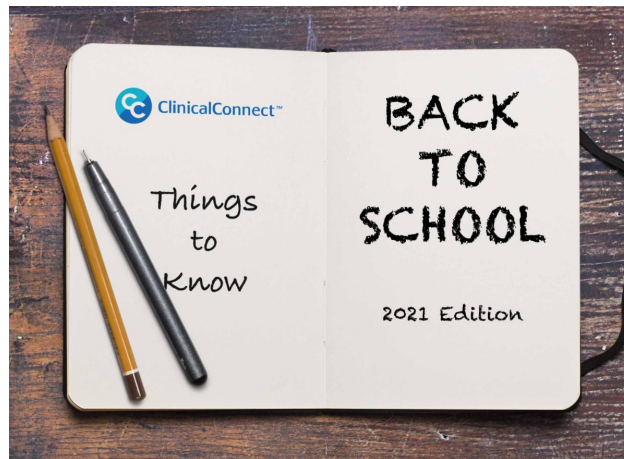




August eUpdate

Back-to-School Edition!

With the summer quickly coming to an end, people's thoughts turn to cooler weather, pumpkin spice, and back-to-school! We thought this would be a great time to provide you with some ClinicalConnect content to help you get back into the swing of things.



Importance of Setting Your Preferences

One of the most important things for a ClinicalConnect user to benefit from ClinicalConnect is to ensure they have the right settings to ensure they're seeing all of the information that's important to them.

Users have the ability to change their preferences within each of the individual modules, or through the **Preference Setup Wizard** (located in the drop-down under the user's name when logged into ClinicalConnect). This Wizard guides you through the various settings to ensure the system is configured to help optimize your workflow.

One setting we often get asked about is the Encounter View – this is available in step 1 of 9 through the Preference Setup Wizard. There are three options available:

- **Encounter:** This limits the results to the patient's specific visit selected (e.g., Hamilton General Hospital).
- **Patient:** This limits the results to the patient's visit information from the source system (e.g., Hamilton Health Sciences).
- **All Regional Encounters:** This displays all patient information from any data sources. If your organization has access to the provincial data repositories (e.g., OLIS), you must select All Regional Encounters to ensure this data is visible.

For more information about changing your preferences, please refer to our [online training resources](#).

Protecting Privacy in ClinicalConnect

Just as each approved legal entity agrees to comply with ClinicalConnect's Terms & Conditions, each user of ClinicalConnect must also agree to a ClinicalConnect User Agreement before using the website. Through these attestations, they are agreeing to comply with the protection and safeguarding of personal health information (PHI).

We've included some information about what a user can and can't do when accessing ClinicalConnect.

- **You may only access patient records for a patient that you are provisioning or supporting in the provision of healthcare.**
- ClinicalConnect is **not to be used** as a tool for viewing PHI under the following circumstances:
 - To look up oneself, a colleague, a family member, a neighbour or any other person to whom you are not provisioning healthcare.
 - When a patient, client or resident of your facility is admitted to another facility (e.g., hospital), with the following exceptions:
 - If you are made aware of a discharge date for the patient, and the plan is to return to your facility or care.
 - If you are provisioning healthcare as part of the other facility's care team, while the patient is admitted.
 - When a patient, client or resident has expired. This includes any post-expiration quality audits.
 - For research (which includes clinical trials), billing, and/or reporting requirements.
 - As an educational or self-learning tool.
 - For quality improvement or risk management.
 - When a patient, client or resident is discharged from an organizations' or physicians' service.

It is the responsibility of the Participant Organization's Privacy Contact to ensure that proper policies and guidelines exist regarding proper use and safeguarding of PHI, and that users are aware of their obligations on an annual basis (generally through annual privacy training). During the semi-annual attestation period (with the next cycle starting November 1st), Privacy Contacts must also attest to their organization's compliance to applicable requirements by completing the Annual Compliance Attestation when prompted to do so.

For more information about ClinicalConnect's Privacy program, visit our [website](#).

Finding Your Patients

Now that you've set your preferences, and understand what ClinicalConnect can be used for, the next step is to find your patient. There are two search options available (both located in the top banner of your window): 1) Simple Search; and 2) Advanced Search.

Simple Search allows you to search for your patient, by entering information in the Patient Search text box and pressing Enter. The most efficient method is to enter the patient's Health Card Number (HCN), which will return an exact patient match. For patients without an HCN, you can search using their Medical Record Number (MRN), Home and Community Care (HCC) Client Number or by the patient's Name (Last name and at least one first letter of the first name).

The Advanced Search is used to narrow down the patient search results and returns results much

quicker by using a combination of unique patient identifiers and requires mandatory fields such as the **Source** and the **Facility**. This is helpful when searching for a patient who has a common name but may not have an HCN.

Once you've completed your search, verify the patient information, then select the patient's record to view the details.

For more information about searching for a patient, visit our [online training resources](#).

Getting Support

If you're having issues with ClinicalConnect, our [website](#) includes information about who to contact.

For access issues with your account, please contact your ClinicalConnect Local Registration Authority (LRA), who can assist you accordingly.

If you are encountering a technical issue while using ClinicalConnect, you can submit a ticket directly through the application. On the left hand navigation, click on **Report Technical Issue (Assyst)** to provide specific details about your issue, or you can email helpd@hpsc.ca. Urgent technical issues should be phoned into the HITS Helpdesk at 905-521-2100 ext. 43000.

For other more general inquiries, please contact the ClinicalConnect Program Office at info@clinicalconnect.ca.

We hope you've found this information helpful, and it allows you to start the new school year with a foot up!

Participant Organizations Approved to Access Provincial Repository Data

The ClinicalConnect Program Office is pleased to announce that the following Participant Organizations have been provisioned with access to view data from the following provincial repositories, from within ClinicalConnect, in August 2021:

REPOSITORY	ORGANIZATION
OLIS, DHDR, DI-CS & acCDR	<ul style="list-style-type: none">• 13 Sole Practitioner Participants• 4 Participant Organizations

Welcome to New ClinicalConnect Participant Organizations

Congratulations to the following healthcare organizations that were approved to become ClinicalConnect Participant Organizations in August 2021:

- 9 physicians approved as Sole Practitioner Health Information Custodian Participants
- 7 community pharmacies approved as Participant Organizations



[View list of Participant Organizations](#)

The views expressed are those of the ClinicalConnect Program Office at Hamilton Health Sciences and do not necessarily reflect the views of the Government of Ontario or any of its personnel or entities, including Ontario Health.

**ClinicalConnect is
supported by**



ClinicalConnect™ is a secure, web-based portal that gives healthcare providers real-time access to their patients' electronic medical information. It is operated by Hamilton Health Sciences and is funded by Ontario Health.

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