



Your Digital Health  
Planning &  
Delivery Partner

[www.HITSeHealth.ca](http://www.HITSeHealth.ca)

# Introduction to the HITS eHealth Office: Digital Health Partnership Package

Version 2.0  
December 2020

Contact us at [info@HITSeHealth.ca](mailto:info@HITSeHealth.ca) to learn more.



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The HITS eHealth Office is your partner to connect and champion the use of digital health products within your Ontario Health Team (OHT), using a pillar-to-post approach. Based in Hamilton, and in partnership with Hamilton Health Sciences, the HITS eHealth Office has expertise related to all the most common digital health products that can be adopted to ensure your Ontario Health Team's efficient delivery of healthcare, and engagement with your patients.

### How We Can Help

With the HITS eHealth Office as your digital health partner, your OHT can immediately capitalize on our expertise, and maximize electronic sharing of data to deliver more efficient care as a group of organizations spanning the continuum of care. We've long played a key role in innovating and transforming digital health solutions across south west Ontario, most notably as the developer and operator of ClinicalConnect™, a provincial clinical viewer that must be adopted by OHTs in south west Ontario as described in the OHT Digital Health Playbook.

We're at the heart of all things digital health, operating, leading and/or managing various digital health solutions and supporting tools that improve healthcare delivery, patient care, and safety. Our Office's Change Management group helps organizations implement change, at any level, seamlessly and painlessly, whether coming in and fully supporting the activities, or training your own resources on how to effectively deploy these solutions within your own organization.

### Key Digital Health Services We Provide

In addition to operating ClinicalConnect and having successfully deployed a patient portal across south west Ontario, our team includes experts in:

- Change Management & Adoption for digital health tools including ClinicalConnect™ and eConsult, ONE ID® account provisioning, and also more broadly as organizations come together to form cross-continuum care teams
- Patient Engagement, including planning and implementing Patient Access Channels (PACs)

To support the operation of ClinicalConnect, our team is well versed in Strategic Planning, Project Management, Marketing & Communications, and Education & Training related to digital health – skill sets which can be leveraged to rapidly increase adoption of digital health solutions amongst your OHT's health service providers and patients alike.

Furthermore, the HITS eHealth Office operates a variety of ancillary tools to facilitate providers' continuous learning, plus requirements related to access/audit surveillance, identity and access management, and performance monitoring and reporting; these tools, plus our expertise to implement them, could potentially be leveraged to benefit your patients, their caregivers and your health service providers.

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## Selecting, Implementing & Adopting Digital Health Solutions



### Strategy Alignment, Process Mapping & Readiness Assessments

We work with you to ensure the digital health solutions you decide to adopt align, and will support your overall operational objectives. From there, we can work with you to complete process mapping and a Readiness Assessment designed to facilitate a smooth implementation of the solutions.



### Agreement(s) Completion & Related Application Support

We can work with you to ensure the necessary agreements/assessments in place with Ontario Health (Digital Services) as well as a host of other digital health solution providers. When ONE ID credentials will be required to eventually access such systems, we'll support you in appointing a ONE ID Local Registration Authority to ensure you're ready for account provisioning, once access as an organization is approved.



### Privacy & Security Support

Our team can provide privacy and security related support; for instance, assisting your organization to complete required privacy and security assessments, create or modify your privacy policies.



### User Account Provisioning

Once your organization is approved to access your chosen digital health solutions, we ensure you're appropriately equipped to provision accounts for your staff.



### End User Adoption & Sustainment Activities

We can work with you to develop a customized implementation plan, which drives your employees or patients' adoption and sustainment of the digital health solutions you've implemented. These plans consider the unique needs of your employees or patients, and include activities such as workflow analysis, communications, end user training, and benefits realization.

## Solutions We Support



We are the Solution Provider of ClinicalConnect, and can support healthcare organizations' adoption and sustainable use of the portal.



We are the Regional Lead for the eConsult Centre of Excellence.



We have established relationships with OTN & OntarioMD and can connect healthcare providers with appropriate individuals to support you with other digital health solutions.



