

ClinicalConnect Mobile User Guide



This Mobile User Guide provides detailed documentation about all the feature and functions found in the latest version of ClinicalConnect, and how those features can be used to best support your patients.

October 20, 2025

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All images and data examples contained in this document are fictitious and intended to simulate realistic records. They contain no real patient data, and are to be used for training purposes only.

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Introduction

ClinicalConnect is a secure, web-based portal that provides physicians and clinicians with real-time access to their patients' electronic medical information from all acute care hospitals, Home and Community Cares (HCCs) and Regional Cancer Programs in South West Ontario, and select provincial data repositories. ClinicalConnect is a fundamental tool in bridging the gap between disparate information systems spanning a wide geographical area and multiple regional health care facilities.

Using ClinicalConnect, clinicians can gather essential integrated patient data in seconds, resulting in quicker diagnosis and treatment and improved patient care and safety. ClinicalConnect helps reduce repeat lab and diagnostic tests with significant cost savings and reduced patient distress.

General features include:

- One consolidated view
- Securely encrypted over the internet
- Accessible on mobile devices
- Users can configure the data views to reflect personal preferences and priorities
- Intuitive, with easy navigation
- All access is subject to audit

Resource Centre for End Users

To learn more, visit the Resource Centre <https://info.clinicalconnect.ca/CC/healthcare/resource-centre-main>

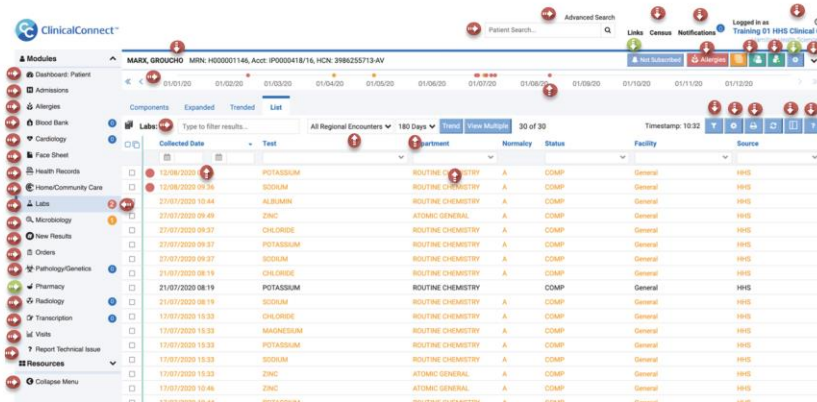
Resource Centre for End Users

New to ClinicalConnect?
Click here to begin your ClinicalConnect Learning Pathway

ClinicalConnect on Mobile Devices
Click here to learn more

Learn about ClinicalConnect Features & Functionality
Click an arrow to learn more

NEW feature or functionality Existing feature or functionality



Privacy

A patient's personal health information (PHI) can only be viewed through ClinicalConnect when a user is providing health care to the patient, or assisting in the provision of health care to the patient to whom the information relates. To protect the privacy rights of patients and ensure compliance with the Personal Health Information Protection Act, 2004 (PHIPA), all Users must abide by the privacy and security policies, procedures and practices of their organization, applicable legislation (including but not limited to PHIPA) and applicable professional standards and guidelines. Use of ClinicalConnect for Research or any purpose not related to providing health care or assisting in the provision of health care to a patient who is within your circle of care is prohibited and is subject to disciplinary action.

For more information related to Privacy including User Terms & Conditions visit

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

ClinicalConnect Technical Specifications

To view technical specifications for ClinicalConnect visit

<https://info.clinicalconnect.ca/CC/healthcare/specs>

Please refer to the technical specifications for supported mobile devices.

Login

To log into ClinicalConnect on a mobile device, use the same URL as you would when logging from a computer. No application download required.

ClinicalConnect's Quick Links webpage identifies how you can log into ClinicalConnect depending on your Identity (Account) Provider (iDP): <https://info.clinicalconnect.ca/CC/healthcare/quicklinks>.

To log into ClinicalConnect:

1. Enter your **Username** and **Password** in the fields provided.
2. Select the appropriate authentication type from the drop-down box:
 - Partners
 - HHSC
3. Tap **Login**



First time users must change their temporary password before logging into ClinicalConnect as well as set up Multi-Factor Authentication. To change your password, tap one of the links below the Login button.

Refer to the [Self-Service Password Manager](#) resources for additional information on setting up your password.

Refer to the [Multi-Factor Authentication](#) resources for additional information on setting up MFA.

Enter your ClinicalConnect username and password

PARTNERS ▾

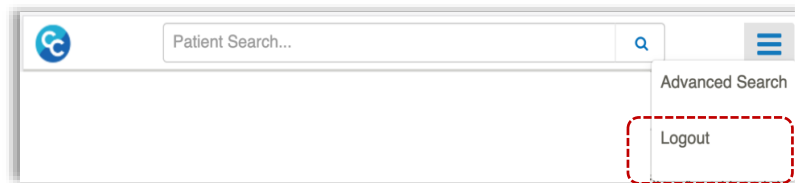
Sign in

YOU ARE ABOUT TO ENTER A SYSTEM THAT CONTAINS PERSONAL HEALTH INFORMATION. AUTHORIZED ACCESS ONLY. VIEW COMPLETE [PRIVACY NOTICE](#).
 To change or manage your password profile, click the appropriate link: Partners Domain Users, click [here](#). HHSC Domain Users, click [here](#).
 NOTE: In addition to your username and password, this system will require that you enter a passcode after you click 'Sign In'.

Logging Out

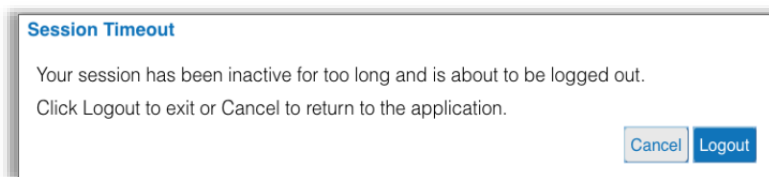
You need to log out of ClinicalConnect after each session.

The log out option is located in top right corner of the screen. To log out, tap the  icon then tap **Logout**.



Session Timeout

By default, your ClinicalConnect session will timeout after 20 minutes of inactivity. You will receive a pop-up message before being automatically logged out:



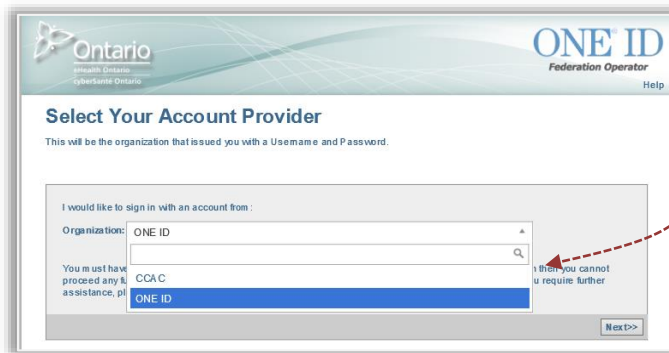
Tap the **Logout** button if you want to exit or tap **Cancel** if you are still using ClinicalConnect.

Accessing ClinicalConnect using ONE ID or Your Organization's Federated Credentials

ClinicalConnect must be accessed from this web address when using ONE ID credentials or your own organization's federated credentials: <https://swo.clinicalconnect.ca>. You will be automatically re-directed to Ontario Health's ONE ID Federation Operator Login Page.

Your Local Registration Authority who requested your ClinicalConnect access would have informed you of your log in credentials and the iDP type to select from this screen.

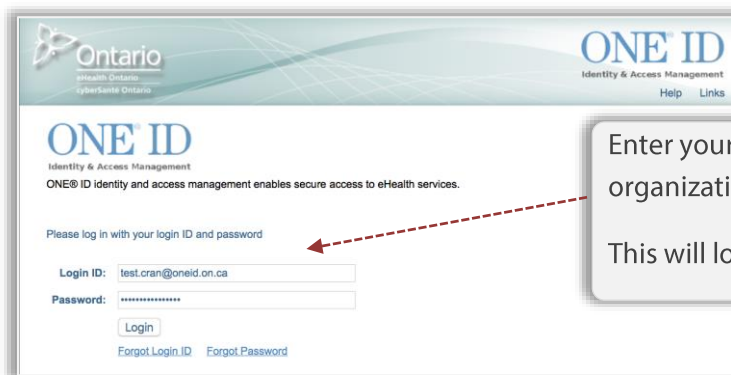
1. Select either ONE ID or your organization's name from the drop down.



Select either ONE ID or your organization's name from the organization drop down then tap **Next**.

If you are unsure what to select, contact your organization's LRA.

2. Enter your ONE ID or organization's credentials.



Enter your ONE ID credentials or your organization's credentials then tap **“Login”**.

This will log you into the ClinicalConnect portal.

Logging Out of Ontario Health's ONE ID Service

If you no longer require ONE ID access for any other services you are using, you must also log out of ONE ID after logging out of ClinicalConnect by tapping on the link shown below.

Quick Links to Access ClinicalConnect & Related eHealth Tools

In an effort to align access to ClinicalConnect and other related eHealth applications operated by Hamilton Health Sciences, this webpage offers quick access to a variety of digital health tools.

Log Out of ClinicalConnect:

(Only required if you use ONE ID credentials to log into ClinicalConnect)

Identity Provider	Logout Link	Identity Provider for:
 ONE ID	Log Out	Individuals authorized to use ONE® ID credentials to access ClinicalConnect. You will not be fully logged out of your ONE ID session, including ClinicalConnect, until you click the logout link provided on this webpage.

To log out of the Ontario Health's ONE ID Service tap this link.

The following message will display, confirming that you have logged out of the ONE ID Service.

Multi-Factor Authentication (MFA)

Users of Participant Organizations that use **Hamilton Health Sciences (HHS) as their Identity/Account Provider** may be prompted to set up and use Multi-Factor Authentication (MFA) when accessing ClinicalConnect via the web.

Multi-Factor Authentication (MFA) adds a layer of security to help prevent unauthorized users from accessing your account. Each time you log into ClinicalConnect, you'll be required to **enter your username and password PLUS a verification code**. You have the option of receiving a verification code by text message (SMS) or via an authenticator app.

To learn more about setting up your MFA, please review the guide, *"How to set up Multi-Factor Authentication For ClinicalConnect"* on the ClinicalConnect resource centre located [here](#).

User Agreement

The first time you login to ClinicalConnect, you will be prompted to agree to the User Terms & Conditions as outlined in the User Agreement before you can access any Personal Health Information (PHI) in ClinicalConnect. This Agreement is also displayed on an annual basis going forward.

Once you have read and accepted the Terms and Conditions of the User Agreement, a security log entry noting the date and time of your acceptance is made.

Tap the **I Agree** button to accept the Terms and Conditions of the User Agreement.

User Agreement

ClinicalConnect User Agreement Version 2.1 [June 15, 2019]

The ClinicalConnect Portal is the tool by which certain health care providers (Contributors), each of which is a health information custodian under the Personal Health Information Protection Act, 2004 (PHIPA), have agreed to provide access to patient personal health information under their care and control to other health care providers ("Participants") and their agents who have been registered as authorized Users of the ClinicalConnect Portal. Hamilton Health Sciences Corporation is a Contributor, Participant and also the Information Technology service provider that is hosting the ClinicalConnect Portal on behalf of the Contributors.

To protect the privacy rights of patients, the interests of patients and Contributors, and to ensure the compliance of the Contributors and Participants (collectively, Participants) with PHIPA, each individual Authorized User/Agent (referred to as "I" and "me" in what follows) must accept and comply with the following and also with the ClinicalConnect Terms and Conditions, a copy of which is available at <http://info.clinicalconnect.ca>.

1. I will abide by the privacy and security policies, procedures and practices of my sponsoring Participant that has registered me as an authorized User and applicable legislation (including but not limited to PHIPA) and applicable professional standards and guidelines.
2. I will direct any inquiries I have about the privacy policy and procedures of my sponsoring Participant and applicable law to the Privacy Contact of my sponsoring Participant.
3. I will collect, use and disclose personal health information (PHI) accessed through the ClinicalConnect Portal only for the purpose of providing health care or assisting in the provision

Language: U.S. English Version: 2.1

Self Service Password Manager

The Self-Service Password Manager (SSPM) offers you the ability to customize your own password, reset your forgotten password yourself, change your password to a new one, or unlock your account if it is locked without having to contact your Local Registration Authority (LRA) or the Help Desk.



Please Note: This content only pertains to organizations using Hamilton Health Sciences as their Identity/Account Provider. To manage passwords associated with ONE ID accounts, please [tap here](#).

To use the SSPM, a one-time enrollment process is required.

The following resources are available to help you with SSPM:

First Time Login

[How to change your temporary password and enroll in SSPM](#) | [Video](#)

Reset My Password

[How to reset your forgotten password](#) | [Video](#)

Unlock My Account

[How to unlock your account after six unsuccessful login attempts](#) | [Video](#)

Changing My Password

[How to change your password if your account has been compromised](#) | [Video](#)

Enroll in SSPM

[How to enroll in SSPM](#) | [Video](#)

For Additional Information please refer to the resource website

<https://info.clinicalconnect.ca/CC/healthcare/resource-centre-selfservice-password-manager>

Under Authority of (UAO) Selector

[Ask a Question](#) 

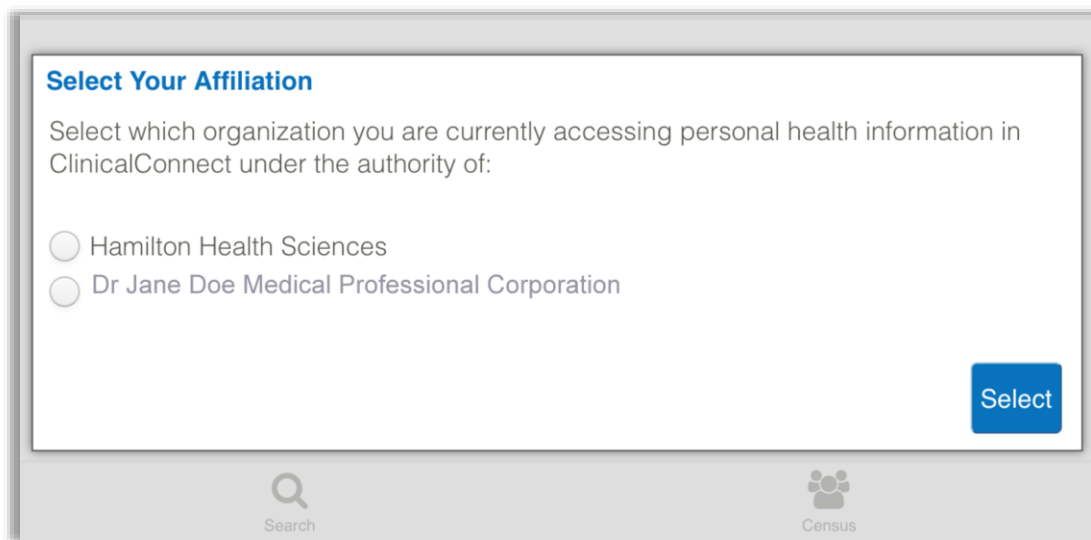
You can use a single login if you've been authorized to access ClinicalConnect by multiple organizations and are considered to be an Agent of more than one healthcare organization. If you are authorized to access Personal Health Information (PHI) to provide care to patients on behalf of multiple organizations, you will be prompted after logging into the portal with the new **Under Authority Of (UAO) Selector**.

 All accesses to ClinicalConnect is subject to audits that reflect which organization you are acting under authority of.

UAO Selector when Logging into ClinicalConnect

You are prompted with the UAO Selector if you are authorized to access ClinicalConnect under the authority of multiple organizations.

Select the organization and tap **Select**.



