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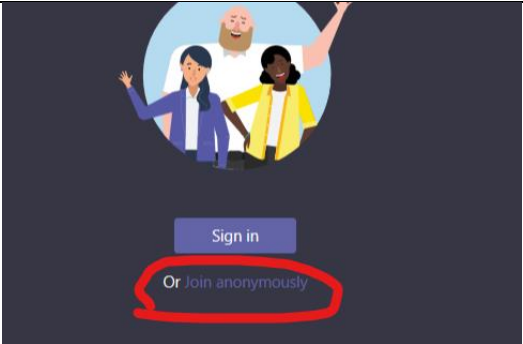
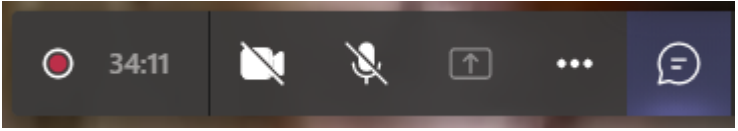
General Information

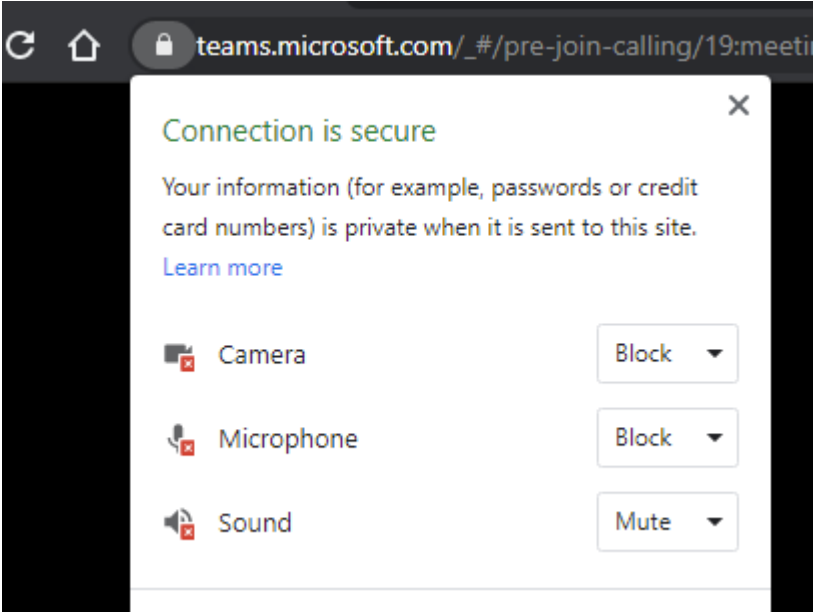

#	QUESTION	ANSWER & LINK(S)
1	What do I need to do to view/stream the conference?	<p>The conference platform is Microsoft Teams. You can download the Microsoft Teams desktop client or join via the web following these instructions:</p> <ul style="list-style-type: none"> • Join a Teams Meeting • Join a Live Event
2	Where are conference session links?	All streams for the conference can be found at: https://ontariomd.live/live-streams/
3	Where is the conference agenda?	The conference program can be found at: https://ontariomd.live/showcase/
4	How does the conference format work?	<p>Live Events</p> <ul style="list-style-type: none"> • There are four Live Events happening throughout the day (Live Event 1, 2, 3, 4). • Live Event 1 (Keynote Addresses) run separately from the other Live Events to open the day. • Live Events 2, 3, and 4 will run from 9:30am – 12:00pm. Each of these Live Events contains 5 sessions. • You can stay in the same Live Event for all five sessions or move between Live Events to see other sessions. • All Live Event sessions will be recorded and made available at www.ontariomd.ca in the weeks to follow. • The Billing Session which closes the day will be a Microsoft Teams meeting and will not be released as a recording.

