



Amplify Care eReferral Network:

Amended Agreements Webinars

December 15 & 16, 2025

Webinar Recording Access

A Recording of this Webinar will be available after the session

- A recording of this webinar will be posted on our **website** - www.amplifycare.com - after the session.
- Attendees will receive a direct **link to this recording tomorrow via the email that you registered with.**
- If you do not receive an email, please reach out to communications@amplifycare.com.
- If you have questions/comments that you would like to address outside of this forum, please contact ereferral@amplifycare.com, and we will set up a time to chat.

Why do eReferral Participants* need to sign amended agreements?

- Ontario Health has introduced the Provincial Care Coordination Gateway (PCCG).
- The existing *Amplify Care eReferral Network (Ocean)* that you are using will connect to the PCCG
- Data will also flow into the eReferral Repository, which is similar to other provincial repositories
- There is an Agreement between Ontario Health and Amplify Care describing how this connection will happen
- For eReferral senders, this will support access to additional specialists, diagnostic imaging, and other receivers
- For eReferral receivers, this will support the onboarding of more eReferral senders.
- These Amended Agreements enable this flow of information and include Amendments that align with Ontario Health's terms and conditions for joining the provincial network

*Participants are the signatories on the Agreements, not necessarily individual clinicians. The Signatory is determined by the governance model of the HIC. Agreements are signed by both Senders and Receivers – but only Receivers consume a license.

Amended Agreements

- Ontario Health now controls all licenses in the Amplify Care eReferral Network and pays Think Research directly for these licenses. There is no cost to you.
- The current **Participant License Agreement (PLA)** is a tri-party agreement signed by Amplify Care, Think Research, and you, the Participant.
- Terms in the current licensing agreement have been amended to align with Ontario Health's licensing requirements.
- The Agreements package [PLA + HINP Amendments] has been sent to the signatory on the original, existing Agreement and must be signed back by **January 8, 2026**.
- If you choose **not** to sign the Amended Agreements, Amplify Care will initiate the decommissioning process with you; this includes termination of existing (original) agreements.
- Questions should be directed to ereferral@amplifycare.com – this e-mail is monitored in real time, and responses are within 24 hours from Monday to Friday. Please note that Amplify has a holiday office closure from December 25 to January 1, inclusive.

Information Sharing Agreement – Two Amendments

#1 - The Ontario Health eReferral Repository

- In 2023, Amplify Care supported Ontario Health in its development of a provincial eReferral Repository.
- In 2025, Ontario Health integrated the Provincial Care Coordination Gateway (PCCG) with the eReferral Repository.
- **Amendment #1 to the Information Sharing Agreement** includes a data sharing agreement to allow HICs' eReferral data to be contributed to the eReferral Repository.
- This requirement is aligned with the Ontario Health Agreement with Participants in the PCCG network.