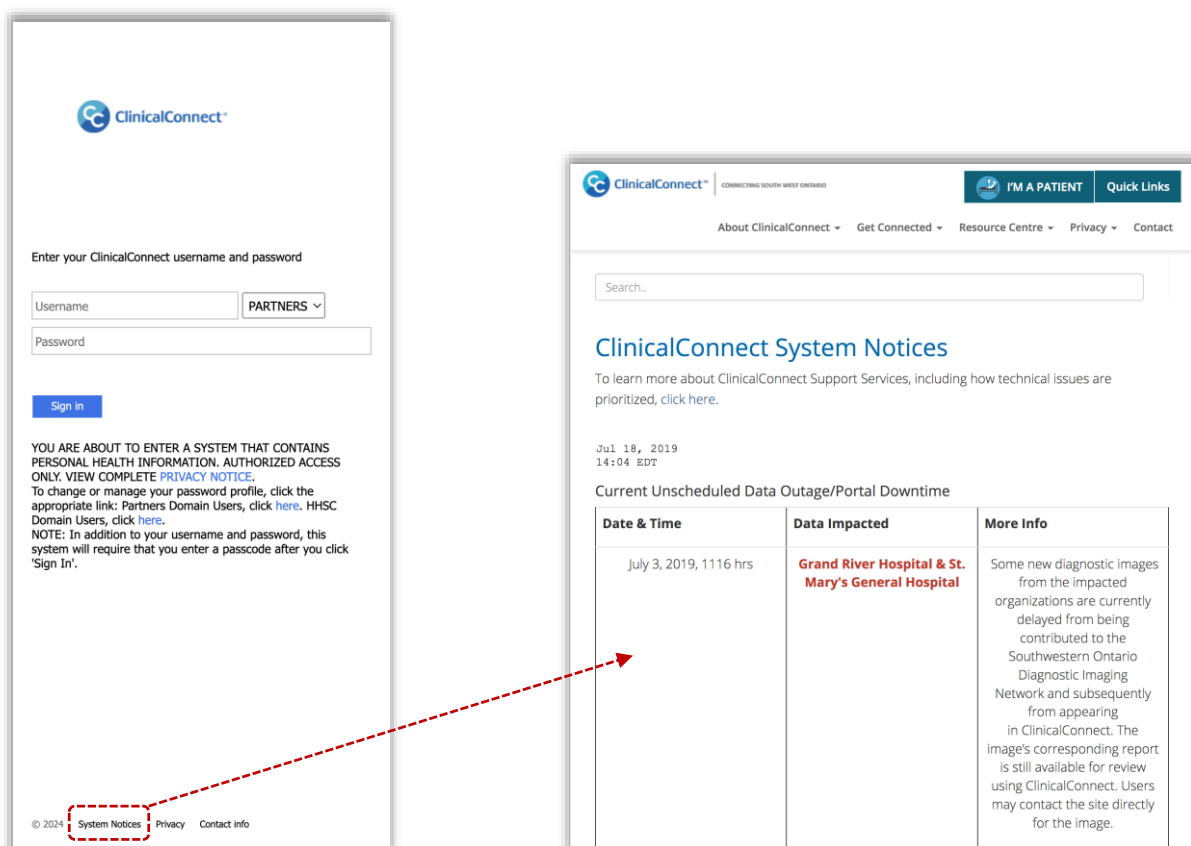
To change your affiliation you must select the options menu to log out and then log back in.



System Notices

Tapping 'System Notices', located on the Mobile login page, provides information on current unscheduled data outage/portal downtimes, upcoming scheduled data outage(s)/portal downtimes and ClinicalConnect features/functionality updates.

To access the System Notices, swipe downwards, then tap System Notices.



System Notices

Posted: Wednesday, February 6, 2019

Information about ClinicalConnect's current and upcoming data/portal outages, plus updates on features and functionality, can be accessed from the [System Notices](#) page. Note this webpage is also available from within ClinicalConnect, under "Resources".

Simple Search

Ask a Question 

The Simple Search is a broad patient search that includes search results from all source systems contributing patient information into ClinicalConnect.

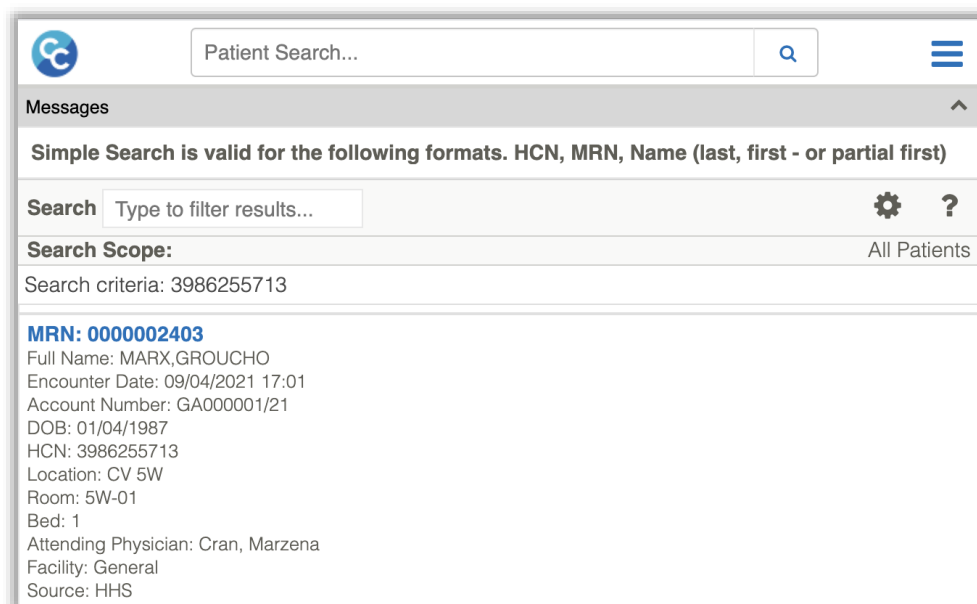
 The most efficient search method is to use the patient's **Health Card Number (HCN)** which will return an exact patient match for the patient you are looking for since the HCN is the patient's unique identifier. For patients without an HCN, you can search by using their hospital **Medical Record Number (MRN)**, Home and Community Care (**HCC**) **Client Number** or by the patient's **Name** (Last name and at least one first letter of the first name). For more search method details please refer to the **Simple Search Options** section below.

Note: Searching by the patient's name is not available for Hamilton Health Sciences patient records. Please use the HCN or MRN search option instead.

To search for a patient's record using Simple Search:

1. Enter the patient's information in the **Patient Search** text box.
2. Press **Enter** or tap the Search icon  to begin the search.

The Patient records that matching the search criteria are displayed in the Search Results list.



The screenshot shows the Simple Search interface. At the top, there is a search bar labeled "Patient Search..." with a magnifying glass icon. Below the search bar, there is a section titled "Messages" with a sub-header "Simple Search is valid for the following formats. HCN, MRN, Name (last, first - or partial first)". Below this, there is a "Search" section with a text input field labeled "Type to filter results..." and a "Search Scope" dropdown menu set to "All Patients". Below the search section, there is a "Search criteria" field containing the value "3986255713". Below the search criteria, there is a list of patient records. The first record is highlighted and shows the following information:

- MRN: 0000002403**
- Full Name: MARX,GROUCHO
- Encounter Date: 09/04/2021 17:01
- Account Number: GA000001/21
- DOB: 01/04/1987
- HCN: 3986255713
- Location: CV 5W
- Room: 5W-01
- Bed: 1
- Attending Physician: Cran, Marzena
- Facility: General
- Source: HHS

Simple Search Options

When searching for your patient's record you can use any of the following simple search criteria:

Search Criteria	Description
Health Card Number	 This is the fastest and most efficient search method. A simple search may also be performed by using the patient's Health Card Number (HCN), making sure you don't include the version code. 6549879651 Q The maximum character length is set at 10 for HCN searches. If the number length is exceeded in error, you will be prompted to correct your search and try again.
Medical Record Number	The patient's Medical Record Number (MRN) from a hospital encounter can also be used in the Simple search. The maximum length for this type of search is 15 characters. If the number length is exceeded in error, you will be prompted to correct your search and try again.
Home and Community Care Client Number	If searching for a Home and Community Care client, the HCC client number can be used.
Patient Name	The format used when searching by name is Last Name, First Name (example: Doe, John) separated by a comma, or a portion of the patient's name (example: Doe, Jo). A patient's maiden name or other names are also considered in the search and may appear in the results if applicable. Last name, first name search Search criteria: marx,groucho First name, last name search – to search for a patient using this format, separate the first and last name with a space Search criteria: groucho marx

ClinicalConnect's Integration with Provincial Client Registry (PCR)

 The following applies to ClinicalConnect users at Participant Organizations authorized to view data from OLIS or other provincial repositories.

ClinicalConnect users now have access to an increased number of patient records from across Ontario as a result of the integration with Ontario Health's (Digital Services) Provincial Client Registry (PCR). The PCR is the authoritative source for patient demographics and identifiers supporting electronic health records (EHRs) in Ontario.

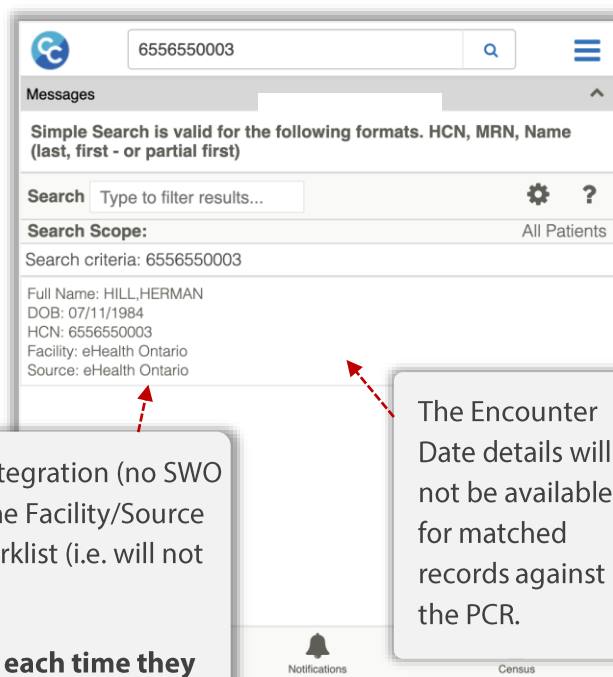
To date, only records of patients who have had at least one visit to an acute care facility or Home & Community Care (HCC) Service in south west Ontario (SWO), have data that can be viewed using ClinicalConnect. ClinicalConnect's integration with PCR allows records of patients who haven't had a SWO hospital/HCC visit to be viewable because ClinicalConnect is 'matching' the patient's demographics and identifiers against records held in the PCR. This includes being able to view data from provincially-managed repositories assuming requisite agreements are in place between the ClinicalConnect user's organization and Ontario Health.

This data integration may be helpful for care providers who provide virtual care services (i.e. eConsult or eVisits) to patients from across Ontario and need to access the patient's record, even if their patient hasn't had an acute care/HCC visit in south west Ontario.

Simple Search for PCR Records

1. To ensure the search results include all patients, not just those who have had visit to SWO hospital/HCC, when using the **Simple Search** as described above, you must search by **Health Card Number (HCN)**.

This example shows a patient's record search matching the patient's demographics and identifiers against records held in the PCR. This patient has not had any visits to an acute care facility or HCC Service in south west Ontario, however may have data in their health record from other sources.



The screenshot shows the ClinicalConnect Simple Search interface. At the top, there is a search bar with the value "6556550003". Below the search bar, a message states: "Simple Search is valid for the following formats. HCN, MRN, Name (last, first - or partial first)". The search results show a patient with the following details:

Full Name:	HILL, HERMAN
DOB:	07/11/1984
HCN:	6556550003
Facility:	eHealth Ontario
Source:	eHealth Ontario

At the bottom of the interface, there are buttons for "Notifications" and "Census".

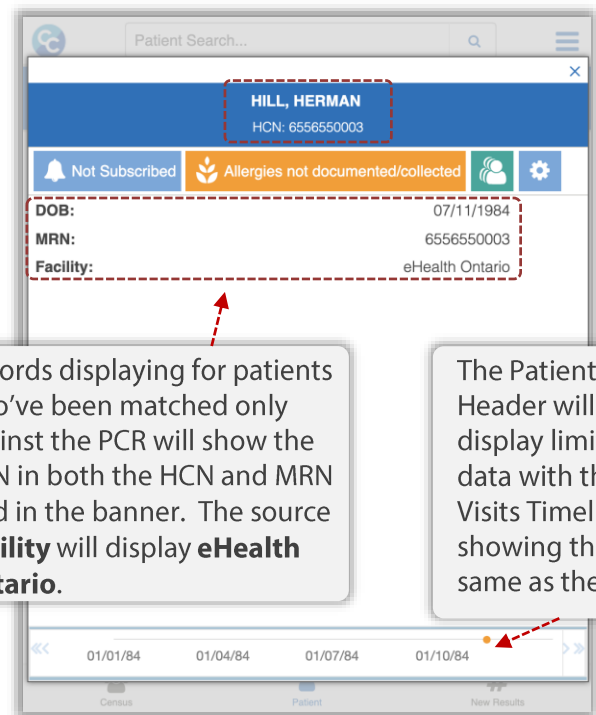
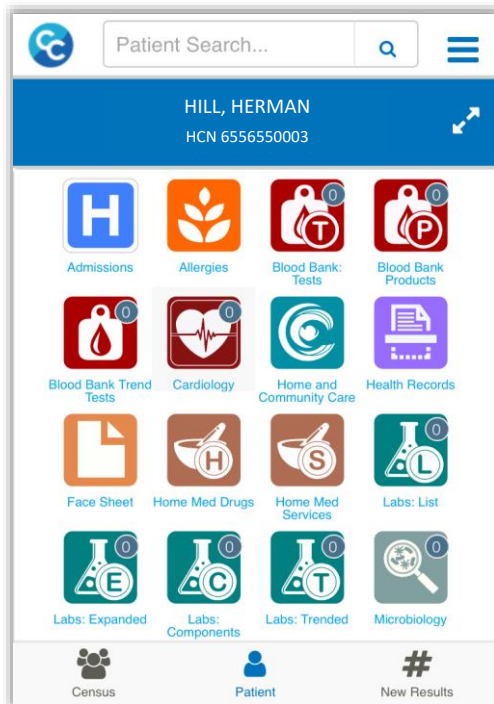
Patient records are only viewable due to the PCR integration (no SWO hospital/HCC visit) will display eHealth Ontario in the Facility/Source columns and cannot be added to Census List or Worklist (i.e. will not display the "Add Pt to Worklist" icon).

These patients' records will need to be searched each time they need to be viewed using the HCN.

The Encounter Date details will not be available for matched records against the PCR.

2. Select the patient's record to view the details.
3. After selecting the patient's record from the search results, the example below shows how a patient's record displays, when the patient has not had any visits to an acute care facility or HCC Service in south west Ontario, however may have data in their health record from other sources. Take note of the key features below.

 If the patient has not had a SWO hospital/HCC visit, and their health records are only available to view in ClinicalConnect because they've been matched against the PCR, data will not display for them in the following modules: Allergies, Admissions, Face Sheet, Orders, Census Lists



Records displaying for patients who've been matched only against the PCR will show the HCN in both the HCN and MRN field in the banner. The source **Facility** will display **eHealth Ontario**.

The Patient Header will display limited data with the Visits Timeline showing the same as the DOB.

Simple Search Preferences

Preferences are used to customize how you want to view information presented in your search results to suit your clinical viewing needs. Preferences need to only be set once and can be easily updated anytime as your clinical needs change.

Simple Search results have their own set of preferences that can be accessed and configured by tapping the [Preferences](#) icon  in the Search header.



