

November e-Update

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How has ClinicalConnect helped you?

Our Client Services staff use ClinicalConnect not to replace documents or reports, but to augment the information we have about a patient. ClinicalConnect helps with the flow of patients through the system with as much information as possible, when we need it. It is an efficient tool and promotes autonomy for our users; they don't have to make multiple phone calls to gather information that is usually needed that instant.

Our Rapid Response Nurses and Nurse Practitioners can access clinical information right in the patient's home and this capability is imperative to their decision-making when treating their patients.

This is also true for our Partners, especially our Primary Care Providers, to have data elements from CHRIS at their fingertips and see the 'CCAC' journey of their patient which they can do by logging into ClinicalConnect. Overall ClinicalConnect promotes system flow, access to information and in the end, a better ability for CCACs to provide the care our patients require.

Enhancements made to ClinicalConnect!

An upgrade to ClinicalConnect was completed on Wednesday, November 19 to further enhance the portal's functionality for users. The upgrade includes:

1. Additional filters for Days Back for the following modules: Blood Bank Tests and Products, Lab List, Microbiology, Pathology & Genetics, Radiology and Transcription. The previous Days Back filters remain unchanged. The upgrade added filters for 180 days, 1 year and 5 years which will help make searching for patient information, particularly community lab results, more efficient.
2. An upgrade of the Audit Reporting sub-system to a more robust and user-friendly platform. Training sessions have been scheduled for ClinicalConnect Auditors to learn about the changes and improvements made.

In addition, the Grand River Regional Cancer Centre's Oncology Reports (that have always been available in ClinicalConnect) can now be found using the Transcription Module's Oncology Filter.

Introducing AGS: a new, more user friendly way to create & manage ClinicalConnect accounts

The Access Governance System (AGS) is a web portal that is now being used to centrally manage and automate processes related to Authorized User Organizations' accounts (excluding Hamilton Health Sciences users) for ClinicalConnect. AGS is hosted by Hamilton Health Sciences and allows for accounts to be requested, reviewed, approved, fulfilled and attested in a user-friendly, secure and efficient manner. AGS will also be used by organizations wishing to submit an application to become a ClinicalConnect Participant Organization. AGS has been customized to

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ClinicalConnect eLearning Tutorials

Short & sweet eLearning tutorials available for key ClinicalConnect modules and functionality. [Click here](#) to watch ~90 second overviews to optimize your user experience.

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complement the current ClinicalConnect access processes and standards, validate user input during the request submission, intelligently route requests and approvals to appropriate recipients, and provide ClinicalConnect account management reports.

On October 8, 2014, the HNHB eHealth Office at Hamilton Health Sciences began hosting AGS training sessions for Local Registration Authorities. AGS was made available to LRAs this month, with access for organizations requesting to become Participant Organizations and end users expected to follow in December.

Canada Health Infoway Launches First Digital Health Week in Canada

Canada Health Infoway, in conjunction with leading health care organizations in Canada launched the first-ever Digital Health Week in Canada, running from November 10 to 14, 2014.

Digital Health Week highlighted the great progress made in providing digital health solutions to Canadians. This profound transformation is now being recognized for the value it provides to patients, and Digital Health Week was a means to celebrate that success.

From something as small as renewing your prescriptions online, or as significant as accessing your electronic health records in an emergency room, digital health plays an important role in the care of Canadians. Please click here to learn more about [Digital Health Week](#).

What's coming next from ClinicalConnect?

Planning for the integration of additional hospitals in the Erie St. Clair LHIN is underway. Data from Windsor Regional Hospital, Hotel Dieu Grace Healthcare, Chatham Kent Health Alliance and Leamington District Memorial Hospital is expected to go live in ClinicalConnect in Summer 2015. Between this integration and the Grey Bruce Information Network integration scheduled for Spring 2015, all hospitals in South West Ontario will be contributing data to ClinicalConnect.

For support please email Help Desk at helpd@hhsc.ca
or Call Help Desk: (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.