

## Spring Update

April 11, 2018

With growing demand and finite resources, our health system faces real challenges. Helping Ontarians stay healthy and get the care they need is never easy. It's a task that requires dedication and innovation. thehealthline.ca is a partner in that endeavour.

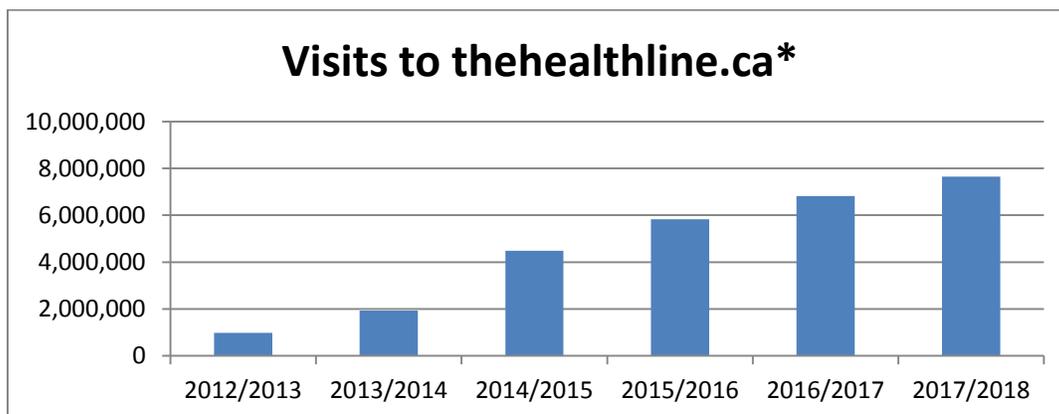
### *The first step is information*

At thehealthline.ca Information Network, we believe the first step in accessing care is information. Whether it's locating the nearest walk-in clinic on a Sunday evening, getting a flu shot, or choosing a long-term care home for an aging parent, information opens the door. That's why thehealthline.ca has become a critical resource for consumers and professionals alike.

As you know, the healthline.ca is a comprehensive provincial database, with over 45,000 service and program listings. This data is made available on 14 easy-to-use regional sites, aligned with LHIN boundaries. We also provide other information and tools to support information sharing and innovation in the health system.

### *7.4 million visits*

Just how critical is this resource? In the last 12 months, thehealthline.ca has hosted more than **7.4 million visits** and more than 16 million page views. That represents a 12% increase from the previous year, and a **600% increase** from 2012, when thehealthline.ca became the provincial solution for health service information.



\*Source: Google Analytics

Like you, we never rest on our laurels. Our organization is **constantly striving to make our sites more accurate, relevant, and easy to use**. We know that when consumers can find health services information easily and quickly, they are more likely to get the care they need.

### *Meeting frontline needs*

This year, enhancements to thehealthline.ca included making the postal code search easier to find and use, and improving the “search by location” function. Postal code and geomatic data were also updated.

We know these enhancements will make a difference to consumers because they were suggested by people on the frontlines, including home and community care information and referral managers, and patient access managers.

### *Supporting local initiatives*

Thehealthline.ca works with its partners to meet local information needs. For example, we implemented a directory of physician specialists in the South West LHIN and began developing a similar tool for the Waterloo-Wellington LHIN. In addition, we worked with the Toronto Central LHIN to connect the Ontario Telemedicine Network with community care resources for primary care physicians. We also implemented a custom resource tool for the Hamilton Niagara Haldimand Brant LHIN information and referral team.

We continue to create and maintain micro-sites and other resources to meet specific local information needs and share data to support system planning and innovation.

What’s next? Thehealthline.ca will continue to evolve in response to changing needs. We will support innovation and quality improvement, working alongside our health system partners to put patients first.

-30-

### ***For more information, please contact:***

Michael Robbins, Executive Director

[michael.robbins@thehealthline.ca](mailto:michael.robbins@thehealthline.ca)

519-660-5910 ext. 5934