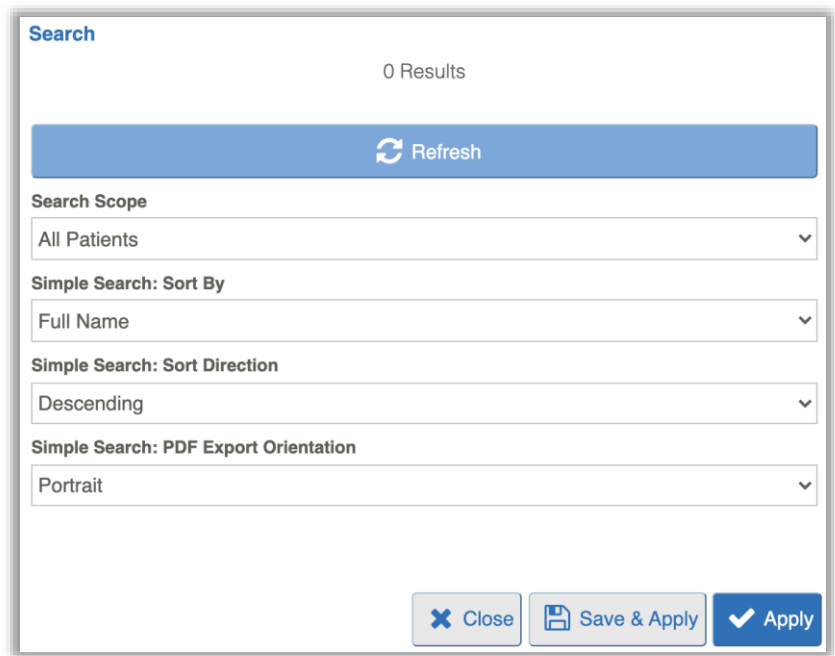
The **Search Scope** preference option will always default to “All Patients” and cannot be changed.

After updating your preferences, tap **‘Save & Apply’** to save these preferences for both mobile and desktop use.

The **‘Apply’** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **‘Close’** will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



The screenshot shows a 'Search' dialog box with the following elements:

- Search** header with '0 Results' and a 'Refresh' button.
- Search Scope** dropdown menu set to 'All Patients'.
- Simple Search: Sort By** dropdown menu set to 'Full Name'.
- Simple Search: Sort Direction** dropdown menu set to 'Descending'.
- Simple Search: PDF Export Orientation** dropdown menu set to 'Portrait'.
- Bottom buttons: 'Close' (with an 'X' icon), 'Save & Apply' (with a save icon), and 'Apply' (with a checkmark icon).

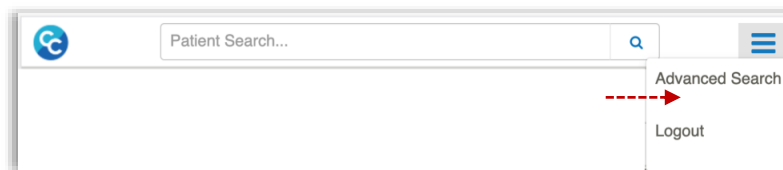
Advanced Search

[Ask a Question](#) 

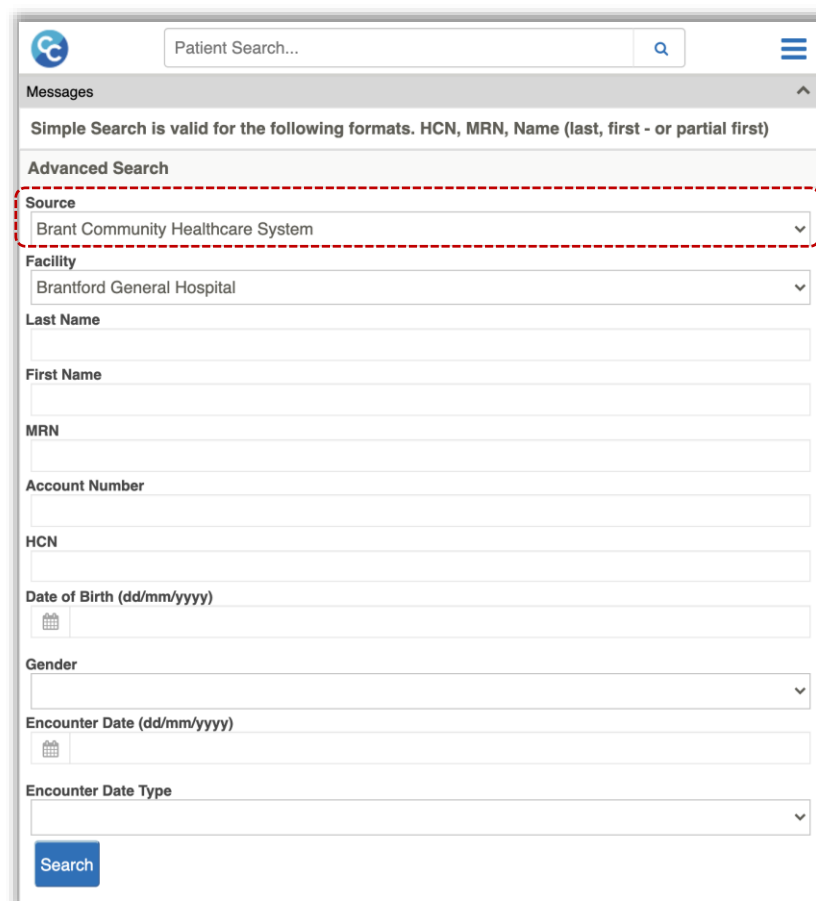
The **Advanced Search** is used to narrow down the patient search results and returns results much quicker by using a combination of unique patient identifiers and requires mandatory fields such as the **Source** and the **Facility**. This is helpful when searching for a patient who has a common name but may not have an HCN.

To search for a patient's record using the Advanced Search:

1. Tap the **Advanced Search** option located in the toolbar at the top of the screen.



The Source is a mandatory field and will display with a default Source and Facility. You can customize this default by changing the selection in your Preferences. The Source drop down list will include multiple hospitals that may have multiple associated facilities.

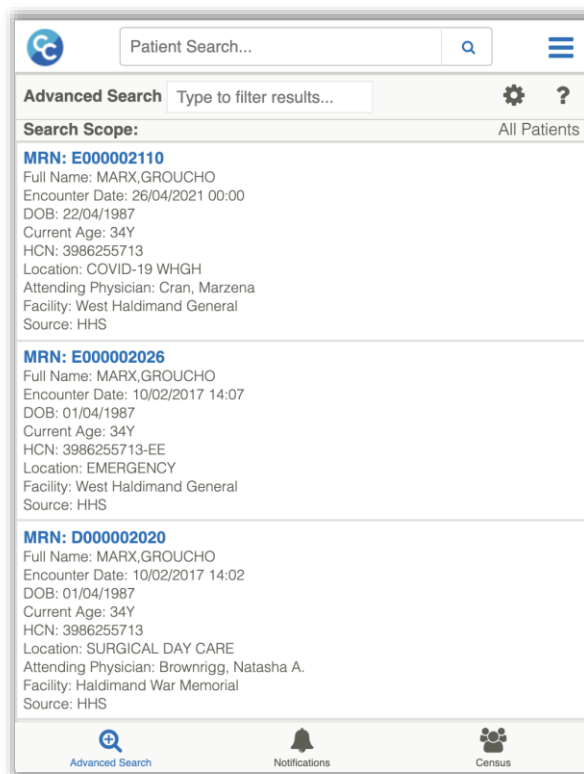


The screenshot displays the 'Advanced Search' form. At the top, there is a 'Messages' section with a note: 'Simple Search is valid for the following formats. HCN, MRN, Name (last, first - or partial first)'. Below this, the 'Advanced Search' section contains several fields: 'Source' (a dropdown menu with 'Brant Community Healthcare System' selected, highlighted by a red dashed box), 'Facility' (a dropdown menu with 'Brantford General Hospital' selected), 'Last Name', 'First Name', 'MRN', 'Account Number', 'HCN', 'Date of Birth (dd/mm/yyyy)' (with a calendar icon), 'Gender' (a dropdown menu), 'Encounter Date (dd/mm/yyyy)' (with a calendar icon), and 'Encounter Date Type' (a dropdown menu). A blue 'Search' button is located at the bottom left of the form.

2. Using the text boxes, drop downs, and calendar options, enter the patient's search criteria then tap the **Search** button.
3. The search results display in a new window. To access the patient's record, tap the patient information row.



If there are no results returned when doing an Advanced Search, this may indicate that one or more of the search fields contain incorrect information, and you should check the search criteria entered before searching again.



The screenshot shows the 'Advanced Search' interface with a search bar at the top containing 'Patient Search...'. Below the search bar, there are tabs for 'Advanced Search' and 'Type to filter results...'. The 'Search Scope' is set to 'All Patients'. Three patient records are displayed, each with a blue MRN link and detailed patient information.

MRN	Full Name	Encounter Date	DOB	Current Age	HCN	Location	Attending Physician	Facility	Source
E000002110	MARX, GROUCHO	26/04/2021 00:00	22/04/1987	34Y	3986255713	COVID-19 WHGH	Cran, Marzena	West Haldimand General	HHS
E000002026	MARX, GROUCHO	10/02/2017 14:07	01/04/1987	34Y	3986255713-EE	EMERGENCY		West Haldimand General	HHS
D000002020	MARX, GROUCHO	10/02/2017 14:02	01/04/1987	34Y	3986255713	SURGICAL DAY CARE	Brownrigg, Natasha A.	Haldimand War Memorial	HHS

At the bottom of the screen, there are three icons: a magnifying glass for 'Advanced Search', a bell for 'Notifications', and a group of people for 'Census'.

Advanced Search for PCR Records

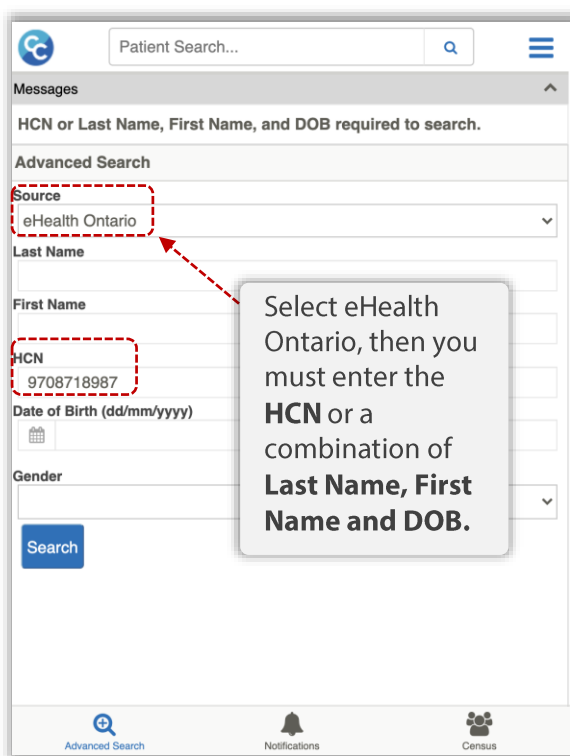
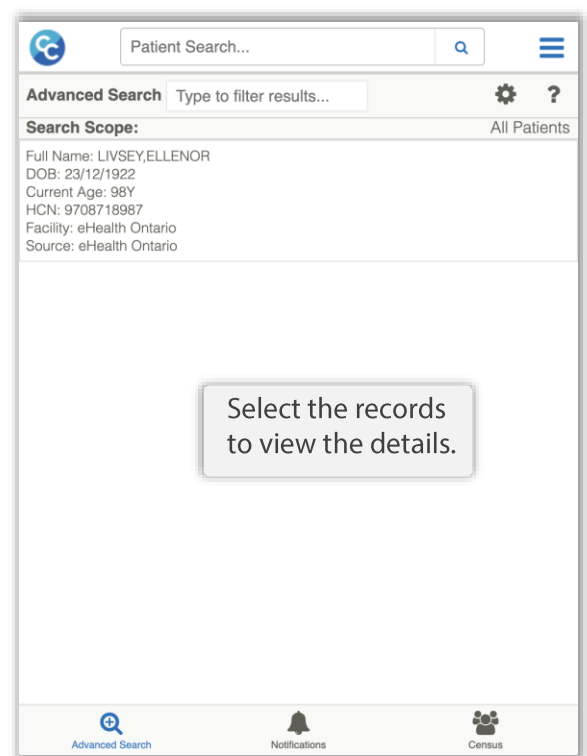
! The following applies to ClinicalConnect users at Participant Organizations authorized to view data from OLIS or other provincial repositories.

The **Advanced Search** function can be used by Participant Organizations to search for records of patients who haven't had a SWO hospital/HCC visit because ClinicalConnect is 'matching' the patient's demographics and identifiers against records held in the PCR. Please refer to the previous section called ['ClinicalConnect's Integration with Provincial Client Registry \(PCR\)'](#).

1. Using **Advanced Search** as shown above, First, select the **Source 'eHealth Ontario'**
2. You must either enter the **HCN** or a combination of **Last Name, First Name and DOB**.

The example below shows a patient's record search matching the patient's demographics and identifiers against records held in the PCR. This patient has not had any visits to an acute care facility or HCC Service in south west Ontario, however may have data in their health record from other sources.

3. Select the patient's record to view the details.

Advanced Search Options

When using the Advanced Search, keep in mind the following Advanced Search options and restrictions:

Search Option	Description
---------------	-------------

Source and Facility

These are mandatory fields.

The **Source** list includes hospitals and Home and Community Care that can have several associated facilities.

Once you've selected the **Source**, use the **Facilities** list to drill down on a specific facility you want to use in your search. The **All** option is available in the Facilities dropdown to search through all facilities in the selected source hospital.

The table below shows the Source and Facility fields for Oncology data from HNHB Regional Oncology Centres. To learn more about the data contributing organizations, refer to the [ClinicalConnect Data Integration Chart](#).

Oncology Data from HNHB Regional Oncology Centres	ClinicalConnect "Source" Field	ClinicalConnect "Facility" Field
Walker Family Cancer Centre (WFCC) Data (Niagara Health), including historical	WFCC	St. Catharines Site
HNHB hospital oncology data (Juravinski Cancer Centre, and outpatient cancer clinics at Joseph Brant Hospital and Brant Community Healthcare System)	HHSC	JCC Juravinski Hospital Joseph Brant Hospital Brant Community Healthcare System
Historical HNHB hospital oncology data from before June 4, 2022	HNHB Regional Cancer Program	JCC

Last Name and First Name

When using the first and last name search option, keep in mind the following: Requires at least one character in the Last Name field.

A patient's maiden name or other name(s) are also considered in the search and may appear in the results if applicable.



Search results may not always match the name entered in the first and last name fields. For example: If Mary Smith (the patient's maiden name) was entered, Mary Jones (the patient's current name) will be displayed in the results.

Note: Last Name, First Name, and DOB are required for HHSC patient name search.

Medical Record Number (MRN)

The maximum length for an MRN search is 15 characters.

Account Number

Account numbers are typically assigned to acute care encounters and are different for each individual patient encounter. Account numbers can be used to narrow down the search to a specific patient encounter at the selected facility.

Health Card Number (HCN)

The maximum length for an HCN search is 10 characters.

Encounter Date

The Encounter Date can be entered if you are sure you know the specific date the patient visit occurred in the acute care facility. Encounters dates may not be used across all contributing source systems.

Date of Birth

Enter the Date of Birth using the dd/mm/yyyy format.

Date of Birth (dd/mm/yyyy)	
	01/09/2021

Gender

The gender field can be used along with other search criteria such as the name fields to narrow down the search results.

Encounter Date Type

You can include the type of patient encounter to narrow down your results. Encounter filters include:

Admit (patient currently admitted into an acute care bed)

ER (Emergency Department visits)

Service (Service provided)

Discharge (patient is discharged from acute care)

Advanced Search Preferences

Preferences are used to customize how you want to view information presented in the Advanced Search results to suit your clinical viewing needs. Preferences need only be set once, and can be easily be updated anytime as your clinical needs change.

The Advanced Search has its own set of preferences that can be accessed and configured by tapping the [Preferences](#) icon  from the Advanced Search results header.