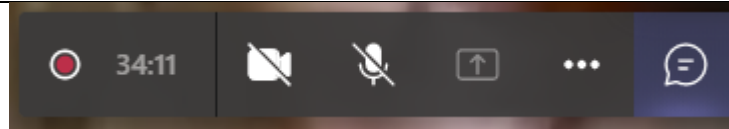
		<p>Peer Leader Virtual EMR Training Workshops</p> <ul style="list-style-type: none"> • The EMR Workshops with OMD Physician, Clinic Manager and Nurse Peer Leaders are designed to help advance EMR knowledge and provide tips about digital health and virtual care tools. • Attendees using ABELMed EHR-EMR/PM, Accuro EMR, Avaros, Collaborative Health Record, Clinic Information System (CIS), EMR Advantage, Indivicare, OSCAR, and PS Suite EMR can visit an EMR Workshop virtual room hosted by a Peer Leader who will speak to specific topics and demonstrate features and tips relevant to that EMR system. • These workshops are specific to Ontario clinicians using the certified EMRs. • Here is a link to the list of all Peer Leader workshops: https://ontariomd.live/events/peer-leader-advice-606/ • There are multiple Accuro EMR, OSCAR and PS Suite EMR workshops. Attendees are encouraged to move between these workshops throughout the afternoon.
5	Are the sessions being recorded?	<ul style="list-style-type: none"> • All morning Live Events will be recorded. • The streams should be available in the late afternoon or early evening for rewatching. Click the stream links and follow the instructions to watch on the web on www.ontariomd.live.
6	Where and when can I see the session recordings? How do I get the session recordings?	<ul style="list-style-type: none"> • The session recordings will be available by clicking on the stream again following the session and watching through the web. It will take some time to render the videos, so they may not be available for immediate replay. • All Live Event recordings will be available at www.ontariomd.live in the weeks to follow.
7	Is the conference CME accredited?	<ul style="list-style-type: none"> • The conference is only accredited for physicians (specialists and family physicians) for up to 5 hours of group learning through the College of Family Physicians, Ontario Chapter and Royal College of Physicians and Surgeons. • All participants will receive a certificate for Continuing Medical Education from OntarioMD. • Certificates will be issued in the days following for physicians who have completed the event evaluation form. • Physicians must complete the event evaluation form to receive their credits.
8	What is the virtual showcase? How does the virtual showcase work?	<ul style="list-style-type: none"> • The virtual showcase features many digital health and virtual care vendors. • These companies offer products and services to help enhance efficiency and support physician practices. • The showcase hours are from 12:00pm – 1:00pm. • Some companies will be hosting their own live streams where attendees can ask questions, get demos, and more. • Here is a link to the virtual showcase - https://ontariomd.live/showcase/
9.	What happens if an attendee is not allowed into an EMR Virtual Workshop room in the afternoon?	<ul style="list-style-type: none"> • Attendees may be blocked from entering an EMR Peer Leader Workshop due to room limitations. • Workshops will be capped at 100 participants but will reopen if participants leave. • Please visit another workshop room if you cannot access a room.
10.	The EMR I use is not hosting an EMR virtual workshop!	<ul style="list-style-type: none"> • Unfortunately, EMR workshop rooms are only available for Peer Leaders using some certified EMRs (e.g., ABELMed, Accuro, Avaros, CIS, Collaborative Health Record, EMR Advantage, Indivica, OSCAR, P&P, and PS Suite).

Technical Troubleshooting

1	No Audio – I cannot hear the presenters.	Live Events If accessing via web browser and not Teams client, ensure you: <ul style="list-style-type: none">• Clicked “Allow” if prompted to allow Audio/Video by your browser• Try another browser• Download the Teams client NB: If using the Teams Client already, restart your computer, try again.
2	No Video – I cannot see the presenters.	Live Events If accessing via web browser and not Teams client, ensure you: <ul style="list-style-type: none">• Clicked “Allow” if prompted to allow Audio/Video by your browser• Try another browser• Download the Teams client NB: If using the Teams Client already, restart your computer, try again.
3	No Chat – I cannot ask questions. The chat option is missing from my Teams toolbar.	Live Events If accessing via web browser and not Teams client, ensure you: <ul style="list-style-type: none">• Clicked “Allow” if prompted to allow Audio/Video by your browser• Try another browser• Download the Teams client NB: If using the Teams Client already, restart your computer, try again.
4	Chat – Is chat the only way to ask questions?	Live Events <ul style="list-style-type: none">• Use the question-and-answer pane to ask a question. Peer Leader Workshops <ul style="list-style-type: none">• Use the chat or once cameras and mics are enabled, you can ask questions audibly
5	Cannot join a session – Microsoft Teams is asking me for a password. I do not have a password.	Live Events <ul style="list-style-type: none">• Use the Join Anonymously link, just below the Sign In button.

