



March eUpdate

Update on ClinicalConnect Program's Operations April 1, 2020 Onward

Over the last 15 years, ClinicalConnect has grown to become a provincial clinical viewer for south west Ontario, aggregating in real-time, data from all acute care hospitals, Home and Community Care Services, Regional Cancer Programs in south west Ontario and five provincially-managed data repositories. The number of healthcare organizations and Sole Practitioners (physicians) benefiting from authorized access to their patients' electronic health records has increased tremendously over the last several years, in large part due to the efforts of the connecting South West Ontario (cSWO) Program and its four Change Management & Adoption Delivery Partners.

With the successful deployment and adoption of digital tools to health care providers across south west Ontario, the cSWO Program will come to an end on March 31, 2020. The change also includes the work of its Delivery Partner teams. As such, we'd like to recognize the efforts and accomplishments of both the Program, and the delivery partner teams at TransForm Shared Service Organization (ESC LHIN), the South West Region Change Management & Adoption Delivery Partner (SW LHIN), the eHealth Centre of Excellence (WW LHIN) and the HITS eHealth Office (HNHB LHIN). They've worked hard to educate, onboard, and train new ClinicalConnect users at hundreds of Participant Organizations spanning the continuum of care. With their on-the-ground support of ClinicalConnect, we have seen a significant improvement in how patients receive healthcare in our region and beyond, and we sincerely wish to thank them for their contributions.

ClinicalConnect will continue to remain available for use. The onboarding of Participant Organizations, including physicians who operate as Sole Practitioners, will be managed through a collaboration between the ClinicalConnect Program Office at Hamilton Health Sciences and Ontario Health (Digital Services).

What does this mean for healthcare organizations?

- If your organization started its work to become approved as a Participant in ClinicalConnect, or is approved to use ClinicalConnect but hasn't yet completed requirements to gain access to data from provincial repositories from within ClinicalConnect, please visit <https://info.clinicalconnect.ca/onboarding> for the latest information about how to complete your outstanding requirements.
- If you haven't yet applied for access to ClinicalConnect, visit <https://info.clinicalconnect.ca/CC/healthcare/get-connected> to review requirements and submit your ClinicalConnect Participation Agreement.

We look forward to welcoming new organizations to ClinicalConnect and supporting those that are already using the viewer to help make their delivery of healthcare for patients safer, faster and more efficient.

Viewing COVID-19 Results in ClinicalConnect's Microbiology Module

ClinicalConnect continues to make important data available to healthcare providers. Novel coronavirus (COVID-19) lab test results can be viewed from ClinicalConnect's Microbiology module with two possible 'Sources', either the Ontario Laboratories Information System (OLIS), or an acute care facility in south west Ontario for COVID-19 tests ordered and entered into the hospital's information system.

For more information about authorized users' ability to view COVID-19 lab test results in ClinicalConnect, please [click here](#).

Additional Reminders and Updates from the ClinicalConnect Program Office

ClinicalConnect Users Can View Their COVID-19 Results Using MyChart™

As you may be aware, ClinicalConnect is being leveraged to send data, aggregated from hospitals in south west Ontario, to Sunnybrook Health Sciences' MyChart patient portal. Part of this data includes COVID-19 test results, when the test is ordered and entered into [a data-contributing hospital site's](#) Hospital Information System. This means that health care providers, who can themselves be patients, can view their COVID-19 results, in real-time, if they have their own MyChart account. Note that results of tests not ordered via a hospital – but that are stored in the Ontario Laboratories Information System (OLIS), which includes those from Public Health Units – are not currently available in MyChart.

If you haven't already, sign up online to obtain your free MyChart account by visiting <https://healthrecordsonline.ca/register>. Questions can be emailed to MyChart@HITSeHealth.ca.

ClinicalConnect is Mobile-Friendly

We would like to remind users that ClinicalConnect is mobile-friendly and can be accessed on your smart phone or tablet! Whether you're on the go, or providing care virtually to your patients amidst the COVID-19 outbreak, ClinicalConnect remains accessible and available wherever you're needed. If you use ONE ID, or your organization's credentials to access the portal, type <https://swo.clinicalconnect.ca> into your internet browser; all other users should type <https://clinicalconnect.ca>.

Local Registration Authority Training

For ClinicalConnect Local Registration Authorities (LRAs), starting in early April their training for the Access Governance System (AGS) will be provided completely via eLearning as opposed to the current modality which requires them to attend a webinar that's hosted by the ClinicalConnect Program Office. Stay tuned for more details about this!

ClinicalConnect End User Training

To support Participant Organizations' in-house training efforts for ClinicalConnect, the Program Office is further evolving its service offering by pre-populating test patients in accounts used to access ClinicalConnect's Training Environment, and posting materials to support LRAs and ClinicalConnect champions in your organization to ensure ClinicalConnect users optimize their use of the portal. If you have a Learning Management System your staff use, why not integrate ClinicalConnect web-based training materials that we'll supply to you! Visit <https://info.clinicalconnect.ca/CC/healthcare/training> for information about making ClinicalConnect part of your learners' experience.

Information Security Contact

An additional 'role' is now required for all Participant Organizations called the Information Security Contact (ISC). Organizations applying for the first time will be required to designate an individual to hold that role while completing their Participation Agreement, and existing Participant Organizations have already been contacted about their organization's Information Security Contact. Physicians representing Sole Practitioner Participants will hold the role of ISC for their organization.

Share this ClinicalConnect eUpdate!

Finally, please share this eUpdate with your colleagues so they can subscribe, and give us a follow on [Twitter](#) and [LinkedIn](#)! For the latest information on scheduled or unscheduled data outages or ClinicalConnect availability, please view our [System Notices](#), also accessible from within the portal itself.

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 March 2020:

Repository	Organization
DHDR, DI-CS, & acCDR	2382139 Ontario Inc. o/a Dundas Medical Imaging
	Benevolent Society Heidehof for the Care of The Aged
	Forest Pharmacy Inc. o/a Forest Pharmasave
	Mahaganapathy Inc.
	Middlesex-London Health Unit
	Twin Oaks Pharmacy Inc. o/a Twin Oaks Pharmacy
Sole Practitioners	
OLIS, DHDR, DI-CS, & acCDR	14 Sole Practitioner Participants were granted access to these repositories in March 2020

Welcome to New ClinicalConnect Participant Organizations

Congratulations to the following healthcare organizations that were approved to become ClinicalConnect Participant Organizations in March 2020:



- Grey Bruce Health Unit [South West LHIN]
- DTOC II Long Term Care LP [HNHB LHIN]
- The Corporation of Haldimand County (Grandview Lodge) [HNHB LHIN]
- 9 physicians approved to access ClinicalConnect as Sole Practitioner Health Information Custodian Participants

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



Ontario Health
Digital Services



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 (Digital Services).

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