



January eUpdate

Ensuring Ongoing Security for Access to ClinicalConnect

In December, as part of our efforts to maintain operational efficiency while increasing our security posture, an updated dormant accounts policy was implemented for ClinicalConnect user accounts. This new policy only impacted users whose ClinicalConnect account was created prior to January 1, 2019, but had never been used, or hadn't been used at least once in 2019. These accounts were disabled.

Should any user require access to ClinicalConnect in the future, your organization's Local Registry Authority can simply re-enable their account using the Access Governance System.

We would like to remind Participant Organizations that end user accounts should be deactivated at the point which the user no longer requires access to ClinicalConnect and/or the Access Governance System.

Thank you to all the Participant Organizations that completed their attestations ahead of the attestation deadline. To ensure a smooth attestation cycle, it is important that Participants keep their Legal Signing Authority, Privacy Contact, and Local Registration Authority up to date.

Any questions regarding attestations from ClinicalConnect Participant Organizations can be directed to support@clinicalconnect.ca.

Two Key ClinicalConnect Bug Fixes Complete

On January 13, 2020, two technical issues were resolved in ClinicalConnect, including one that was creating excessive white space between results found in the Lab Module, and one where PDFs that were showing trended results from the Lab & Blood Bank Modules couldn't be printed.

At the same time, an upgrade was made to the GE Centricity Universal Zero Footprint (ZFP) Viewer which is used to view diagnostic images in ClinicalConnect contributed by hospitals in South West Ontario (except Hamilton Health Sciences). Now additional available image types can be viewed from these hospitals. Thank you to the teams at Southwestern Ontario Diagnostic Imaging Network (SWODIN) and GE for facilitating the successful update to their image viewer used in ClinicalConnect.

Decommissioning of Drug Profile Viewer and Migration to Digital Health Drug Repository (DHDR)

Ontario Health Digital Services business unit (formerly eHealth Ontario), in coordination with the Ministry of Health will terminate operations of the Drug Profile Viewer (DPV) effective Thursday, April 2, 2020. The technology that supports DPV is at 'end of life', as such, the ministry is decommissioning DPV and migrating to the Digital Health Drug Repository (DHDR).

The ministry's DHDR enables authorized health care providers to have access to the information previously available through DPV and more. The DHDR is a newer and more comprehensive information source as it has more than seven (7) years of information compared to the one (1) year of information available in DPV and includes information on publicly funded dispensed drugs and pharmacy services, as well as all monitored drugs dispensed in the province regardless of payor.

Authorized health care providers will be able to access patient drug information from the DHDR using their regional clinical viewer. In south west Ontario, authorized health service providers will be able to use ClinicalConnect to view data from the DHDR.

Local Registration Agent(s) (LRA) at DPV enrolled organizations have been engaged to facilitate the enrolment and transition to provincial viewers. In south west Ontario, LRAs will enroll DPV users who do not already have access to the DHDR via ClinicalConnect pending appropriate organizational sponsorship.

DPV users who wish to inquire about access status or to request enrolment into ClinicalConnect to access the DHDR, may contact their organization's ClinicalConnect LRA.

Prior to accessing the DHDR and the provincial viewer, all health care providers must complete:

- [DHDR mandatory training](#)
- [Privacy and security training](#) or be in compliance with the organization's annual privacy and security training.

Additional Resources and Support Information:

- [Digital Health Drug Repository \(DHDR\)](#)
- www.ontario.ca/mydruginfo
- [ClinicalConnect education and support resources](#)

For assistance or more information related to the decommissioning of the DPV, contact Ontario Health Digital Service's Service Desk at 1-866-250-1554 or servicedesk@ehealthontario.on.ca. For information about ClinicalConnect, please visit info.clinicalconnect.ca.

cSWO Program to end as of March 31, 2020; ClinicalConnect to Continue to Operate

As part of recent changes implemented by the Province to transform Ontario's health care system to improve access to services and provide more integrated, patient-centred care, it was announced that the connecting South West Ontario (cSWO) Program will wind-down and close-out its activities, effective March 31, 2020.