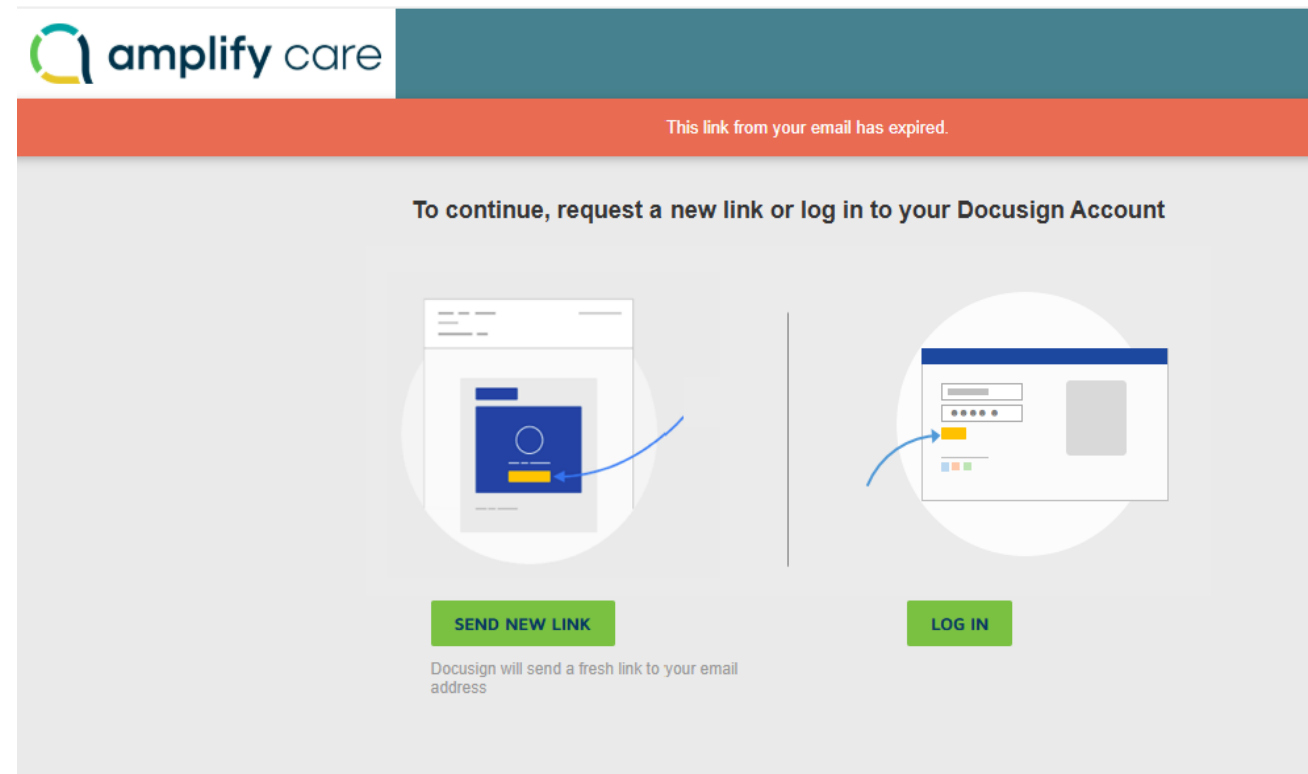
#2 - Data Sharing Between the Networks

- Reflects the changes to the data sharing enabled by new functionality in the Ocean platform with the introduction of the PCCG.
- Incorporates the role Amplify will play in the data transmissions enabled by the increased operability of the PCCG.

DocuSign Link Expiration

After a link has expired, how do I request a new link?

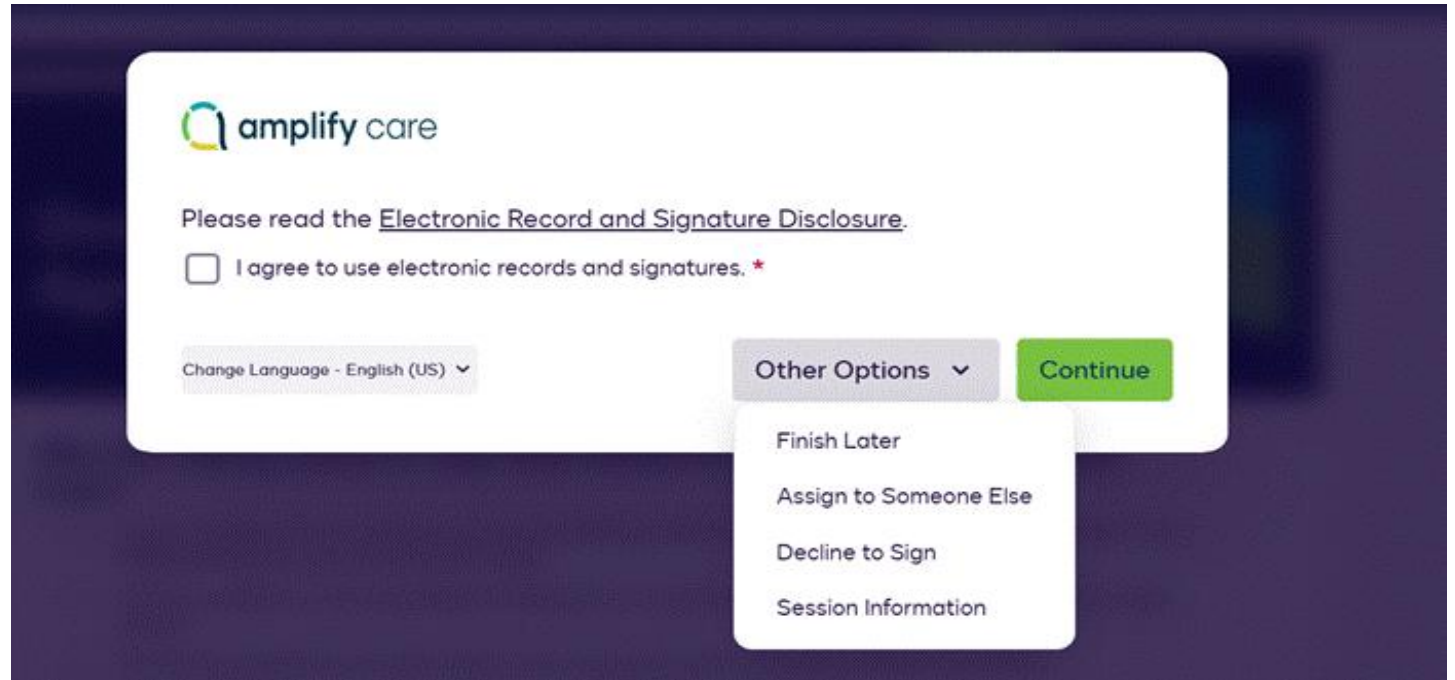
- All links to envelopes **expire after 5 clicks or 48 hours**. This is a DocuSign security feature.
- If the link has expired, you will be presented with a **SEND NEW LINK** button. Selecting this sends a new email notification with a fresh link to the recipient's email address.



