

April eUpdate

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What's Next for ClinicalConnect?

A variety of enhancements to the Lab Module of ClinicalConnect are expected to be implemented by early summer. Please stay tuned for more information and updated user reference materials.

"What's New in ClinicalConnect" - Special Webinar Event

"What's New in ClinicalConnect" webinars are available to learn more about updates to ClinicalConnect modules, functionality and features. We welcome your participation and encourage users to register by [clicking here](#). A variety of other webinar topics are also available to join, and users may also request a custom webinar that focus on specific modules/functionality that are particularly relevant for their workflow. To request a webinar for your team, please email training@clinicalconnect.ca.

ClinicalConnect and AGS Attestations

"Attestation" refers to the practice of periodically checking and certifying that only the individuals who need certain access privileges to ClinicalConnect and/or the Access Governance System (AGS) have those access privileges. Semi-annual attestations must be performed by various individuals at Participating Organizations; all DSA Signatories must attest that their organization's Privacy Officer and Local Registration Authorities still hold those roles, Privacy Officers must attest that their Privacy Auditors (if applicable) still hold that role, Sponsoring Physicians attest the staff they sponsor, and Local Registration Authorities attest their end users' access to ClinicalConnect. Attestation requests are sent out to these various individuals every May 1 and November 1, and must be completed in a timely manner to ensure access to ClinicalConnect and/or AGS remains in tact. We thank everyone who is required to perform attestations for completing this task. Any questions regarding attestations from ClinicalConnect Participating Organizations can be directed to support@clinicalconnect.ca or to your local connecting South West Ontario Change Management & Adoption Delivery Partner. If any attesters have questions about their AGS access credentials, they should email support@clinicalconnect.ca.

ED Visits Made Easier with ClinicalConnect

Most visits to a hospital's Emergency Department are unexpected; patients don't arrive with all their health care data in hand and are oftentimes not able to relay information to the provider that could be critical in determining a treatment plan. It's those situations where Dr. Alim Pardhan, an Emergency Department Physician at the Hamilton General Hospital, says ClinicalConnect is invaluable.

"ClinicalConnect is an extraordinary tool in the field of Emergency Medicine. It enables me to access lab data, as well as transcriptions from outpatient clinics and regional hospitals without having to call the hospitals' Health records

OLIS Data Available for Patients on CCAC Service

We are pleased to advise that an update has been made to ClinicalConnect to allow OLIS data to display for patients receiving services from CCAC, regardless of which encounter is selected for the patient.

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departments" Dr. Pardhan explains. "Especially after hours when this information could be extremely helpful but is hard to get, to have what I need at hand makes clinical decision making much easier, not to mention much more efficient."

Dr. Pardhan provided a few examples where ClinicalConnect provides significant value in the ED. "If a patient with a cardiac condition presents themselves in the ED in the middle of the night with uncontrolled bleeding, a physician would seek to determine if the bleeding could be INR-related. Using ClinicalConnect, we can check the patient's recent INR values, even if taken at other regional hospitals or community labs, and then stop the bleeding associated with the injury more quickly. I can make the patient comfortable more quickly and with less time spent, and discomfort incurred, trying to ascertain the reason for the uncontrolled bleeding." In another example, Dr. Pardhan explains that a patient with respiratory issues, but who is from another part of south west Ontario, will present in the ED, can't speak, and is not a patient he has seen before, nor have they been treated at HHS. Dr. Pardhan would consider the possibility that the patient is suffering from COPD, check ClinicalConnect to see if a recent chest x-ray taken at another regional hospital is available and if so, view the image, to be able to determine the stage of the illness in order to treat the patient more effectively.

"With ClinicalConnect, we can provide more efficient and safe care to the undifferentiated patients who present to the ED" says Dr. Pardhan. Time and time again both physicians and clinicians are reporting that this intuitive, web-based portal has saved them from having to put patients through repeat testing that can result in discomfort and cost the healthcare system more than may really be required.

Welcome to New ClinicalConnect Participating Organizations!

Congratulations to the following healthcare organizations that were approved to become ClinicalConnect Participating Organizations in April 2016:

- QCC Corp Operating as Watford Quality Care Centre (Erie St. Clair LHIN)
- Participation House Support Services London & Area (South West LHIN)
- Millennium Trail Manor (HNHB LHIN)

For general inquiries, please email info@clinicalconnect.ca
For technical support, please email helpd@hpsc.ca or call the
HITS Help Desk: (905) 521-2100 ext 43000

For more information,
visit info.clinicalconnect.ca



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CONNECTING SOUTH WEST ONTARIO

ClinicalConnect is the Regional Clinical Viewer for the connecting South West Ontario (cSWO) Program, funded by eHealth Ontario. Health Information Technology Services (HITS), a division of Hamilton Health Sciences, is the solution provider deploying ClinicalConnect across the four south west LHINs. The cSWO Program is foundational to eHealth Ontario's commitment to integrate electronic health information for all Ontarians.