Date: June 28, 2021

Subscribing to Real-Time New Results Notifications Using ClinicalConnect

We are pleased to advise that authorized users provisioned with web-based access to ClinicalConnect can now subscribe to be notified, by email, when new results become available for their patients in the following modules of the portal:

- Blood Bank
- Cardiology
- Labs
- Microbiology
- Pathology
- Radiology
- Transcription

These real-time notifications may be useful in various healthcare settings, to make clinical workflows more efficient when you're otherwise waiting for hospital-based results, to make a clinical decision or provide follow-up care.

To learn how to select which patients you wish to be notified of their new results, set your preferred email address, as well as associated preferences (i.e. how frequently you wish to receive emails that your selected patient(s) have new results available), please visit the ClinicalConnect Resource Centre for print and video-based training resources. However, in short:

1. Users will now see a "Not Subscribed" button in header of their patient's record in ClinicalConnect, which you can click to subscribe to email notifications for that patient. Please note that if the patient has encounters at multiple facilities with different Medical Record Numbers (MRN), you need to select and subscribe to all applicable MRNs that you wish to receive notifications of new results for.
2. You will receive an email verification request the first time you subscribe, which is required to complete the subscription process, and will apply to future subscriptions you set up using the same supplied email address.
3. After subscribing to receive notifications for at least one patient, you will also be able to access a new Notification Subscription census that lists all patients for whom you've subscribed to be notified when new results are available. From this list, you can select the patient to view their new results, or edit/remove the subscriptions as needed.

This notification functionality is built on the existing New Results module which flags new results from direct data integrations with most acute care hospitals in south west Ontario. Note not all acute care sites contribute data to every clinical module in ClinicalConnect, and LHIN Home & Community Care Support Services and provincial repository data do not currently support the New Results/Notifications feature. See Data Integrations Chart for which sources contribute data and/or flag New Results in ClinicalConnect.

No Personal Health Information (PHI) or Personal Information (PI) is included in the email itself; rather the email is notifying you that new results are available and you must log into the portal to view the result which you can do by clicking the new Notification Subscription census described above.

For more information on ClinicalConnect, visit https://info.clinicalconnect.ca, or contact:
Kate Black, Service Delivery & Communications Manager, 905-577-8270 ext 5, blackka@hhsc.ca

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 and funded by Ontario Health (Digital Services).