

# What information is available in ClinicalConnect?

With ClinicalConnect, your healthcare providers can view your essential electronic medical information, including:

- ✓ Allergies
- ✓ In-patient medication orders, and dispensed drug and pharmacy service information
- ✓ Lab tests
- ✓ Medical reports (including hospital discharge plans and specialist evaluations)
- ✓ Radiology reports (x-rays, CT scans, MRI results)
- ✓ Pathology results (biopsy results)

For complete details, visit:  
[info.clinicalconnect.ca/CC/patient](http://info.clinicalconnect.ca/CC/patient)

## Better data = better patient care and safety

ClinicalConnect enables your provider to make timely and more informed decisions, helping to reduce repeat lab and diagnostic tests.

ClinicalConnect is the Regional Clinical Viewer of the connecting South West Ontario (cSWO) Program, funded by eHealth Ontario, and is available to tens of thousands of health service providers to improve healthcare delivery to almost 4 million patients living in South West Ontario.

The deployment of cSWO Program ehealth solutions is a partnership with the following organizations:



in the Erie St. Clair LHIN



in the South West LHIN



in the Waterloo Wellington LHIN



in the Hamilton Niagara Haldimand Brant LHIN

To see which healthcare organizations are authorized as ClinicalConnect Consumers and/or Contributors, visit:

<https://info.clinicalconnect.ca/CC/patient/participants>

To see what data can be viewed in ClinicalConnect, visit:

<https://info.clinicalconnect.ca/CC/patient/data-integrations>

Funded by eHealth Ontario



## Improving your healthcare and safety



## ClinicalConnect™

ClinicalConnect is a secure, web-based portal enabling authorized healthcare providers to view personal health information (PHI) electronically in real-time.

ClinicalConnect helps healthcare providers make the best medical decisions regarding your health and ensure the delivery of quality care.

Read more inside >

# Your privacy is always a top priority

## Your Choices

You may at any time apply a directive that withholds or withdraws your consent to have all or part of your Personal Health Information (PHI) viewed through ClinicalConnect.

You may also at any time have access to your information and may request to correct it. Please contact the Privacy Contact at the healthcare organization that contributed your information for viewing through ClinicalConnect for information on how to access, request a correction or make a consent directive to block your information.

If you need assistance in determining which healthcare organization contributed your information or have questions, please contact the ClinicalConnect Program Office at [privacy@clinicalconnect.ca](mailto:privacy@clinicalconnect.ca).

## Healthcare Organizations' Compliance

All participating healthcare organizations are required to have privacy and security policies, procedures and practices in place that are compliant with *Personal Health Information Protection Act (PHIPA)*, including safeguards and controls, and privacy and security training for their authorized healthcare professionals.

All healthcare organizations participating in ClinicalConnect are required to ensure that only authorized members of your healthcare team view your PHI through ClinicalConnect and only when they are providing or assisting in your health care.

All access to ClinicalConnect is logged, monitored and subject to audit.

## How does ClinicalConnect benefit you as a patient?

Healthcare professionals have real-time access to your essential health information



Reduces duplication of tests and procedures, saving you time and discomfort and even cost associated with travel



Improves coordination of your care between your healthcare providers and other healthcare organizations



Increases the quality of your care



Ask your healthcare provider today if they are a ClinicalConnect participant.

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For more information about ClinicalConnect privacy practices or if you have a concern, please contact the ClinicalConnect Program Office by email at [privacy@clinicalconnect.ca](mailto:privacy@clinicalconnect.ca) or by telephone at 905-577-8270 ext. 9.

You can also raise a concern with the Information and Privacy Commissioner of Ontario (IPC) at 1-800-387-0073 or by visiting [www.ipc.on.ca](http://www.ipc.on.ca)