# Immunoglobulin IT System in Ontario FAQ

Version 1.0

Canadian Blood Services has developed the following Frequently Asked Questions (FAQ) document to support change management for the Immunoglobulin (Ig) Information Technology (IT) system project. Please note that new versions of this FAQ document will be created over the course of the project to align with the development and rollout of the Ig IT system.

---

**This FAQ will be updated over time. Please note the version number above.**

---

**List of Questions:**

1. What is the new Ig IT system, and why is it being developed? 2

2. What are the anticipated benefits of the new Ig IT system for prescribers? 2

3. What are the anticipated benefits of the new Ig IT system for transfusion medicine laboratories (TMLs)? 2

4. What are the anticipated benefits of the new Ig IT system for the healthcare system? 3

5. How will the new Ig IT system support appropriate utilization of Ig? 3

6. How is the new Ig IT system being developed, and who is involved? 3

7. When will the new Ig IT system be implemented? 4

8. Who will complete and submit Ig requests for patients in the new Ig IT system? 4

9. Who will be adjudicating Ig requests in the new Ig IT system? 4

10. How will prescribers be notified of decisions? 4

11. For the new Ig IT system, what training and support will be made available? 4

12. How will personal health information collected in the new Ig IT system be protected? 4

13. Will the new Ig IT system be integrated with Hospital Information Systems? 5

14. How will patients currently receiving Ig therapy be impacted by the new Ig IT system? 5

15. What is the Ig IT system not intended to do? 5

16. How can I learn more or stay informed about the Ig IT system project? 5

### 1. What is the new Ig IT system, and why is it being developed?

Demand for Ig continues to grow, and public expenditure on Ig is increasing unsustainably. Canadian Blood Services and health system partners, including the Ontario Ministry of Health, recognize the immediate need for enhanced mechanisms to improve adherence to existing evidence-based guidelines and advance the collection of robust, high-quality Ig utilization data in the province.

The development of an electronic Ig system also aligns with recommendations made by the Office of the Auditor General of Ontario in its 2020 Value-for-Money Audit of Blood Management and Safety, which identified limitations in Ontario's ability to collect and analyze Ig utilization data and support effective oversight and planning.

To address this, a new Ig IT system is being developed within Canadian Blood Services' existing Hospital Portal. The system will replace Ontario's current paper-based Ig request and adjudication process with a standardized electronic platform. The purpose of this system is to enhance the understanding of Ig utilization across Ontario and to support clinically appropriate access to Ig in alignment with Ontario's Ig Utilization Management Guidelines. The system is expected to improve the completeness and quality of Ig utilization data in Ontario, support standardized adjudication of Ig requests, and provide reporting to strengthen Ontario's Ig stewardship and Canadian Blood Services' supply planning. The system will also bring Ontario in line with other jurisdictions within Canada and around the world that have deployed Ig IT systems and succeeded in improving product stewardship and utilization data capture.

### 2. What are the anticipated benefits of the new Ig IT system for prescribers?

Prescribers are anticipated to benefit from a decrease in administrative burden, with electronic (rather than paper-based) submission of Ig request forms, a streamlined renewal process, system prompts and decision supports that facilitate complete, evidence-based applications, and automated decision notifications. Prescribers will also have access to details on patient approvals (status, orders, remaining quantities, expiry dates, etc.), which will enable timely and accurate patient care. In addition to these benefits, the Ig IT System will establish a foundation for future system integration and ongoing enhancements informed by user needs and experience.

### 3. What are the anticipated benefits of the new Ig IT system for transfusion medicine laboratories (TMLs)?

The new Ig IT system will support transfusion medicine staff in review of Ig requests. The work associated with the use of paper forms will be eliminated. Requests which meet the Ontario Ig Utilization Management Guidelines will be automatically flagged as such to the TML staff responsible for review, significantly reducing the need for manual decision-making and enabling efficient processing. Further review of requests falling outside the provincial guidelines will be supported by additional guidance documents and information developed by Ontario's

Immunoglobulin Advisory Panel (IGAP). TML staff will have access to patient specific request and ordering information, further enabling timely and accurate decision making. The system is also expected to support efficient coordination and communication between prescribers, hospital sites, and patient support programs (PSPs).

### 4. What are the anticipated benefits of the new Ig IT system for the healthcare system?

In addition to the anticipated direct benefits for prescribers and TML staff, there are additional potential benefits to the broader healthcare system. The Ig IT system is expected to support medical staff in providing evidence-based and timely care for patients. The system will also enable appropriate stewardship of Ig, a high-cost and scarce resource derived from humans, ensuring patients who require and are eligible for Ig therapy continue to have access. By supporting the consistent application of Ontario's Ig Utilization Management Guidelines, the system is also expected to promote standardized ordering and adjudication practices across hospitals, helping to ensure a more equitable and consistent approach to Ig therapy for patients regardless of where in the province they receive care.

Prescribers and TML staff will have access to system reports at both the patient and hospital level, allowing review and monitoring of Ig use by specific patients or hospital sites. The system will also support prescribers and TML staff in ensuring adherence to the current evidence-based guidelines for indications and dosing. Finally, the new system will ensure that privacy and security standards for the protection of Personal Health Information (PHI) are met.

