Dragon Copilot eCommerce License Payment
Standard Operating Procedure (SOP)

1. Purpose

To outline the standardized process for physicians to pay for and obtain a Dragon Copilot license via the secure eCommerce platform, ensuring compliance, accurate record-keeping, and timely license issuance.

2. Scope

This SOP applies to all physicians at The Ottawa Hospital (TOH) who wish to enroll in Dragon Copilot and pay the annual licensing fee individually via credit card.

3. Responsibilities

- **Physicians:** Complete the Expression of Interest (EOI) form, provide required identification, pay the annual fee by the deadline.
- **Digital Experience Team:** Communicate onboarding details, manage EOI intake, reconcile payments, coordinate payment notifications.
- **Accounts Receivable (AR):** Reconcile payments, batch receipts, upload to Oracle.
- **IT Operations:** Issue licenses upon confirmation, provide support.

4. Process Overview

Step 1: Expression of Interest (EOI)

- Physicians complete the EOI form, agreeing to payment terms and providing department/division information.
- Deadline for EOI submission: January 10.

Step 2: Payment Notification

- By February 1, physicians are notified of their payment method (department or individual).
- Individual payers receive a secure eCommerce link.

Step 3: Payment via eCommerce Platform

- Physicians access the TOH payment page (Global Payments, PCI/DSS compliant).
- Required fields:
    - Legal first and last name
    - TOH email address
    - CPSO/provincial medical license number
    - Department
    - Primary specialty
    - Other optional identifiers
- Payment amount: $1,920.00 + 3% service fee ($57.60) = $1,977.60.
- Payment deadline: March 1.

Step 4: Confirmation & Receipts

- Upon successful payment:
  - An email confirmation is sent to the designated operations mailbox.
  - An auto-generated receipt is sent to the physician.
- No credit card information is stored by TOH or the Digital Experience team.

Step 5: Accounts Receivable & Oracle Upload

- AR creates an upload file of all receipts.
- Receipts are loaded to Oracle as miscellaneous receipts.
- License cost recovery fees are credited to the operations cost centre.
- Merchant fees are credited to the appropriate AR cost centre.

Step 6: License Issuance & Training

- Physicians who have paid and completed onboarding receive training information.
- Licenses are issued by April 1.
- Ongoing support is provided after go-live.

5. References & Related Documents

- [Expression of Interest (EOI) form](#)
- [Dragon Copilot Physician FAQ (TOHhub)](#)

6. Compliance & Security

- All payments processed via Global Payments (PCI/DSS compliant).
- No credit card data is retained by TOH.
- Data privacy and financial reconciliation procedures must be followed.

For questions or support, contact the Digital Experience Project Manager at evaliquette@toh.ca.