January eUpdate

The ClinicalConnect Program Office is Here for You!

As you know, ClinicalConnect is a secure, web-based portal that gives authorized healthcare providers real-time access to their patients' electronic medical information. It is operated by Hamilton Health Sciences (HHS) and is funded by Ontario Health (Digital Services). It is HHS's Health Information Technology Services (HITS) eHealth Office that manages the operation of ClinicalConnect, the clinical viewer designated for south west Ontario (i.e. Ontario Health West Region).

While the HITS eHealth Office plays a few different roles in the region's digital health space, in relation to operating ClinicalConnect for the last decade, we act as what's become more commonly known as the ClinicalConnect Program Office. Our Office is located at 293 Wellington Street North in Hamilton, as part of the Hamilton General Hospital campus, and the following provides a high-level summary of the services the ClinicalConnect Program Office provides to operate ClinicalConnect for your organizations' authorized users:

- Organization and End User Onboarding, Authorization & Authentication
- Technical Support
- Application Management
- Notifications/Communications
- Training
- Privacy
- Monitoring & Reporting

Our ClinicalConnect Support Services Reference Guide (at https://info.clinicalconnect.ca/CC/healthcare/participants), provides more detail about what you can expect from us, and what we expect/require from Participant Organizations.

Need help or have ClinicalConnect questions? Check out this web page first as it'll point you in the right direction: https://info.clinicalconnect.ca/CC/healthcare/onboarding

* For general inquiries, you can always contact the ClinicalConnect Program Office directly by email, phone or web: Email: info@ clinicalconnect.ca | Phone: 905-577-8270 ext 1 | Web: https://info.clinicalconnect.ca

* Technical issues with ClinicalConnect must be directed to the HITS Helpdesk: 905-521-2100 ext. 43000, or for non-urgent issues, you can also email helpd@ hhsc.ca.

Short-term ClinicalConnect Onboarding Support is Available

As the adoption of ClinicalConnect is mandated for Ontario Health Teams located in south west Ontario (now known as Ontario Health West Region), as outlined in the Digital Health Playbook, the HITS eHealth Office at Hamilton Health Sciences has received short-term funding to provide enhanced onboarding support to organizations who are eligible for ClinicalConnect™, to assist them with their application and onboarding so they may benefit from 24/7 web-based access to their patients' health records, like thousands of healthcare organizations in this region already do.

We have begun engaging with Ontario Health Team Member Organizations to offer this support, with strong results so far. If you've considered applying for ClinicalConnect or you wish to gain access to the provincial repositories, but feel more support is required, please contact us at Info@ClinicalConnect.ca, and we can discuss your needs.

Leveraging ClinicalConnect for Integrated Care

In December, a quick tip communication went out to OTN eConsult users within the Hamilton Niagara Haldimand Brant (HNHB) region, remind them they could leverage ClinicalConnect when completing an eConsult. The response to that communication was positive, so we wanted to remind ClinicalConnect users on the value of the data available.

While there are many systems available that contain Patient Health Information (PHI), ClinicalConnect is the only one that aggregates data, real-time, from all acute care hospitals, Local Health Integration Networks' Home & Community Care Services and Regional Cancer Programs in South West Ontario, plus various provincial data repositories. Essentially, it bridges the gap between disparate information systems spanning a wide geographical area and multiple regional health care facilities.

There is a significant focus on providing integrated care to patients, with healthcare workers from different organizations working together to enhance patient care. This is where the true power of ClinicalConnect comes from. For these individuals, who may only see a small slice of the PHI pie, ClinicalConnect can prove invaluable. No longer are you limited to information in your system, what your patient tells you, or what gets sent through from another healthcare provider; now, with ClinicalConnect you can access the patient's medical history and current results without having to wait for someone to share this information with you. In turn, if you're working with someone, and you know they have access to ClinicalConnect, you can direct them to a relevant patient record, without having to pull the information, print or scan it, and securely find a way to transfer the information.

2020 Year in Review

Like so many, 2020 was a very different year for us. Fortunately, it created new opportunities that allowed us to continue to expand and enhance ClinicalConnect. As 2021 begins, it's important to stop and reflect on all that we accomplished in the past year. Thanks to our data contributors, technology providers, funders, and users, we were able to implement many valuable enhancements, and we thought we'd share a few of those with you:

- ClinicalConnect 5.1 upgrade, introduced a Preference Setup Wizard, rolled-up search results, and email notifications when patients have new results available.

- Provincial Client Registry went live, which eliminated the need for a patient to have had a SWO hospital visit to be accessible in ClinicalConnect. Now, with a valid Ontario Health Card Number, healthcare providers can access patient records from across the province.

- COVID-19 increased the need for timely access to laboratory results. Not only did the

ClinicalConnect Program Office provide valuable information to users on how to access this data, but they also worked with our contributor organizations to ensure their data was accessible. Similarly, there was an increased push to onboard Public Health Units to ensure they had access to information that would help in the fight against COVID.

- Onboarding of 200+ new ClinicalConnect Participant Organizations, including Sole Practitioners, who are now benefiting from increased access to data.

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 2020 and January 2021:

REPOSITORY	ORGANIZATION
OLIS, DHDR, DI-CS & acCDR	24 Sole Practitioner Participants My Pediatric NP Rami Safi Pharmacies Inc. o/a Shoppers Drug Mart The Corporation of Haldimand County (Grandview Lodge)

Welcome to New ClinicalConnect Participant Organizations

Congratulations to the following healthcare organizations that were approved to become ClinicalConnect Participant Organizations in December 2020 and January 2021:

- 25 physicians approved to access ClinicalConnect as Sole Practitioner Health Information Custodian Participants
- Cambridge Shelter Corporation (WW LHIN)
- My Pediatric NP (SW LHIN)
- Participation House Brantford o/a Participation Support Services (HNHB LHIN)

View list of Participant Organizations

ClinicalConnect is supported by

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