The cSWO Program has assisted with the coordination and execution of activities by ClinicalConnect's regional Delivery Partners (Erie St. Clair, South West, Waterloo Wellington and HNHB LHINs) for the onboarding of Participant Organizations and Sole Practitioners and training of how to use ClinicalConnect, the clinical viewer for south west Ontario. In addition, they have also supported these health service providers for the purpose of gaining access to ClinicalConnect's integrated provincial repositories.

Participant Organizations and Sole Practitioners that have access to electronic health records (EHRs) viewable through ClinicalConnect will continue to use the web-based portal to access their patient's health information. The ClinicalConnect Program Office will continue to support and operate the digital tool as it does today.

Support for ClinicalConnect and access to the integrated provincial repositories will be provisioned by the Digital Services Business Unit of Ontario Health, in collaboration with the ClinicalConnect Program Office, effective Wednesday, April 1, 2020.

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 December 2019 and January 2020:

Repository	Organization
acCDR	Niagara Ina Grafton Gage Village
DI-CS & acCDR	Grand River Hospital
DHDR, DI-CS, & acCDR	2554087 Ontario Inc. o/a Fergus Pharmacy & Compounding Center ATK Care Group Limited Breslau Pharmacy & Wellness Centre LTD Caressant Care Nursing and Retirement Homes, Limited Hendersons Pharmacy Limited Hygeia Healthcare Inc. ProvrX Inc. Silver Fox Pharmacy Inc. Southwest Ontario Aboriginal Health Access Centre (SOAHAC) Sutherlands Pharmacy Limited Tirath Pharmacy Ltd. Trinity Village Care Centre
OLIS	2554087 Ontario Inc. o/a Fergus Pharmacy & Compounding Center 2690692 Ontario Inc. o/a Daily Dose Pharmacy Beaverbrook Pharmacy Incorporated Brighton Pharmacy (Woodstock) Inc. H.Clark Pharmacy Inc. Huron Street Dispensary Pharmasave Lifetimes Limited Partnership ProvrX Inc. R. J. Pharmacy Inc. Springbank Dispensary Inc. St. Josephs Villa
Sole Practitioners	
OLIS, DHDR, DI-CS, & acCDR	Month (Dec. + Jan.): 91 Total: 171

Welcome to New ClinicalConnect Participant Organizations

Congratulations to the following healthcare organizations that were approved to become ClinicalConnect Participant Organizations in December 2019 and January 2020:

- 2623308 Ontario Ltd. o/a Lakeshore Medical Walk in Clinic [Erie St. Clair LHIN]
- Forest Pharmacy Inc. [Erie St. Clair LHIN]
- Windsor Medica Pharmacy Inc [Erie St. Clair LHIN]
- Alzheimer Society of Oxford [South West LHIN]
- Beacon Drug Mart Ltd [South West LHIN]
- Budreau Drugs Ltd [South West LHIN]
- Connect Rehabilitation Yoga Fitness Inc [South West LHIN]
- Sally Mina Pharmaceutical Services Inc. [South West LHIN]
- Affiliated Services for Children and



- Youth Inc [HNHB LHIN]
- Aghaby Drugs Ltd. [HNHB LHIN]
- Betty Kurian Drugs Ltd. [HNHB LHIN]
- Brenpat Incorporated [HNHB LHIN]
- Indwell Community Homes [HNHB LHIN]
- Paramount Pharmacy (2000) Inc. [HNHB LHIN]
- Rami Safi Pharmacies Inc [HNHB LHIN]
- Sivajanan Pharmaceuticals Limited [HNHB LHIN]
- Wassim J. Hneiny Pharmacy Inc.
- 31 physicians approved to access ClinicalConnect as Sole Practitioner Health Information Custodian Participants

[View list of Participant Organizations](#)

The views expressed are those of the ClinicalConnect Program Office at Hamilton Health Sciences and do not necessarily reflect those of the Province of Ontario.

ClinicalConnect is supported by



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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 Ontario LHINs. The cSWO Program is foundational to eHealth Ontario's commitment to integrate electronic health information for all Ontarians.

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