		
6	I cannot join the session and have missed the session I want to see.	<p>Live Events</p> <ul style="list-style-type: none"> The session recordings will be available by clicking on the stream again following the live stream and watching through the web. It will take some time to render the videos, so they may not be available for immediate replay. All Live Event recordings will be available at www.ontariomd.ca in the weeks to follow. <p>Peer Leader Workshops</p> <ul style="list-style-type: none"> The PL workshop recordings will not be made available for replay.
7	Is telephone support available?	<ul style="list-style-type: none"> Please call 1-866-744-8668 for phone support
8	Join via browser – Can I join the conference via internet browser vs. Teams app?	<p>Live Events</p> <ul style="list-style-type: none"> Everything can be accessed using web or through the Teams app.
9	Can I dial into the session as I do not have audio on my computer?	<ul style="list-style-type: none"> No. There is no dial in option for any of the sessions.
<h2>Teams Troubleshooting Tips</h2>		
10.	<p>These messages will help address frequently reported user issues.</p> <p>In most cases, the audio and video problems are the result of using the wrong browser. Leaving and rejoining the meeting is usually sufficient to address most issues.</p>	<p>Participants: If your microphone icon is white, you should be able to unmute yourself. Click to unmute.</p>  <p>Participants: If you would like to ask an audible question, please ensure your computer mic is available in Teams. Check the address bar of your browser to see if you have enabled the correct permissions. Click the lock icon next to</p>

		<p>the URL and adjust accordingly. Please note that cameras and mics might be disabled at some points because the speaker is presenting.</p> 
11.	Trouble Hearing or Seeing	<p>Participants: If you are experiencing issues seeing or hearing the presentations, leave the meeting and rejoin. Microsoft recommends joining Teams via Google Chrome or Microsoft Edge browsers. Other browsers may limit your experience.</p>
12.	Increase Screen Visibility	<p>Participants: You can increase the viewable screen area by clicking on the three dots [...] in the menu bar and selecting Enter full screen.</p> 
13.	How to view chat	<p>Participants: Click the chat bubble to view and participate in the conversation.</p>



OntarioMD Products & Services Information

1	What is OntarioMD (OMD)?	https://www.ontariomd.ca/about-us/our-organization/overview
2	I would like more information about an OMD product and/or service. (Virtual Follow-Up Form)	https://www.ontariomd.ca/about-us/support/contact-information
3	How do I book a one-on-one Peer Leader session after the conference?	https://www.ontariomd.ca/products-and-services/peer-leader-program/request-a-peer-leader
4	How is OMD different than the OMA?	OMD is a wholly own subsidiary of the OMA. It is funded by the Province of Ontario, not from OMA members' dues.
5.	Take Privacy and Security Training (2 modules)	https://www.ontariomd.ca/products-and-services/privacy-and-training-resources/overview
6.	EMR Maturity Model	https://www.ontariomd.ca/products-and-services/emr-progress-assessment
7.	Insights4Care (i4C) Program	https://www.ontariomd.ca/products-and-services/insights4care/overview
8.	EMR Certification	https://www.ontariomd.ca/emr-certification/overview
9.	Health Report Manager	https://www.ontariomd.ca/products-and-services/health-report-manager/overview
10.	eConsult	https://www.ontariomd.ca/products-and-services/econsult-deployment-and-emr-integration/overview
11.	Digital Health Bundle	https://www.ontariomd.ca/products-and-services/digital-health-services-bundle
12.	Virtual Care Tools	https://ontariomd.vc/
13.	COVaxON Training for Primary Care Practices	https://www.ontariomd.ca/hrm-covaxon/covaxon-training
14.	Planning a COVID-19 Vaccination Clinic	https://www.ontariomd.ca/hrm-covaxon/tools-to-identify-eligible-patients
15.	Accessing COVID-19 Vaccination Data	https://www.ontariomd.ca/hrm-covaxon/covid-19-vaccination-data
16.	EMR Toolkits for Managing COVID-19 Data	https://www.ontariomd.ca/hrm-covaxon/toolkits-for-aggregate-reports
17.	OMD Educates	https://www.ontariomd.ca/about-us/events/omd-educates
18.	How to Videos	https://www.ontariomd.ca/virtual-care/how-to-videos
19.	Sign up for any OMD product or service	Email support@ontariomd.com