We are regional ONE ID LRAs for Ontario Health (Digital Services).



We support planning, implementation and adoption of Patient Access Channels; currently including, but not limited to MyChart.

Contact us at [info@HITSeHealth.ca](mailto:info@HITSeHealth.ca) to learn more.

# Digital Health Initiatives

The HITS eHealth Office is involved in advancing a number of solution-based initiatives including:

ClinicalConnect™	A secure, web-based portal that provides physicians and clinicians with real-time access to their patients' electronic medical information, including historical data, from all 72 acute care hospitals, Local Health Integration Networks' Home & Community Care Services and oncology centres in south west Ontario, plus various provincial data repositories*.
eConsult	A secure, web-based tool that enables physicians and nurse practitioners to ask clinical questions to a specialist electronically and receive a response within days, often eliminating the need for an in-person visit. The HITS eHealth Office is the Regional Lead, supporting the eConsult Centre of Excellence in advancing eConsult within the HNHB region. This includes maintaining the HNHB Regional BASE™ Specialty Groups.
eReferrals	A web-based tool that enables clinicians to request a referral for service from another care provider electronically, improving the patient care experience and enabling clinicians to better track the referral status. Various solution providers are available.
Patient Portal/Patient Access Channels	Sunnybrook Health Sciences' MyChart is being deployed to patients in South West Ontario enabling them to securely access their electronic health record. Data from ClinicalConnect's contributing acute care hospitals is/can be integrated with MyChart.
Health Report Manager (HRM)	Enables clinicians, using an OntarioMD (OMD) certified Electronic Medical Record (EMR), to securely receive patient reports electronically from participating hospitals and specialty clinics. Includes eNotifications of various patient encounters at acute care facilities or LHINS' Home & Community Care services.
ONE ID	Ontario Health's ONE ID identity and access management service is a set of systems and processes that enable health care providers to access secure eHealth solutions via a single login ID and password (i.e. a ONE ID credential)
Single Sign On/ Patient Context Launch Capabilities	The ability to launch ClinicalConnect from various information systems, including CHRIS, PointClickCare, hospitals' information systems, and select Primary Care EMRs, without the user logging in a second time, and ClinicalConnect launches with patient context.

\*Data from provincial repositories, viewable using ClinicalConnect, includes:

Acute & Community Clinical Data Repository (acCDR)	Patient information from hospitals and home and community care organizations across Ontario. It includes information about patients' hospital visits, emergency room reports, consultation reports and discharge summaries as well as long-term placement details, client risks, assessments and care plans.
Digital Health Drug Repository (DHDR)	An electronic repository of dispensed drug and pharmacy service information, including publicly funded drugs, monitored drugs and pharmacy services from the Ontario Drug Benefit, Narcotics Monitoring System, and OHIP+.
Ontario Laboratories Information System (OLIS)	Lab test orders and results from hospitals, community labs and public health labs.
Diagnostic Imaging (DI) Common Service	Diagnostic images and corresponding reports from hospitals and independent health facilities; provides consolidated access to digital health information from the regional DI repositories so that users can view reports and images from across the province.

Contact us at [info@HITSeHealth.ca](mailto:info@HITSeHealth.ca) to learn more.



Learn more about

**ClinicalConnect™**  
Connect to your Patients



Operated by the  
**HITS eHealth Office**

[info.ClinicalConnect.ca](http://info.ClinicalConnect.ca)

The Digital Health Playbook mandates that Ontario Health Teams use a clinical viewer; the HITS eHealth Office operates one of the two viewers called ClinicalConnect™ which is the clinical viewer for south west Ontario, defined as Ontario Health West Region. ClinicalConnect is a secure web-based portal that provides physicians, clinicians and their authorized staff with real-time access to their patients' electronic medical information, including historical data, from all 72 acute care hospitals, Local Health Integration Networks' Home & Community Care Services and oncology centres in South West Ontario, plus various data repositories including the Province's:

- Clinical Documents from the Acute & Community Clinical Data Repository (acCCR)
- Diagnostic Images & Reports from the Diagnostic Imaging Common Service (DI-CS)
- Medication Records from the Digital Health Drug Repository (DHDR)
- Lab Reports from the Ontario Laboratories Information System (OLIS)
- Select Primary Care (EMR) Data from the Primary Care Clinical Data Repository (pcCCR)

## Why Use ClinicalConnect?

Offers 24/7 access to patients' essential health information, reduces duplication of tests and procedures, saving time, discomfort and cost; improves coordination of care between healthcare providers, and improves patient safety and quality of their care. Accessible on desktop & mobile devices, launches seamlessly, with patient context, from multiple types of health information systems. Supports provincial Single Sign On standard, settings can be customized by users, and all accesses to data are subject to audit. Data from provincial repositories is viewable in ClinicalConnect by users at authorized Participant Organizations.

## Key Clinical Modules

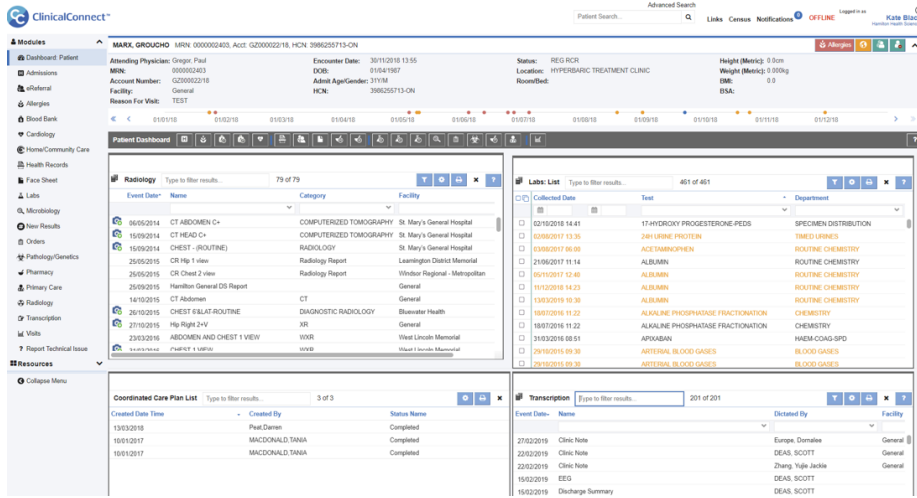
- **Allergies:** allergy information; allergies are also flagged in the Patient Header
- **Blood Bank:** results that can be filtered by test or product
- **Cardiology:** cardiology-related reports and images
- **Health Records:** scanned historical health records from select hospitals
- **Home & Community Care:** data from CHRIS, including Coordinated Care Plans, notes, client demographics, personal & medical contacts, service list, placement list, characteristics, LTCH choices & bookings, community support and other resources, diagnoses, primary care group, risks, safety issues, allergies
- **Lab/Microbiology/Pathology & Genetics Modules:** Hospital and OLIS lab reports, including COVID-19 results
- **Pharmacy:** Hospital Meds: in-patient hospital pharmacy orders for selected visits/encounters; Home Meds  
Drugs & Services: meds/pharmacy services from DHDR, including data from Narcotics Monitoring System (NMS).
- **Primary Care:** sub-set of data from EMRs of four Primary Care offices integrated via pcCCR
- **Radiology:** reports and images from hospitals and select Independent Health Facilities, including from DI-CS
- **Transcription:** typically includes discharge summaries, consult reports, OR and progress notes from hospitals, including from acCCR

