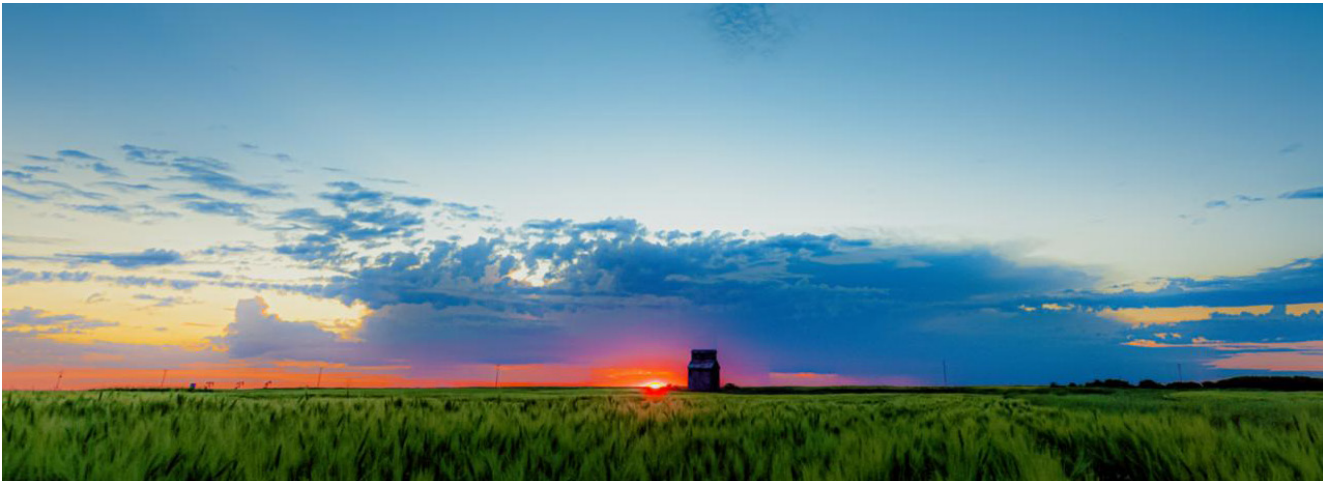


INTERSECTIONS



The sunrise near Redvers, taken by Saskatchewan photographer Daniel Paquet, an Application Support Specialist at eHealth. This and other photos by Daniel can be seen at saskatchewan.photo.

In this issue

MySaskHealthRecord saves time and money	2	Hip PIP hooray - updating pharmacy tracking	5
Service with speed: eHealth Service Desk	2	More updates, fewer service interruptions	6
One account, many health card updates	3	Better direction for 911 calls	7
Managing matches for organ donation	4	Checking in: roadmap update	8

A word from our CEO Davin Church

The months after fiscal year end bring a crunch of work. Annual reports, financial reconciliations, budgets and planning fill the days. Year end is also an opportunity to reflect on the successes and lessons of the past year and prepare plans for the next.

This issue of *Intersections* marks one year of sharing eHealth's stories with all of you. Internally, it gives us a sense of pride in all that we've accomplished as an organization. I hope as a reader you're learning new things about the many ways eHealth supports the health system.

This quarter, we're bringing you a wide range of content. With technology to support 911 call triage and a digital application to manage organ donations, we continue to provide innovative ways to improve health care delivery.



Group accounts for organizations that help clients with health card applications and the ongoing popularity of MySaskHealthRecord show how we're here to help Saskatchewan residents. Behind the scenes we're providing high levels of service desk support, managing critical clinical applications, and updating the IT infrastructure that keeps systems reliable and secure.

We're also sharing an update on our Strategic Roadmap. With year one wrapped up, we're reflecting on the past year and resetting plans for 2026-27.

We appreciate the ongoing collaboration with our health system partners; the impact of that alignment can be seen in our shared successes over the last year.

Survey says fewer visits, less travel: MySaskHealthRecord delivers

In a recent survey, **10,000+ MySaskHealthRecord** users told us what having access to lab results, prescription history, diagnostic reports and more through Saskatchewan's digital health portal has saved them.



