



## October eUpdate

### Semi-Annual Attestations Begin November 1, 2021

Don't forget! On Monday, November 1st, the semi-annual attestation cycle for Participant Organizations, including Sole Practitioner Health Information Custodian Participants, will begin again. Having this semi-annual attestation process confirms that the individuals should retain their access to ClinicalConnect and/or its online ancillary systems including the Access Governance System (AGS) based on their role(s).

Semi-annual attestations must be performed by various individuals at Participant Organizations.

- All Legal Signing Authorities must attest that their organization's Privacy Contact, Information Security Contact, and Local Registration Authorities (LRAs) still hold those roles.
- Privacy Contacts must attest that their Privacy Auditor(s) (if applicable) still hold that role.
- LRAs (including physicians approved as Sole Practitioner Participants) attest their end users' access to ClinicalConnect. Where appropriate, if a physician's CPSO number has been associated with any non-physicians' ClinicalConnect accounts to facilitate streamlined access to patients' records they've been authorized to view, the LRA must also verify this.

In addition, Privacy Contacts (excluding those appointed for Sole Practitioner Participant Organizations) are reminded that they will be prompted to complete their organization's Annual Compliance Attestation within AGS, to ensure the organization remains in compliance with ClinicalConnect's Terms & Conditions.

For any questions regarding attestations from ClinicalConnect Participant Organizations, please email [support@clinicalconnect.ca](mailto:support@clinicalconnect.ca).

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### Ways to Support ClinicalConnect Training at Your Organization

If your employees are new to ClinicalConnect, or are in need of a refresher on how to effectively use ClinicalConnect, we've put together some best practices to support your staff in learning how to use ClinicalConnect.

#### For any Participant Organization:

1. Leverage the [ClinicalConnect Learning Pathway](#). This self-paced eLearning course is designed specifically for brand new ClinicalConnect users. It groups key ClinicalConnect video tutorials and documentation in a logical order to help new users understand how to make the most of all the key features of ClinicalConnect. Users are encouraged to progress through the course at their own pace, and can return to the course as many times as

needed.

2. Explore [ClinicalConnect's Resource Centre](#) and create a training package by picking and choosing the content that's most relevant to your users, and circulate links to these resources according to your organization's standard communication practices.
3. Email new users a welcome email that provides information about the basics of using ClinicalConnect. [Click here](#) for sample wording you could use in an email to your ClinicalConnect users.
4. Make sure your ClinicalConnect users are aware that within ClinicalConnect itself, PDF/video-based training resources can be accessed by clicking the "?" icon.

Depending on the size of your organization, you may want to implement a Train-the-Trainer, or champion, model to help optimize staff's use of ClinicalConnect. Your in-house ClinicalConnect Trainer, or champion, can leverage the training resources on the ClinicalConnect Resource Centre mentioned above to teach others about ClinicalConnect. To further support a training program within your organization, access to ClinicalConnect's Training Environment can be requested.

After you've considered the training resources already readily available to you and your ClinicalConnect users, if you require further assistance to incorporate the material into your existing training approaches and/or Learning Management System, or are formalizing in-house training for ClinicalConnect, please complete and submit this ClinicalConnect Training Support Inquiry Form by [clicking here](#). A representative of the ClinicalConnect Program Office will follow up, depending on the training needs identified in the form.

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## Supporting Release(s) of Information Using ClinicalConnect

On any given day, hospitals receive many Release of Information requests. These requests, often made by healthcare providers requiring copies of their patients' health records generated at the hospital, are generally fulfilled by the hospital via mail and/or with the information burnt to a CD. This process is time consuming and costly for both organizations.

Fortunately, if the requesting clinician has access to ClinicalConnect, they can most often retrieve this information themselves in near real-time, 24 hours a day, 7 days a week. Prior to contacting the hospitals' Health Records department, you, as a requesting clinician, could look in the appropriate module(s) to see if the needed health records are available.

For individuals supporting Release of Information requests, you may want to check with the requesting clinician if they have access to ClinicalConnect, then provide them with information on where this information could be found within ClinicalConnect.

With the goal of enabling clinicians to make the best medical decisions regarding their patients' health, and helping to ensure the delivery of quality care, ClinicalConnect enables timely access to patient health information using a self-serve model.

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## HITS Digital Health LMS Updated

The HITS Digital Health Learning Management System, accessed by ClinicalConnect Participant Organizations' Privacy Contacts, Privacy Auditors, Local Registration Authorities and Sole Practitioners, underwent an upgrade on October 28, 2021. Highlights of the upgrade include:

- A new refreshed user interface providing users with the ability to easily sort, filter and organize their eLearning courses within their Dashboard.
- The Dashboard landing page now contains a Course Overview section that can be further customized by users to display their courses in a list, summary or card layout view.
- A short interactive portal tour will automatically present to the user upon their first log in within the LMS that highlights the new interface.

The way in which users select and navigate through a course will not change.

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## 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 October 2021:

### REPOSITORY

OLIS, DHDR, DI-CS & acCDR

### ORGANIZATION

- 10 Sole Practitioner Participants
  - 21 Community Pharmacy Participant Organizations
  - Leamington United Mennonite Home and Apartments
  - Quest Community Health Centre
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## Welcome to New ClinicalConnect Participant Organizations

Congratulations to the following healthcare organizations that were approved to become ClinicalConnect Participant Organizations in October 2021:



- 16 physicians approved as Sole Practitioner Health Information Custodian Participants
- 15 Community Pharmacies approved as Participant Organizations
- Leamington United Mennonite Home and Apartments

[View list of Participant Organizations](#)

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*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.*

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ClinicalConnect is  
supported by





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.

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