




EMR Solutions Overview: Features, Pricing, and Compatibility

	 Telus CHR	 MEDFAR MYLE	 Intrahealth Profile
Certified EMR	YES	NO	YES
Vendor & Product Info	<p>Vendor Name: TELUS Health</p> <p>EMR Product Name: Collaborative Health Record</p> <p>Brief Product Description:</p> <p><i>“The TELUS Health Collaborative Health Record (CHR) revolutionizes the traditional EMR by delivering a customizable, cloud-based solution that enhances both patient and provider experiences. With built-in analytics, AI-powered workflows, and robust patient engagement tools, CHR changes how care is delivered and managed.”</i></p>	<p>Vendor Name: MEDFAR</p> <p>EMR Product Name: MYLE</p> <p>Brief Product Description</p> <p><i>“MYLE is the most widely used EMR in Quebec, already adopted by more than 200 clinicians in New Brunswick. Our success comes down to our exclusive focus on our all-in-one platform. MEDFAR invests more in innovation than anyone else in the industry, backed by a passionate team working 24/7 to simplify physicians and care teams’ daily work. In practice, that means intuitive, efficient workflows, like the patient portal, results management, prescription renewals, and AI-powered transcription—that help you save up to 3 hours a day, no matter which EMR you used before. See the difference in action during your demo, and discover physicians don’t look back.”</i></p>	<p>Vendor Name: Intrahealth</p> <p>EMR Product Name: Profile</p> <p>Brief Product Description:</p> <p><i>“Profile is a complete EMR solution designed to simplify workflows, enhance team collaboration, and elevate patient care across all healthcare environments. Trusted by providers worldwide for over 25 years, Profile integrates seamlessly with your processes to save time, streamline administration, and drive more efficient care delivery—all while ensuring top-tier security and compliance.”</i></p>
Key Features	<ul style="list-style-type: none">• Customizable, cloud-based platform for secure and flexible clinic operations• Smart automation and AI-enhanced workflow tools• Fully integrated patient engagement features (eBooking, reminders, messaging, payments)• Real-time analytics and business intelligence dashboards• Virtual care tools including video visits and remote intake• Configurable encounter templates and automated documentation• Seamless provincial integrations and mobile access	<ul style="list-style-type: none">• AI-Generated Clinical Notes:<ul style="list-style-type: none">◦ CareWay’s integrated AI scribe transcribes your consultations in seconds, no copy-pasting, no manual entry. Gain up to 3 hours daily while staying fully focused on your patients. Learn more.• Widely Adopted Patient Portal:<ul style="list-style-type: none">◦ Make communication easier for your patients: book and modify appointments online, send secure messages, share documents, and automate SMS reminders. Already adopted by 2.5 million patients, with up to 80% of appointments booked online in some clinics.• Seamless Communication with Integrated IP Telephony:	<ul style="list-style-type: none">• Patient Management• Referral Management• Medication Management• Customizable Workflows• Patient-Centric Portal• Data Insights & Reporting• Integrations with Third-Party Providers

		<ul style="list-style-type: none">◦ Communicate efficiently with your patients using our integrated IP telephony tool, which lets you receive and make calls directly from within MYLE.• Clear, Fast Overview of the Patient File:<ul style="list-style-type: none">◦ Get instant access to what matters most with MYLE's customizable medical summary: past notes, alerts, upcoming appointments, preferred pharmacy, and portal messages. Find what you need in the history using intuitive, Google-style keyword search.• Simplified Result Review:<ul style="list-style-type: none">◦ Navigate from one result to the next, annotate reports, classify them, and schedule follow-ups in just a few clicks. Fewer patient calls, fewer delays, greater efficiency.• Automated Fax Management (MYLE Direct):<ul style="list-style-type: none">◦ Automatically sort faxes by sender, assign them to the right physician, annotate, send to the patient portal, or create a task, all in a few clicks. Partner clinics have reduced the time spent on this task by 50%.• Faster Prescription Renewals:<ul style="list-style-type: none">◦ Quickly access everything you need to process renewal requests (medication history, medical summary, and lab results). Notify the patient, inform the pharmacy, and update the chart, all without relying on your administrative staff. This module helps physicians save an average of over one hour per day.	
Benefits / Value Proposition	<ul style="list-style-type: none">• Designed as an all-in-one platform with native, built-in functionality — no third-party plugins required• Reduces administrative burden through intelligent automation and data-driven workflows• Enhances clinical decision-making with real-time insights and reporting• Improves patient experience with digital engagement tools and easy virtual care access• Accessible from any device, without VPNs or downloads	<ul style="list-style-type: none">• Medical teams are up and running from day one with MYLE:<ul style="list-style-type: none">◦ Our team has completed over 2,000 EMR transitions and won't leave your side until everything is fully functional. MEDFAR offers Canada's most experienced EMR transition team and a platform that's as intuitive as it is powerful. Enjoy a seamless data transfer and full support from our deployment experts, so you can be efficient with MYLE from day one.	<ul style="list-style-type: none">• Widely adopted across Canada, Intrahealth Profile holds a strong market share, especially in public health and interdisciplinary care settings.• Seamlessly integrates with provincial health systems, labs, pharmacies, and third-party providers, reducing duplication and streamlining data sharing.• Customizable workflows tailored to the unique needs of physicians, specialists, and allied health professionals.• Supports both online and offline operation—ideal for remote or mobile clinics.