23% reported less travel



17% reported fewer walk-in clinic visits



22% reported fewer family doctor visits



16% avoided re-doing tests

Apply that to 750,000+ users and across the province and MySaskHealthRecord users avoided:

166,540

in person primary care visits

128,690

walk-in clinic visits

121,120

repeated lab tests

It all adds up to millions of dollars in savings for patients and the health system – and users don't need to book an appointment, take time off work, travel or arrange childcare to check their information on MySaskHealthRecord.



Sign up for MySaskHealthRecord – visit ehealthsask.ca to create your account. Download the app for easy access to health records right at your fingertips.

Support services keep care moving one service request at a time

When every second counts, there's no time for long delays caused by technical issues. eHealth's Support Services teams are there year-round responding to calls from citizens and health care providers as quickly as they come in. It's a big job. Here's what it meant in 2025-26:



322,000+ support calls answered and **477,000+** support tickets handled — helping health care teams stay connected to the systems they rely on every day.



399 higher priority incidents managed, reducing disruption to digital tools used in patient care.



2,141 knowledge articles (reference documents) updated or created, giving frontline support staff faster access to accurate information so providers get help sooner.



91% of calls for MySaskHealthRecord support **answered in under a minute**, helping patients access their health information when they need it most.



85% of health system calls **answered within 60 seconds**, so providers can get back to taking care of patients instead of waiting on hold.

A helping hand: how group accounts speed up access to health cards

Sometimes making health care accessible can be as easy as giving a helping hand to people applying for their health card.

ONE ACCOUNT TO HELP MANY

eHealth's Health Registries team offers group accounts to organizations that support people who may need help applying for or updating their health cards online. With the permission of applicants, group account holders can submit requests for multiple people at the same time and communicate directly with eHealth on behalf of their clients. This ensures applications and updates are managed quickly, minimizing delays for people waiting for a card.

"This is a simple way to support users whose clients may need extra help for any number of reasons."

- Jennifer Lindenbach
Executive Director
Vital Statistics and Health Registries

"The online portal is friendly to use and the group account saves us time by not having to create an account for other adult family members such as adult children," says Stella Tu at the Global Gathering Place in Saskatoon.

Registries staff feel the benefits too, as account holders can make submissions online instead of through channels that create more paperwork. They are also well versed in the online system and processes, meaning they rarely encounter roadblocks or have questions.

"This is a simple way to support users whose clients may need extra help for any number of reasons – they're newly settling in Canada, they're unhoused or have a precarious

living situation, or they don't have access to the technology to submit an online application," says Jennifer Lindenbach, Executive Director of Vital Statistics and Health Registries. "Group account holders can help clients manage the application process, resolve issues with their health card or coverage, and allow them to focus on their health instead of worrying about whether the care they need will be covered."



SUPPORT FROM MANY SECTORS

While many of the agencies who request access are connected to health care, a growing number come from other sectors. For example, newcomer organizations, schools with international students, or employers who hire seasonal and temporary workers can help a large number of people apply for health cards as part of the many administrative tasks that come with settling in a new country. Organizations who support people who are unhoused or otherwise vulnerable can help clients ensure their coverage is current and provide application updates from eHealth.

Organizations and staff who manage group accounts need to be approved by eHealth and use secure work credentials to protect the privacy of their clients.

For more information, or to ask about setting up a group account for your organization, please reach out to healthregmgmt@ehealthsask.ca.

WHO HAS A GROUP ACCOUNT?

Organizations use group accounts to help clients apply for and update health cards.

Frequent users include:

- ★ Global Gathering Place (Saskatoon)
- ★ Battlefords Immigration Resource Centre
- ★ Saskatoon International Education
- ★ Greater Saskatoon Catholic Schools
- ★ Saskatchewan Roughriders Football Club

iTransplant streamlines deceased donor organ donation in Saskatchewan

A new system for managing organ donations from deceased donors recently went live in Saskatchewan. iTransplant makes organ donation more straightforward and efficient, supporting the full process from donor identification to donation outcomes.

LIFE-SAVING LOGISTICS

Deceased organ donation is usually tied to trauma or an unexpected event, so families are already dealing with tremendous stress and grief. iTransplant's improved processes lighten the load to support grieving families.

