



OTNhub Service Plans

MOHLTC-Funded Organizations and Providers

You are eligible for this plan if 50% or more of your base funding comes from the Ministry of Health and Long-Term Care (MOHLTC) including LHINs or OHIP.

Your service plan is composed of a combination of annual and one-time fees for OTNhub’s eVisit Services, which include Personal and Room-based videoconferencing features.

Annual fees for OTNhub videoconferencing services give you unlimited self-service access to Ontario Health (OTN)’s private and secure videoconferencing network of thousands of systems across Ontario. **MOHLTC Funded Providers and Organizations do not pay annual fees for OTNhub services or Room-based videoconferencing.**

One-time site and system set-up fees cover the cost of delivering and sustaining the administrative, infrastructure and technical services required to connect customers to our private and secure network. **MOHLTC Funded Providers and Organizations do not pay one-time set-up fees for OTNhub services. However one-time set-up fees apply for room-based videoconferencing.**

Health Care Organizations – Service Plan Fees and Setup Fees

| <i>Health Care Providers and Other Users</i> | <i>Health Care Organizations eVisit – Personal</i> | <i>Health Care Organizations eVisit - Room-Based</i> |
|---|---|---|
| <ul style="list-style-type: none"> Individual subscription \$0 \$0 one-time set-up fee per user | <ul style="list-style-type: none"> Group subscription \$0 Annually \$0 one-time set-up fee per user | <ul style="list-style-type: none"> Membership Plan \$0 Annually \$0 one-time set-up fee per user One-time set-up fees apply to room-based installation |



Included in your Plans

- Private & secure community for practicing virtual care.
- Host and participate in an unlimited number of self-scheduled clinical, and eLearning events
- Access to more than 2600 video systems across Ontario.
- Subscription to eLearning services that include:
 - Access to on-demand webcasts and thousands of learning events and content annually.
 - Tools and guidelines to develop virtual care programs.
 - Ability to create and participate in Live events, and Grand rounds.
- OTNhub Directory and Health Services Directory for Toronto Region
- Scheduling software to coordinate and schedule Videoconferencing events.
- Assisted scheduling support for complex events.
- Access to eConsult and TeledermSF
- Member services and technical support.

Important Information

1. Network Connectivity

Ontario Health (OTN) does not provide network connections for eVisit users.

2. OTNhub Account and Service Fees

Accounts are established for and the responsibility of individual users and consistent with privacy and security standards. Credentials must not be shared. Set-up fees are non-refundable regardless of the reason for discontinuation of the account. Organizational subscriptions can be transferred from one person to another providing that the initial account is decommissioned first and reactivated under another user. Set-up fees will apply to cover the cost of onboarding of the new organizational user. Individual subscriptions cannot be transferred. The individual subscriber must request to be decommissioned and the new individual subscriber must apply for their own account. Fees for this service are determined based on an average cost for Ontario Health (OTN) to support and provide the hardware and software infrastructure as well as sustained delivery of the service. Should adoption of eVisit services exceed current capacity, Ontario Health (OTN) reserves the right to limit the number of users pending expansion of service capacity. Fees may change based on Ontario Health (OTN)'s cost to deliver the service. In the event of such a change, you will be provided with 90 days prior written notice. Upon successful activation of your service on the Network, you or your organization will receive an invoice for the balance owing.

3. Equipment

Members provide their own videoconferencing room-based or cart systems. Set-up fees do not include the cost of the software support warranty required for room-based systems (customer purchases directly from vendor). eVisit users provide their own hardware (computer) and peripherals (webcam and echo cancellation speakerphone). Any installation completed by a 3rd party vendor, regardless of approval of the vendor by Ontario Health (OTN) that requires Ontario Health (OTN) Technical Service Delivery (TSD) to perform an onsite visit will result in an additional set-up fee based on the type of equipment installed.

4. Limits on Non-Clinical Users

Non-clinical users (education, administrative events only) are not eligible to join as individual providers. They must be employed by a Member Health Care Organization. Non-clinical sites must pre-schedule all connections to clinical sites.

Questions?

Call 1-855-654-0888 OR email info@otn.ca