

The Future of Healthcare is

Connected

Interoperability as the Foundation for Modern and Connected Care

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Global healthcare organizations have more digital tools and data than ever before. But despite this wealth of technology, our providers, planners, and patients struggle to see material improvements in care, costs, or clarity.

The problem is one of missed connections: when health technology lacks interoperability, we're not speaking the same language.

Across regional programs, and even within jurisdictions, conflicting technology standards leads to data silos, costly custom integrations, and legacy technology that lingers far beyond its useful life. Case in point: the fax machine and PrescriberIT.

Axe the Fax

In early 2026, the Canadian federal government cancelled PrescriberIT. Launched by Canada Health Infoway almost ten years prior, the program aimed to "axe the fax" and replace older technologies used by medical professionals and pharmacists to send prescriptions.

And yet the faxes persist – and PrescriberIT does not. Pharmacists don't have special affection for fax machines; just the opposite: a Canada Health Infoway survey of pharmacists that noted dissatisfaction with the continued reliance on fax machines for prescriptions.¹ Canadian health leaders will dissect why PrescriberIT failed to meet expectations – but we know a successful solution must include interoperability at its core.




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Recognizing a Need and Filling the Void

On February 4, 2026, the Canadian federal government introduced Bill S-5, the Connected Care for Canadians Act (Bill S-5)². Bill S-5 will require any information technology companies providing digital health services in Canada to adhere to common standards for the sharing and access of the healthcare data of Canadians. The government notes that only 29% of primary healthcare providers in Canada currently share electronic patient information securely and seamlessly outside of their own practice.

Canadian government organizations at the federal, provincial and territorial level recognize the need to use digital tools and create shared standards for healthcare organizations to create real-time access to patient health data in a secure, safe manner.



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The Power of Connection

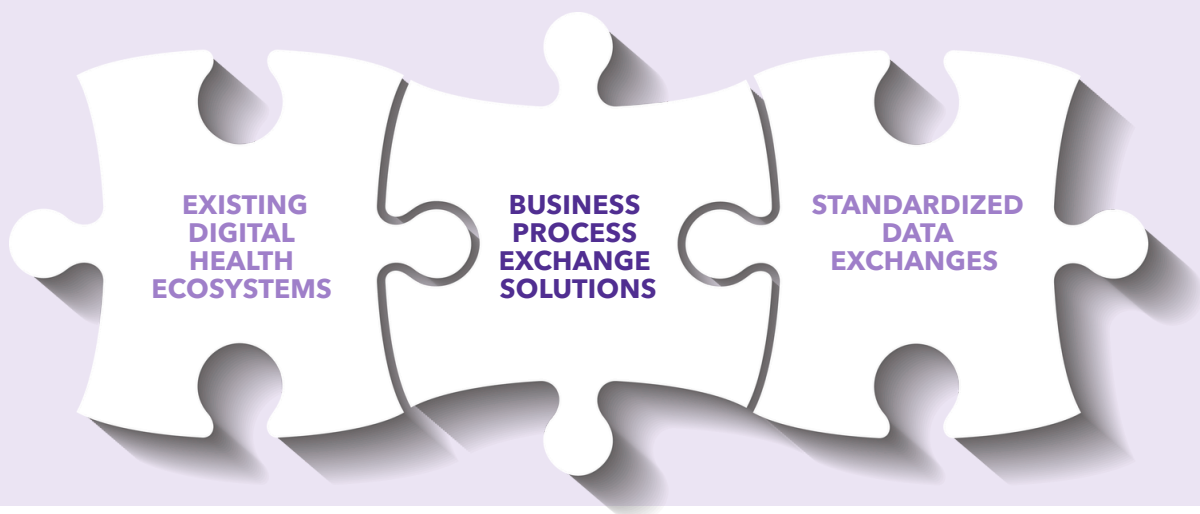
Digital tools allow for more accurate record keeping and can be expanded upon to create information sharing between medical professionals, patients and benefit providers that are safe, secure, and efficient.

