

3. AUTHORIZATION LETTER

Ministry of Health
Assistant Deputy Minister
Digital Health Division

1075 Bay Street, 12th Floor
Toronto ON M5S 2B1
Tel.: 416-326-1582

Ministère de la Santé
Sous ministre adjoint
Division des solutions numériques
pour la santé

1075, rue Bay, 12^e étage
Toronto ON M5S 2B1
Tél.: 416-326-1582



Ms. Andrea Tait
c/o Orion Health
163 Adelaide Ave W
Toronto, Ontario

Re: Implementation of 811 in Ontario

Dear Ms. Tait:

The Ministry of Health's (the "Ministry") new health care navigation service will provide Ontarians with an integrated "one number to call" and digital front door for accessing health care information and services in Ontario.

As a key partner in the delivery of the new health care navigation service, the Ministry greatly appreciates the work being carried out by Orion Health Ltd and its partners in the Better Access Alliance to implement "811" in Ontario by March 31, 2022. Furthermore, the Ministry endorses Bell Canada to engage with telecommunication providers in Ontario to establish all necessary preparations so that this initiative can be introduced successfully.

Information about the implementation of "811" to access services through the new health care navigation service is to be kept strictly confidential until after the formal public announcement release for the service.

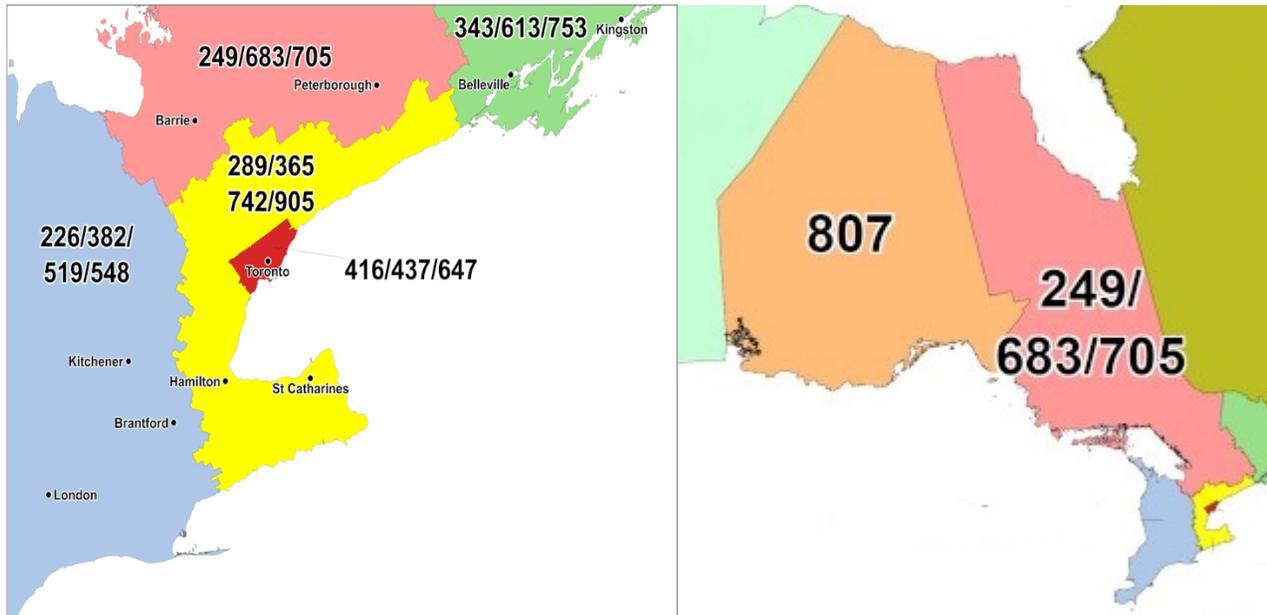
Thank you for your dedication and commitment to this initiative.

Sincerely,

Greg Hein
Assistant Deputy Minister
Digital Health Division

c: Mr. Evan Mills, Director, Digital Health Program Branch, MOH
Mr. Sacha Bhatia, Population Health and Values Based Health Systems Executive
Ms. Rhonda Wilson, Vice President, System Supports & Patient Access

4. PROPOSED SERVICE AREA



5. ACCEPTANCE / ACKNOWLEDGEMENT CONTACT

For any questions or confirmations in regards to this request, please contact:

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