

## October eUpdate

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## Welcome to New ClinicalConnect Participating Organizations!

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

- 2531792 Ontario Inc o/a Robs Whole Health Pharmacy [Erie St. Clair LHIN]
- InMedic Corporation [Erie St. Clair, South West and Waterloo Wellington LHINs]
- William S. Brown Drug Store Limited o/a Brown's Pharmacy [South West LHIN]
- Merritton Community Pharmacy Inc. [HNHB LHIN]
- 1520643 Ontario Inc. o/a Queenston Pharmacy [HNHB LHIN]
- Aba Nefr & Anba Karas Kiromina Inc. o/a Modern Pharmacy [HNHB LHIN]
- 16 physicians approved to access ClinicalConnect as Sole

## New Features When Viewing DHDR Data in ClinicalConnect

On October 24, updates were made to enhance how data from the Digital Health Drug Repository (DHDR) displays in ClinicalConnect.

DHDR data now presents in two tabs in ClinicalConnect's Pharmacy module - Home Med Drugs and Home Med Services - making it easier for users to view clinically-relevant, community-based drug and pharmacy service information.

In addition, drugs with the same generic name, dose/strength and dose form now present in a rolled-up view that can be expanded to view additional details. Users can also access and print new DHDR Drug and/or Service reports, view new Drug Utilization Review (DUR) alerts from the dispensing pharmacy, as well as access additional drug data, including Therapeutic Class and Subclass, plus the Prescriber /Pharmacy's phone number.

For complete information on these new enhancements, please visit the [ClinicalConnect Resource Centre](#).

Thank you to the DHDR teams at the Ontario Ministry of Health and Long-Term Care and eHealth Ontario for their collaboration on this project.

To view which Participant Organizations are enabled to view data from this provincial data repository, [click here](#).

## Coming Soon: New ClinicalConnect/AGS Learning Management System

The ClinicalConnect Program Office is pleased to announce that a new Learning Management System (LMS) will soon be available. This new system will replace the current technologies used to support orientations for ClinicalConnect Local Registration Authorities (LRAs), Privacy Contacts & Auditors, as well as physicians who are approved as Sole Practitioner Participant Organizations.

The new LMS is expected to be launched in early 2019. Additional communications will follow, and please stay tuned for more information about the new LMS in future eUpdates.

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## Semi-Annual Attestations Begin November 1

The semi-annual attestation notification process for the Participant Organizations begins on Thursday, November 1. The purpose of attestations is to periodically check and certify that only the individuals who need access privileges to ClinicalConnect and/or the Access Governance System (AGS) have those privileges.

The semi-annual attestation must be performed by various individuals at Participant Organizations. All Agreement Signatories must attest that their organization's Privacy Contact and Local Registration Authorities (LRAs) still hold those roles and LRAs attest their end users' access to ClinicalConnect. Privacy Contacts must attest that their Privacy Auditors (if applicable), and a new requirement of all Privacy Contacts (excluding those of Sole Practitioner Organizations) is to complete a compliance attestation, on an annual basis, and this attestation too begins on November 1. See next article for more detail.

Any questions regarding attestations from ClinicalConnect Participant Organizations can be directed to [support@clinicalconnect.ca](mailto:support@clinicalconnect.ca) or to your local cSWO Change Management & Adoption Delivery Partner.

## New! ClinicalConnect Annual Compliance Attestation for Participant Organizations

As part of the ClinicalConnect Program Office's ongoing efforts to ensure approved Participant Organizations remain in compliance with the Terms & Conditions, on November 1, Privacy Contacts (excluding those appointed for Sole Practitioner Participant Organizations) will receive an email to complete their organization's compliance attestation. For many Privacy Contacts, this is an additional attestation requirement given they're still required to attest that the organization's Privacy Auditor(s) still hold that role. If an organization does not have any Privacy Auditor(s) appointed, this may be the first time their Privacy Contact will have been prompted to log into the Access Governance System (AGS) to complete an attestation. Instructions on how to complete attestations are provided in the email to be sent on November 1.

As part of the attestation process, Privacy Contacts will be provided with a series of statements to 'Approve'. If the attestation is 'approved', they are confirming that all the statements remain true/provide accurate information for their organization. If one or more of the statements is not true/has changed, the Privacy Contact must 'Deny' the attestation.

If the attestation is 'denied', the Privacy Contact will receive an email from the ClinicalConnect Program Office, including a form which they must complete to provide additional information about the statement(s) they have determined are no longer accurate for their organization. The ClinicalConnect Program Office will work with the organization to ensure it remains in good standing to continue participation in ClinicalConnect.

It's strongly recommended that all Privacy Contacts ensure they know their credentials for AGS, as they'll be required to log in to perform this attestation. As a reminder, for Privacy Contacts who also have access to ClinicalConnect itself, login information is the same for both ClinicalConnect and the AGS. For Privacy Contacts who don't know

their login credentials for AGS, please contact your organization's Local Registration Authority (LRA), or the ClinicalConnect LRA & Access Management team by emailing [cc-lra@hhsc.ca](mailto:cc-lra@hhsc.ca) for assistance.

If you have any questions about this process, please email [privacy@clinicalconnect.ca](mailto:privacy@clinicalconnect.ca).

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For general inquiries, please email [info@clinicalconnect.ca](mailto:info@clinicalconnect.ca)  
For technical support, please email [helpd@hhsc.ca](mailto:helpd@hhsc.ca) or call  
the HITS Helpdesk: (905) 521-2100 ext 43000

For more information,  
visit [info.clinicalconnect.ca](http://info.clinicalconnect.ca)



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