 To access your Advanced Search preference settings, you must complete a search first.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Advanced Search

0 Results

Refresh

Search Scope

All Patients

Advanced Search: Source

Hamilton Area Hospitals

Advanced Search: Facility

Chedoke

Advanced Search: Sort By

HCN

Advanced Search: Sort Direction

Ascending

Advanced Search: PDF Export Orientation

Portrait

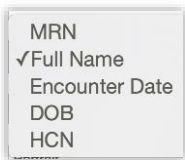
Close

Save & Apply

Apply

Advanced Search Result Preferences

The following table provides a summary of some available Advanced Search preference settings:

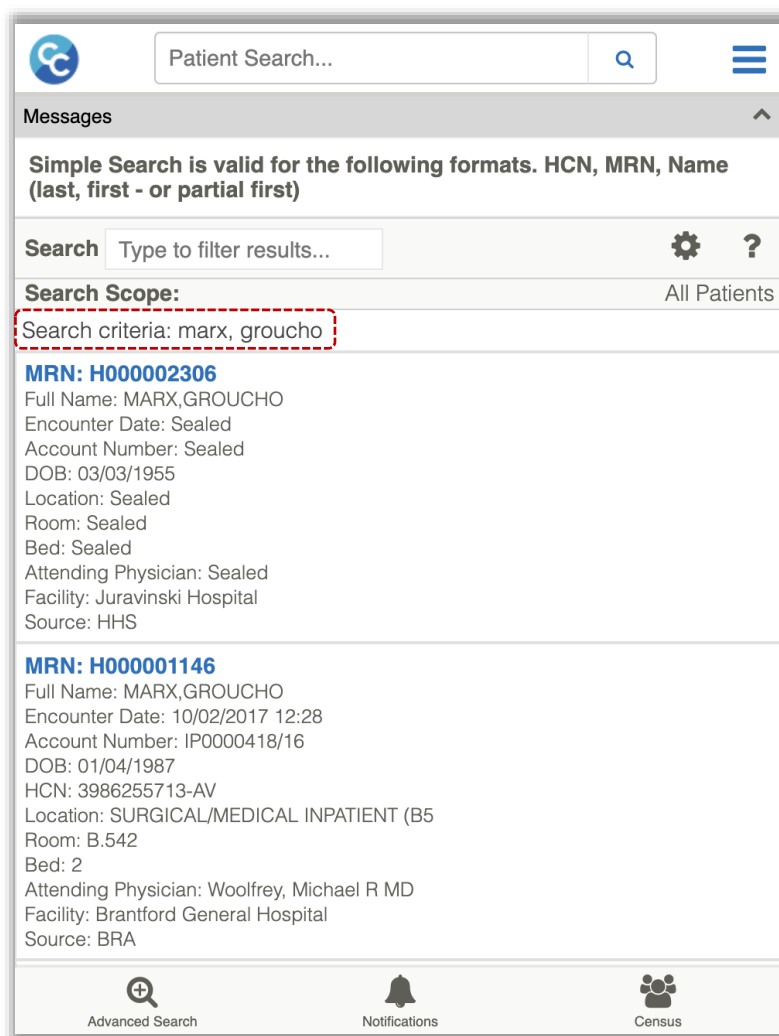
Search Option	Description
Search Scope	The Search Scope preference option will always default to “All Patients” and cannot be changed.
Source and Facility	The Source dropdown list includes multiple hospitals that can have several associated facilities. After you select a Source, use the Facilities dropdown list to drill down on a specific facility you want to use to filter your census list. The All option is available in the Facilities dropdown to search through all facilities in the selected source hospital.
Sort By 	The Sort By options; Medical Records Number (MRN) Full Name, Encounter Date, Date of Birth, Health Card Number (HCN)

Patient Search Results

If a patient has multiple hospital encounters from the same source, the search results will only display the most recent encounter from those source area hospitals. This allows the Simple Search to return results much faster.

 Any patient encounter selected from the search results, will display the entire integrated record for that patient from all other source systems. Users do not have to select each individual encounter.

In the example below, the search results **only display the most current visit** from each source system for Groucho Marx.



The screenshot shows the Patient Search interface. At the top, there is a search bar with the text "Patient Search..." and a magnifying glass icon. Below the search bar, there is a "Messages" section with a "Simple Search" button. The "Simple Search" button is highlighted with a red dashed box. Below the "Simple Search" button, there is a "Search" section with a text input field containing "Type to filter results...". To the right of the input field are a gear icon and a question mark icon. Below the "Search" section, there is a "Search Scope:" section with a dropdown menu set to "All Patients". Below the "Search Scope:" section, there is a "Search criteria: marx, groucho" section. Below the "Search criteria" section, there are two patient records. The first record is for MRN: H000002306, with details: Full Name: MARX,GROUCHO, Encounter Date: Sealed, Account Number: Sealed, DOB: 03/03/1955, Location: Sealed, Room: Sealed, Bed: Sealed, Attending Physician: Sealed, Facility: Juravinski Hospital, Source: HHS. The second record is for MRN: H000001146, with details: Full Name: MARX,GROUCHO, Encounter Date: 10/02/2017 12:28, Account Number: IP0000418/16, DOB: 01/04/1987, HCN: 3986255713-AV, Location: SURGICAL/MEDICAL INPATIENT (B5), Room: B.542, Bed: 2, Attending Physician: Woolfrey, Michael R MD, Facility: Brantford General Hospital, Source: BRA. At the bottom of the interface, there are three icons: a magnifying glass for "Advanced Search", a bell for "Notifications", and a group of people for "Census".

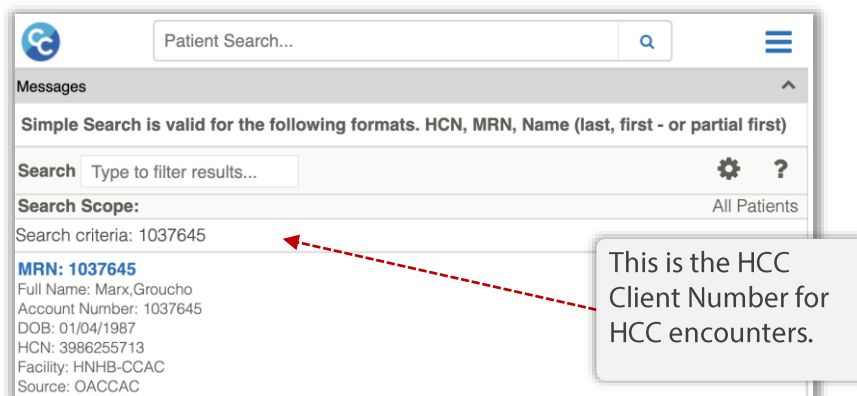
Home and Community Care Encounters on Mobile Devices

The patient search results include any **Home and Community Care (HCC)** encounters. These HCC encounters will be identified in the search results list (as shown below). The MRN number will be the HCC Client number. If the patient has had HCC services across all four regions, each encounter will be identified in the facility field.

MRN: 1037645
 Full Name: Marx,Groucho
 Account Number: 1037645
 DOB: 01/04/1987
 HCN: 3986255713
 Facility: HNHB-CCAC
 Source: OACCAC

When searching for an HCC encounter using the Client Number on mobile, the search results will display as shown below.

To view additional details, select the encounter, then tap the Home and Community Care module icon from the patient record.



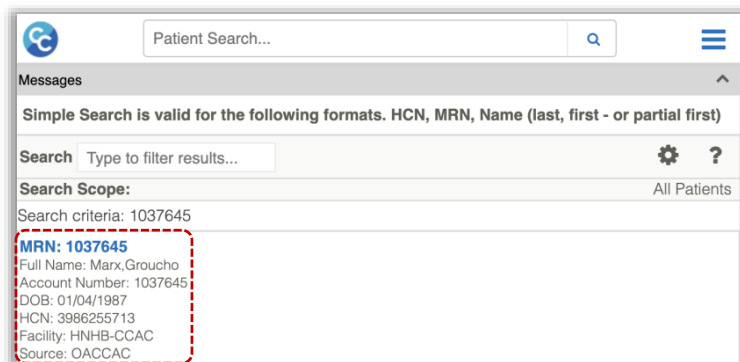
This is the HCC Client Number for HCC encounters.

 Patients whose records are only viewable due to PCR integration (no SWO hospital/HCC visit) cannot be added to Census List or Worklist, and will not display the "Add Pt to Worklist" icon. These patients' records will need to be searched each time they need to be viewed. The most efficient way to search for these records is by using the HCN. Please refer to the section called '[ClinicalConnect's Integration with Provincial Client Registry \(PCR\)](#)' for more information.

Accessing the Patient's Record

To access the patient record from the search results:

1. Tap the record you want to view from the search results list.



Patient Search...

Messages

Simple Search is valid for the following formats. HCN, MRN, Name (last, first - or partial first)

Search Type to filter results...

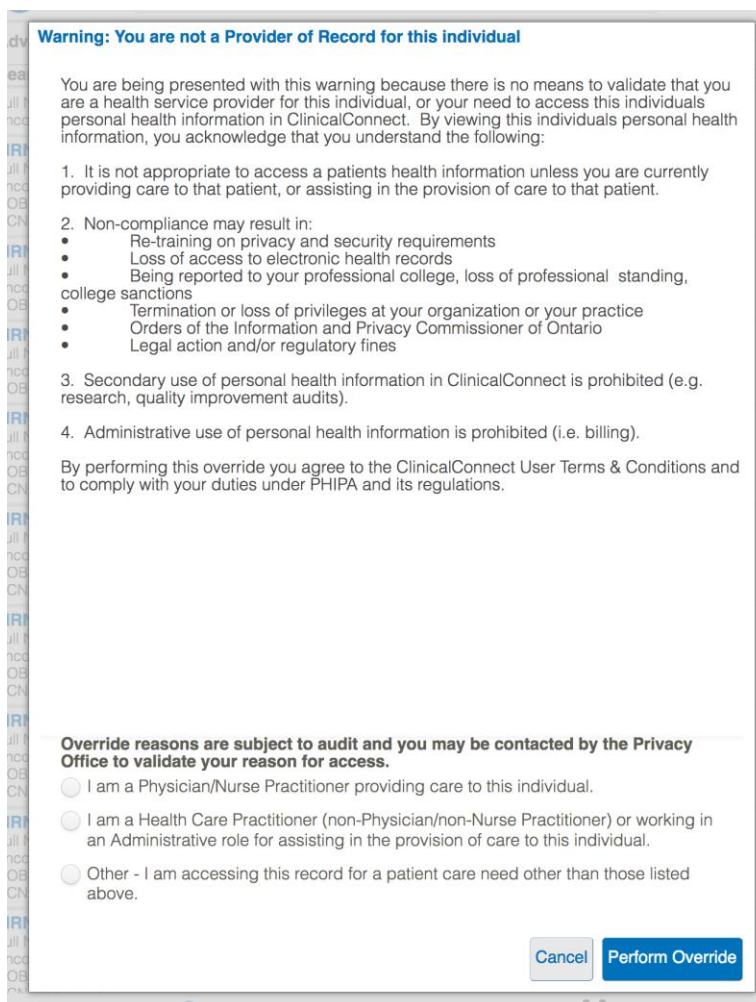
Search Scope: All Patients

Search criteria: 1037645

MRN: 1037645

Full Name: Marx, Groucho
Account Number: 1037645
DOB: 01/04/1987
HCN: 3986255713
Facility: HNHB-CCAC
Source: OACCAC

 The [Provider of Record Override](#) may display for select users before the record opens.



Warning: You are not a Provider of Record for this individual

You are being presented with this warning because there is no means to validate that you are a health service provider for this individual, or your need to access this individual's personal health information in ClinicalConnect. By viewing this individual's personal health information, you acknowledge that you understand the following:

1. It is not appropriate to access a patient's health information unless you are currently providing care to that patient, or assisting in the provision of care to that patient.
2. Non-compliance may result in:
 - Re-training on privacy and security requirements
 - Loss of access to electronic health records
 - Being reported to your professional college, loss of professional standing, college sanctions
 - Termination or loss of privileges at your organization or your practice
 - Orders of the Information and Privacy Commissioner of Ontario
 - Legal action and/or regulatory fines
3. Secondary use of personal health information in ClinicalConnect is prohibited (e.g. research, quality improvement audits).
4. Administrative use of personal health information is prohibited (i.e. billing).

By performing this override you agree to the ClinicalConnect User Terms & Conditions and to comply with your duties under PHIPA and its regulations.

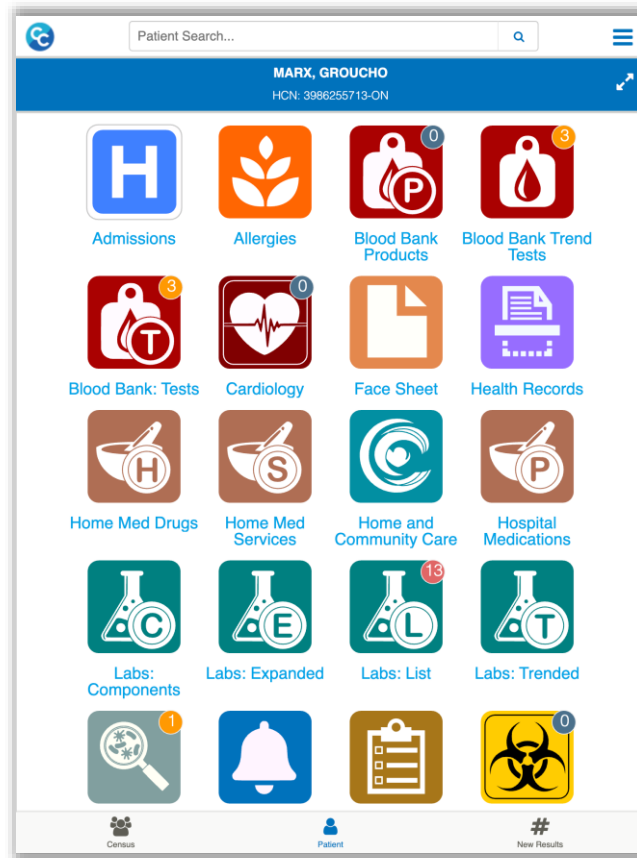
Override reasons are subject to audit and you may be contacted by the Privacy Office to validate your reason for access.

☐ I am a Physician/Nurse Practitioner providing care to this individual.

☐ I am a Health Care Practitioner (non-Physician/non-Nurse Practitioner) or working in an Administrative role for assisting in the provision of care to this individual.

☐ Other - I am accessing this record for a patient care need other than those listed above.

2. The patient's record will open, displaying all module icons. Tap to open a module.



Provider of Record Override

Ask a Question ?

The Provider of Record (POR) override screen prompt is displayed when you are not currently associated through ClinicalConnect as a provider of record for the patient and are providing health care to a patient or assisting in the provision of health care to a patient.

By proceeding, you are confirming that you need to access the personal health information as you are providing health care or assisting in the provision of health care to the patient. All instances of provider of record overrides are logged and monitored and you may be required to verify that your access to the personal health information was appropriate. Unauthorized access may result in disciplinary action that may include the disabling of your user account for the ClinicalConnect viewer, termination of your working relationship with one or more health information custodians, being reported to any regulated health professions college of which you are a member of, being reported to the Information and Privacy Commissioner of Ontario (IPC) and you may be subject to legal action or fines.

! Healthcare Providers within the circle of care for a patient are not required to perform the override. All ClinicalConnect access is logged and monitored. Healthcare providers accessing ClinicalConnect are required to accept and comply with the ClinicalConnect User Agreement. Examples of Override Reasons are shown below.

To perform an override:

- Select one of the following reasons for requesting an override:
 - I am a Physician/Nurse Practitioner providing care to this individual.
 - I am a Health Care Practitioner (non-Physician/non-Nurse Practitioner) or working in an Administrative role for assisting the provision of care to this individual.
 - I am a Coroner or an authorized individual acting under the authority of a Coroner for purposes in relation to an investigation conducted under the Coroners Act.
 - Other – I am accessing this record for a patient care need other than those listed above.

- Tap the **Perform Override** button.

