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Bulletin 240103 — Patient-to-physician Secure Messaging Proof-of-Concept Pilot

Registration is open January 15, 2024 for the Secure Messaging Proof-of-Concept Pilot, which starts on April 1, 2024

To: All Physicians

Category: Physician Services

Written by: Digital Health Program Branch, Digital and Analytics Strategy Division

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Overview

The Ministry of Health (ministry) is implementing a two-year Secure Messaging Proof-of-Concept (PoC) Pilot for eligible, patient-to-physician services by secure messaging within the Ontario Virtual Care Program (OVCP) according to the terms of the ministry and Ontario Medical Association 2021 Physician Services Agreement (PSA). This is a pilot program, and these services are not insured under the Ontario Health Insurance Plan (OHIP).

The Secure Messaging PoC aims to:

- meaningfully complement care within existing patient-physician relationships;
- increase access to care; and
- gather a wider scale of evidence related to the use of secure messaging within physician practices in Ontario than has been possible to date.

The Secure Messaging PoC is intended for physicians who have a significant interest in providing services by secure messaging in their practice and are willing to be part of a time-limited, evaluated PoC that will inform the overall strategic approach for secure messaging in Ontario, including (but not limited to) elements such as technology and implementation approaches.

Physician registration required to submit claims for eligible secure messaging services

To participate in the Secure Messaging PoC, that will run for a two-year period from April 1, 2024 to March 31, 2026, physicians must individually register by July 31, 2024 through the Secure Messaging Proof-of-Concept Pilot page on Ontariohealth.ca (www.ontariohealth.ca/secure-messaging-proof-of-concept-pilot) (<http://www.ontariohealth.ca/secure-messaging-proof-of-concept-pilot>). This page also provides further information and resources.

Registered physicians have agreed to participate in the evaluation and abide by the terms and conditions of the Secure Messaging PoC and receive permission to submit claims for public funding provided by the OVCP for the delivery of eligible uninsured services to patients by secure messaging during the two-year duration (April 1, 2024 to March 31, 2026) of the Secure Messaging PoC.

Use of a virtual visit solution that is verified for secure messaging by Ontario Health is required

Eligible services must be delivered using the secure messaging functionality of a virtual visit solution that is verified for secure messaging by Ontario Health and listed on Ontario Health's Verified Solution List (<https://www.ontariohealth.ca/system-planning/digital-standards/virtual-visits-verification/verified-solutions-list>)

The Secure Messaging PoC, does not include funding to support the purchase or implementation of a secure messaging solution.

OVCP: Secure Messaging Proof-of-Concept Pilot Billing Guide

The OVCP: Secure Messaging Proof-of-Concept Pilot Billing Guide can be found at <https://www.ontariohealth.ca/sites/ontariohealth/files/OVCP-Secure-Messaging-PoC-Pilot-Billing-Guide.pdf> (<https://www.ontariohealth.ca/sites/ontariohealth/files/OVCP-Secure-Messaging-PoC-Pilot-Billing-Guide.pdf>) .

Keywords/Tags

Physicians; Ontario Virtual Care Program; OVCP; Secure Messaging; Secure Messaging Service Encounter; K303A; Virtual; Virtual Care; Virtual Visits; Physician Services Agreement

Contact information

Do you have questions about this INFOBulletin? Email the Service Support Contact Centre (<mailto:SSContactCentre.MOH@ontario.ca>) or call 1-800-262-6524.

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