![Ontario Health logo]

Online Appointment Booking

2023-24 Funding Guidelines

1. Introduction

The Ministry of Health has approved funding for Ontario Health Teams (OHT) and eligible healthcare organizations, to enable *Online Appointment Booking Projects*. This funding is intended to support the transformation of how care is delivered, assisting OHTs and the broader health sector to build their digital health maturity.

Ontario Health (OH) welcomes submissions from Indigenous health care organizations, including those serving First Nations, Inuit, Métis and Urban Indigenous persons (OH support is available for submission development). Interested OHTs and eligible healthcare organizations should discuss this opportunity with their OH Region who will support identifying initiatives that best meet the criteria and align with regional priorities.

2. Objectives

The objectives of this funding are to:

- Strengthen existing primary care networks within OHTs.
- Improve the patient experience by enabling more Ontarians to book an online appointment with their primary care provider and other members of their health care team.
- Support innovative uses of online appointment booking within an integrated care environment that supports timely access to care and improves office efficiency.

3. Eligibility

Ontario Health (OH) is accepting proposals to implement OAB for one time funding during the fiscal year (FY2023-24) for the following:

- New Applicants: Healthcare organizations are encouraged to engage with their OH Region and OHT partner(s) to submit a one-year implementation plan and funding request.
  - New applicants are considered providers that have never received funding from OH to implement OAB, nor have they implemented an OAB Solution.
- Existing OAB Users: Providers who received initial funding in FY 2022-23 are welcome to connect with their OH Region and local OHTs to apply for an additional year of funding (see table below).

Please note, providers that have already received two years of OAB funding are currently not eligible to apply (i.e., FY2021-22 and FY2022-23).

- OHTs and health care organizations are encouraged to submit a proposal on behalf of Primary Care Providers (PCPs) and Allied Health Professionals that demonstrates alignment with their OHT model and the regional vision.
- Providers who received funding and implemented OAB in FY2022-23 are eligible for 50% of licensing cost for up to 12 months in FY2023-24.
- Applicants should utilize their OHT's Digital Strategy and are encouraged to collaborate to explore and pursue partnerships, where possible.

Net New Providers First time applicants FY2023-24	Existing OAB Users Providers who received OAB funding and implemented in FY2022-23
Providers who have never implemented OAB licenses are eligible to apply for up to 12 months of funding. e.g., Dr. Smith (non-OAB user) a member of the ABC–OHT is included in the OHT proposal for OAB licenses and will be using the license between April 1, 2023, and March 31, 2024.	**Providers who implemented OAB are eligible to apply for up to 12 months funding at 50% of licensing cost.** e.g., Dr. Smith is a member of the CBA–OHT and received funding in FY2022-23 and went live with an OAB license on July 2, 2022. **Note**: *Providing this was the first year of funding received, they are eligible for 50% of the licensing cost only in FY2023-24.*

4. Project Requirements

To be considered, all successful submissions **must:**

- Be led or supported by one or more OHTs. Providers/organizations are encouraged to engage with an OHT for proposal development, implementation, and adoption support. Click on the link to find an OHT in your catchment area: https://health.gov.on.ca/en/pro/programs/connectedcare/oht/#OHT.
- Participants will enter into a Transfer Payment Agreement (TPA) with Ontario Health which includes performance targets and reporting requirements.
- Be submitted and endorsed by the OH Region (see submission process below).
- Provide information on all organizations, clinics and providers that will receive funding.
- Be aligned with the OAB Service Standard and at minimum meet the mandatory requirements in standard.
- Provide the number of net new providers who will adopt online appointment booking by March 31, 2024.
- Outline an implementation plan and timelines to deploy OAB.
- Be designed with input from patients with mechanisms to measure and improve the patient experience.

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5. Funding

Net New Providers

- For **net new** providers, $1,000 per new provider (e.g., physician, nurse practitioner, etc.) is available for fiscal year 2023-24 (ends March 31, 2024).
  - The $1,000 amount per provider includes **both** technology (OAB Licenses) and non-technology costs (Project Management, Change Management, Marketing & Communications) to support the project.
  - Proposals requesting less than 12 months must prorate their calculations according to the total number of months remaining in the fiscal (April 1, 2023, to March 31, 2024).
- Applicants are encouraged to explore all OAB solutions to determine which solution aligns best to their practice needs.
- **Applicants acknowledge that funding is strictly for fiscal year 2023-24.[1]**

Existing OAB Users

- Applicants who received funding in FY2022-23 are eligible to apply for funding in FY2023-24 for 50% of the set licensing cost (e.g., ABC–OHT has 10 providers: providers will be eligible for 50% of the licenses cost).
- All applicants who received funding from FY2021-22 and FY2022-2023 are currently not eligible for funding.

6. Submission and Approval Process

Interested OHTs and healthcare provider organizations should contact their OH Region (contacts below) to discuss questions and submission process. OH Regions are responsible for facilitating submission development and determining which proposals should be submitted for funding approval.

Central	OH-Central_DigitalVirtual@ontariohealth.ca
East	OH-East_DigitalVirtual@ontariohealth.ca
Northeast/ Northwest	OH-North_DigitalVirtual@ontariohealth.ca
Toronto	OH-Toronto_DigitalVirtual@ontariohealth.ca
West	OH-West_DigitalVirtual@ontariohealth.ca

Submissions must be documented using the **approved** Online Appointment Booking Submission Template and sent to their Regions (emails above). Submissions will be submitted to Ontario Health Digital Virtual Care Secretariat (DVCS) for funding review and approval. The Secretariat will oversee the allocation of funding to eligible submissions according to a criteria-driven process.

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[1] **Funding beyond Fiscal Year 2023-24, is not guaranteed and subject to availability. Sustainment of OAB is strongly encouraged for all successful applicants.**

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