

OSCAR Service Providers Responses to Inquiry Regarding User Fees - Comparison Summary

In December of 2024, OSCAR BC requested each of the three OSCAR service providers in BC to clarify the factors that contribute to the fees our members are being asked to pay for EMR support. Our inquiry included Fees Based on Usage and Defining FTE, Definition of Users, and Locum Fees.

The following is a comparative summary of the responses we received from WELL Health (OSCAR Pro), Open OSP, and MPeer Networks.

EMR Usage and Full-Time Equivalence (FTE)

- **WELL Health (OSCAR Pro):**
 - Fees vary per clinic based on individual contracts, history (e.g., transfers from other vendors), and size.
 - Monthly fees are determined by "billable users" (FTE, Part-time, or Casual) as defined by contract.
 - Billable users are defined as (based on 20 working days/month):
 - FTE user: 64+ hrs / month
 - Part-time User: 32 - 64 hours / month
 - Casual: 32 hours or less / month
 - Rates for Nurse Practitioners match those for Physicians if prescribing/delivering care; otherwise, "allied health" or other support staff are not charged.
 - Locums are charged the same as regular users if filling temporary roles.
- **Open OSP :**
 - Open OSP has not increased its OSCAR support fees since its incorporation nearly 5 years ago.
 - Base monthly fee covers installation and the first FTE; additional fees for each subsequent FTE. (FTE full time or .5 FTE 1/2 time based on 40 hr work week)
 - Charges only apply to providers with patient panels or appointment schedules, or prescribes medications.
 - Locums are charged if handling overflow but not if replacing existing providers.
 - Fees do not differ between Nurse Practitioners and Physicians.

- **MPeer :**
 - Fees are based on the number of FTE doctors, calculated from scheduled working days (3-5 days = 1 FTE).
 - Locums are not charged if filling in for an existing FTE.
 - Nurse Practitioners are not currently counted but may be in the future. Part-time doctors are aggregated and rounded (e.g., 0.25-1 day/week = 0-1 FTE; 2 days = 0.5 FTE).

Definition of Users

- **WELL Health (OSCAR Pro):**
 - "Billable users" include Physicians and Nurse Practitioners (when prescribing). Administrative staff and supporting nurses are not charged.
 - Does not charge for Allied Health that are in a supporting role
 - Does not charge discounted rates for Allied Health that have a schedule, are seeing patients and generating revenue for the clinic
 - Usage is based on appointment schedules, not total system time.
- **Open OSP :**
 - Only charges providers with patient panels or those using the schedule/prescriptions.
 - Administrative staff and RNs are excluded from fees.
- **MPeer :**
 - Only doctors are counted as users; Nurse Practitioners are not yet included.
 - Locums are excluded as they fill existing FTE slots.
 - Aggregated FTE calculations account for part-time doctors.

Locum Charges

- **WELL Health (OSCAR Pro):**
 - Charged the same as regular users (based on FTE, PT, or Casual status).
 - If a locum is replacing a physician, there is no additional charge, the license is simply transferred
 - If a locum is an additional doctor working for a period of time, then that is considered a new doctor and subject to fees.
- **Open OSP :**
 - Charged if handling overflow; excluded if filling for an existing provider.
- **MPeer :** Not charged when substituting for an existing FTE doctor.

Additional Notes

- **WELL Health (OSCAR Pro):**
 - Conducts periodic queries to ensure usage aligns with contracts
 - Encourages any clinic or physician who is a customer of WELL to contact him or his team if they would like a better understanding of their specific charges / fees.
 - No fee: e-Referral and Patient secure Messaging powered by Ocean are both covered by the province
 - AI scribe would be an additional monthly fee
 - We also have APIs that allow clients to connect whatever they want to their instance
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- **Open OSP :**
 - Simple fee structure with no usage-based charges.
 - Awaiting additional clarification on specific calculations.
 - We will be initiating a review of our fees in the new year and how we calculate them, as operational costs (e.g. because of inflation) have definitely increased
- **MPeer :**
 - Adjusts FTE definitions based on the total number of part-time days.
 - Open to negotiations for part-time fees.