	<ul style="list-style-type: none">• Scalable and configurable to fit the needs of solo providers or large multidisciplinary teams• Streamlines billing, intake, documentation, and follow-up to maximize practice efficiency•	<ul style="list-style-type: none">• Save up to 3 hours a day with MYLE’s smarter, more intuitive workflows:<ul style="list-style-type: none">◦ With AI, HCPs can see one more patient per hour and avoid writing notes after hours. Take back control of your day and bring the human connection back to every consultation.• MYLE is your long-term innovation partner, backed by the largest EMR-dedicated R&D budget in Canada and a team of 350+ experts:<ul style="list-style-type: none">◦ With \$10M invested in R&D annually, over 40 new features released each year, and a medical advisory board of 100+ expert users, MYLE evolves with you and adapts to your needs.• MYLE offers 24/7 customer support, unmatched in the industry:<ul style="list-style-type: none">◦ Get access to the only EMR support team available 24/7, by phone and email.	<ul style="list-style-type: none">• Offers built-in virtual care tools and a patient-centric portal to enhance access and continuity of care.• Advanced reporting and data insights help clinics optimize outcomes and meet compliance requirements.
Integration & Compatibility	<p>Platforms Supported:</p> <ul style="list-style-type: none">☑ Windows☑ Mac☑ Web-based☑ Mobile App <p>Supports NB integrations:</p> <ul style="list-style-type: none">☑ NB EHR☑ Medicare billing☑ Labs <p>Other integrations: Stripe, Tali AI, Mikata AI</p>	<p>Platforms Supported:</p> <ul style="list-style-type: none">☑ Windows☑ Mac☑ Web-based <ul style="list-style-type: none">• (desktop and mobile browser, iOS & Android) <ul style="list-style-type: none">• Other integrations: MEDFAR is actively undergoing the certification process for the New Brunswick provincial EMR program and aims to be certified by December 31, 2026.	<p>Platforms Supported:</p> <ul style="list-style-type: none">☑ Windows☑ Mac☑ Web-based☑ Mobile App <p>Supports NB integrations:</p> <ul style="list-style-type: none">☑ NB EHR☑ Medicare billing☑ Labs <p>Other integrations: Intrahealth Profile offers an open API, enabling seamless integration with a wide range of third-party systems.</p> <p>This flexibility ensures smooth data exchange and supports interoperability across the healthcare ecosystem</p>
Support & Training	<p>Onboarding:</p> <ul style="list-style-type: none">☑ Virtual <p>Ongoing Support Hours: Our support team is available Monday – Friday between 7:30 AM – 9:00 PM AST.</p>	<p>Onboarding:</p> <ul style="list-style-type: none">☑ Virtual☑ In-Person☑ Hybrid <p>Ongoing Support Hours: 24/7, free for all users</p>	<p>Onboarding:</p> <ul style="list-style-type: none">☑ Virtual☑ In-Person☑ Hybrid <p>Ongoing Support Hours: Monday to Friday, 9:00 AM to 5:00 PM PST</p>