When one organ donor can save up to eight lives, getting the process right is imperative.

Organ donation is an essential pillar of the health system, an urgent and life changing process with layers of logistical demands. Saskatchewan's organ donor registry means more donations find transplant patients, but getting everything lined up still poses many challenges. Traditional paper-based organ donation systems are inefficient and increase the risk of transcription error.

The process for deceased donor organ donation is even more demanding, as it requires rapid planning and co-ordination, and occurs in a much tighter timeline compared to living organ donation, which can take months. From consent to acquiring the organ, deceased donor donation happens within 48 to 72 hours. And when one organ donor can save up to eight lives, getting the process right is imperative. That's why systems like iTransplant, which launched in Saskatchewan at the end of March, are so important.

SEEING IT THROUGH

iTransplant helps teams track and manage organ donation activity in a unified workspace and makes it easier to securely share donor offers with other provinces and jurisdictions. By replacing manual, siloed processes, this system supports timely co-ordination and more consistent information sharing across donation networks. **Making organ transplants more efficient relieves significant pressure on a crucial pillar of the overall health system.** eHealth provided project management and long-term technical support services for the implementation of iTransplant, and continues to maintain backend services that support the sharing of reports and training materials.

Once a referral to the donation program is made, information about the donor is entered. The assessment (including testing, interviews, and further review of medical records), tracking and monitoring of clinical status, and offers are all entered into and managed by iTransplant. All the information needed to ensure organs match, like blood type, tissue typing, size, and more, is included. A recipient number or identifier is also tracked to ensure traceability of donations.

iTransplant presents information to providers in a familiar format, making for easier use and safer, more efficient reviews. It works seamlessly and securely with other programs and, since it's all electronic, allows for tracking and statistical analysis.



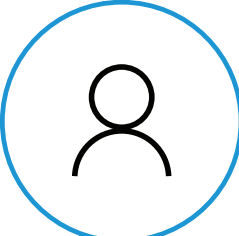
eHealth supports the **Saskatchewan Organ and Tissue Donor Registry** where citizens 16 years of age and older can register their desire to be an organ/tissue donor. This makes for easier conversations between health providers and families at a critical time. Visit organdonor.saskatchewan.ca



Modernizing our prescription system

The Pharmaceutical Information Program, or PIP, just got a major upgrade.

The comprehensive medication profile and drug information system used by providers throughout the province has moved from aging infrastructure to a more secure, stable and flexible platform, ensuring it can continue to support patients and providers well into the future.



Comprehensive **medication profile** and **drug information** system for Saskatchewan residents



Essential information and tools for **informed drug therapy decisions**.
Used by:

- pharmacists
- providers
- allied health professionals



A modern platform to **support clinicians** and patients into the future.

- Secure
- Stable
- Flexible

BY THE NUMBERS

24.8M
transactions in 2024-25

10.5M
prescriptions in 2024-25

11,171
direct users*

*Does not include users accessing PIP data via eHR Viewer or MSHR.

Health card renewal



2026 is a health card renewal year. We're reminding anyone who's moved in the last three years to update their address with us. Watch for renewal stickers in the mail this fall.

Visit ehealthsask.ca to learn more or update your address.

Share your feedback on *Intersections*



We're curious to find out who's reading *eHealth Intersections* and how it impacts your understanding of the work we do.



Please take a moment to complete our [three question survey](#).



Data centre refresh: Improving the network behind better care

Every piece of technology used in health care depends on a reliable and secure data flow for information to get from point A to point B. At the heart of that is a data centre – row upon row of servers processing requests and making the vital connections that keep communication and information flowing in the health care system.

UPDATES WITHOUT INTERRUPTIONS

Over the past year, eHealth led an initiative in collaboration with our health system partners to modernize the network foundation that connects data centres to the services and applications our partners and care teams rely on every day. This “behind-the-scenes” technology ensures systems like patient records, lab results and communication tools are available when and where they’re needed. Teams spent approximately **2,000 hours doing work that supported 39 changes.**

Since you can’t shut down health care, the change involved moving live services over to the modernized data centre network – services used for hospital admissions, accessing lab results and medical images, tracking medication and reviewing transcribed documents. The teams used a phased approach and careful scheduling to minimize the impact on users and avoid any delays in accessing these essential services.

