

February eUpdate

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What's an "Identity Provider"?

As Ontario's digital health landscape continues to evolve, Participant Organizations' Identity Providers (iDP) are and will continue to change, as they work to provide their users with one credential to access multiple digital health solutions, including ClinicalConnect. eHealth Ontario's Single Sign On standard provides access to a range of ehealth solutions including the ClinicalConnect, Cancer Care Ontario and Ontario Telemedicine Network portals.

Historically, Hamilton Health Sciences, Solution Provider of ClinicalConnect across south west Ontario, has been the iDP for provisioning ClinicalConnect accounts. Going forward, organizations, including Sole Practitioners, have the option to use ONE® ID as their iDP - meaning they can then use ONE ID credentials to access ClinicalConnect amongst other digital health solutions available in the Province, or larger Participant Organizations may become their own iDP such that their users can access ClinicalConnect with their organizational credentials as opposed to

Did You Know? Maximize Your Screen Real Estate and Set Key Preferences

There are a number of helpful preferences that can be set to enhance your ClinicalConnect user experience, from adjusting details that appear in the modules to configuring your default settings. Check out some of these features and see if they're the right fit for you:

1. Make modules' details easier to read by configuring where they appear on the screen - See: <https://vimeo.com/244115207>
2. Expand the amount of space you have to view lists of results and their details - See: <https://vimeo.com/244111341>
3. Save time by configuring your most frequently-used modules' default settings - See: <https://vimeo.com/241714817>

To learn more about the features and functionality of ClinicalConnect, [click here](#) to visit the Resource Centre for End Users.

Optimal Web Browsers for ClinicalConnect

Work continues to further enhance the ClinicalConnect user experience, and part of that work has revealed that Google Chrome, Microsoft Edge, MacOS Safari or Mozilla Firefox will all yield better performance (i.e. speed) over any version of Internet Explorer (IE),

ClinicalConnect-specific credentials.

Work is ongoing with Participant Organizations to determine, for the long-term, the most suitable iDP for them. To support these newer means of accessing ClinicalConnect specifically, the HITS eHealth Office has developed a simple 'iDP Change Form' which is now available to Participant Organizations' Agreement Signatories to complete, should they wish to change the iDP identified in their previously-submitted Participation Agreement (see section 5).

No organization need take immediate action at this time; we are simply sharing information about iDPs and the iDP Change Form if/as it becomes relevant for Participation Organizations. The form is available by [clicking here](#).

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and Google Chrome is currently recognized to yield the best performance.

The reason for this is that the Javascript Engine used by Chrome is 40% faster than the one used by IE, even at its most recent version 11. With respect to ClinicalConnect's performance when using Google Chrome, it's been proven that speed increases by between 30% and 70%.

The overall browser performance potentially improves with every new version of Chrome (or alternate browser as listed above), while Microsoft is no longer further developing its IE11 and its performance is frozen at 2013 levels. Microsoft IE has been superseded by Edge.

ClinicalConnect users at Hamilton Health Sciences have recently been given the ability to access the web-based instance of the portal using Google Chrome from within HHS' Citrix environment, or when launching directly from HHS' Meditech system. Participant Organizations that currently use IE may wish to consider making an alternative browser to IE available to users within their organization as a means to access ClinicalConnect.

eNotifications of Patient Visits to Norfolk General Hospital and St. Joseph's Healthcare Hamilton Now Live

We're pleased to announce that notifications of patients' encounters at two additional ClinicalConnect Participant Organizations are now being sent to HRM subscribers and the HNNB LHIN Home & Community Care (HCC) Services as described below.

Beginning February 28, if a patient has been discharged from the Emergency Department or is admitted or discharged from an in-patient unit at Norfolk General Hospital and St. Joseph's Healthcare Hamilton, their healthcare provider, if an HRM subscriber, is now receiving notification of their visit. In addition, if the admitted/discharged patient is also on-service with the HNNB LHIN's Home & Community Care Service, a notification is received in their organization's Client Health & Related Information System (CHRIS).

eNotifications of encounters at Joseph Brant Hospital, Niagara Health and Hotel Dieu Shaver Health & Rehabilitation Centre are being scheduled for go-live.

The HITS eHealth Office would like thank our partners at these hospitals for their continued work to make this a success, as well as the HNNB LHIN Emergency Services Steering Committee for funding this project.

Welcome to New ClinicalConnect Participant Organizations!

Congratulations to the following healthcare organizations that were approved to become ClinicalConnect Participant Organizations in February 2018:

- Medavie EMS Chatham-Kent Ontario Ltd. [Erie St. Clair LHIN]
- The Women's Christian Association of London [South West LHIN]
- Elora Apothecary Ltd. [Waterloo Wellington LHIN]
- Wadland Pharmacy Ltd. [Waterloo Wellington LHIN]
- City of Hamilton Paramedic Service [HNHB LHIN]
- Maria Bigory Drugs Inc. [HNHB LHIN]

For support please email Helpdesk at helpd@hhsc.ca
or call (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 program, funded by eHealth Ontario. Hamilton Health Sciences is the regional service delivery partner 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.