How to reassign to another signatory

Easily reassign the contract for signature if you are not the correct Signing Authority

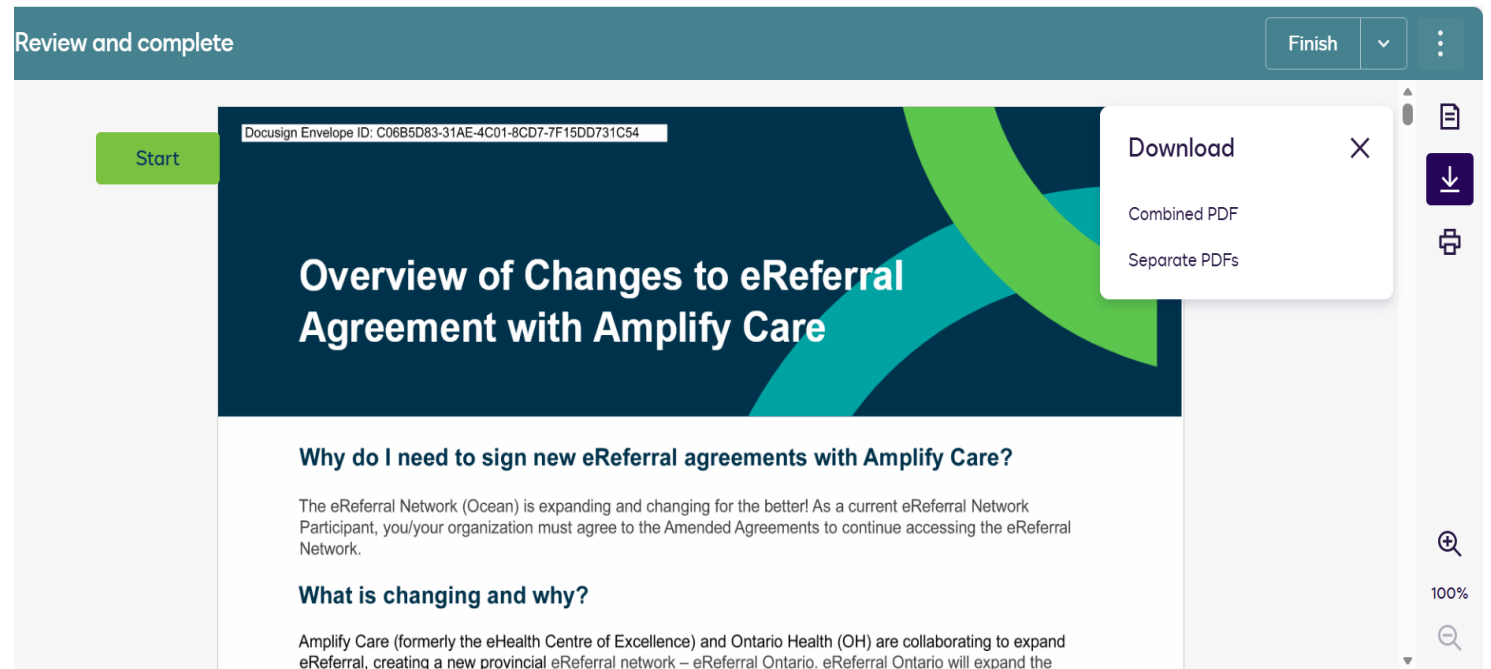
- Click on Review.
- Click on Other Options.
- Select Assign to Someone Else.
- Enter new signatory with email information.
- Amplify will be notified of the change.

A screenshot of the Amplify Care web interface. The interface is white with a dark blue background. At the top left is the Amplify Care logo. Below it, the text "Please read the [Electronic Record and Signature Disclosure](#)." is displayed. Underneath is a checkbox labeled "I agree to use electronic records and signatures. *". To the left of the bottom section is a language dropdown menu showing "Change Language - English (US)". To the right is a button labeled "Other Options" with a downward arrow. A dropdown menu is open below this button, showing four options: "Finish Later", "Assign to Someone Else", "Decline to Sign", and "Session Information". To the right of the "Other Options" button is a green button labeled "Continue".

How to download a PDF for review

Easily download a PDF to support your internal review process

- **Open** the email notification.
- **Select the Review Document** link.
- Once the document opens in your browser, look for the **Download** icon in the toolbar at the top right of the screen.



Questions?

Reminder: you may also reach out to ereferral@amplifycare.com.