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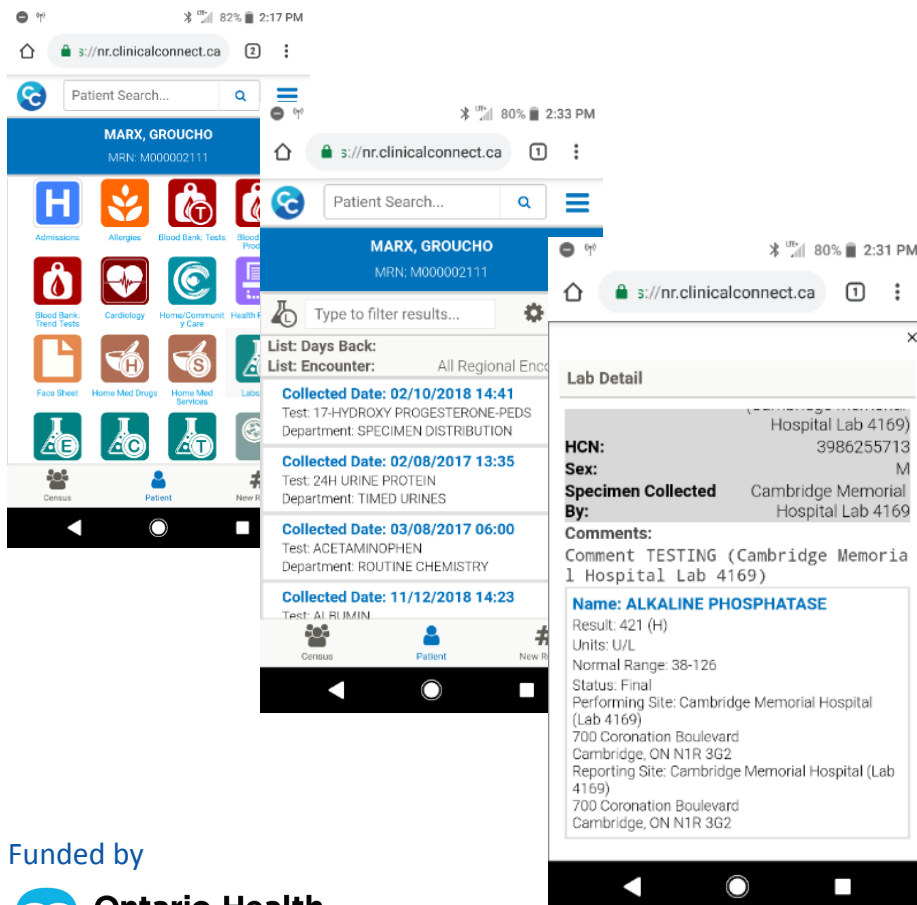
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Contact us at [info@clinicalconnect.ca](mailto:info@clinicalconnect.ca) to learn more.

## User Interface: Desktop Devices



## User Interface: Mobile Devices



Funded by  Ontario Health Digital Services

## Key Features & Functionality

- **Census Lists:** speeds patient searches, available by inpatient/outpatient locations (Station/Ward/ED)
- **New Results:** flags new and abnormal results from last 24, 48 or 72 hours, with option to subscribe to email notifications of new results for select patients
- **Patient Dashboard:** customizable “landing page” that can include user's frequently used modules based on workflow
- **Patient Search:** conducted by HCN, Name or MRN, with multiple sorting options available
- **Patient Visits Timeline:** interactive historical and future scheduled in- and outpatient acute care visits
- **Worklist:** available to all users to create their own patient lists to streamline accessing data

## ClinicalConnect Clinical Viewer: One-Stop-Shop

- ClinicalConnect launches from various information systems, and supports provincial Single Sign On Standard
- Can flag HealthLinks patients and other patient populations, such as Frequent ED Visitors, when supported by data-contributing site
- Future enhancements could include integrating with other repositories like the Digital Health Immunization Repository (DHIR), as well as other otherwise disparate health information systems used across the continuum of care. ClinicalConnect is interoperable with other health information systems; for example, can support the creation/management of eReferrals and launch other systems like OTN's eConsult, to truly provide a 'one-stop-shop' for managing patients' healthcare from within a single system



Gaining Access to

**ClinicalConnect™**  
Connect to your Patients



Managed by the  
**HITS eHealth Office**

[info.ClinicalConnect.ca](http://info.ClinicalConnect.ca)

## Gaining Access to ClinicalConnect as a Participant Organization

ClinicalConnect is available to healthcare organizations operating in south west Ontario. In order to gain access, organizations must complete the Participant Organization onboarding process detailed below.

