

INTERSECTIONS



Photo taken north of Regina, SK by Marvin Koteck, Senior Security Analyst and night sky photography enthusiast.

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A word from our CEO Davin Church

At eHealth, our purpose remains constant: making sure the right technology is there to support the people who deliver care, wherever and whenever it's needed. In this edition of *eHealth Intersections*, I'm proud to share how our teams – working side by side with many partners – continue to turn that purpose into meaningful action for the people of Saskatchewan.

As you move through the stories in this issue, one idea brings everything together – connection. Whether it's new mobile connectivity that brings mammography services closer to home for rural and remote communities or the ways our teams work alongside partners across the province, our focus remains on keeping care connected to the people who need it. These stories highlight what's possible when collaboration, practical innovation and dedicated teams come together.

You'll also read about progress that improves everyday



experiences for residents, like simplifying online ordering and making our services easier to navigate. Behind the scenes, milestones such as two years of surgical information in MySaskHealthRecord and more than a decade of the Panorama integrated public health application remind us that trust in digital health is built over time through consistency, reliability and follow-through.

While we may not work on the clinical front line, our technology, planning, and support are there helping care teams focus on patients, not processes. Every update in this newsletter represents commitment in action and a shared belief that technology should support, not replace, the human side of health care.

Thank you to our teams and partners for everything you do to make this work possible. I'm proud of what we've achieved together and excited about where we're going next.



New mobile mammography trailers equipped with cellular and satellite technology are making a difference across Saskatchewan.

Stronger connections for lifesaving breast screening across Saskatchewan

In a province as vast as Saskatchewan, getting to a major centre for breast screening can mean hours on the road. That's why a mobile mammography trailer is so important – and why eHealth Saskatchewan moved early to strengthen the technology that keeps these trailers connected.

About one-third of all breast screenings in Saskatchewan happen in a mobile unit. Until recently, Saskatchewan's mobile unit relied mainly on cellular service, which can be unreliable outside urban areas. In some communities, technologists can wait up to 45 minutes to upload a single image. With as many as 30 patients screened in a day, that could mean delays and staying late to make sure every image was safely sent before the trailer moved on.

To address these challenges, eHealth partnered with SaskTel to introduce a solution that combines cellular and satellite technology. A phased approach is allowing screening services to continue while technical capabilities are expanded.

One new mammography trailer is currently in service using the upgraded cellular connectivity, with satellite to be added next. A second trailer will be fully equipped with both cellular and Starlink satellite connectivity in March, allowing it to automatically connect using whichever signal is strongest at any location. After testing, the first trailer will be retrofitted to match, ensuring both units have the same flexible, seamless setup.

IMMEDIATE DIFFERENCE

For technologists, the impact is immediate. They can log in seamlessly, access patient records, document exams, upload large diagnostic images, and collaborate with radiologists in real time without worrying about the connection. Patients spend less time waiting and technologists can devote more attention to patient care.

Reliable connectivity also makes it possible to reach communities that have historically been harder to serve. While trees and terrain can still affect satellite performance, the ability to switch between technologies keeps clinics on

schedule and ensures the program is ready to support care with medical imaging needs.

"This project is about better access and better outcomes," says Greg Ursel, Program Manager, Health Facility Services at eHealth. "Working with SaskTel and the Saskatchewan Health Authority, we built a flexible, secure connection so care teams can focus on patients, not on the signal. It's rewarding to see technology making a real difference for people across the province."

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- Greg Ursel
Program Manager,
Health Facility Services

EARLY DETECTION SAVES LIVES

Through Saskatchewan's BreastCheck program, 75 per cent of breast cancers are diagnosed at an early stage, meaning timelier treatment options and better outcomes.

The new equipped mobile mammography unit will visit 42 rural and northern communities in 2026, replacing the long-serving bus that delivered more than 250,000 mammograms over 20 years. Once the two new trailers are in operation, the program will complete a full circuit of the province every year – something that used to take two years.



Panorama: 12 years of managing immunizations and more

For 12 years, Panorama has helped Saskatchewan health care providers effectively manage immunizations and other important public health services.

Developed by IBM and maintained by a dedicated eHealth team, Panorama launched in 2014 and established the standard that every citizen seeking public health services in Saskatchewan has a single, confidential client record regardless of where they access those services.



