

Technology Tools for Operational Efficiency

Appendix A | Software in use by organization

In the Fall of 2024, the Alliance conducted an informal survey of our member organizations to help us understand how they are using software tools to support organizational efficiency, which in turn can help improve access to care for the clients and communities they serve. We created a [report](#) and a [shorter summary document](#) to share their insights and experiences across our sector, as well as this Appendix, which can help our members identify which of their peer organizations are using each tool. If you are curious about some of the tools mentioned in the report, we encourage you to reach out to peer organizations who have used them. If you would like us to help you make a connection, reach out to us at QI@AllianceON.org.

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Transcription Software

Organization	Transcription software in use
Country Roads CHC	Mikata Health, Autoscribe
Scarborough Centre for Healthy Communities	Otter Ai, MS dictate
Centre de sante communautaire du Grand Sudbury	AutoScribe
East End CHC	Scribeberry
Chigamik Community Health Centre	Microsoft Teams
CSC de Kapuskasing et region	Dragon Dictate
Niagara Falls Community Health Centre	Dragon Dictate, Tali Ai, Otter Ai
Centre francophone du Grand Toronto	AI ScribeOtter Ai
Thames Valley Family Health Team	Don't Know
Rexdale Community Health Centre	Dragon Dictate, Otter Ai



Organization	Transcription software in use
Carlington Community Health Centre	Dragon Dictate, Zoom smart AI assistant
Maamwesying North Shore Community Health	Dragon Dictate
Seaway Valley CHC	Dragon Dictate, Mently-C - Social work
Rideau Community Health Services	Dragon Dictate, Scribeberry
RCHS	Dragon Dictate, AI Scribe
Centretown CHC	AI Scribe, Tali, Ai Otter
Bridges Community Health Centre	Transcribing tools built into MS 365
Centre de sante Univi Health Centre	Mutuo AI Scribe
Compass Community Health	Dragon Dictate
London InterCommunity Health Centre	Dragon Dictate
Chatham-Kent Community Health Centres	Dragon Dictate

Appointment Check-Ins

Organization	Check-in software in use
Health Access Thorncliffe Park	Ocean kiosk
Gateway Community Health Centre	Ocean kiosk
Equipe de sante familiale communautaire de l'Est d'Ottawa	Ocean kiosk
Windsor Essex Community Health Centre	PS Suites
Langs	Ocean kiosk
Tsi Kanonhkwatsheriyo IIPCT	Ocean kiosk
Rexdale Community Health Centre	Ocean kiosk

Waitlist Tools

Organization	Waitlist software in use
Scarborough Centre for Healthy Communities	PS Suite
Rexdale Community Health Centre	PS Suite
Maamwesying North Shore Community Health Services	PS Suite
Centre de sante communautaire Hamilton/Niagara	PS Suite
Seaway Valley CHC	PS Suite and Blue Lemon
Health Zone NPLC	PS Suite
Rideau Community Health Services	PS Suite
Ingersoll Nurse Practitioner-Led Clinic	PS Suite
Mino M'shki-ki Indigenous Health Team	PS Suite
Community Health Centres of Northumberland	OCEAN

Reminder Calls

Organization	Reminder software in use
Country Roads CHC	Ocean
Scarborough Centre for Healthy Communities	Ocean

Organization	Reminder software in use
Centre de sante communautaire du Grand Sudbury	Ocean
Rexdale Community Health Centre	Ocean
Gateway Community Health Centre	Pomelo
Maamwesying North Shore Community Health Services	Ocean
Seaway Valley CHC	School Messenger.
Health Zone NPLC	Ocean
RCHS	Ocean
Centretown CHC	Ocean
Centre de sante Univi Health Centre	Ocean
Lakeshore Community NPLC	Ocean
Ingersoll Nurse Practitioner-Led Clinic	Ocean e-mail/text
Mino M'shki-ki Indigenous Health Team	Ocean

e-Referrals

Organization	e-Referral software in use
Health Access Thorncliffe Park	Ocean
Country Roads CHC	Ocean
Scarborough Centre for Healthy Communities	Ocean
Centre de sante communautaire du Grand Sudbury	Ocean
East End CHC	Ocean
Chigamik Community Health Centre	Ocean
Centre de Sante Communautaire du Temiskaming	Ocean
CSC de Kapuskasing et region	Ocean
Niagara Falls Community Health Centre	Ocean
Centre francophone du Grand Toronto	Ocean
Thames Valley Family Health Team	Ocean
Rexdale Community Health Centre	Ocean
Gateway Community Health Centre	Ocean
Carlington Community Health Centre	Ocean
Maamwesying North Shore Community Health Services	Ocean
Centre de sante communautaire Hamilton/Niagara	Ocean
Seaway Valley CHC	Ocean
Health Zone NPLC	Ocean
Rideau Community Health Services	Ocean
Windsor FHT	Ocean
Equipe de sante familiale communautaire de l'Est d'Ottawa	Ocean
RCHS	Ocean
Centretown CHC	Caredove
Bridges Community Health Centre	Ocean
Windsor Essex Community Health Centre	Ocean
Centre de sante Univi Health Centre	Ocean



