



**To:** Sarah Hutchison, CEO, OntarioMD  
OntarioMD Board of Directors

**From:** Dr. David Price, Chair, OSCAR EMR Board of Directors  
Tracey Carr, Executive Director, OSCAR EMR

**Date:** January 14, 2015

**Re:** RiskView's OSCAR Analysis of Seven Bugs (Final Report)

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Thank you for the opportunity to review RiskView's final audit report. Thank you also for your leadership in retaining RiskView for this work in the current context, and for the commitment of OntarioMD to ensuring physicians are supported with accurate and validated information! The purpose of this communication is to acknowledge the findings and offer additional perspective on the identified opportunities for improvement which we received as a value-add outcome of the audit process.

### Conclusion

- OSCAR EMR welcomes the validation that the identified bugs are resolved, and the recognition that we have good processes and tools in place for bug prioritization and resolution. These processes are at the heart of how the OSCAR community works together, and this conclusion further validates our experience that the processes are effective.

### Identified Opportunities for Improvement

- ***Software Inventory Management, Patching and Incident Management***

As noted in the final page of the Report, OSCAR EMR has already implemented strengthened processes for communication of critical issues to OSCAR users, for confirming impact with OSCAR EMR, and for explicit reporting of fixes and patches deployed by Approved OSCAR Service Providers/OSCAR Self-Service Providers. Prospectively, Approved OSP/OSSP compliance with these strengthened processes will address the identified challenges, however, OSCAR EMR will continue to explore opportunities to further improve management of critical and high priority issues within our collaborative network.

- ***No Direct Access by OSCAR EMR to End Users' Software for Emergency Maintenance/Patching***

Every distribution model has benefits and trade-offs. OSCAR's open and collaborative ethos and foundation, and the core values of freedom and choice, were the impetus for the creation of the distributed network of Approved OSPs/OSSPs authorized to make OSCAR available to physicians as the Funding Eligible Offering from OSCAR EMR. In addition to freedom and choice for end users, this model builds distributed capacity and enables the OSCAR community to benefit from the skill-sets and contributions of many companies. Although one outcome of this model is that OSCAR EMR does not directly manage maintenance/patching of the software, the strengthened processes referenced above will mitigate this trade-off. Further, OSCAR EMR welcomes exploration of avenues for direct communication with end-users in emergency/critical issue

contexts that will honour the end-users' relationship with the Approved OSP while ensuring timely notification from OSCAR EMR. This will be a key area of focus and conversation within our network this year.

▪ ***Secure Operating Environment a Key Component of the Funding Eligible OSCAR 12.1.1***

Software designed to give physicians full access to data and ability to enhance workflow through custom forms (eForms) without further cost or third-party intervention is of high value to OSCAR users. This level of access, and the inherent risks if not appropriately used or controlled, is balanced by policy, process and technology controls outlined in OSCAR EMR's Quality Management System (QMS) and the Implementation Manual for Approved OSPs/OSSPs.

OSCAR EMR relies on the Approved OSP's/OSSP's contractual commitment through the Affiliation Agreement to comply with all requirements of the QMS, including ensuring the specified controls and training are in place. In accordance with the QMS, OSCAR EMR directly assesses this compliance through a bi-annual OSCAR implementation audit of each Approved OSP, with specific audits conducted as appropriate as part of investigating root cause of any issue(s) experienced by customers. OSCAR EMR fully agrees that the policy, process and technology controls are essential to the function of the Funding Eligible OSCAR software as intended. For clarity, **if the OSCAR software is not implemented and supported in compliance with these requirements and controls, it is not an Affiliated Product of OSCAR EMR and does not fulfill the requirements of the Funding Eligible Offering from OSCAR EMR.**

▪ ***"Hot Spots" Identified by Automated Software Tool and Opportunities for Code Improvement***

OSCAR EMR welcomed the value-add assessment and documentation of potential "hot-spots" and opportunities for improvement in the code, noting such identification is common in an automated assessment of any software. Upon review, we confirmed that the "hot-spots" do not manifest a functional or security issue in OSCAR 12.1.1 (Affiliated Product). Thus, we deemed it to be of greater risk to stability to modify code in the software in production, however, we have already addressed many of them in the code that will become the next general release of OSCAR. It is also important to note that the next general release will also deliver the benefits of McMaster University's substantial investment (>\$3.5M) in general code improvements between 2012 and 2014, enabled by funding from the Federal Economic Development Agency of Southern Ontario.

Thank you again for the opportunity to review the Report and share OSCAR EMR's perspective on key findings and recommendations. We invite any questions or requests for further information from OntarioMD or affected physicians by email ([info@oscar-emr.com](mailto:info@oscar-emr.com)) or phone (905.385.3378).