

# CHRIS CLOUD MIGRATION FAQ

## For Health System Partners

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The planned CHRIS cloud migration will begin **Friday, June 19 at 9:00 pm** with an estimated restoration by Saturday, June 20 at 6:00 pm. A contingency window extending to Sunday, June 21 at 9:00 pm has been established if additional recovery time is required. This contingency planning is standard for a change of this scale and is not anticipated to be needed.

This FAQ document serves as guidance to support our health system partners. While there are sections for service provider organizations/vendors and the broader system (including hospitals, long-term care homes, hospices, Leading Project Ontario Health Teams, etc.), we encourage all partners to read the entire document.

\*Note – you may receive additional information and guidance from your local Ontario Health atHome contacts.

## Service Provider Organizations and Medical Equipment and Supply Vendors

### WHAT YOU NEED TO KNOW BEFORE MIGRATION

#### 1. Will CHRIS and HPG be available during the outage?

No. During the migration window, CHRIS and the Health Partner Gateway (HPG) will be unavailable. Integrations, transactions and workflows that rely on CHRIS or HPG connectivity will also be temporarily unavailable until systems are restored.

#### 2. What should service provider organizations do to prepare for the outage?

SPOs should review and activate internal business continuity processes, as appropriate. Given that all offers will be communicated via phone and fax during the CHRIS migration weekend, SPOs may consider enhancing

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staffing coverage to ensure that increased phone and fax communication volumes are supported in a timely way and that lines remain open.

Additionally, individual(s) identified as escalation contacts by your organization must be informed of their role and prepared for increased responsibilities during migration weekend and prepared to support any issue resolution activities.

### 3. How will the outage affect Medical Equipment and Supply ordering?

Automatic provider ordering processes and queues will be unavailable during the downtime. To avoid unprocessed orders sitting in queues over the weekend, SPO staff must submit any necessary renewal or non-urgent orders on or before June 18 at 5:00 pm EST. All urgent orders must follow process outlined in Question 9.

### 4. Will there be standard downtime forms used provincially?

Yes. Standardized provincial forms will be used as part of downtime business continuity processes, including medical equipment and supply order processes.

**SPOs** – please refer to [this package](#) to see the types of forms you may receive from Ontario Health atHome during the downtime.

**Vendors** – please refer to [this package](#) to see the types of forms you may receive from Ontario Health atHome during the downtime.

### 5. Who should organizations contact for operational or technical questions?

Organizations should continue working through their existing Ontario Health atHome Contracts or technical contacts for migration-related planning, downtime coordination and post-restoration support. During downtime, any urgent escalations that cannot be resolved with staff can be escalated to management following standard escalation practices.

## WHAT YOU NEED TO KNOW DURING THE MIGRATION

### 6. How will service offers and orders be managed during the outage?

During the outage window, urgent service offers and orders will be managed through established downtime processes.

### 7. Will changes such as holds, resumptions or increases continue during downtime?

The guiding principle during the outage is to limit communications and manual work to what is **operationally critical**. Where possible, non-urgent updates such as holds or resumptions should be completed before the outage window or **deferred until systems are restored**. However, urgent updates for existing patients (resumptions, increases, holds) will be communicated by fax. Questions or concerns should be addressed to the phone number included in the fax communication.

### 8. Will fax lines be impacted during the outage?

No impacts to fax lines are anticipated, although increased fax volumes are expected during the outage period. Ontario Health atHome has established fax lines for SPOs and MES vendors and can work with partners if additional lines or updates are required.

### 9. How will MES ordering be processed during downtime?

SPOs are to send in **only urgent** requisitions through standard fax queues and follow up with a phone call to Ontario Health atHome to flag these urgent requests.

**10. Will there be expectations for urgent offer response times during downtime?**

Ontario Health atHome will request that service provider organizations respond to phone offers at the time the offer is made, whenever possible. We recognize there may be situations where an immediate response is not feasible and follow-up may be required. However, to support timely service access during the migration weekend, if a response is not received during the initial phone conversation and Ontario Health atHome does not receive a follow-up response within 30 minutes, the offer may be advanced to the next available SPO.

**11. How should SPOs respond to faxed service offers during downtime?**

During the outage period, service offers will be communicated by phone rather than through CHRIS. Ontario Health atHome will request a verbal acceptance or refusal at the time of the call whenever possible. Once an offer has been accepted, the complete referral package will be faxed to the SPO as part of the manual downtime process.

**12. Can SPOs continue submitting APRs during the outage?**

No. CHRIS, HPG and PXML integrations will be offline during the migration window. APR submissions can resume once Ontario Health atHome confirms systems have been restored and integrations are operational again.

**13. NEW! How will reporting of patient safety incidents or complaints be managed during the outage?**

All local event reporting systems will not be integrated with CHRIS during the outage window, so events should not be submitted into the local event reporting system during this time. Local downtime forms for event reporting should not be submitted over the weekend.

SPOs/Vendors are to follow routine local process for verbal escalation of the following events outside of business hours:

- Major/Significant/Critical Patient Safety Incidents;
- High severity complaints;
- Allegations of abuse by SPO/OH atHome staff;
- Unexpected deaths; and
- Any other issue/risk/event requiring urgent response or consultation.

Submission of local event reports can continue once Ontario Health atHome confirms systems have been restored and integrations are operational again.

## WHAT YOU NEED TO KNOW AFTER THE MIGRATION

**14. How will duplicate orders or recovery-related entries be managed after restoration?**

Recovery processes will leverage existing CHRIS/HPG fields, including free-text fields where appropriate, to specify “data entry only” (or similar notation) to identify downtime-related entries where no additional action is required.

**15. Will there be changes to how CHRIS or HPG functions after the migration?**

No. The migration is focused on moving CHRIS to a cloud-based environment. The look and feel of CHRIS and HPG along with existing workflows and business processes will remain the same following restoration.

**16. Do vendors or partner IT teams need to make network or firewall changes?**

No changes are required to network configurations, firewall rules, endpoints or existing access methods as part of the migration.

## Additional Information for all Health System Partners

**(including hospitals, long-term care homes, hospices, Ontario Health Teams, etc.)**

**17. What should organizations do to prepare for the outage?**

Partners should review and activate internal business continuity processes as appropriate, identify and share with Ontario Health atHome your operational and technical contacts for migration weekend communications and prepare teams for temporary manual workflows during the outage period.

**18. Will transactions continue to flow during downtime?**

No. During the outage window, CHRIS transactions and integrations will pause while CHRIS is offline. Some connected systems, such as hospital information systems or EMS systems, may temporarily hold messages until CHRIS services are restored. Once systems are back online, queued messages and standard processing will resume.

**19. Will VPN still be required to access CHRIS?**

In most cases, yes. While some CHRIS access components may become internet-facing, related tools such as DMS and Triage Tool will continue to require VPN connectivity. Access requirements may vary depending on the environment or tenant being accessed.

**20. Will integrations such as PXML, HPG or XML interfaces require changes?**

No. Existing integrations, endpoints, encryption certificates and access pathways will remain unchanged following the migration.

**21. Will Ontario Health atHome communicate when the migration is complete?**

Yes. Regular updates will be shared throughout the migration weekend, including restoration and operational status communications for technical and operational contacts.

**22. Will queued messages and notifications be delivered after the outage?**

Yes. For integrations such as eNotification and eReferral, messages will be queued and are expected to resume processing once systems are restored and connectivity is re-established.

**23. Will users access a new URL or login process after migration?**

No. Existing CHRIS access methods, URLs and credentials will remain unchanged for current external users. For support with user access, please follow your current local process.