Immunizations - collects immunization information about Saskatchewan residents



Vaccine inventory - tracks the province's supply of vaccines



Investigations - tracks communicable and sexually-transmitted infections

Panorama started as a way to track vaccine inventory and has since grown to include immunization and investigation components. The application provides citizens with continuity of care in public health services, offering a complete and accurate record of crucial personal health information and facilitating their access to public health programs.

IN THE PICTURE

Your Panorama record includes:

- contact information
- birth date
- health card number
- communicable and sexually transmitted infection information
- lab results
- immunization details
- adverse event details related to immunizations
- risk factors for vaccine eligibility
- other relevant information gathered from you

BY THE NUMBERS

1.24 M
immunizations tracked

1.74 M
citizen records

294,000
investigations

MySaskHealthRecord: helping patients stay informed, prepared and confident

The Surgical Procedures feature that launched two years ago in MySaskHealthRecord (MSHR) helps Saskatchewan residents stay informed, prepared, and confident throughout their surgical journey.

Since launching MSHR in 2019, eHealth continues to support and evolve this valuable resource. We provide Saskatchewan residents access to their own health information in the palm of their hand through Canada's most advanced online patient portal.

BY THE NUMBERS



680,483 surgical procedures available to view



318,000 unique views of surgical information pages



used daily across the province



among the top 10 most-viewed data in MSHR

CLEAR, TRUSTED INFORMATION

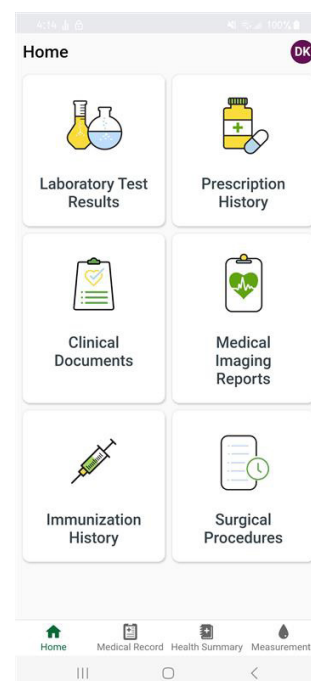
Patients can see accurate, up-to-date surgical information – including procedure details, dates and status – all in one place. No waiting. No uncertainty. No searching for answers.

FEWER ROUTINE CALLS

Easy access to surgical status reduces routine follow-up calls, freeing clinic and hospital employees to focus on patient care instead of status updates. Less time on the phone = more time for care. Knowing what's coming helps patients and families prepare for recovery, time off work and life logistics.

BETTER CONVERSATIONS WITH CARE TEAMS

Patients and providers share the same information, leading to more informed, productive discussions. Consistent surgical information in MSHR helps make surgical care clearer, calmer and more connected for patients, providers and the health system.



Push-ups for mental health

eHealth employees showed up in a big way for this year's Push-up Challenge for the Canadian Mental Health Association.

- 83,000 push-ups over 23 days
- 2nd overall in Saskatchewan for funds raised (\$5,500)
- 1st overall in Saskatchewan for push-ups banked
- 1st place among health care communities across Canada for funds raised and push-ups banked

Small changes have a big impact for eHealth customers

Online ordering is a pretty familiar process, but you might be surprised to learn it's the fastest and easiest way to request important documents like your health card or birth, death and marriage certificates, which fall under eHealth's areas of responsibility.

The eHealth website didn't always make that option clear, so our Registries and Vital Statistics team made some tweaks to make online ordering the obvious choice. With people moving to manage their own information and requests online, the team is able to register vital events like births, marriages and deaths more quickly than ever.



Since making some simple changes to refocus on online ordering late in 2023, the efficiencies are obvious:

- the wait time for health cards dropped 82 per cent – from 11 weeks to just two
- birth certificates had a similar improvement, dropping from 13 weeks to four
- processing times for death certificates improved by 40 per cent, down to four weeks from seven
- the time for a marriage certificate was nearly cut in half – eight weeks to five

