

# 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](mailto:QI@AllianceON.org).

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### Transcription Software

Organization	Transcription software in use
Chatham-Kent Community Health Centres	Dragon Dictate
Compass Community Health	Dragon Dictate
CSC de Kapuskasing et region	Dragon Dictate
London InterCommunity Health Centre	Dragon Dictate
Maamwesying North Shore Community Health	Dragon Dictate
Seaway Valley CHC	Dragon Dictate, Mentaly-C (social work)
Rexdale Community Health Centre	Dragon Dictate, Otter AI
Rideau Community Health Services	Dragon Dictate, Scribeberry
Niagara Falls Community Health Centre	Dragon Dictate, Tali AI, Otter AI
Carlington Community Health Centre	Dragon Dictate, Zoom Smart AI assistant



<b>Organization</b>	<b>Transcription software in use</b>
Chigamik Community Health Centre	Microsoft Teams
Country Roads CHC	Mikata Health, Mutuo AutoScribe
Centre de sante Univi Health Centre	Mutuo AutoScribe
Centre de sante communautaire du Grand Sudbury	Mutuo AutoScribe
Centre francophone du Grand Toronto	Otter AI
Scarborough Centre for Healthy Communities	Otter AI, MS dictate
East End CHC	Scribeberry
Centretown CHC	Tali, Otter AI
Bridges Community Health Centre	Transcribing tools built into MS 365

## Appointment Check-Ins

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

## Waitlist Tools

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

## Reminder Calls

<b>Organization</b>	<b>Reminder software in use</b>
Centre de sante communautaire du Grand Sudbury	Ocean
Centre de sante Univi Health Centre	Ocean
Centretown CHC	Ocean
Country Roads CHC	Ocean



<b>Organization</b>	<b>Reminder software in use</b>
Health Zone NPLC	Ocean
Lakeshore Community NPLC	Ocean
Maamwesying North Shore Community Health Services	Ocean
Mino M'shki-ki Indigenous Health Team	Ocean
Rexdale Community Health Centre	Ocean
Rideau Community Health Services	Ocean
Scarborough Centre for Healthy Communities	Ocean
Ingersoll Nurse Practitioner-Led Clinic	Ocean (e-mail & text)
Gateway Community Health Centre	Pomelo
Seaway Valley CHC	School Messenger

## e-Referrals

<b>Organization</b>	<b>e-Referral software in use</b>
Centretown CHC	Caredove
Bridges Community Health Centre	Ocean
Carlington Community Health Centre	Ocean
Centre de sante communautaire du Grand Sudbury	Ocean
Centre de Sante Communautaire du Temiskaming	Ocean
Centre de sante communautaire Hamilton/Niagara	Ocean
Centre de sante Univi Health Centre	Ocean
Centre francophone du Grand Toronto	Ocean
Chatham-Kent Community Health Centres	Ocean
Chigamik Community Health Centre	Ocean
Community Health Centres of Northumberland	Ocean
Compass Community Health	Ocean
Country Roads CHC	Ocean
CSC de Kapuskasing et region	Ocean
East End CHC	Ocean
Equipe de sante familiale communautaire de l'Est d'Ottawa	Ocean
Gateway Community Health Centre	Ocean
Glengarry NPLC	Ocean
Health Access Thorncliffe Park	Ocean
Health Zone NPLC	Ocean
Ingersoll Nurse Practitioner-Led Clinic	Ocean
Lakeshore Community NPLC	Ocean
Langs	Ocean
Maamwesying North Shore Community Health Services	Ocean
Mino M'shki-ki Indigenous Health Team	Ocean
Niagara Falls Community Health Centre	Ocean
Rexdale Community Health Centre	Ocean
Rideau Community Health Services	Ocean



<b>Organization</b>	<b>e-Referral software in use</b>
Scarborough Centre for Healthy Communities	Ocean
Seaway Valley CHC	Ocean
South Riverdale Community Health Centre	Ocean
Thames Valley Family Health Team	Ocean
Tsi Kanonhkwatsheriyo IIPCT	Ocean
Windsor Essex Community Health Centre	Ocean
Windsor FHT	Ocean