Organization	e-Referral software in use
Glengarry NPLC	Ocean
Compass Community Health	Ocean
South Riverdale Community Health Centre	Ocean
Lakeshore Community NPLC	Ocean
Chatham-Kent Community Health Centres	Ocean
Ingersoll Nurse Practitioner-Led Clinic	Ocean
Langs	Ocean
Mino M'shki-ki Indigenous Health Team	Ocean
Community Health Centres of Northumberland	Ocean
Tsi Kanonhkwatsheriyo IIPCT	Ocean

Online Booking

Organization	Online booking software in use
Country Roads CHC	Ocean
Scarborough Centre for Healthy Communities	Ocean
Chigamik Community Health Centre	Ocean
Centre de Sante Communautaire du Temiskaming	Ocean
CSC de Kapuskasing et region	Ocean
Thames Valley Family Health Team	Ocean and CareDove
Rexdale Community Health Centre	Ocean
Gateway Community Health Centre	Ocean
Carlington Community Health Centre	Ocean
Maamwesying North Shore Community Health Services	Ocean
Centre de sante communautaire Hamilton/Niagara	Pomelo
Seaway Valley CHC	Ocean and Calendy
Health Zone NPLC	Ocean
Rideau Community Health Services	Ocean
Windsor FHT	Ocean
Centre de Sante communautaire du Temiskaming	Ocean
RCHS	Ocean
Centre de sante Univi Health Centre	Ocean
Glengarry NPLC	Ocean
Compass Community Health	Ocean
Lakeshore Community NPLC	Ocean
Ingersoll Nurse Practitioner-Led Clinic	Ocean
Langs	Ocean
Community Health Centres of Northumberland	Ocean
Tsi Kanonhkwatsheriyo IIPCT	Ocean

e-Consults

Organization	e-Consult software in use
Country Roads CHC	Ocean
Scarborough Centre for Healthy Communities	SCOPE
East End CHC	OTN hub
Chigamik Community Health Centre	Ocean
Centre de Sante Communautaire du Temiskaming	Ocean
Niagara Falls Community Health Centre	Ocean
Centre francophone du Grand Toronto	Ocean
Thames Valley Family Health Team	Don't Know
Rexdale Community Health Centre	Ocean
Gateway Community Health Centre	Ocean
Carlington Community Health Centre	Ocean and LHIN Works
Maamwesying North Shore Community Health Services	Ocean
Seaway Valley CHC	Ocean and OTN
Health Zone NPLC	Ocean
Rideau Community Health Services	Ocean
Windsor FHT	Ocean
Centre de Sante communautaire du Temiskaming	OTN
Equipe de sante familiale communautaire de l'Est d'Ottawa	Ocean
Bridges Community Health Centre	OTN eConsult
Glengarry NPLC	Ocean
Compass Community Health	Ocean
Lakeshore Community NPLC	Ocean and OTN
Chatham-Kent Community Health Centres	Ocean
Ingersoll Nurse Practitioner-Led Clinic	Ocean
Langs	Ocean and OTN
Mino M'shki-ki Indigenous Health Team	Ocean
Community Health Centres of Northumberland	Ocean
Tsi Kanonhkwatsheriyo IIPCT	Ocean

Clinical Guidelines

Organization	Clinical guideline software in use
Health Access Thorncliffe Park	UpToDate
Country Roads CHC	UpToDate
Scarborough Centre for Healthy Communities	UpToDate
Centre de Sante Communautaire du Temiskaming	UpToDate
Centre francophone du Grand Toronto	UpToDate
Gateway Community Health Centre	UpToDate
Carlington Community Health Centre	UpToDate and MUMS
Maamwesying North Shore Community Health Services	UpToDate
Centre de sante communautaire Hamilton/Niagara	UpToDate