Physicians operating as Sole Practitioner Health Information Custodians (HICs) are also able to gain access to ClinicalConnect as organizations unto themselves and follow a different onboarding process which is detailed on the next page.

The HITS eHealth Office can assist in various aspects of the onboarding process. It's recommended you review our ClinicalConnect Information Website at <https://info.clinicalconnect.ca>, and contact us with any questions prior to submitting your Participation Agreement.

### Participant Organization

- 1 Complete the ClinicalConnect Participation Agreement, which binds your organization to the ClinicalConnect Terms & Conditions, and requires the Legal Signing Authority designate a Privacy Contact to support your onboarding efforts.
- 2 Submit your ClinicalConnect Privacy Pre-Assessment, plus Privacy Notice and Certificate of Insurance, when prompted to do so.
- 3 You will be contacted by Ontario Health (Digital Services) to complete a Client Information Form, the necessary Ontario Health (Digital Services) agreement(s), and ensure you have appointed a ONE ID LRA and/or have the necessary ONE ID accounts created.
- 4 Complete the Ontario Health (Digital Services) Privacy & Security training and Security Assessment, and the ClinicalConnect Program Office's Privacy Contact Orientation and Privacy & Security Attestation.
- 5 Upon approval as a Participant Organization in ClinicalConnect, appoint your ClinicalConnect Local Registration Authority(s) (LRA), who will complete LRA Orientation (online).
- 6 Upon notification of account activation, your clinical staff can begin using ClinicalConnect and the provincial repositories (as applicable). A suite of PDF and video-based training resources are available on the ClinicalConnect information website at <https://info.clinicalconnect.ca>.

### Questions?

Please email us at [info@HITSeHealth.ca](mailto:info@HITSeHealth.ca) and one of our team members will be in touch.

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## Getting Access to ClinicalConnect as a Sole Practitioner Participant

As a Sole Practitioner with your own private practice, you'll be prompted to identify if you'd like to be able to provision access to ClinicalConnect accounts for your office staff, if approved as a Participant. The onboarding process, dependign on that decision, is slightly different, as detailed below.

If you are a physician working within a Group Practice, the Legal Signing Authority for the Group Practice can apply for access to ClinicalConnect by completing the traditional Participant Organization onboarding process, as detailed on the previous page. This assumes the appropriate PHIPA agency agreements are in place.

The HITS eHealth Office can assist in various aspects of the onboarding process. It's recommended you review our ClinicalConnect Information Website at <https://info.clinicalconnect.ca>, and contact us with any questions prior to submitting your Participation Agreement.

### Sole Practitioner (Physician)

- 1 Obtain a ONE ID account and complete Ontario Health's EHR Physician Agreement; both can be done directly through the CPSO website.
- 2 Complete the ClinicalConnect Participation Agreement.
- 3 When prompted, complete the Sole Practitioner Attestation and provide your Statement of Protection from the CMPA.
- 4 You'll also be contacted by Ontario Health (Digital Services) to complete their Client Information Form, any additional agreements that may be required (e.g., New Physician Addendum for any non-clinical staff you're intending to provision ClinicalConnect access for), a Security Assessment (if required), and necessary privacy & security training.
- 5 Complete the ClinicalConnect Sole Practitioner eLearning module, if you requested to be able to create ClinicalConnect accounts for staff in your private practice office (identified when you completed the Participation Agreement in step 2).
- 6 Upon notification of approval and account activation, you can begin using ClinicalConnect to access your patients' PHI, including from provincial data repositories. A suite of PDF and video-based training resources are available on the ClinicalConnect information website at <https://info.clinicalconnect.ca>.

Once you have completed the above steps, Sole Practitioners and Participant Organizations can be enabled with access to view their patients' data from the following provincial data repositories:

- Acute and Community Care Clinical Data Repository (acCCR) consolidates patient data across selected hospitals and all 14 LHIN-HCC services.
- Diagnostic Imaging Common Service (DI Common Service) provides access to diagnostic images and corresponding reports from hospitals and independent health facilities.
- Digital Health Drug Repository (DHDR) includes data and information from Ontario publicly-funded drugs and pharmacy services including Ontario Drug Benefits (ODB), OHIP+, Narcotics Monitoring System (NMS).
- Ontario Laboratories Information System (OLIS) provides access to lab test orders and results from hospitals, community labs and public health labs.