However, a lasting solution can't just introduce a new platform or pathway, distinct from how people already work and learn. The answer to competing standards is not to create one more standard.

This is the core to an interoperability solution: aligning with existing standards to integrate, translate, and elevate what is already effective today.

Business Process Exchange (BPEX) solutions plug existing digital health ecosystems into modern, standardized data exchanges. These solutions can leverage existing FHIR standards, and are configurable to program rules, creating interoperability across platforms.


As a result, healthcare operations continue to use pre-existing workflows – where it makes sense – while adding new abilities to securely share health program data for a more connected, citizen-centred health system.




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Interoperability in Action


Interoperable solutions open the doors for data-driven health programs. They accelerate modernization initiatives, reduce impact to essential legacy platforms, and provide a full view of the patient journey. Global examples are already in play today, and these show how interoperable solutions can improve healthcare administration.



In Jamaica, pilot sites are bringing together cross-platform data through advanced visualizations and custom analytics. Removing these data silos helps leaders identify performance gaps, explore root causes, and develop targeted action plans³.



In the United Kingdom, the NHS Spine⁴ is a central digital infrastructure that shares patient data between 26,000 organizations and 44,000 IT systems. It includes an Electronic Prescription Service that digitally sends prescriptions from general practitioners to pharmacies, keeps records of allergies and current medications, and enables interoperability across the NHS, connecting previously siloed systems to allow access to patient information across organizations.



In Prince Edward Island, Canada, the Medigent Drug Information System (DIS) enhances how patient drug information is shared and monitored. The Medigent DIS module provides real-time access to comprehensive medication profiles for safer, more efficient prescribing and dispensing. It integrates data from pharmacies, hospitals, and clinics to flag potential drug interactions, allergies, and manage patient records securely. Enabling live access to a patient's prescription record allows for real-time comparisons that alert physicians and pharmacists to potentially dangerous drug interactions, reducing ER visits, easing strain on the healthcare system, and potentially saving lives.



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Systems like Medigent DIS and the NHS Spine allow medical professionals, pharmacists, and service providers to make informed decisions for patients and beneficiaries in real-time. Secure systems protect patient health information and data from fraudulent activity, improve patient safety by preventing harmful drug interactions, and integrate disparate systems to allow the sharing of vital information across the healthcare field.

Ultimately, the path forward for digital health is not about replacing every system in use today – it is about connecting them. Interoperable solutions provide a practical way to modernize without disruption, allowing governments and health organizations to align with standards while preserving proven workflows. By enabling secure, real-time data exchange across platforms, interoperable solutions turn fragmented systems into connected ecosystems, which unlock better decision-making, improved patient safety, and lasting value from existing investments.



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Delivered by Canadians. Powered by Experience.

Alain Tremblay, Vice President, Product, leads the ongoing growth of Medigent, the best-in-class suite of health administration, claims automation and adjudication modules. Under his guidance, the Maximus Product Division helps jurisdictions modernize their healthcare systems by integrating Medigent into their unique health environments, supported by continued innovation and end-to-end customer care.



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About Maximus Canada

Maximus Canada helps move people, technology, and government forward. It manages, modernizes, and expands public programs, with a focus on customer experience services, technology & consulting services, and health services. Driving their results is a citizen-centric approach, which is paired with modern digital solutions to reveal new efficiencies and improve the citizen experience.

About Medigent®

Medigent is the leading cloud-based solution to modernize health administration automation and is wholly owned by Maximus Canada. Learn more; visit: www.medigent.ca

Sources

- 1 [Canada Health Infoway 2022 Survey "Use of E-Prescribing and Digital Tools in Practice"](#)
- 2 [Health Canada, "The Government of Canada introduces legislation to build a more connected health care system" February 4, 2026](#)
- 3 [Pan American Health Organization, "Data-Use Strategy Implementation Advances Immunization Goals in Jamaica" July 21, 2025](#)
- 4 [NHS England Spine](#)