



Healthcare navigation service project (HCNS)

Healthcare navigation service (HCNS) - Background

- The Ministry of Health (MoH) began the procurement process in fall 2019 for the enhanced navigation service for Ontario. The aim is to digitally enhance the Telehealth Ontario service which will feature one website and one number to call. The current telephone nurse triage service that exists will continue to be available to Ontarians.
- After a rigorous procurement process (initial RFQ and subsequent RFB), the contract was awarded at the beginning October 2021 to the consortium Better Access Alliance (Orion Health (prime), SE Health/Fonemed, Ada Health, and Think Research)
- The MoH has assigned the contract to Ontario Health (OH) which is now overseeing the implementation, including ongoing management and operations/performance of this service.
- The targeted go-live date for the navigation service is April 2022

Healthcare navigation service

HCNS Overview

Enhance the existing
Telehealth Ontario service



Build a **connected, trusted, evolving**
healthcare navigation service

Ontario 



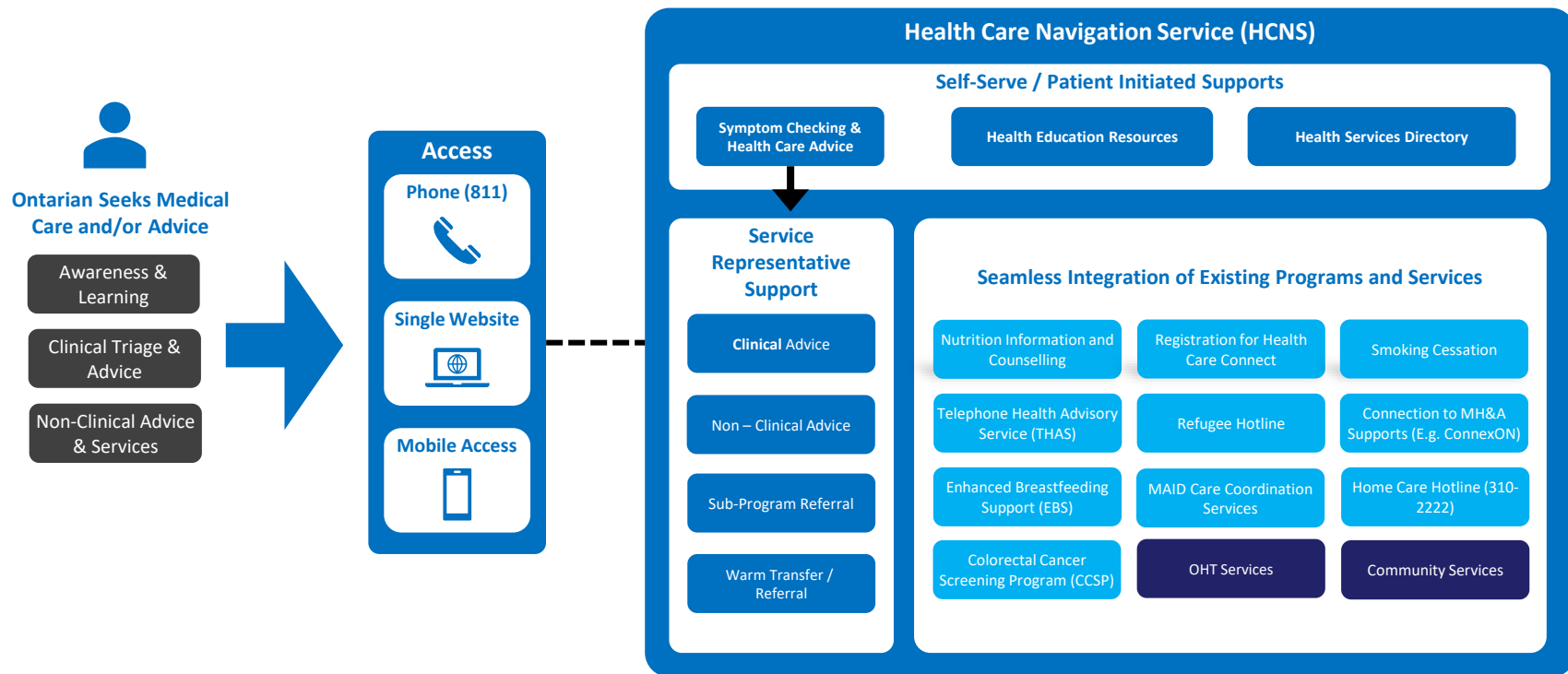
Multi-channel Access



Integrated care (OHT) and
continuity of care - priority

Healthcare navigation service

HCNS Overview



Healthcare navigation service – Highlights



Patient & Provider Engagement

Patients & primary care providers will be active members of the HCNS governance & helped to evaluate the bids. User personas developed to inform the RFB.



Human-centred Design

Ontarians (patients, caregivers, and providers) that will use the service will contribute to the co-design process for the service.



Value-based Payment Model

Moving from a volume-based contract to a performance-based contract tied to Quadruple Aim framework.



Clinical Oversight

OH will ensure appropriate clinical oversight (including primary care) is in place and aligning with Ontario Health Quality guidelines – helping to build a trusted service that prioritizes continuity of care.



Contract Flex for Future Roadmap

Contract provides for regular discovery and roadmap processes to support innovative solution design.



Provider Access

Providers will have access via the digital channel to health content, professional resources, health services directory and best practice guidelines.