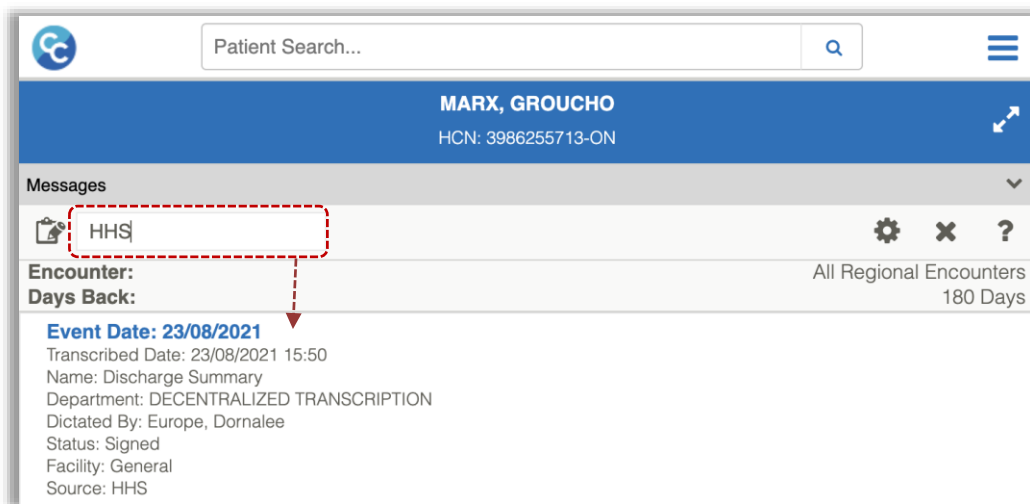
Smart Filter

[Ask a Question](#) 

The Smart Filter is a text-based filtering tool that allows you to filter results by any keyword, partial word, number, or date displayed in the view. A Smart Filter search hides rows from the results screen that do not match the leading characters entered in the Smart Filter box. This is useful if you need to narrow down your results to view specific data. The Smart Filter searches the entire grid to find any data that has the leading characters entered into the search then, displays data that starts with those leading characters. The Smart filter also allows for the use of AND/OR conditions allowing for the combination of terms to be searched. This is described in more detail below.

Example: To narrow down the search results to display only items from the HHS can be done by typing **HHS** in the **Smart Search** box. Only rows that have the leading characters 'HHS' are displayed. Any row not containing HHS is filtered.

 The Smart Filter feature is available in multiple modules and census lists. Clearing the data from the Smart Filter box will display all previously filtered results.



Conditional Smart Filter

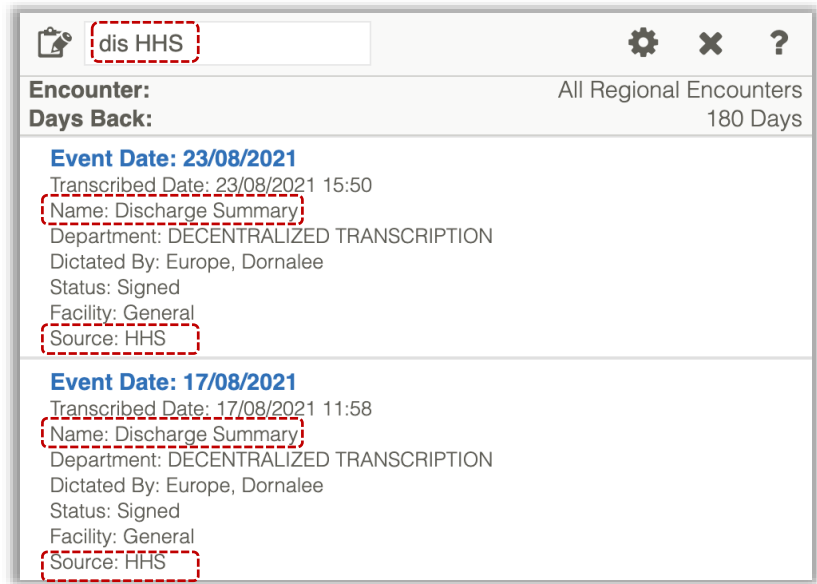
Conditional filter terms are a great tool you can use when using the smart filter. These are also known as AND/OR conditions.

AND Condition

The AND condition is used if you want to only show rows of results that include two or more specific keywords. To use this condition, simply use a space to separate each keyword you want to include in your results.

Example: If you are looking for *discharge summaries* from any site at *Hamilton Health Sciences (HHS)*, you could type **dis (space) HHS** in the Smart Filter Search box.

The Transcriptions that only include text with both *dis* and *HHS* are displayed.



The screenshot shows a search interface with a search bar containing 'dis HHS'. Below the search bar, there are two results displayed. Each result includes an 'Event Date', 'Transcribed Date', 'Name', 'Department', 'Dictated By', 'Status', 'Facility', and 'Source'. The results are filtered to show only those with 'dis' and 'HHS' in the source.

Encounter:	All Regional Encounters
Days Back:	180 Days
Event Date: 23/08/2021 Transcribed Date: 23/08/2021 15:50 Name: Discharge Summary Department: DECENTRALIZED TRANSCRIPTION Dictated By: Europe, Dornalee Status: Signed Facility: General Source: HHS	
Event Date: 17/08/2021 Transcribed Date: 17/08/2021 11:58 Name: Discharge Summary Department: DECENTRALIZED TRANSCRIPTION Dictated By: Europe, Dornalee Status: Signed Facility: General Source: HHS	

OR Condition

The OR condition is used to display rows that include one or more keywords by simply using a comma to separate each keyword (or partial word) you want included in the filter.

Example: If you want to filter to your patient's microbiology results for all COVID-19 or Nasopharyngeal swabs within the defined date range, you could type the full or partial words, **COV,(comma) nas** in the Smart Filter Search box.

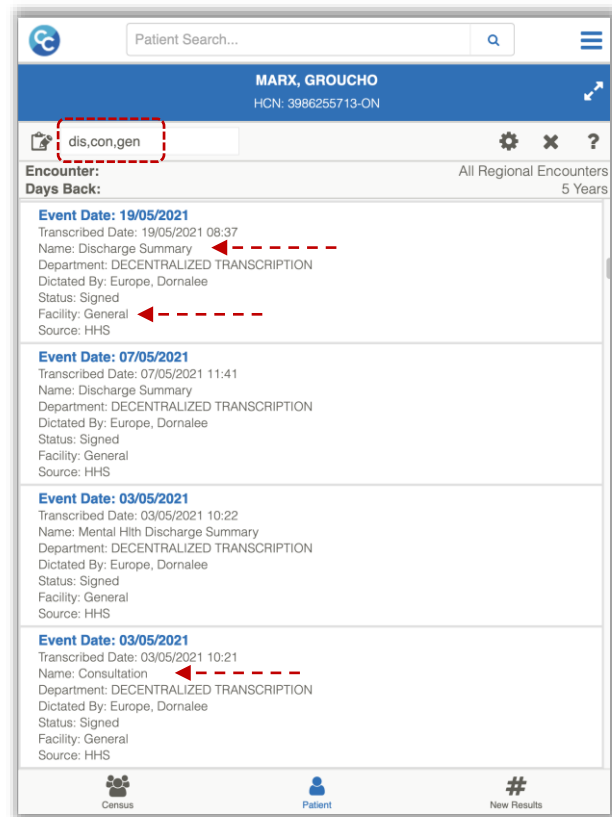
This will display results if either *COV* or *nas* is listed in any data columns.

Combining AND and OR conditions

You can combine AND and OR conditions in a single Smart Filter search.

For example; if you wanted to view just **consultation** and **discharge** transcriptions from the **general** facility, type **dis, con gen** in the Smart Filter box.

Transcriptions are filtered to only those that match the text entered in the Smart filter.



Combining the Smart Filter with Other Filters and Sorting Functions

The Smart Filter can be used on its own or in combination with other filter and sorting functions. Depending on the patient information that you are trying to filter and the module, you may find that the other sorting and filter functions may narrow down the results you are looking for without having to use the Smart Filter. It is up to you to determine which options will best meet your clinical needs.

The following are some suggested tips when using the Smart Filter with other sorting/filtering functions.

Encounter Filter

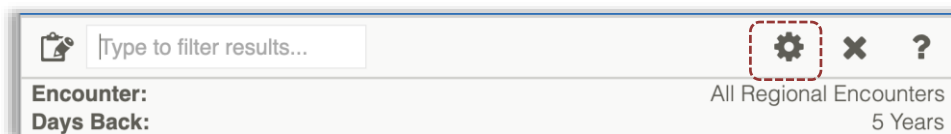
Set the **Encounters** filter to **All Regional Encounters**. This is typically the default setting for all available modules. This filter ensures that all available data from provincial repositories and from visits across all hospitals available in the portal are displayed in the module if available. Changing your **Encounter** filter can be done in the [Preferences](#).



Days Back Filter

To narrow down the number of results displayed in the view, you can consider changing the **Days Back** filter to view a shorter duration.

Tap on the **Preferences** icon from the module banner then customize the 'Days Back'.



Example: If you are looking for a Transcription from the past month you could set the filter to 30 days to narrow down the amount of records displayed in the view.

Sort by Date

Results that contain a Date field (such as **Date** or **Event Date**) can be sorted from newest to oldest (and oldest to newest). Select the module **Preferences** as shown above then customize the sort preference by selecting the **"Event Date"** and **"Sort Direction"** in **descending** order will ensure the newest item is listed first.



 Sort by Name

Results that contain the name of the result or record (such as Test or Name) can be sorted to group common results. Select the module **Preferences** as shown above then customize the sort preference by selecting the “Name” and “Sort Direction” in ascending order which will list items alphabetically A to Z.

Sort By
Name
Sort Direction
Ascending

Customizing Your Mobile Preferences

Show Me 

Ask a Question 

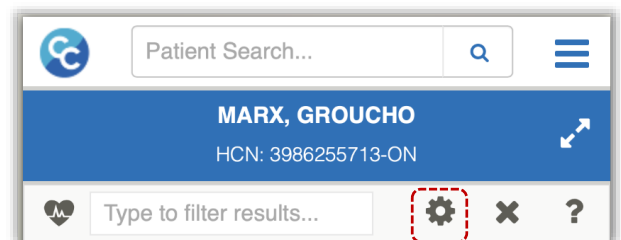
Module & Census Preferences

Module and Census Preferences can be customized for mobile or desktop modalities.

 When using the desktop version of ClinicalConnect, the new **Preference Setup Wizard** will guide you through how to set the values associated with how you prefer to retrieve and view data and allows you to select different options for desktop and mobile devices. It's very important that for the desktop, mobile, and dashboard modalities:

- The **Encounter Filter** be set to “**All Regional Encounters**” (refer to Step 1 of the Setup Wizard) to ensure data from provincial repositories is viewable (assuming your organization has been enabled to view such data).
- The **Days Back Filter** should be set to an appropriate number of days (refer to Step 2 of the Setup Wizard).

The easiest way to customize your module or Census lists preference settings when using the mobile version of ClinicalConnect is by tapping the Preference  icon located at the top of each window as shown in the example.

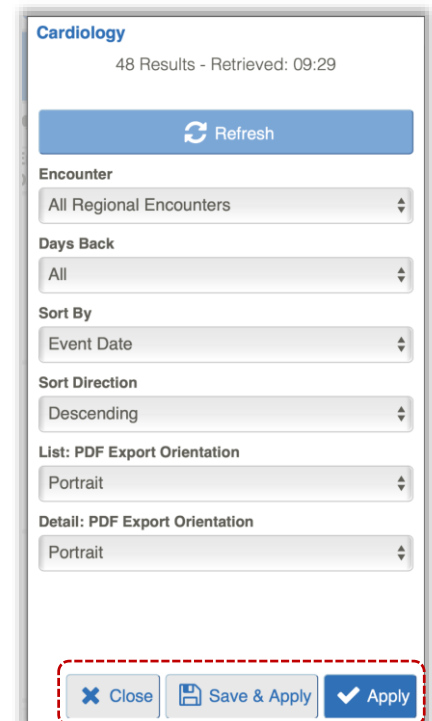


A set of preferences for that module or Census list will display in a new window as shown in this Cardiology module example. The module preference settings can be customized by selecting the options from the dropdown lists.

After updating your preferences, tap ‘**Save & Apply**’ to save these preferences for both mobile and desktop use.

The ‘**Apply**’ option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping ‘**Close**’ will not save your preference changes



Common Preference Settings in ClinicalConnect

Each module and census lists have preference settings that can be accessed by using the Preference  icon in the module or census header.

The table below covers the various common census settings:

Preference Setting	Description
Encounter and Days Back Filters	The Encounter preference determines how much data is presented in each module. By default, the Encounter filter is set to All Regional Encounters for all applicable modules when viewing data on a desktop, mobile device or from the Patient Dashboard to ensure data from provincial repositories is viewable (assuming your organization has been enabled to view such data). (if available). The three Encounter preference options are: • Encounter – Displays information only for the selected encounter/visit at the selected healthcare facility. • Patient – Displays data from all encounters for the selected source hospital system (which may have multiple facilities). • All Regional Encounters – Displays data from all encounters across all source systems available in the portal including data from provincial repositories (if available).  Note that the Encounter options should be set using the Preference Setup Wizard using the Desktop view. The Days Back preference refers to the amount of information presented in the view based on the number of 'days back' from when the patient was discharged, or for an admitted in-patient, the Days Back filter refers to the number of days back from the current date (today). By default, the Days Back filter is set to 1 year for most modules when viewing data on mobile. Make sure you set the Days Back to a value that will return data for the timeframe you're interested in viewing when using a desktop or mobile device or from the Patient Dashboard.  1 Day 3 Days 7 Days 30 Days 60 Days 90 Days 180 Days ✓ 1 Year 5 Years All  Make sure that your Days back is set appropriately to include the available data in that date range. Example: If you're looking for a result that was completed two weeks ago, and the Days Back is set to 7 days, then you will not be able to see that result.

Sort By Allows you to set how you want your results to be sorted.

Sort Direction After setting the Sort By column, you can select to sort the data in **Ascending** or **Descending** order.

Ascending
✓ Descending

 If the Sort By column selection is a date (numeric) field, selecting Descending order will display the most recent date at the top of the list. If the Sort By column selection is a character (A through Z) field such as the Full Name column, the Sort Direction will be in alphabetical order A to Z Ascending order, or Z to A in Descending order.

PDF Export Orientation Allows you to configure the PDF page orientation when exporting PDF files. Options include Portrait or Landscape orientation.

Saving Your Preferences After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.

Mobile Navigation & Layout

The mobile version of ClinicalConnect offers an interactive user interface, including a simplified more intuitive layout that presents modules as visual icons, allowing users to select the module, then easily select the details of a line item in the view.

! The list views on mobile devices, may display only a sub-set of data for Census lists and Modules line items. To view additional information, select the item from the list to view the details.

Tap ? to access HELP videos & resources.

Tap to open the patient record.

Mobile Menu options include **Advanced Search** and **Log Out**

The **New Results** indicators (if enabled by users) display in all views as shown, colour coded for abnormal results.

Tap a module to open the list of items.

Tap the **Census** icon to return to your census list and select another patient.
Tap the **Notifications** icon to access your Notification Subscriptions. (Only available for select users)
Tap the **Advanced Search** icon to search for a record.

Tap the **Census** icon to return to your default Census list; **Patient** icon to return to modules; **New Results** icon to view all new results.

Accessing PDFs on Mobile

[Ask a Question ?](#)

Adobe Reader 10.1.4 or higher is recommended to view records presented as PDFs in ClinicalConnect.

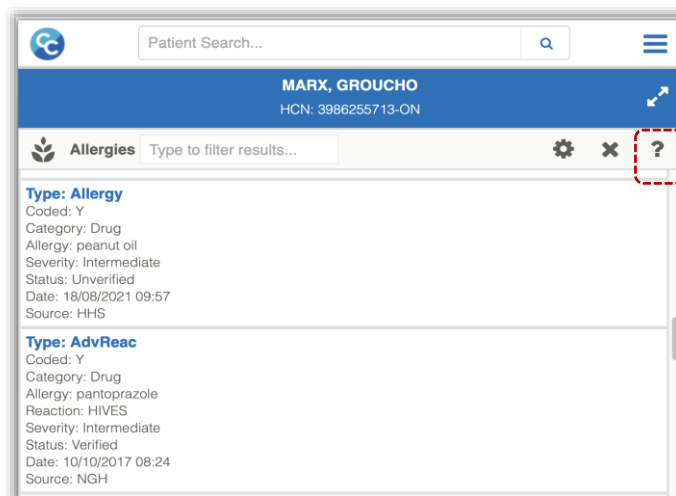
A PDF printable document will open in a new window. Use the print features on your mobile browser or document viewer to print the document. The printing steps may vary depending on your mobile device.

! If you download or print any personal health information (PHI) from ClinicalConnect you are responsible to protect the confidentiality of the record in accordance with your Privacy Policies and the requirements under the *Personal Health Information Protection Act, 2004* (PHIPA).

