







GHHN Primary Care OLB Requirements Comparison

 Feature available  Feature available - some limitations  Feature available - significant limitations  Feature not available  Priority - Must Have		VENDOR				COMMENTS
		EMPOWER	OCEAN	CORTICO	POMELO	
System Requirements						
1. EMR Integration						
	a. Preference given to solutions that are integrated with all three EMRs (TELUS PS Suite, OSCAR and/or Accuro)	✓	✓	✗	✓	EMPOWER: PSS, OSCAR, Accuro OCEAN: PSS, integration with OSCAR and Accuro but no OLB with Accuro CORTICO: OSCAR; Accuro POMELO: PSS, MedAccess, OSCAR & Accuro (very limited)
	b. Integrate seamlessly into real-time schedules of all EMRs	✓	✓	✓	✓	
	c. Capability of integration with future products relevant to GHHN (e.g. EPIC or CHR)	?	✓	?	?	
	d. Must not require practices to manage the schedule in duplicate in the OLB tool or to manually confirm or accept a booking "request"	✓	✓	✓	✓	
	2. Integrate with any relevant regional patient portal and/or federated identity management gateway (e.g. IDENTOS or other)	✗	✓	✓	✗	ONE ID
	3. Meet all mandatory Ministry specifications for OLB tools	✓	✓	✓	✓	
	4. Bilingual	✗	✓	✓	✓	Ocean: more than french and english. Unsure of complete patient experience for all
	5. Accessible on PC and mobile platforms and multiple operating systems and browsers	✓	✓	✓	✓	
	6. Meet all relevant data retention standards	?	?	?	?	Unsure of requirements or tool capabilities
Practice Level Requirements						
7. Integrate into existing EMR workflow						
	a. No requirement that staff or clinicians reference the OLB tool for schedule information	✓	✓	✓	✓	
	b. Changes made to schedule in EMR (e.g. reschedule or cancellation) automatically update OLB tool	✓	✓	✓	✓	
	c. Patient able to cancel and reschedule from OLB	✓	✗	✓	✓	





































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d. Trigger any appropriate notification to patient	✓	✓	✓	✓	Pomelo: if cancelled from portal, cancellation notification sent; not if cancelled from EMR
e. Trigger any appropriate notification to provider	?	✓	✓	✓	
f. Trigger a customizable notification to patient	✓	✓	✓	✓	Ability for clinics to customize notifications sent out
g. Code in EMR appropriately as cancellation	✓	✓	✓	✓	EMRs may handle cancellations differently
h. Cancellation timelines definable by the clinic (e.g. cancelled up to XX hours in advance is cancellation and after is no-show for purposes of capturing for billing)	✓	✓	✓	✓	
8. Able to protect booking times designated by practice for same-day booking access, with those times becoming available at an interval specified by the practice (e.g. XX hours before a protected appointment time it becomes available for on-line booking)	✓	✓	✓	✓	
9. Able to match appointment reason with appropriate appointment length and provider as well as appropriate mode (e.g. in-person or virtual or patient preference based on clinician direction), customizable by each practice	✓	✓	✓	✓	
10. In a team-based practice, able to restrict booking only to providers associated with primary physician (e.g. NP, pharmacist, OT, resident, etc. on the team of the patient's MRP)	✓	✓	✓	✓	
11. Able to customize booking confirmation message sent to patient based on type of appointment (e.g. pre-natal appointment may have different reminder message than a minor office procedure)	✓	✓	✓	✓	
12. Questionnaires					
a. Able to send relevant questionnaire(s) for completion in advance of appointment	✓	✓	✓	✓	
b. Completed questionnaire(s) delivered directly into EMR	✓	✓	✓	✗	

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c. Questionnaire(s) selection automated based on appointment type (e.g. certain questionnaire always sent for certain appointment type without manual intervention by clinic)	✘	✔	✔	✔	
d. Ability to manually resend a questionnaire if needed	✘	✔	✔	✘	
13. Reminder messages					
a. Able to customize reminder messages	✔	✔	✔	✔	
b. Able to define interval for appointment reminder(s) based on appointment type (e.g. X days in advance; one or multiple reminders at a certain frequency; etc.)	✔	✔	✔	✔	
14. Ability to pull reports as needed	?	✔	✔	✔	Monthly/quarterly performance; patient usage data; error reports
15. Robust administrative dashboard to enable the practice to manage permissions for OLB (e.g. if certain patients do not have permission to book on-line)	?	✔	✔	✔	Empower: Need to see OLB config site
16. Comprehensive help desk support (e.g. intuitive on-line self-help tools backed with real-time access to live support)	✔	✔	✔	✔	
Patient Level Requirements					
16. User-friendly navigation for completion of booking	✔	✔	✔	✔	
17. Navigation ideally through a GHHN Primary Care OLB Portal that can be used by all patients as well as by other GHHN partner providers who may be supporting patients in connecting with primary care	✔	✔	✔	✔	
18. Integrated with any relevant regional patient portal and/or federated identity management gateway (e.g. IDENTOS or other) to enable patients to seamlessly navigate between digital health tools	✘	✘	✘	✘	
19. Does not require an account	✘	✔	✔	✘	
20. Accessible on mobile and desk-top	✔	✔	✔	✔	
21. Ensure accuracy of booking based on intelligent algorithms customizable by practice per #8-10 above	✔	✔	✔	✔	

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22. Provide immediate confirmation of appointment with relevant details per #11 by email and/or SMS (patient preference)					Empower: Does it have SMS?
23. Reminder(s) of appointment(s)					
a. Provide reminder(s) of appointment with customized messaging per #13 to optimize patient readiness for appointment					
b. Ability to send screening tools in advance ie. well baby					
24. Provide ease of cancellation and/or rescheduling					
25. Able to use without a health card if registered to the practice					
26. Robust help desk support in-person or on-line as well as help options embedded in OLB tool					CORTICO: Support via vendor or practice staff
Other Considerations					
27. Has wait list & auto-notifications					
28. Team based booking (Patient only sees clinicians available to them)					
29. Shared Medical Appt (multiple schedules/clinicians)	