Organization	Clinical guideline software in use
Seaway Valley CHC	UpToDate
Health Zone NPLC	UpToDate
Windsor FHT	UpToDate
Centre de Sante communautaire du Temiskaming	UpToDate
Centretown CHC	UpToDate
Bridges Community Health Centre	UpToDate
Glengarry NPLC	UpToDate
Compass Community Health	UpToDate
South Riverdale Community Health Centre	UpToDate
Chatham-Kent Community Health Centres	UpToDate
Ingersoll Nurse Practitioner-Led Clinic	UpToDate
Langs	UpToDate
Mino M'shki-ki Indigenous Health Team	UpToDate
Community Health Centres of Northumberland	UpToDate
Tsi Kanonkhwatsheriyo IIPCT	UpToDate

e-Faxing

Organization	e-Faxing software in use
South East Grey Community Health Centre	PS suite
Health Access Thorncliffe Park	PS suite
Country Roads CHC	PS suite
Scarborough Centre for Healthy Communities	Right Fax
Centre de sante communautaire du Grand Sudbury	PS suite
East End CHC	Right fax express
Chigamik Community Health Centre	PS suite
Centre de Sante Communautaire du Temiskaming	PS suite
CSC de Kapuskasing et region	PS suite
Niagara Falls Community Health Centre	unite eFaxing
Centre francophone du Grand Toronto	PS suite
Thames Valley Family Health Team	PS suite and Accuro
Rexdale Community Health Centre	PS suite
Gateway Community Health Centre	PS suite
Carlington Community Health Centre	PS suite and ePrescribe
Maamwesying North Shore Community Health Services	PS suite
Centre de sante communautaire Hamilton/Niagara	PS suite
Seaway Valley CHC	PS suite
Health Zone NPLC	PS suite
Rideau Community Health Services	PS suite
Windsor FHT	PS suite
Centre de Sante communautaire du Temiskaming	PS suite
Equipe de sante familiale communautaire de l'Est d'Ottawa	PS suite and SR Fax

Organization	e-Faxing software in use
Centretown CHC	PS suite
Bridges Community Health Centre	PS suite and MyFax
Glengarry NPLC	PS suite
Compass Community Health	PS suite
South Riverdale Community Health Centre	PS suite
London InterCommunity Health Centre	PS suite
Lakeshore Community NPLC	PS suite
Chatham-Kent Community Health Centres	PS suite
Ingersoll Nurse Practitioner-Led Clinic	PS suite
Langs	PS suite
Mino M'shki-ki Indigenous Health Team	PS suite
Community Health Centres of Northumberland	XM Fax
Tsi Kanonhkwatsheriyo IIPCT	PS suite and SR Fax

e-Labs

Organization	e-Lab software in use
Health Access Thorncliffe Park	OLIS
Country Roads CHC	Commercial labs & OLIS
Scarborough Centre for Healthy Communities	OLIS
Chigamik Community Health Centre	Commercial labs & OLIS
CSC de Kapuskasing et region	OLIS
Niagara Falls Community Health Centre	OLIS
Centre francophone du Grand Toronto	OLIS
Rexdale Community Health Centre	Commercial labs & OLIS
Gateway Community Health Centre	OLIS
Maamwesying North Shore Community Health Services	OLIS
Centre de sante communautaire Hamilton/Niagara	OLIS
Health Zone NPLC	OLIS
Rideau Community Health Services	Commercial labs & OLIS
Windsor FHT	Commercial labs & OLIS
Equipe de sante familiale communautaire de l'Est d'Ottawa	Commercial labs
Bridges Community Health Centre	Commercial labs & OLIS
Compass Community Health	Commercial labs & OLIS
South Riverdale Community Health Centre	Commercial labs & OLIS
Lakeshore Community NPLC	OLIS
Chatham-Kent Community Health Centres	OLIS
Ingersoll Nurse Practitioner-Led Clinic	OLIS
Langs	Commercial labs & OLIS
Mino M'shki-ki Indigenous Health Team	OLIS
Community Health Centres of Northumberland	OLIS
Tsi Kanonhkwatsheriyo IIPCT	OLIS



Prescription Management

Organization	Rx Management Software in Use
Health Access Thorncliffe Park	PrescribelT
Country Roads CHC	PrescribelT
Scarborough Centre for Healthy Communities	PrescribelT
Centre de sante communautaire du Grand Sudbury	PrescribelT
East End CHC	PrescribelT
Chigamik Community Health Centre	PrescribelT
CSC de Kapuskasing et region	PrescribelT
Centre francophone du Grand Toronto	PrescribelT
Rexdale Community Health Centre	PrescribelT
Carlington Community Health Centre	ePrescribe
Maamwesying North Shore Community Health Services	PrescribelT
Seaway Valley CHC	PrescribelT and Natmed Pro
Health Zone NPLC	PrescribelT
Rideau Community Health Services	PrescribelT
Windsor FHT	PrescribelT
Bridges Community Health Centre	PrescribelT
Centre de sante Univi Health Centre	PrescribelT
Compass Community Health	PrescribelT
Lakeshore Community NPLC	PrescribelT
Chatham-Kent Community Health Centres	PrescribelT
Ingersoll Nurse Practitioner-Led Clinic	PrescribelT
Langs	PrescribelT
Mino M'shki-ki Indigenous Health Team	PrescribelT
Community Health Centres of Northumberland	PrescribelT
Tsi Kanonhkwatsheriyo IIPCT	PrescribelT