“We used scheduled maintenance windows and coordinated each step with our partners in the sector to ensure services returned as expected, and as quickly as possible,” says Justin Thomas, Director of Network Services. “We know even brief service interruptions can cause delays in accessing care. We had to balance that with the need to minimize the risk of unplanned disruptions that can be avoided with proper updates and improvements.”

READY FOR THE FUTURE

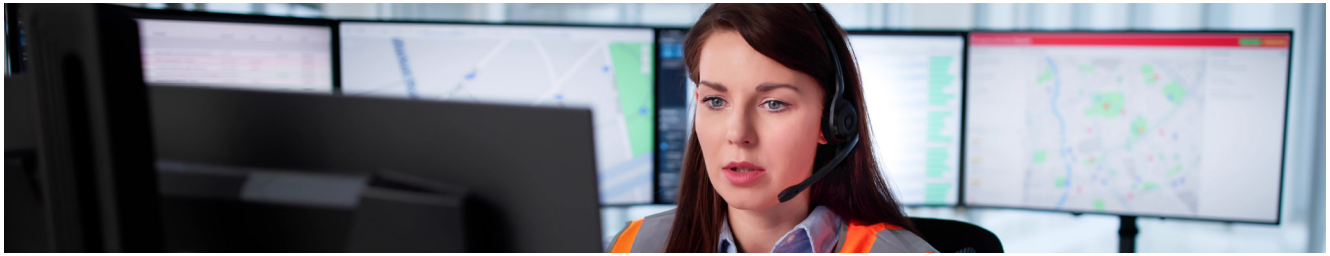
Successfully completing this work:

- strengthens the reliability and resilience of the IT systems patients and providers rely on
- lowers the risk of outages
- prepares the health system for future infrastructure needs

“We know even brief service interruptions can cause delays in accessing care. We had to balance that with the need to minimize the risk of unplanned disruptions that can be avoided with proper updates and improvements.”

- Justin Thomas
Director
Network Services

“This initiative was also a good learning experience, helping everyone involved identify best practices and strengthen working relationships, which will benefit future projects,” says Thomas. “These data centre updates were part of a larger plan to systematically update all IT infrastructure.”



New triage system for 911 ensures all callers get the care they need

Launched last October, the Emergency Communication Nurse System (ECNS) takes a triage approach to more quickly connect 911 callers with the level of care they need.

A NEW TYPE OF TRIAGE

Traditionally, emergency medical services (EMS) respond to all calls, including those that don't require urgent care. With ECNS, dispatchers can now transfer callers with minor or non-life-threatening medical concerns.

eHealth's work on this initiative focused on establishing secure connectivity between the two systems used by the Saskatchewan Public Safety Agency (SPSA) to allow all incoming 911 calls to be triaged properly. This meant setting up a data repository that links data from ECNS to EMS dispatch systems so decision makers can monitor the impact of calls that are routed for more appropriate care.

"ECNS makes care more accessible and is used internationally to reduce strain on health systems while also better meeting patient needs," says VP of Digital Services and CIO Aaron Mula. "Setting up ECNS wouldn't have been possible without the collaborative efforts from eHealth's Data and Analytics, Infrastructure Operations and Core Networking teams, SHA's Advanced Analytics teams and the SPSA."

"ECNS makes care more accessible and is used internally to reduce strain on health systems while also better meeting patient needs."

-Aaron Mula
VP Digital Services

The Emergency Communication Nurse System:



reduces EMS transport and off-load delays



improves continuity of care



improves access to appropriate care options for non-urgent concerns



creates a more responsive and patient-centered system



supports a more sustainable and efficient emergency and urgent care system



improves emergency department capacity and reduces unnecessary visits



Intersections is produced by eHealth Saskatchewan's Communications team.

Contact ehs.communications@ehealthsask.ca to share feedback on anything you read in Intersections

- share a story idea
- unsubscribe from Intersections

Year-end progress on eHealth's strategic roadmap for 2025-26

eHealth's roadmap was created in collaboration with our health system partners to outline our goals, initiatives and milestones over a five year period.

Here are just a few examples of what we've achieved in the first year – a sample of the work happening at eHealth every day.