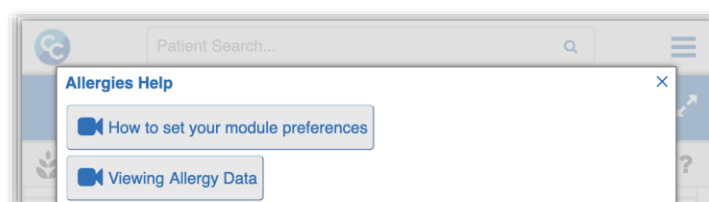
Help Functionality on Mobile

ClinicalConnect offers help functionality directly within the modules and the Census lists. These help features can be in the form of short videos or tip sheets.

To access the Help function on mobile, tap the Help icon **?** from any Module or Census list as shown below. The available help resources will open in a new window.

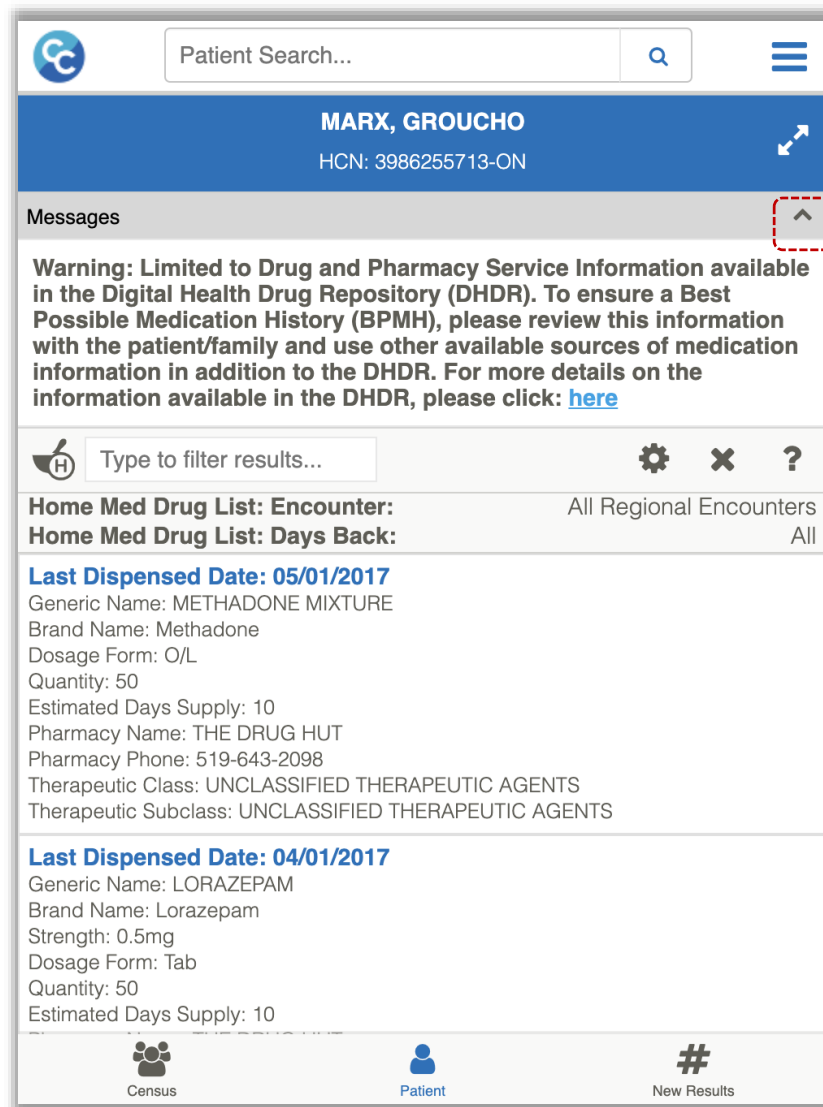


Tap the help resource to open and view the details.



Messages Banner on Mobile

When using ClinicalConnect on mobile, select modules may display a notification message. The 'Messages' alert banner can now be collapsed by tapping the  arrow on the right which will hide the message and provide more space in the mobile view. Tapping the Expand  arrow will display the message.



Confidential and Sealed Patient Records

Some Hospital Information Systems (HIS), Home and Community Care Services (HCCS), and Ontario Laboratory Information Systems (OLIS), will flag a patient's record or certain aspects of the patient's account (such as reports or visits) as confidential or sealed.

The following table explains how confidential and sealed patient records are displayed in ClinicalConnect based on the source of the record.

Confidential/Sealed Record Source	ClinicalConnect Display Details
HIS	ClinicalConnect will displays the confidential and sealed flags that have been applied in the source hospital systems to the following confidential/sealed record levels (if applicable): • The entire patient's record • A specific patient encounter or visit • A specific patient test or report
HCCS	Confidential and sealed Home and Community Care Services patient records are not made available in ClinicalConnect and will not display.
OLIS	ClinicalConnect will recognize OLIS confidential and sealed reports, prevent the user from viewing the information, and present a patient consent directive message. OLIS can restrict data for a specific test or the entire OLIS record. If an OLIS test is restricted, that test will not appear in the associated ClinicalConnect module. A message will be displayed indicating Some or all information has been restricted due to a patient consent directive. If the entire OLIS patient record is restricted, then no OLIS data will be displayed in any module of ClinicalConnect and the same message will be displayed indicating Some or all information has been restricted due to a patient consent directive. OLIS restricted records cannot be overridden in ClinicalConnect.

DHDR

All Ontarians have the right to withdraw consent to the sharing of their publicly-funded drug and pharmacy service, or monitored drug information available through the DHDR. ClinicalConnect honours the consent directive and will display the following message in the patient's ClinicalConnect record:

CONSENT DIRECTIVE IN PLACE: Access to Drug and Pharmacy Service Information has been blocked by the Patient. Select button below to temporarily unblock access.

If a patient has a consent directive applied to their entire record in DHDR, the Home Med Drugs and Home Med Services tabs in ClinicalConnect will display the following message: **No Records Found.**

DICS

A patient has the right to withdraw consent to access and use of their full or partial records from DI Common Service through the current Ontario Health process. ClinicalConnect will honour consent restrictions and display the following message in the patient's ClinicalConnect record:

There is a consent directive in place for the selected patient

Clinicians may contact Ontario Health's Service Desk Support at 1-866-250-1554 or email at OH-servicedesk@ontariohealth.ca.

DICS restricted records cannot be overridden in ClinicalConnect.

acCDR

A patient has the right to withdraw consent to the access and use of their full or partial records from acCDR through the current Ontario Health process. ClinicalConnect honours any partial or full consent restriction and will display the following message in the Transcription and Visits modules:

There is a consent directive in place for the selected patient

If access to a blocked record is required, you may contact Ontario Health Service Desk Support at 1-866-250-1554 or by email at OH-servicedesk@ontariohealth.ca.

In cases where the report is from a source contributing system that has multiple facilities, the Facility column will display the name of the site.

acCDR restricted records cannot be overridden in ClinicalConnect.

How do HIS confidential/sealed records display in ClinicalConnect?

Confidential/Sealed Search Results View

When performing a simple or advanced search, confidential/sealed patient records display in the search results with only the following patient identifies visible: **Medical Record Number (MRN), Full Name, Date of Birth (DOB), Health Card Number (HCN), Facility, and Source**. The remaining fields will be masked as confidential or sealed. This limited demographic information is displayed to assist the physicians and clinicians in accurately identifying the patient's record.

Confidential Result Example

MRN: H0000012
 Full Name: TEST,AMY
 Encounter Date: Confidential
 Account Number: Confidential
 DOB: 19/05/1983
 HCN: 9874563217
 Location: Confidential
 Room: Confidential
 Bed: Confidential
 Attending Physician: Confidential
 Facility: St. Mary's General Hospital
 Source: StMary

Sealed Result Example

Days Back: All
 Encounter: All Regional Encounters
 Collected Date: Confidential
 Test Name: Confidential
 Organisms Isolated: Confidential

Confidential/Sealed Encounter flagged in the Visits Module:

When a patient's specific encounter or visit has been sealed by the source system, the patient demographic details will display in the patient header for all visits **except** those with confidential/sealed restrictions if selected.

Type to filter results...
 Account Number: Confidential
 Encounter Date: Confidential
 Discharge Date: Confidential
 Type/Status: Confidential
 Reason For Visit: Confidential
 Principal Diagnosis: Confidential
 Facility: St. Mary's General Hospital
 Source: StMary
 Account Number: DS000005/19
 Encounter Date: 25/06/2019 10:33
 Discharge Date: 25/06/2019 10:33
 Type/Status: SDC/REG SDC
 Reason For Visit: TESTING OWN
 Facility: St. Mary's General Hospital
 Source: StMary

If a confidential/sealed encounter is selected from the **Visits** module, **physicians, nurse practitioners, or coroner users** will be prompted with the confidential/sealed override reason message. If you do not wish to proceed with the override, simply tap the Cancel button.

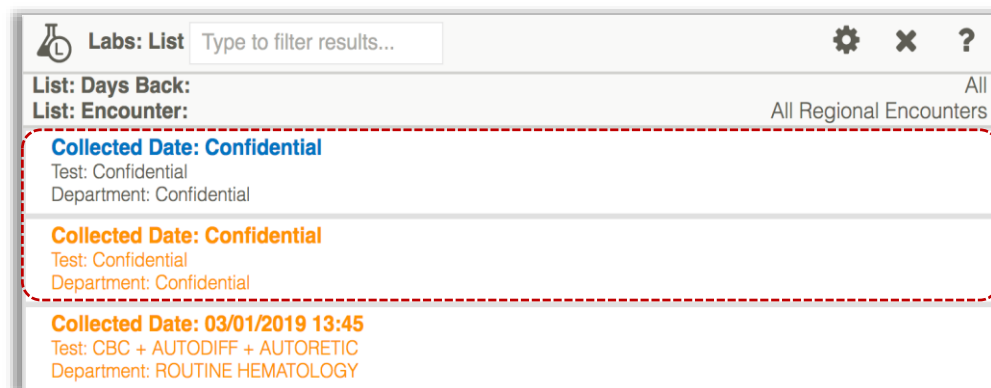
The screenshot shows a mobile application interface for 'Confidential Data'. At the top, there's a header with a search bar and a menu icon. Below the header, a blue banner reads 'Confidential Data'. The main content area contains an 'ALERT: THIS RECORD HAS A CONSENT DIRECTIVE (LOCK-BOX) IN PLACE'. The alert text explains that the patient's information is restricted and lists two requirements for override: 1. Receive express consent from the patient/SDM and document it, or 2. Deem it an emergency and document the nature of the emergency. Below the alert, a note states 'ALL INSTANCES OF A CONSENT OVERRIDE ARE MONITORED BY THE PRIVACY OFFICE'. A section titled 'Select Override Reason' contains five radio button options: 'View with patient permission on a temporary basis.', 'View with patient permission.', 'View with substitute decision maker permission.', 'View without patient or SDM permission. Situation deemed to be an Emergency. Please document the nature of the emergency in the patient record.', and 'View as a Coroner for purposes in relation to an investigation conducted under the Coroners Act.'. At the bottom right of this section are 'Cancel' and 'Perform Override' buttons. The bottom of the screen features a navigation bar with icons for 'Advanced Search', 'Notifications', and 'Connect'.

All others who are not physicians, nurse practitioner, or coroner users will not be permitted to perform the override and will receive the following message: **This record has been sealed by the patient. Only a Physicians and Nurse Practitioners can override this seal.**

The screenshot shows a mobile application interface for 'Sealed Data'. It features a blue banner at the top that reads 'Sealed Data'. Below the banner, the text states: 'This record has been sealed by the patient. Only Physicians and Nurse Practitioners can override this seal.' At the bottom right of the message box is a 'Cancel' button.

Confidential Tests and Reports

In some instances, a specific laboratory test or report can be confidential. Confidential test results and reports mask all information except the Facility.



Labs: List Type to filter results...

List: Days Back: All
List: Encounter: All Regional Encounters

Collected Date: Confidential
Test: Confidential
Department: Confidential

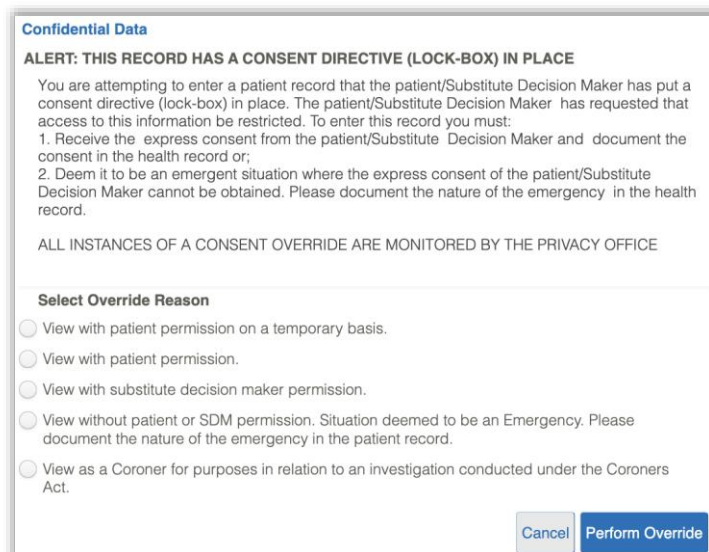
Collected Date: Confidential
Test: Confidential
Department: Confidential

Collected Date: 03/01/2019 13:45
Test: CBC + AUTODIFF + AUTORETIC
Department: ROUTINE HEMATOLOGY

Confidential Override Privileges

Only physicians, nurse practitioners, or coroners have been assigned override privileges where they are able to override the confidential or sealed restriction and access the record. All other users will not have override privileges and will be presented with a confidential/sealed data mask screen when accessing a patient's confidential or sealed record, specific encounter, or a specific test or result.

Physicians, nurse practitioners, or coroners accessing a confidential or sealed patient record will be prompted with the confidential/sealed override reason message and must select the most appropriate override reason.



Confidential Data

ALERT: THIS RECORD HAS A CONSENT DIRECTIVE (LOCK-BOX) IN PLACE

You are attempting to enter a patient record that the patient/Substitute Decision Maker has put a consent directive (lock-box) in place. The patient/Substitute Decision Maker has requested that access to this information be restricted. To enter this record you must:

1. Receive the express consent from the patient/Substitute Decision Maker and document the consent in the health record or;
2. Deem it to be an emergent situation where the express consent of the patient/Substitute Decision Maker cannot be obtained. Please document the nature of the emergency in the health record.

ALL INSTANCES OF A CONSENT OVERRIDE ARE MONITORED BY THE PRIVACY OFFICE

Select Override Reason

- ☐ View with patient permission on a temporary basis.
- ☐ View with patient permission.
- ☐ View with substitute decision maker permission.
- ☐ View without patient or SDM permission. Situation deemed to be an Emergency. Please document the nature of the emergency in the patient record.
- ☐ View as a Coroner for purposes in relation to an investigation conducted under the Coroners Act.

