

Virtual Visits Verification for Health Service Providers: Frequently asked Questions

In support of the province's Digital First for Health strategy, Ontario Health launched a provincial verification process by which clinicians and health care organizations will have access to expanded options of virtual care solutions that are aligned to provincial standards.

In collaboration with the Ministry of Health, OntarioMD, and other health care stakeholders, Ontario Health has developed virtual visit video and secure messaging requirements designed for solutions to support clinical encounters with patients and interoperable health information exchange.

For additional questions about virtual visits verification process, please contact verification@ontariohealth.ca or visit the [Verified Virtual Visit Solutions for Providers website](#).

1. Does using a Verified solution impact my ability to receive remuneration for virtual care services?

Health service providers should refer their contractual requirement under which they receive remuneration to determine the details of remuneration related to virtual care and if verification status is a recommendation or requirement. Further remuneration questions should be directed to the funder through standard channels, such as the Ministry of Health's Service Support Contact Centre at: 1-800-262-6524.

2. My current virtual care solution is not on the Verified Solutions List. What do I need to do?

You should encourage your Solution Provider to visit the OH website at ontariohealth.ca/verification where information required to participate in the program is published. If you are a health service provider that is participating in innovative pilot, project or program, you are encouraged to email verification@ontariohealth.ca to request a meeting to discuss options available to verify your solution.

3. What is the purpose of the Verified Solutions List?

The [Verified Solutions List](#) is meant to serve only as a guide for health service providers in selecting and procuring verified virtual care solutions. Health service providers should continue to make their own independent decisions as to which solution and solution provider is most appropriate for their practice(s). Health service providers are required to perform their own due diligence to ensure compliance with the Personal Health Information Protection Act, 2004 ("PHIPA") and other applicable laws.

4. Do I as a physician or health service provider need to conduct my own privacy and security risk assessments of verified solutions during procurements?

Health Service Providers are responsible for making independent decisions about privacy and security risks by conducting their own due diligence regarding solution providers and the compliance of their solution, applicable laws, and patient information safeguards.

5. Do I need to contact Ontario Health as part of the process my solution provider will go through to become verified?

No. Health service providers do not need to contact Ontario Health. Should you wish to inform a solution provider about the Program, please encourage them to contact Ontario Health directly at verification@ontariohealth.ca.

6. How do I select a Verified solution for my practice?

Each health service provider is responsible for selecting a solution provider through their own procurement process while ensuring compliance with their legal obligations and alignment with their own internal policies and procedures. To aid in identifying solution providers that meet provincial standards, Ontario Health has published a Verified Solutions List.

7. Why doesn't Ontario Health prescribe one virtual care solution for all of Ontario?

A key objective of Ontario Health's Virtual Visits Verification Program is to enable health service providers at large with choice in selecting virtual care solutions that meet provincial standards in privacy, security, technology and functionality. In support of that objective, an open market approach has been taken.

8. Why don't I see pricing models for the listed verified solutions?

Pricing is part of a commercial relationship between the buyer (health service provider) and the supplier (solution provider). Ontario Health does not collect pricing information.

9. I have an OntarioMD-certified EMR Offering. Do I need to be verified by Ontario Health in order to be listed on the Verified Solutions List?

Yes. Currently there is no reciprocity between OntarioMD's EMR Certification and Ontario Health's Virtual Visits Verification Program.