

# 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 OTN's private and secure videoconferencing network of thousands of systems across Ontario

**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.

### Healthcare Organizations – Service Plan Fees and Setup Fees

Healthcare Providers and Other Users	Healthcare Organizations eVisit - Personal	Healthcare Organizations eVisit - Room-Based
<ul style="list-style-type: none"> <li>Individual subscription <b>\$0<sup>1</sup></b></li> <li><b>\$0</b> one-time setup fee per user<sup>1</sup></li> </ul>	<ul style="list-style-type: none"> <li>Group subscription <b>\$0<sup>1</sup></b></li> <li><b>\$0</b> one time set-up fee per user<sup>2</sup></li> </ul>	<ul style="list-style-type: none"> <li>Membership Plan <b>\$0 Annually<sup>2</sup></b></li> <li><b>\$0</b> for eVisit- Personal subscription<sup>1</sup></li> <li><b>\$0</b> one time set-up fee per user<sup>2</sup></li> <li>One-time setup fees apply to room-based installation<sup>3</sup></li> </ul>
<ol style="list-style-type: none"> <li>User subscription and set-up fees will be paid using operational funds provided to OTN by the MOHLTC if you receive 50% or more of total base operations funding from the MOHLTC, which includes OHIP and LHINs. OTN will provide 90 days' notice should this funding structure change.</li> <li>Room-based Membership fees are paid using operational funds provided to OTN by the MOHLTC.</li> <li>See Videoconferencing One-time Set-up Fees sheet on <a href="http://www.otn.ca">www.otn.ca</a> for details.</li> </ol> <p>Subscriptions may be transferred from one user to another for a one-time fee of \$175. All fees are subject to HST.</p>		

MOHLTC-funded Providers and Organizations pay no annual or one time fees for eVisit Personal Videoconferencing<sup>1</sup>

### Included in your Plans

- ✓ Private & secure clinical eVisit Services
- ✓ Host and participate in an unlimited number of self-scheduled clinical, eLearning & ePodium events
- ✓ Access to thousands of telemedicine systems across Ontario.
- ✓ Subscription to eLearning and ePodium services that include:
  - Access to thousands of learning events and content annually.
  - Access to on-demand webcasts
  - Tools and guidelines to develop telemedicine programs.
  - Ability to create and participate in Live events, and Grand rounds
  - OTN Premium Services for elearning & ePodium services
- ✓ Telemedicine Directory featuring telemedicine protocols and a Site Finder.
- ✓ Scheduling Software to coordinate and schedule Videoconferencing events.
- ✓ Assisted scheduling support to help you begin scheduling patients.
- ✓ Access to OTN TeledermSF<sup>\*\*</sup>
- ✓ Access to OTN Telesteth<sup>\*\*\*</sup>
- ✓ Access to OTN eConsult
- Service Desk support.

\* Premium service fees may apply based on the complexity and OTN resources needed  
 \*\* Excludes cost of Canon camera  
 \*\*\* Excludes cost of Telesteth Kit required to use Telesteth.

**Note:** OTNhub service Plans are offered based on the role of the User

## Questions? Ask your support Specialists for help:

- Call 1-855-654-0888
  - >> Choose your preferred language – English or French.
  - >> Press 3 to speak to a Personal Videoconferencing Support Specialist.
- OR email [customersupport@otn.ca](mailto:customersupport@otn.ca)

## Important Information

### 1. Network Connectivity

OTN does not provide network connections for eVisit Personal Videoconferencing users.

### 2. OTNhub Account and Service Fees

Accounts are established for and the responsibility of individual users and consistent with privacy and security standards, credential must not be shared. Service 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. Setup 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 OTN to support and provide the hardware and software infrastructure as well as sustained delivery of the service. Should adoption of eVisit Personal Videoconferencing services exceed current capacity, OTN reserves the right to limit the number of users pending expansion of service capacity. Fees may change based on 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. Service fees do not include the cost of the software support warranty required for room-based systems (customer purchases directly from vendor). eVisit Personal Videoconferencing 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 OTN that requires OTN RTS to perform an onsite visit will result in an additional setup fee based on the type of equipment installed. OTN has a limited number of eVisit Personal Videoconferencing kits available for providers receiving more than 50% of their base operations funding from the MOHLTC. OTN does not provide warranty support for the kits and will not replace any components should they be lost during shipment, are defective or become damaged.

### 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 Healthcare Organization. Non-clinical sites must pre-schedule all connections to clinical sites.

### 5. Auditing

OTN may ask providers and organizations to produce proof of MOHLTC funding to ensure compliance with OTN's own funding agreement with the MOHLTC.