Cancel Perform Override

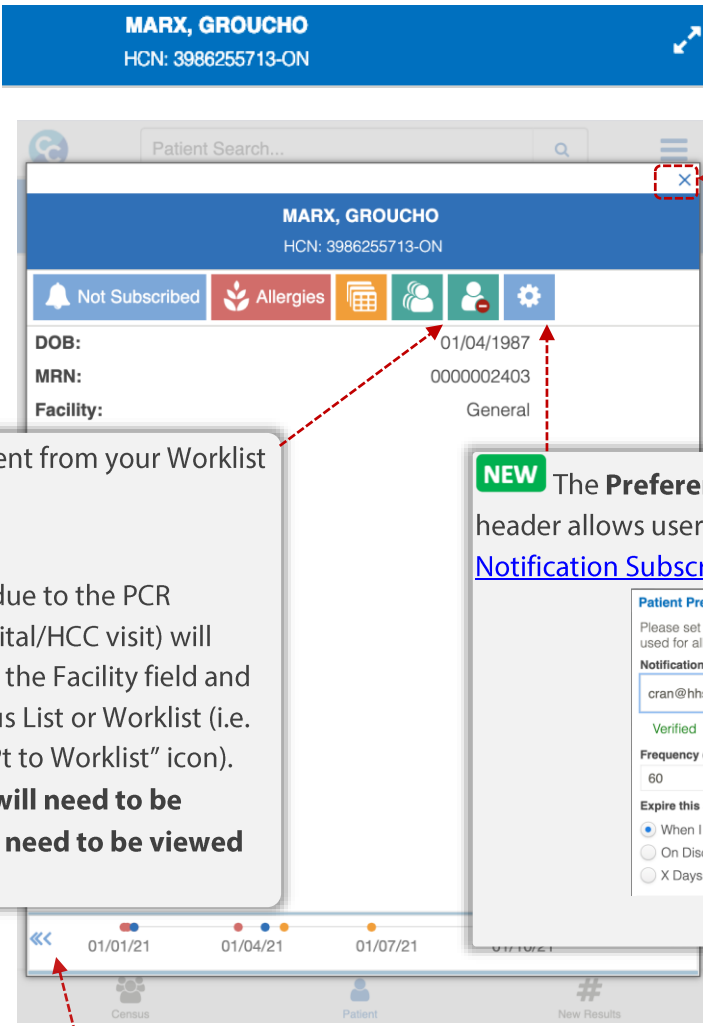
If you do not wish to proceed with the override, tap the **Cancel** button.



All overrides are tracked and will be audited.

Patient Header and Demographic Information

The patient header contains additional information about the select encounter. Tapping the arrow  in the top right, will expand the header and display **Alerts, Patient Visits Timeline**, additional encounter details and provides the ability to add/remove the patient from your worklist. The **Alert** icons can be selected and will open the associated module or link to additional data.



MARX, GROUCHO
HCN: 3986255713-ON

Expand and Collapse Patient

Tap to close the Patient Header

Add or Remove the patient from your Worklist by tapping this icon.

Patient records viewable due to the PCR integration (no SWO hospital/HCC visit) will display eHealth Ontario in the Facility field and cannot be added to Census List or Worklist (i.e. will not display the "Add Pt to Worklist" icon). **These patients' records will need to be searched each time they need to be viewed using the HCN.**

NEW The **Preferences** icon in the Patient header allows users to modify their general [Notification Subscriptions](#) Preferences.

Patient Preferences

Please set the preferences which will be used for all patient notifications.

Notification Email
cran@hhsc.ca Resend

Verified

Frequency (minutes)
60

Expire this subscription

- ☒ When I Unsubscribe
- ☐ On Discharge
- ☐ X Days after Discharge

Swipe left and right along the [Patient Visits Timeline](#) to view the patient's acute care encounters.

Patient Header Icons

On mobile devices, patient header icons display within the patient header banner and can be accessed by expanding the header by tapping the arrow .

The following table reviews the patient header icons available on mobile devices that may be displayed in the patient header if they apply to the patient and if the information is available from the contributing source system.

Patient header icons are colour coded for quick recognition:

Red – Alert

 Orange – Warning

 Green – Informational

 Blue – Action button

Icon	Description
 Subscribed Subscribed  Not Subscribed Not Subscribed	Manage your notification subscriptions by tapping these icons. More information on setting up and managing your notification subscriptions can be found in the Notification Subscriptions section of the guide. This option will only appear for authorized users of the Notifications Subscriptions feature.
Allergies  Allergies  No known allergies  Allergies Not Documented/Collected	Indicates if and what allergies the patient has. Colour coding for the allergies icons are as follows: • Red Icon – Specific allergies have been added to the patient's record • Blue Icon – No known allergies have been added to the patient's record • Orange Icon – No allergies have been added to the patient's record or not available Tap the icon to access the Allergy module.

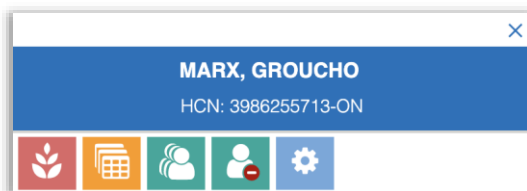


Add Patient to Worklist



Remove Patient from Worklist buttons

These icons are located in the patient header by tapping the arrow  on mobile devices and can be used to add or remove a patient from your Worklist.



 Patient records viewable due to the PCR integration (no SWO hospital/HCC visit) will display eHealth Ontario in the Facility field and cannot be added to Census List or Worklist (i.e. will not display the "Add Pt to Worklist" icon).

These patients' records will need to be searched each time they need to be viewed using the HCN.



Preferences

The **Preferences** icon in the Patient header allows users to modify their general Patient Record Preferences and Notification Subscriptions.

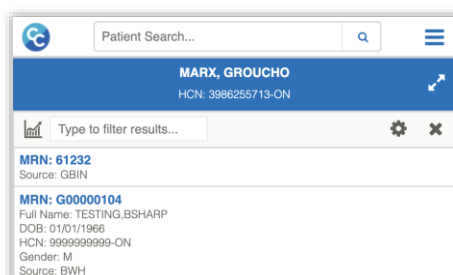


Patient Matches

This indicates that more than one match has been found across the contributing source systems based on patient's last name, date of birth and Health Card Number.

Provincial repository data retrieves information based on the patient's Health Card Number (HCN) match. The Patient Match details screen will display eHealth Ontario. In cases where a HCN is not available or invalid, data from the provincial repositories will not be accessible. Patient matches from the Ontario Laboratories Information System will display OLIS in the Source column.

 On mobile devices, this icon displays within the patient header and can be accessed by expanding the patient header by tapping the arrow  then tapping the Patient Matches icon. Limited data displays on mobile. Please refer to the desktop view for additional details.





VIP Patient Flag

A star icon displays in the patient header if the patient has been tagged in some source hospital systems as a VIP patient.



On mobile devices, the icon details is not available. To see the VIP details, please access the patient's record on desktop then hover over the icon to view the alert details as shown in the example below.

The use of this flag may be customized by the source hospital system and is associated with the selected encounter only. If a new patient encounter is selected, this flag may not appear or may display a different alert.

Example: **MRSA POSITIVE**



Mother Link

This button provides a link to the mother's record when the baby delivery visit is selected.

Tap the icon to open the mother's record.



Not all hospitals are currently linking the mother and baby in their source systems, and in such cases this icon will not appear in the patient's record.



Baby Link

Provides a link to the baby's record when the mother's delivery visit is selected.

Tap the icon to view the baby's record. In cases of multiple births, all babies will be listed.



Not all hospitals are currently linking the mother and baby in their source systems, and in such cases this icon will not appear in the patient's record.



Deceased Patient

This button indicates the patient is deceased if the information is made available from the hospital source systems.



On mobile devices, the details of this icon is not available. To see the Date of Death, please access the patient's record on desktop then hover over the icon to view the details as shown in the example below.

Example: **Date of Death: 27/11/2015**



Frequent ED Visits

This icon indicates the patient has had five or more Emergency Department (ED) visits at acute care facilities in South West Ontario within the last 366 days from most current encounter.

Tap the icon to access the Visits module for a list of the patient's encounters.



ED encounter information from select hospitals may not be available. Please check the Visits module in the patient's record for more hospital encounter details.



Microfiche

The Microfiche icon indicates that microfiche records exist for a patient in that facility. Contact the Health Records department of the source hospital for more information.

Patient Visit Timeline

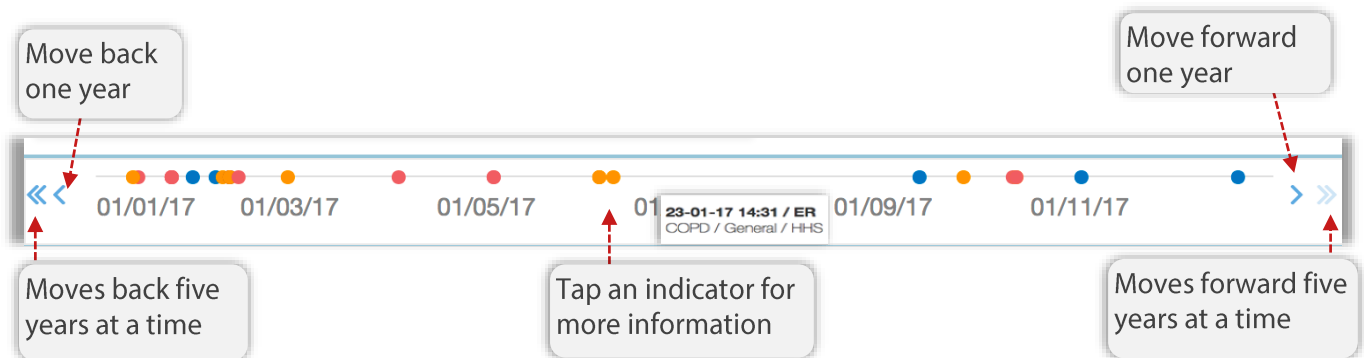
[Ask a Question](#) 

The Patient Visit Timeline on mobile can be accessed by expanding  the patient header as shown previously. It is an interactive timeline that provides a visual display of a patient's past and future visit history available from acute care facilities and matches the encounter information listed in the [Visits](#) module. The timeline defaults to the year associated with the encounter you are currently viewing. The navigation buttons on the timeline allows you to jump back and forth in the timeline.

On mobile devices, **swiping left and right along the timeline** will display additional patient encounters.

Tap an indicator to display additional encounter information.

- Encounter date
- Type of encounter
- Reason for visit
- Facility
- Source



Coloured indicators on the timeline show the frequency and type of encounter:

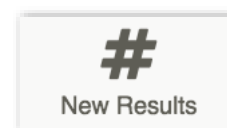
- Red - Emergency Encounters
- Blue - Inpatient Admissions
- Orange - Outpatient Visits (Includes future visits if available from the source systems)

New Results Module and Indicators

[Show Me](#) [Ask a Question](#) 

In ClinicalConnect, users have the ability to enable the New Result flags to appear in the Blood Bank, Cardiology, Lab, Micro, Radiology, Pathology and Transcriptions modules. If enabled, these New Result flags will also appear as visual indicators in the census lists, alerting the user that new results exist for the patient's selected encounter.

The **New Results** module aggregates the results and displays them all in one list for the selected patient encounter contributed from the source hospital system. Each of these new results can also be viewed in the associated clinical module. Enabling the New Result flags is a pre-requisite of setting up [Subscription Notifications](#) as described further in this guide.



 Results are determined to be “new” based on your individual **Preference settings** and are flagged as “new” up to a maximum of 72 hrs back from your current log in and for those results that you have not already viewed within your set parameters. These flags are associated with a patient's Medical Record Number (MRN) or equivalent and will reflect “New Results” contributed from the source hospital system.

New results functionality is not available in the following cases and will not generate New Result flags in the associated modules:

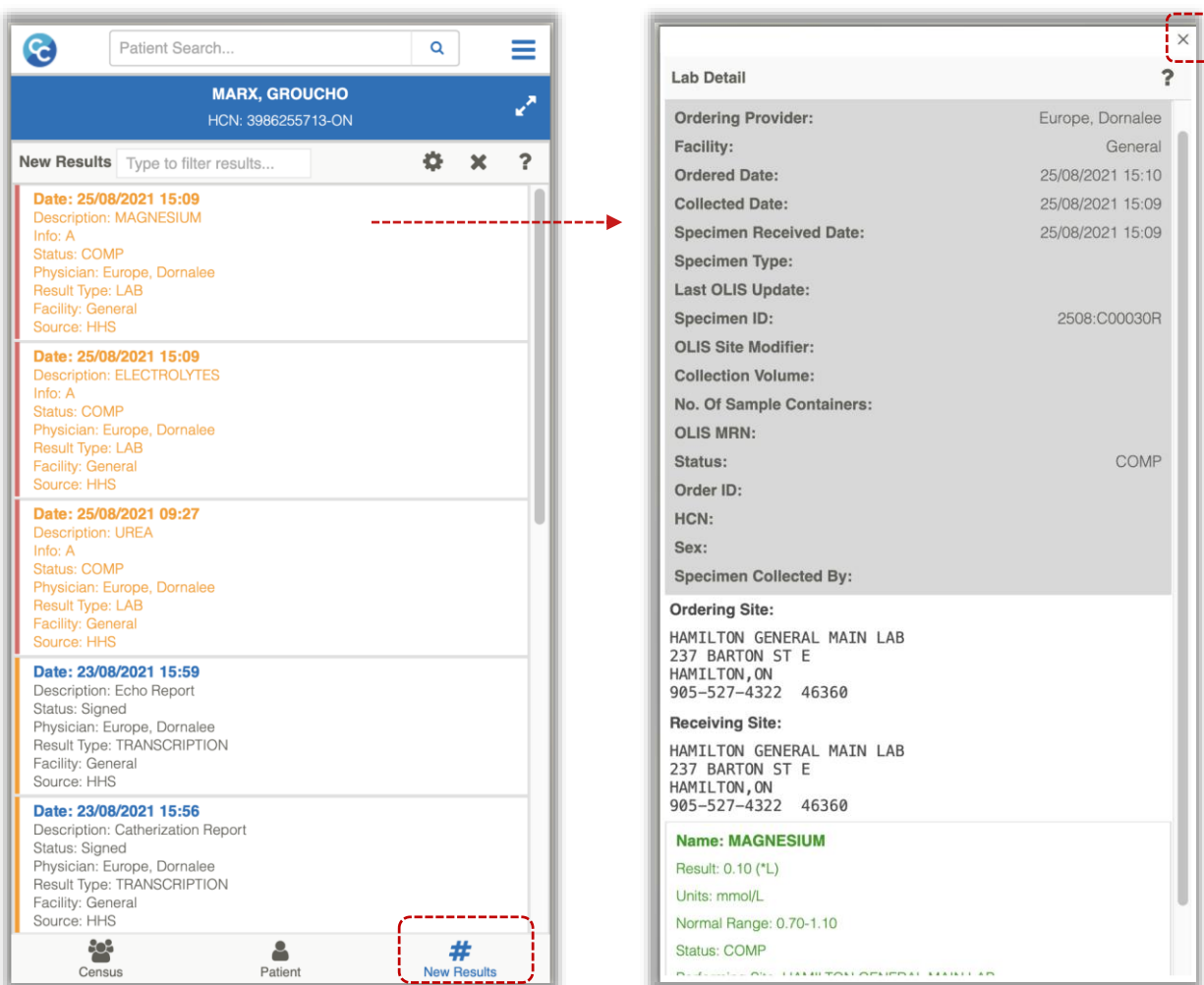
- Transcribed reports from the Acute Clinical Data Repository (aCDR), HNHB Regional Cancer Program, St. Joseph's Healthcare Hamilton in the Transcriptions module
- Radiology reports from Diagnostic Imaging Common Services and St. Joseph's Healthcare Hamilton in the Radiology module
- Pathology reports from Hamilton Health Sciences and St. Joseph's Healthcare Hamilton in the Pathology & Genetics module.
- OLIS data in the Lab, Microbiology and Pathology & Genetics modules
- The New Results indicator is not available in the Labs Component and Labs Trended views.

In these exceptions, users will not receive new result notifications if subscribed to the associated MRN.

For more details refer to the integration status chart located at <https://info.clinicalconnect.ca/CC/healthcare/data-integrations>

The New Results icon located on the bottom navigation banner displays all new results for the selected patient encounter. Once the new results are viewed, either on a mobile or desktop device, the New Results flags and counter will be updated and/or removed. The viewed New Results will be removed from the New Results module but the results will remain in the source module, for example Labs. This will also update the new result count in the Census lists and on the module icon flag.

To view the **New Result** details, select the result. The details will open in the view and in some cases as a PDF. To return to the **New Result** list, you must close the Details view using the **Close** icon.



New Results will appear in the Census list (if enabled)

New results are identified with colour coded visual indicators that display in various census lists, within the patient's record, and in the New Results module list view. These flags serve as quick alerts showing that new results exist for the selected patient encounter.

The new result flags are colour coded as follows:

- Red – New abnormal results available
- Orange –New results available
- Blue – No new results available

The indicators also have a number in each coloured indicator which tells you how many new results are available in each module for the selected patient encounter.