	<ul style="list-style-type: none">• CHR support is built directly into the platform giving you the ability to send us a message directly and receive a response within 2-5 minutes.• Emergency phone line that is available 24/7 as well.• Built-in support resources such as our CHR Assistant, an AI-powered chatbot offering quick answers to common questions and basic troubleshooting guidance. <p>Training Resources:</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Manuals<input checked="" type="checkbox"/> Videos<input checked="" type="checkbox"/> Live Sessions		<p>Online Ticket Submission: Available 24/7 through the Profile portal</p> <p>Training Resources:</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Manuals<input checked="" type="checkbox"/> Videos<input checked="" type="checkbox"/> Live Sessions
Pricing Model	<p>Pricing Structure:</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Monthly subscription<input checked="" type="checkbox"/> Per user <ul style="list-style-type: none">• CHR monthly licensing fees include features such as online booking, questionnaires, patient messaging, notifications and reminders, and virtual care. <p>Additional Costs (e.g. data migration, support):</p> <ul style="list-style-type: none">• One-time fee if you require patient data migration from your previous EMR solution.• One-time fee for implementation/training when onboarding.	<p>Pricing Structure:</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Monthly subscription<input checked="" type="checkbox"/> Per user<input checked="" type="checkbox"/> Per clinic<input checked="" type="checkbox"/> One-time license <p>Additional Costs (e.g. data migration, support):</p> <ul style="list-style-type: none">• One-time setup fees may apply depending on clinic size and needs.• Contact our Sales team to learn more or schedule a demo.	<p>Pricing Structure:</p> <ul style="list-style-type: none">• Monthly Subscription, \$410 per provider per month <p>Additional Costs (e.g. data migration, support):</p> <ul style="list-style-type: none">• There are no data migration fees for users transitioning from paper.• Support fees are included in the monthly subscription.
Client Base / Testimonials	<p># of Users in Canada: over 40,000 clinicians across Canada have chosen a TELUS EMR.</p> <p>Optional Testimonial/Quote: quotes available upon request.</p>	<p># of Users in Canada: Over 7,500 physicians # of Users in New Brunswick: ~565 users</p> <p>Testimonial/Quote: <i>“Switching to MYLE was one of the most pivotal decisions for the efficiency of our clinical and administrative processes. It adapts seamlessly to our distinct practice realities. It’s an immediately intuitive EMR, clearly designed to align with the clinician’s cognitive workflow, from the initial consultation request to discharge, visit by visit, note by note. The implementation team integrated naturally into our</i></p>	<p># of Users in Canada: Intrahealth Profile serves over 22,000 healthcare providers across Canada, including physicians, specialists, and public health professionals # of Users in New Brunswick: In New Brunswick, 232 clinics and 420 prescribers utilize Intrahealth's Profile EMR.</p> <p>Testimonial/Quote: <i>"Intrahealth Profile has been a game-changer for our clinic. The integration with provincial health systems has streamlined our workflows and enhanced patient care. The support team is always responsive and knowledgeable."</i> — Dr. Sarah Thompson, Family Physician</p>

		<i>schedules and constraints, leaving us with a strong command of the platform, and with new friendships that lasts despite the geographical distance.” — Psychiatry Clinic, Dieppe, New Brunswick</i>	
Contact Information	<p>Website: https://www.telus.com/en/health/health-professionals/clinics/collaborative-health-record</p> <p>Sales Contact Name: Meghan Urquhart</p> <p>Email: meghan.urquhart@telus.com</p> <p>Phone: (905) 616-6347</p>	<p>Website: medfarsolutions.com</p> <p>Sales Contact Name: Magali Ancelot</p> <p>Email: magali.ancelot@medfarsolutions.com or ventes_quebec@medfarsolutions.com</p> <p>Phone: 438-580-5666 (Magali) or 1-855-633-3271 ext. 2 (Sales)</p> <p>Demo Booking Link: Book a Demo Here</p> <p>CareWay free trial link : Start Your Free Trial</p>	<p>Website: https://intrahealth.com/</p> <p>Sales Contact Name: Alice Haidau</p> <p>Email: alice.haidau@intrahealth.com</p> <p>Phone: (604) 980-5577 ext. 598</p> <p>Demo Booking Link: https://calendly.com/alice-haidau</p>