

MyChart Patient Portal Powered by Calian® Corolar™ Improves Patient Engagement



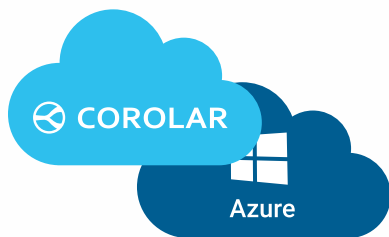
William Osler
Health System

Website: www.williamoslerhs.ca

Location: Greater Toronto Area,
Canada

Org. size: 2000+ employees

Profile: William Osler Health System (Osler) is one of Ontario's largest community hospital systems, with three hospital sites serving a population of over 1.3 million people. Osler emergency department is amongst the busiest in Canada. Its labour and delivery program is one of the largest in the Greater Toronto Area.



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The Situation

William Osler Health System (Osler) is one of the most innovative community healthcare systems in Canada. Patient experience is a key part of the Osler strategic plan. Using Sunnybrook's MyChart patient portal they wanted to provide real-time lab, pathology, diagnostic imaging, and cardiology data to their patients. Osler wanted minimal financial and technological impact on their core EHR and clinical systems during this strategic patient engagement project.

The Solution

Osler turned to the Calian® Corolar™ platform and its modern web services/API capabilities to deliver the MyChart patient portal. Calian worked under the leadership of the Osler IT team, privacy office, and other key stakeholders like the Patient and Family Advisory Council, clinicians and administrators, to make data available from disparate clinical systems by leveraging the hospital's existing BizTalk integration engine. The Corolar easy-to-use APIs and web services made the MyChart integration effortless. The connectors available with Corolar helped Osler to access real-time lab, pathology, diagnostic and cardiology report data with almost no change to their core clinical systems.

Outcomes and Benefits

- Using Calian expertise, Osler launched a patient portal solution in 18 months.
- Within a few months of the launch, 18,700 patients signed up to use the portal.
- Improved patient engagement and care outcomes enforced the view that technology is not just an "enabler" but core to patient experience.
- Created better processes and superior quality of service for patients across Ontario.



“Osler’s MyChart patient portal draws real-time data using Corolar. With Corolar and BizTalk data patients and health-teams get is the most up-to-date.”

– Joe Cossu, Director of Infrastructure & Applications



“Technology is now a significant part of the patient experience at Osler. It’s not only a matter of patient rights and satisfaction, it’s also a way of improving medical outcome.”

– Mary Jane McNally, Chief Patient Experience Officer

