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October 26, 2010

Dear valued client:

**Re: Important changes to your eHealth Ontario connection**

eHealth Ontario is introducing a revitalized *ONE*<sup>®</sup> *Network* direction to address the evolving business needs of the health care sector. This direction will accelerate access to vital ehealth services and provide better value for taxpayers' dollars by reducing operational costs and increasing overall network efficiency.

The reliability of the Internet along with the evolution of application security has now made the Internet suitable for sharing personal health information. The *ONE Network* direction incorporates the use of commercial Internet to accelerate access to ehealth services.

There are over 4,000 active sites on eHealth Ontario's *ONE Network*. eHealth Ontario has been evaluating these circuits based on new eligibility criteria. Generally, sites that can meet their business needs and access ehealth information and applications through commercial Internet connectivity will be migrated to an Internet service provider (ISP).

eHealth Ontario has implemented a migration program that will initially involve assisting approximately 2,000 physician sites in obtaining a commercial Internet service provider of their choosing in place of eHealth Ontario's managed private network connection. Exceptions may apply, such as sites that cannot acquire suitable Internet connectivity at their location.

At this time, no action on your part is required. A dedicated member of the eHealth Ontario migration program team will be contacting all affected physicians directly within the next six months to provide additional information about the migration process, a migration timeline for each specific office and to address questions and/or concerns. eHealth Ontario's goal is to ensure a smooth transition to an ISP by providing assistance throughout the process until a successful migration has been achieved with minimal business and financial impact to the office.

To learn more about our refreshed *ONE Network* direction, eligibility criteria and migration details please visit us at <http://www.ehealthontario.on.ca/programs/networkdirection.asp>. We can be reached at 1(866)250-1554 (select option 3) or [MigrationProgram@ehealthontario.on.ca](mailto:MigrationProgram@ehealthontario.on.ca).

Sincerely,

A handwritten signature in black ink, appearing to read "G. Georgiadis".

George Georgiadis  
Vice President, Application Management and Support Services