Contact us at [info@HITSeHealth.ca](mailto:info@HITSeHealth.ca) to learn more.





eConsult, a secure web-based tool, enables physicians and nurse practitioners to ask clinical questions to a specialist electronically and receive a response within days, often eliminating the need for an in-person visit.

### What is the Ontario eConsult Program?

The Ontario eConsult Program, with the support of the Ministry of Health, integrates two successful initiatives: Building Access to Specialists through eConsultation, or BASE™, Managed Specialty model and the Ontario Telemedicine Network's (OTN) Direct to Specialist model. The program includes 4 services: Champlain BASE™ regional service, Ontario eConsult service, Tele dermatology and Teleophthamology.



### How is an eConsult different from an informal consultation?

In many organized care settings, when a Primary Care Provider (PCP) has a question about a patient, they are able to approach a colleague and ask for advice. These "hallway conversations" happen frequently and though the requesting provider often gets the advice needed, there is no formal documentation of the consultation. There is also no way for the specialist or provider to get paid. Using eConsult helps close these gaps.

### Who are the Specialists providing advice? Are they from my region?

There are Specialists providing advice from across Ontario via eConsult through different models:

- The BASE Managed Service on the OTNHub offers access to over 90 specialty groups, including dermatology, psychiatry, endocrinology, cardiology, hematology and pediatrics.
- Within the Hamilton Niagara, Haldimand Brant (HNHB) region, 'local' BASE specialty groups have been introduced so advice is coming from a Specialist closer by.
- When using the Direct-to-Specialist model, clinicians can identify which Specialist they'd like their consult from.

## What We Can Do For You



### ONE ID Enrollment & OTN Account Setup

We will ensure you have a required, active ONE ID account.



### End User Training for You or Your Delegates

We can provide training for you and/or your delegates to optimize your eConsult usage. This includes providing supporting reference documentation and materials to support your sustained usage.



### Ongoing Communications & Support

Ensuring you are aware of enhancements to the eConsult program is important to us. We produce quarterly newsletters, and will engage with you periodically to ensure the program is working well for you, and will advocate enhancement suggestions with the solution provider on your behalf.



### Specialist Recruitment

Ensuring you have access to specialists who can provide timely and educational responses is important. We are always looking to enhance the breadth and depth of specialists available to you, so are continuously adding to the available directory. As well, we work with the Specialists and/or the provincial eConsult Centre of Excellence to help ensure high quality consults are returned to you in a timely manner.

## Getting Access

The sign-up process is quick and easy.



Complete our eConsult Request for Service Form for you and/or your delegate(s) - see [www.HITSeHealth.ca](http://www.HITSeHealth.ca) for complete details.



Once we have received direction from OTN on your account configuration, usually within 2-3 days, we will arrange for a quick 30 minute session to complete your setup, and provide you with training.

\*If required, we can also create your ONE ID account, to enable your access.

*“I did my first eConsult last week to the Provincial Dermatology group. It was a fantastic experience. It was easy to do after the training you provided. I got a response within a day, and I have already instituted the recommendations. I'm so glad I signed up!”*

Elizabeth Wojtowicz, Nurse Practitioner at Chartwell LTC

Contact us at [eConsult@HITSeHealth.ca](mailto:eConsult@HITSeHealth.ca) to learn more.

# Learn more about MyChart™



Supported by the  
HITS eHealth Office

HealthRecordsOnline.ca

## What is MyChart™?

MyChart is a free, secure online tool that provides patients, and their delegated caregivers which can include health service providers, with easy, timely access to their health information from many participating organizations in Ontario. Patients having 24/7 online access to their medical records and other personal health information allows them to be more involved in their healthcare and make more informed decisions.

MyChart was developed at Sunnybrook Health Sciences Centre and is being used by patients across Ontario.

