

FAQs FROM PATIENTS

What is ClinicalConnect?

ClinicalConnect provides healthcare teams secure electronic access to your aggregated electronic health records (EHRs) in real-time, anytime, anywhere, enabling a complete view across the continuum of your care. Information from hospitals, CCACs and Oncology Centres located in South West Ontario can be accessed by authorized healthcare providers through the ClinicalConnect secure web-based clinical viewer. Up-to-date, accurate and complete information is critical for healthcare professionals making the best medical decisions regarding your health – ensuring the delivery of quality care.

What information can Healthcare Providers view in ClinicalConnect?

With ClinicalConnect, your healthcare providers can view much of your electronic medical information from local hospitals and CCAC systems, including your:

- Allergies
- Medications while in hospital
- Past lab tests
- Transcribed medical reports (including discharge plans and specialist evaluations)
- Radiology images (x-rays, CT scans, MRI results)
- Pathology results (biopsy results)
- Microbiology results (C. diff, MRSA)

To view a complete summary of the types of data that is available in ClinicalConnect, please see the [Integration Status Chart](#).

Can I access my personal health information that is viewable in ClinicalConnect?

Yes, you may request access to your personal health information that is viewable in ClinicalConnect. Please contact the Privacy Office of the healthcare organization that contributed your personal health information for viewing in ClinicalConnect for more information on accessing your personal health information.

If you require assistance in determining which healthcare organization contributed your personal health information for viewing in ClinicalConnect or how to contact the healthcare organization, please contact the ClinicalConnect Program Office at 905-577-8270 ext. 9.

Can I correct my personal health information that is viewable in ClinicalConnect?

Yes, you may make a request to correct your personal health information that is viewable in ClinicalConnect. Please contact the Privacy Office of the healthcare organization that contributed your personal health information for viewing in ClinicalConnect for more information on correcting your personal health information.

If you require assistance in determining which healthcare organization contributed your personal health information for viewing in ClinicalConnect or how to contact the healthcare organization, please contact the ClinicalConnect Program Office at 905-577-8270 ext. 9.

What if I don't want my personal health information to be viewable in ClinicalConnect?

It is your right to opt-out of having your personal health information viewable in ClinicalConnect. Applying the opt-out function allows you, as a patient, to control the collection, use and disclosure of your personal

health information that is viewable in ClinicalConnect. For more information regarding this process please contact the ClinicalConnect Program Office at 905-577-8270 ext. 9.

Who has access to ClinicalConnect?

To see a list of healthcare organizations that contribute and/or consume personal health information in ClinicalConnect, please see the [Participating Organizations](#) list.

How does ClinicalConnect benefit me as a patient?

- Offers you healthcare providers immediate access to your essential health information
- Reduces duplication of tests and procedures, saving time, discomfort and cost
- Improves the transfer of your care between your healthcare providers and other healthcare organizations
- Provides secure and private access to accurate health information
- Reduces duplication of documentation in your healthcare information
- Improves coordination of your care
- Increases patient safety and the quality of your care

How is my personal health information protected in ClinicalConnect?

- Healthcare providers are regulated by law and professional code of conduct
- Access to your information is done for authorized purposes only
- Healthcare providers must be directly involved in your “circle of care”
- Healthcare providers ensure and protect the privacy, security and confidentiality of your information
- All access using ClinicalConnect is subject to audit

Who can I contact if I have privacy questions or concerns regarding ClinicalConnect?

You can contact the ClinicalConnect Program Office with any privacy questions or concerns:

ClinicalConnect Program Office
Phone: 905-577-8270 ext. 9
Fax: 905-577-8260
E-mail: privacy@clinicalconnect.ca
Website: <http://info.clinicalconnect.ca>

Please do not send personal health information via email or fax.