## Online Booking

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



## e-Consults

Organization	e-Consult software in use
Centre de Sante Communautaire du Temiskaming	Ocean
Centre francophone du Grand Toronto	Ocean
Chatham-Kent Community Health Centres	Ocean
Chigamik Community Health Centre	Ocean
Community Health Centres of Northumberland	Ocean
Compass Community Health	Ocean
Country Roads CHC	Ocean
Equipe de sante familiale communautaire de l'Est d'Ottawa	Ocean
Gateway Community Health Centre	Ocean
Glengarry NPLC	Ocean
Health Zone NPLC	Ocean
Ingersoll Nurse Practitioner-Led Clinic	Ocean
Maamwesying North Shore Community Health Services	Ocean
Mino M'shki-ki Indigenous Health Team	Ocean
Niagara Falls Community Health Centre	Ocean
Rexdale Community Health Centre	Ocean
Rideau Community Health Services	Ocean
Tsi Kanonhkwatsheriyo IIPCT	Ocean
Windsor FHT	Ocean
Carlington Community Health Centre	Ocean, LHIN Works
Lakeshore Community NPLC	Ocean, OTN
Langs	Ocean, OTN
Seaway Valley CHC	Ocean, OTN
Centre de Sante communautaire du Temiskaming	OTN
Bridges Community Health Centre	OTN
East End CHC	OTN
Scarborough Centre for Healthy Communities	SCOPE

## Clinical Guidelines

Organization	Clinical guideline software in use
Bridges Community Health Centre	UpToDate
Centre de Sante Communautaire du Temiskaming	UpToDate
Centre de Sante communautaire du Temiskaming	UpToDate
Centre de sante communautaire Hamilton/Niagara	UpToDate
Centre francophone du Grand Toronto	UpToDate
Centretown CHC	UpToDate
Chatham-Kent Community Health Centres	UpToDate
Community Health Centres of Northumberland	UpToDate
Compass Community Health	UpToDate
Country Roads CHC	UpToDate



<b>Organization</b>	<b>Clinical guideline software in use</b>
Gateway Community Health Centre	UpToDate
Glengarry NPLC	UpToDate
Health Access Thorncliffe Park	UpToDate
Health Zone NPLC	UpToDate
Ingersoll Nurse Practitioner-Led Clinic	UpToDate
Langs	UpToDate
Maamwesying North Shore Community Health Services	UpToDate
Mino M'shki-ki Indigenous Health Team	UpToDate
Scarborough Centre for Healthy Communities	UpToDate
Seaway Valley CHC	UpToDate
South Riverdale Community Health Centre	UpToDate
Tsi Kanonhkwatsheriyo IIPCT	UpToDate
Windsor FHT	UpToDate
Carlington Community Health Centre	UpToDate, MUMS

## e-Faxing

<b>Organization</b>	<b>e-Faxing software in use</b>
Centre de sante communautaire du Grand Sudbury	PS Suite
Centre de Sante Communautaire du Temiskaming	PS Suite
Centre de Sante communautaire du Temiskaming	PS Suite
Centre de sante communautaire Hamilton/Niagara	PS Suite
Centre francophone du Grand Toronto	PS Suite
Centretown CHC	PS Suite
Chatham-Kent Community Health Centres	PS Suite
Chigamik Community Health Centre	PS Suite
Compass Community Health	PS Suite
Country Roads CHC	PS Suite
CSC de Kapuskasing et region	PS Suite
Gateway Community Health Centre	PS Suite
Glengarry NPLC	PS Suite
Health Access Thorncliffe Park	PS Suite
Health Zone NPLC	PS Suite
Ingersoll Nurse Practitioner-Led Clinic	PS Suite
Lakeshore Community NPLC	PS Suite
Langs	PS Suite
London InterCommunity Health Centre	PS Suite
Maamwesying North Shore Community Health Services	PS Suite
Mino M'shki-ki Indigenous Health Team	PS Suite
Rexdale Community Health Centre	PS Suite
Rideau Community Health Services	PS Suite
Seaway Valley CHC	PS Suite



<b>Organization</b>	<b>e-Faxing software in use</b>
South East Grey Community Health Centre	PS Suite
South Riverdale Community Health Centre	PS Suite
Windsor FHT	PS Suite
Thames Valley Family Health Team	PS Suite, Accuro
Carlington Community Health Centre	PS Suite, PrescribeIT
Bridges Community Health Centre	PS Suite, MyFax
Equipe de sante familiale communautaire de l'Est d'Ottawa	PS Suite, SR Fax
Tsi Kanonhkwatsheriyo IIPCT	PS Suite, SR Fax
Scarborough Centre for Healthy Communities	Right Fax
East End CHC	Right Fax Express
Niagara Falls Community Health Centre	Unite e-Fax
Community Health Centres of Northumberland	XM Fax

## e-LabsU

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



## Prescription Management

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