PATIENT ACCESS AND OUTCOMES

Expand access to care and improve efficiency for patients and providers. Introduce a Patient Literacy Program.

Added 1 million clinical documents to MySaskHealthRecord, improving patient access to information.

Maintained access to digital health care supports during wildfire evacuations, showing service availability in a crisis.

Offered providers updated training and educational materials for some clinical applications.

Expanded OR Manager and digital support for Mental Health and Addictions to increase access to records and information.

PARTNERSHIP AND INNOVATION

Work with partners to set priorities, identify innovations, and launch pilots that prepare the health system for the future.

Implemented AI governance and policy to enable safe pilot use and system-wide alignment.

Launched AI-enabled pilots and smart health initiatives to reduce administrative work in health care.

Expanded IT Service Agreements, extending eHealth's digital support to smaller partners.

Established a policy groundwork for better data-sharing, needed for analytics and AI.

SERVICE AVAILABILITY

Reduce downtime for critical services with a funded critical infrastructure plan and mature cybersecurity and disaster recovery plans.

Made measurable gains in information security management, demonstrating matured cybersecurity (achieving an industry-recognized score of 2.92, exceeding the target of 2.75).

Supported system demand and modernization and kept health care connected with ongoing work to IT infrastructure, completing nearly \$12 million in projects.

Medical imaging marked one year without a major incident, demonstrating improved stability.

SERVICE EXCELLENCE AND CAPACITY MANAGEMENT

Reduce the impact of technical issues on service delivery. Create visibility into health system capacity for more informed decisions.

24,000+ service tickets resolved with improved service levels, enhancing user experience.

Reduced service calls by launching self-service options for our health system clients.

Enabled better decision making with an enhanced analytics strategy and framework.

Digitized processes to reduce manual workflows and administrative burden in the health system.

Improved service reliability, achieving 90% faster IT incident resolution and a 34% reduction in unplanned critical outages.

A look at the next five years

As we head into a new fiscal year we've taken the time to reflect on past success and lessons learned, and re-adjusted where necessary to prepare for the coming years. Here's a look at the work planned in support of our four focus areas.

PATIENT ACCESS AND OUTCOMES

Use technology to enable seamless patient and clinician access to information that improves outcomes and reduces wait times.

1 Year

A connected, secure, reliable health system – supported by the use of AI – will improve care co-ordination, access to care and patient engagement.

3-Year Picture

Clinical systems share information seamlessly. Reduce geographical barriers to care and reliance on faxing. Deploy tools to reduce administrative work for clinicians.

5-Year Vision

A fully connected health system with real-time resource allocation. AI used to provide health insights. Provincially accessible care options implemented.

PARTNERSHIP AND INNOVATION

Transform delivery of care, collaborating with partners and frontline staff to spark new digital solutions.

1 Year

Digital supports for co-ordinated, inclusive and innovative health care delivery supported by early implementation of priority innovations, secure data sharing and embedded Indigenous engagement.

3-Year Picture

Move successful pilots into implementation. Establish a provincial digital health research hub.

5-Year Vision

Saskatchewan is a leader in digital health transformation, working with our trusted partners to drive innovation that re-shapes health care in the province.

SERVICE AVAILABILITY

Build a secure, resilient technology infrastructure that supports future growth.

1 Year

A secure and reliable digital foundation provides consistent access to patient-centred care. Strong cybersecurity, resilient infrastructure and modern systems make this possible.

3-Year Picture

Connectivity within and across all health facilities supports clinical workflows. Mature cyber and infrastructure management programs enable reliable services.

5-Year Vision

Digital transformation is fully supported. Technology is not a barrier.

SERVICE EXCELLENCE AND CAPACITY MANAGEMENT

Deliver consistent, high-quality digital health services; improve patient flow and citizen expectations.

1 Year

Decision making, access, wait times and efficient care delivery are enhanced by data-driven insights, modernized digital services and a well-supported health care workforce.

3-Year Picture

Improve scheduling and workload distribution using data and technology.

5-Year Vision

Health system demand is monitored and resources allocated as appropriate in near real-time. Automation is leveraged for IT incident resolution. Ongoing improvements are sustained.