

January 2021

Overview of the ClinicalConnect Program Office - How We Can Help with 'All Things' ClinicalConnect

The purpose of this document is to serve as a reminder of the role of the ClinicalConnect Program Office, and how we can help existing and prospective Participant Organizations with ClinicalConnect, including physicians who are, or become, Participants unto themselves. Feel free to share this information with others who are directly involved in supporting the onboarding and sustainable use of ClinicalConnect, as well as to those who may be involved more indirectly through other digital health initiatives underway within your organization.

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:

- **Onboarding, Authorization & Authentication:** manages onboarding of organizations to become Participants (in collaboration with Ontario Health (Digital Services), and ensures proper control of user identification and entitlement
- **Technical Support:** provides technical support for ClinicalConnect through HITS' Helpdesk (see below for contact info)
- **Application Management:** manages the day-to-day operation of ClinicalConnect, including new releases, testing, event monitoring, problem/change management and disaster recovery
- **Communications:** prepares and distributes notifications to end users and Participant Organizations about ClinicalConnect
- **Training:** develops [ClinicalConnect training resources](#) leveraged by Participant Organizations, as well as eLearning modules to train ClinicalConnect Local Registration Authorities, Privacy Contacts, Privacy Auditors and Sole Practitioners about how to use ancillary systems also operated by our Office that facilitate ClinicalConnect account management plus access audit and monitoring
- **Privacy:** supports Participants' privacy compliance with respect to ClinicalConnect, as well as manages the overall audit program run by the ClinicalConnect Program Office
- **Monitoring & Reporting:** focuses on measurement and metrics reporting, which in turn supports all aspects of Applications, Technical Support, Communications services

You're encouraged to take a moment to read the ClinicalConnect Support Services Reference Guide (at <https://info.clinicalconnect.ca/CC/healthcare/participants>), as it 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.

We are here to help to improve your patients' healthcare journey and your ability to deliver safer, faster and more efficient care – using ClinicalConnect.