## What Information Can I See?

Select acute care hospitals in south west Ontario contribute patient information to MyChart, as do many other facilities across Ontario. With a MyChart account, patients have access to their important health records - anytime, anywhere:

- Medications
- Allergies
- Blood bank results
- Lab results
- Radiology reports
- Microbiology results
- Pathology & Genetic reports
- Discharge summaries

## Additional Features

- Ability to self-enter health data
- Share records with family, caregivers and their health service providers

## Benefits for Health Service Providers

When patients share their MyChart account, providers can:

- Track patients' self documented health logs (i.e. weight, blood pressure, medications, immunizations, etc.)
- View the patient's records from participating organizations across Ontario

**MYCHART**  
FEATURES  
CONNECTING YOU TO YOUR HEALTH INFORMATION

**VIEW YOUR CLINICAL INFORMATION**

**TRACK YOUR HEALTH**

**SHARE YOUR RECORDS**

**UPLOAD YOUR RESULTS**

**SECURELY ACCESS YOUR ACCOUNT ANYWHERE 24/7**

**SECURELY MESSAGE OTHER USERS**

# Begin Offering MyChart to Your Patients!

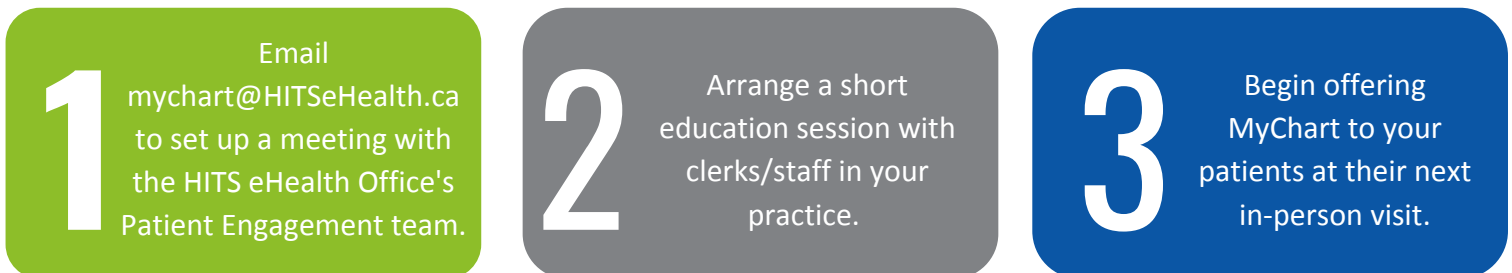
Empower your patients by providing them with access to a digital health tool that will make it easier, and more convenient to track their health care journey!

## Two Ways for Your Patients to Sign Up for MyChart

**Online Enrollment:** simply provide this information to your patients, and brochures are available from the HITS eHealth Office to display in your practice.

- Go to <https://healthrecordsonline.ca/register>, and patients would follow the instructions provided to complete the account request.
- Individuals will then receive an email with a unique Personal Identification Number (PIN), as well as instructions on how to use that PIN to complete their account registration.
- Log into MyChart to access health records.

**In-Person Enrollment:** Healthcare organizations can be set up to enroll patients for a MyChart account, upon check-in for their appointment. If you're interested in offering this option to your patients:



From your patients' perspective, when they enroll at your office, they will:

- Provide their email address to your staff when checking in for their appointment
- Receive an email with a unique Personal Identification Number (PIN), and then follow the instructions to complete their registration.
- Log into MyChart to access health records.

*“Given the fantastic support provided by the HITS eHealth Office Team, facilitating access to MyChart for the population supported by the Huron Perth Healthcare Alliance was an easy decision. Patients accessing their own health record, being aware, engaged and in control of their own personal information is one of the best ways to advance the provincial digital health strategy and I certainly recommend all providers support this important initiative in any way possible.”*

HPHA President and CEO Andrew Williams



*“I feel I have regained power! With MyChart I can input information, share information with my family and prepare questions for my next visit with my doctor.”*

Contact us at [mychart@HITSeHealth.ca](mailto:mychart@HITSeHealth.ca) to learn more.