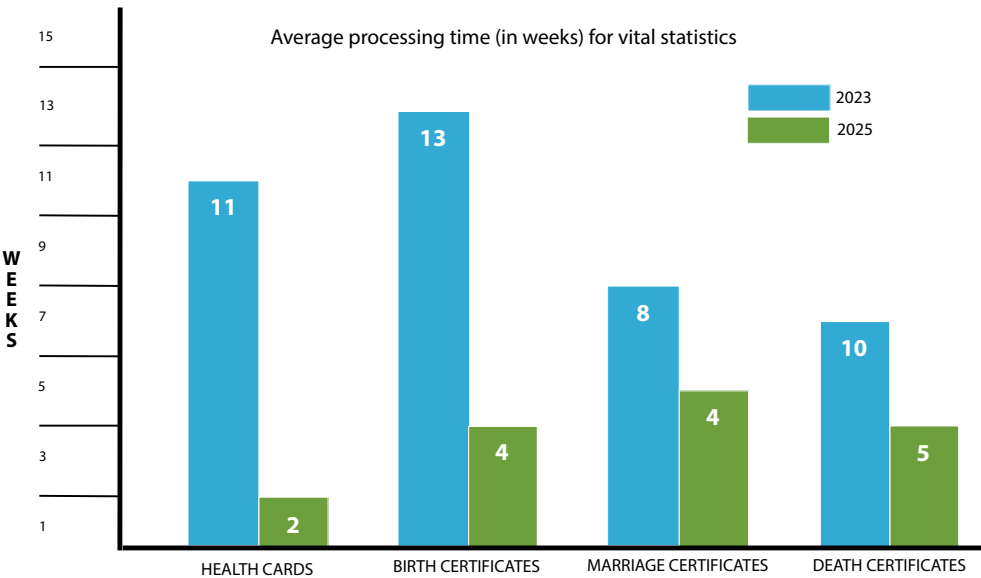
Processing times are monitored weekly to ensure those gains are maintained. There are occasionally fluctuations, but overall the trend of reducing wait times has continued.

CLICK HERE TO ORDER

By simply clarifying and re-arranging web content, adding instructions, and making sure the “Order Online” buttons jumped off the page, the Registries and Vital Statistics team created a noticeable increase in online transactions. Some weeks they receive more than 2,000 online applications, meaning hundreds of transactions are now managed from the convenience of a device every day.

To take things a step further, the team moved to an improved sign-in tool for online health card related services. Customers can now use the government’s saskatchewan.ca account to log in – the same service used to create and sign in to your MySaskHealthRecord account – to apply, update personal information or order replacement health cards.

“This is part of a broader strategy to nudge residents toward online services,” says Jennifer Lindenbach, Executive Director of Health Registries and Vital Statistics. “We took a careful look at our content through the customer’s point of view to make small improvements that make a big difference.”



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CALL US MAYBE...

Encouraging people to manage standard tasks online means customer service reps answering phones or providing in-person service can focus on more complex inquiries. Some clients have questions that can only be answered by talking to a person, and the focus of those interactions is quality over quantity. And less paperwork means everyone wins.

"When someone needs support, the length of the conversation doesn't matter as much as the tone and the information provided," says Lindenbach. "We always strive to resolve issues during the first conversation."

Organ and Tissue Donor Registry: Growing the gift of life

More than 2,000 Saskatchewan residents registered to be organ donors last year using Saskatchewan's Organ and Tissue Donor Registry.

eHealth maintains the registry – an online database of Saskatchewan residents willing to donate and give the gift of life. Moving the registry online in 2020 allowed the Saskatchewan Organ Donation Program to reliably retrieve consent without the need for health card stickers, which were discontinued that same year.



"Green is the official colour of organ/tissue donation, symbolizing the hope organ donors provide to patients in need."

- [greenshirtday.ca](https://www.greenshirtday.ca)

CONTINUED GROWTH

And the registry keeps growing, reflecting the increase in awareness and commitment from Saskatchewan residents. It's become a movement, spearheaded in 2018 by the family of the Humboldt Broncos' Logan Boulet, whose donations after the team's fatal bus crash saved six lives. Every year on April 7, people at eHealth and across Saskatchewan don their green shirts – partially in memory of Logan – to encourage conversations about organ donation and its lifesaving impact.

The program continues to gain ground with youth long after the initial surge. While there was an 8.5 per cent increase in the overall number of prospective donors following the accident, the most significant increases have been among young adults. In 2025 we saw a:

- 950 per cent increase in 16 to 17 year-olds
- 16.5 per cent increase in 18 to 24 year-olds

33,296

total organ donors registered as of 2025

2,591

new donors registered in 2025



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