### 5. How will the new Ig IT system support appropriate utilization of Ig?

The new Ig IT system will support appropriate Ig utilization by:

- Improving the completeness and quality of Ig utilization data captured in Ontario
- Providing decision support for evidence-based care and appropriate Ig use, including dose calculator integration and prompts to reassess ongoing therapy
- Supporting standardized adjudication of Ig requests based on Ontario’s existing, evidence-based Ig Utilization Management Guidelines
- Providing provincial reporting to strengthen Ontario’s Ig management and supply planning

### 6. How is the new Ig IT system being developed, and who is involved?

From April 2026 to March 2027, Canadian Blood Services will work with 4 Transfusion Medicine Labs (TMLs) in the Ottawa catchment area, along with affiliated Ig prescribers, to design and test the new Ig IT system. Other hospital sites and prescribers across Ontario will also be involved in providing feedback on system requirements over this timeframe. Additional members of the working groups include the Ontario Ministry of Health, Ontario Regional Blood Coordinating Network (ORBCoN), and Ontario Health.

### 7. When will the new Ig IT system be implemented?

Pilot sites will be testing the system during development starting in fall/winter 2026/2027. It is anticipated that the new Ig IT system will be rolled out to all Ontario hospitals beginning in 2027-2028.

### 8. Who will complete and submit Ig requests for patients in the new Ig IT system?

The prescriber (or designate) is responsible for entering the information required to support a request for Ig into the Ig IT system. The information required to support the request may differ depending on the indication (e.g., primary immunodeficiency, immune thrombocytopenia, etc.), and whether the request is an initial request or a renewal. The information required is expected to be generally aligned with what is currently required in the paper-based system.

### 9. Who will be adjudicating Ig requests in the new Ig IT system?

The new Ig IT system will support adjudication by highlighting guideline approved indications and dosing recommendations, and by capturing relevant information in one system. While TML staff will continue to be responsible for adjudication decisions, the system will provide decision-support by identifying requests that align with Ontario's Ig Utilization Management Guidelines, allowing for streamlined reviews of these requests. Additional resources to support adjudication processes and clinical reviews of requests falling outside of the guidelines are being developed in conjunction with IGAP.

### 10. How will prescribers be notified of decisions?

The prescriber (or delegate) will be notified via email of the decision through the Ig IT system, as part of the existing Canadian Blood Services Hospital Portal. All Ig request submissions and decisions are recorded and will remain visible within the Ig IT system to support transparency, auditability, and ongoing stewardship of Ig utilization.

### 11. For the new Ig IT system, what training and support will be made available?

Training and support resources will be provided to help users prepare for and successfully use the new Ig IT system. Training will be delivered by Canadian Blood Services and will cover system functionality, workflows, and technical support. Additional details regarding training formats, schedules, and support resources will be shared closer to implementation.

### 12. How will personal health information collected in the new Ig IT system be protected?

The system is designed to comply with applicable privacy legislation, organizational policies, and security standards to ensure personal health information is protected. Information will be collected, stored, and accessed within a secure environment using safeguards such as encryption, role-based access controls, and user authentication.

### 13. Will the new Ig IT system be integrated with Hospital Information Systems?

No. At this time the new Ig IT system will not connect to or be integrated with external healthcare IT systems such as hospital electronic medical record (EMR) systems or laboratory information systems (LIS). Instead, the new Ig IT system will be built within Canadian Blood Services' existing Hospital Portal which will allow the request to be viewed by the appropriate hospital TML, regardless of the prescriber's location. This approach also enables Ig requests to be directly linked to Ig orders, supporting a streamlined workflow for users within one system. Opportunities for future integration with other healthcare IT systems will be evaluated at a later date.

### 14. How will patients currently receiving Ig therapy be impacted by the new Ig IT system?

The Ig IT system will be used by providers to manage requests and orders for Ig therapy, and to support adherence to Ontario's current evidence-based Ig Utilization Management Guidelines. The system is expected to streamline care coordination and communication within the circle of care and support the optimization and appropriateness of Ig treatment. These improvements are expected to enhance the overall patient experience and contribute to better patient care and treatment outcomes. The implementation of this system is not expected or intended to change how patients receive care from their providers. With demand for Ig continuing to grow in Ontario and globally, this system will help ensure Ig continues to be available for patients who need it.

### 15. What is the Ig IT system not intended to do?

The Ig IT system is designed to support the management of Ig requests and improve the understanding of Ig utilization in Ontario. It is not intended to replace clinical judgment or decision-making by healthcare providers or TML staff. The system provides decision support based on Ontario's Ig Utilization Management Guidelines, but treatment and adjudication decisions will continue to be made by qualified healthcare professionals. In addition, the system is currently focused on the management of Ig therapies and is not intended to support the ordering or adjudication of other therapies.

### 16. How can I learn more or stay informed about the Ig IT system project?

For more information about the Ig IT system project, please visit the ORBCoN website link: Requesting Immunoglobulins (Ig) in Ontario.

As additional resources are developed, they will be added to the link above.