New Result Indicators Over



Labs: List

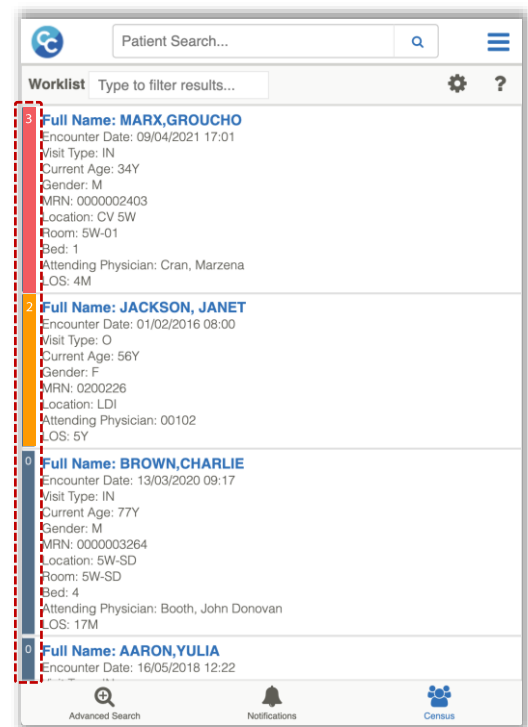


Blood Bank: Tests



Cardiology

The **New Results** indicators (if enabled by users) display in the module view as colour coded indicators over the module icons as shown above.



To access the New Results module, tap the **New Results** option from the Clinical Modules menu.



Tapping a result from the list will display the result details. Once a result is viewed, the new results flag is removed and is no longer considered a new result. The result will no longer appear in the New Results module but can be accessed from the associated module.

New Results Module Preference Settings

You can customize which modules you would like flagged for new results including the number of **Hours Back** for each module to display New Results. For new users, the New Results module will be automatically set to default to 72 hours back for all available modules. The results are considered new based on your New Results module preference settings.

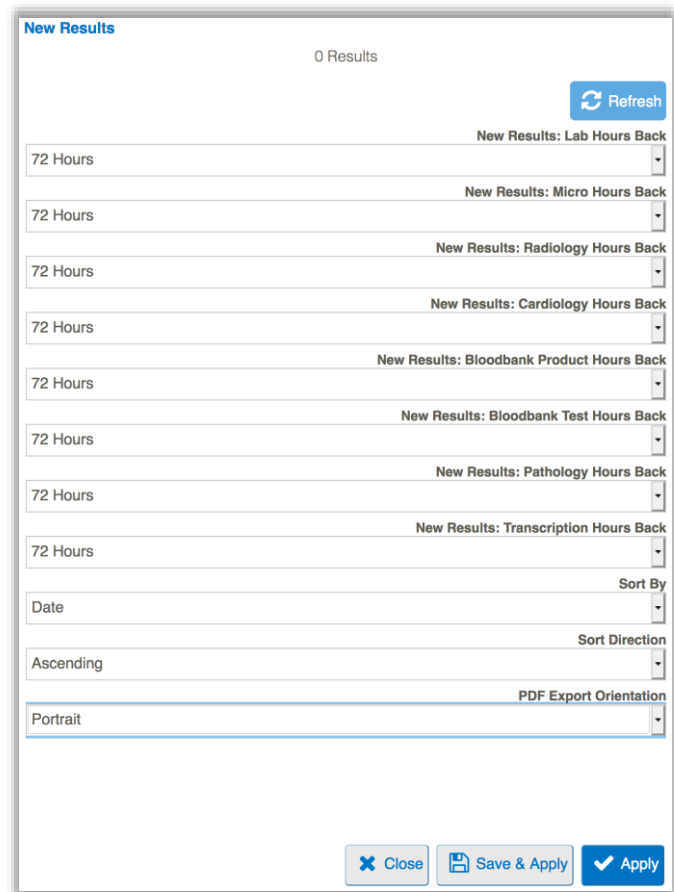
To set the amount of time that determines if a result is flagged as new:

1. Tap the [Preferences](#)  icon in the **New Results** header.
2. From the New Results Module Preferences window, select how many hours you want to go back for a result to be flagged as new. You can go back 24, 48, and 72 hours from the current date.



If you select **Disabled** in a dropdown, the corresponding module will never flag a result as new and New Results badges will not appear. If you find that you're not seeing new result flags for the patient's record, make sure the Hours Back is not set to Disabled. If you have disabled new results for any modules in the list, they will not appear as part of the [New Result Notification Subscription](#) function.

You also have the option of customizing how the New Results display in the module by defining the **Sort By** and the **Sort Direction**.



3. Tap the **Save & Apply** button once you have selected the number of hours back for flagging new results.

Notification Subscriptions for New Results

Authorized users with full web access to ClinicalConnect have the option to subscribe to receive email notifications when new results become available in the patient's record for select modules. Currently, this functionality is not available to users at select organizations who are set up to launch ClinicalConnect only from their clinical information system (called Contextual Launch Only/Restricted Contextual Launch).



Notifications can be set up for each patient individually, at the module level and for a preferred frequency. The Lab module notifications can be further customized to send emails only if the results are abnormal. You can add your preferred email address where you'll receive new result notifications for the patients that you have subscribed to.

These real-time email notifications may be useful in various clinical settings, supporting clinical workflows where clinicians may be waiting for hospital-based results for their patients in order to make a clinical decision or to provide follow-up care.

Important Notes: Understanding How New Result Notifications Work

This notification functionality is built on the existing [New Results](#) module which is limited to aggregating new results from direct data integrations from acute care hospitals in south west Ontario and based on the user's New Results preference settings. Provincial repository data does **NOT** support the New Results/Notifications feature.

Results are determined to be "new" based on your individual [Preference settings](#) as described in the [New Results](#) section of this guide and are flagged as "new" up to a maximum of 72 hrs back from your current log in and for those results that you have not already viewed within your set parameters.



The Notification Subscription to receive email alerts that New Result(s) are available in select modules and from select source systems only applies to a patient's subscribed encounter which is associated with their Medical Record Number (MRN) or equivalent. If the patient has encounters at additional facilities with different MRNs, you need to select and subscribe to all applicable MRNs that you wish to receive notifications of new results for.

It is also important to be aware that New Result notifications only apply to data that is available from select acute care facilities in south west Ontario and **will not include** notifications for data from provincial repositories, Home/Community Care Services, or for patient encounter records where the Source system is identified as “eHealth Ontario”.

Note: In some cases, Hospitals may not flag new results for all modules. Please refer to the [Integration Status Chart](#) to see the hospitals that flag New Results (and for which New Results notifications can be subscribed to).

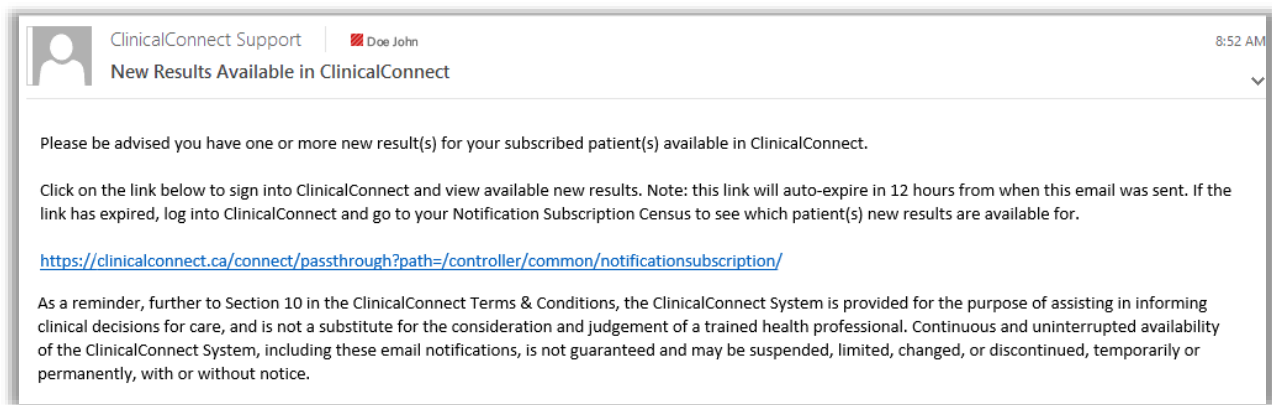
Notification Subscription Email

You will receive email notifications from ClinicalConnect alerting you of new results for the patients that you have subscribed for and based on your defined frequency and the modules you selected for each patient.

The email notification details will not contain any Personal Health Information (PHI) for the patients you’ve subscribed but will include a generic link that will launch the ClinicalConnect log in page, requiring you to log into ClinicalConnect first before accessing your Subscription Notification list of patients to view the available new results.

ClinicalConnect will aggregate any new results available for each subscribed patient and will send one email notification for all patients based on your defined frequency value, rather than sending multiple emails for each new result.

This is an example of the email notification you’ll receive.



 The link will auto-expire in 12 hours from when the email was sent. The following message will display in the header if the link is expired:

The New Results notification link has expired. Please select Notifications Subscriptions census to view patient new results or reinitiate the email verification process if applicable.

You can still review your patient’s New Results by accessing their record.

How to set up your notification subscriptions

1. To access Notification Subscriptions for a specific patient, tap the **Notifications** icon in the patient's record.
2. When setting up a Notification Subscription for the first time, you will be prompted to add and verify your email address before you can continue to set up your notification preferences for the patient you selected and ClinicalConnect will prompt you to complete this as shown by the message below. Tap **Yes**  to setup your notification subscription preferences

Notification Subscription

A verified email address is required. Do you wish to enter an email address?




 You must have at least one module enabled for [New Results flags](#) to be able to complete the next step in your Notification Subscriptions. If no modules are enabled for New Results then the message shown below will display when tapping the **Not Subscribed** button, reminding you to enable this in the **New Results module** [preference settings](#).

Notification Subscription Settings

Full Name:	MARX,GROUCHO
MRN:	H0000072
Account Number:	AC000022/17
HCN:	3986255713-ON-ON

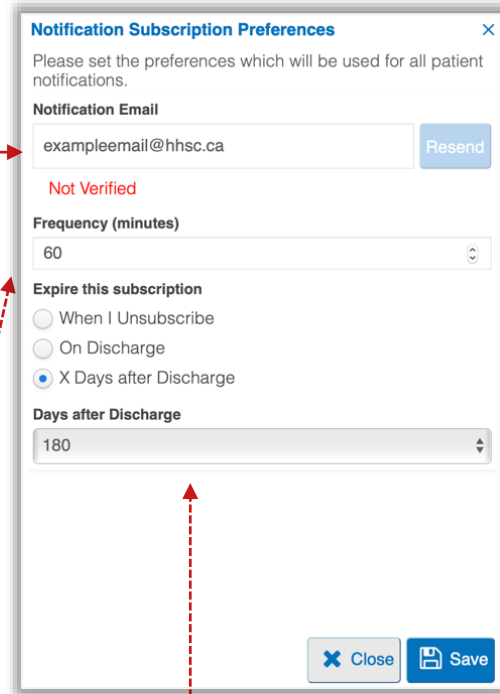
No subscription types are currently available. New Results preferences must be setup in order to subscribe to notifications.

To enable your [New Results](#) tap the **Preferences**  button in the New Results module header and modify your preferences.

3. If this is your first subscription, you will need to define your general **Notification Subscription Preferences**, such as your email, your notification frequency and expiry. These general preference settings will apply to all notifications for all patients that you subscribe to. If you have previously already set your notification preferences, you will not need to complete this step.

Notification Email - Add your preferred email address where you would like to receive the New Result notifications. Ensure you enter your email address correctly so that the notifications can be delivered. If your email address has not been verified, it will be labelled as **Not Verified** under the email address field and you must verify your email first before you can set up your notifications. A verification email will be sent to the email address that you entered. If you have not received a verification email at your expected email address, tap the **Resend** button.

Frequency (minutes) - Define how often you wish to receive New Result notifications. Based on the minute value added in this field, ClinicalConnect will aggregate any new results available for all subscribed patients and will send you one email notification.



Notification Subscription Preferences

Please set the preferences which will be used for all patient notifications.

Notification Email

exampleemail@hhsc.ca **Resend**

Not Verified

Frequency (minutes)

60

Expire this subscription

☐ When I Unsubscribe

☐ On Discharge

☒ X Days after Discharge

Days after Discharge

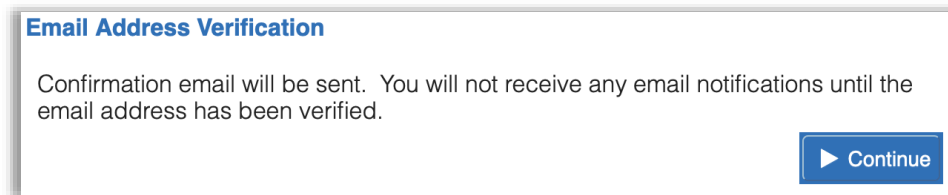
180

Close **Save**

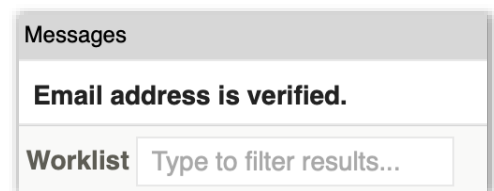
Expire This Subscription - By default, the subscription is set to expire 'When I Unsubscribe' but this can be changed as needed for each patient. If the patient is currently an admitted inpatient, you can choose to unsubscribe them 'On Discharge' or 'Days after Discharge' by selecting the number of days from the dropdown list.

4. After completing this step, which will apply to all notifications for all patients that you have subscribed to, tap the **Save** button to move to the next step.

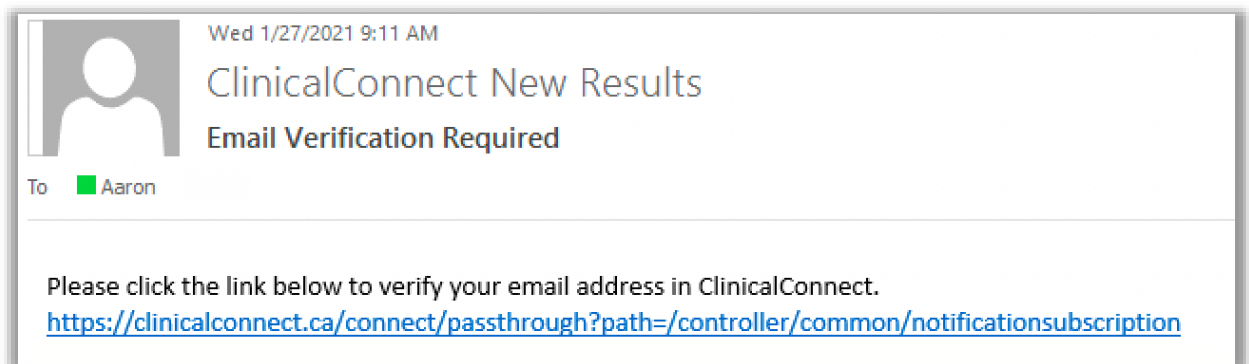
5. A confirmation email will be sent to the email address that you submitted. Tap **Continue** to have the email sent to you.



6. A verification email will be sent to the email address that you entered. The link will auto-expire in 12 hours from when the email was sent. To verify your email, tap the link provided in the email and log into ClinicalConnect. This will bring you to your default census view and will display the message **Email address is verified.**



You must make sure your email address is verified before you can continue to customize your Notification Subscription settings for any selected patient.



If you did not receive the verification email, please check your email spam filters.

7. You are now ready to select the modules that will apply to the New Result notifications for this patient. Tap the **Notifications** icon in the patient's record. This screen allows you to select the notification modules for each individual patient by selecting some or all of the modules from the Notification Subscription Settings window as shown below.

Notification Subscription Settings

Full Name: MARX, GROUCHO
MRN: 0000002403
Account Number: BV000015/20
HCN: 3986255713-ON

New Results Modules

- ☒ Blood Bank Products
- ☒ Blood Bank Tests
- ☐ Cardiology
- ☒ Microbiology
- ☐ Pathology
- ☐ Radiology
- ☐ Transcriptions

New Results Lab
Expire this subscription

Tap to expand.

Unsubscribe Save

8. The next section is specifically related to Lab notifications. To set up Lab notifications, expand the option for **New Results Lab** then select whether you want to receive an email notification for **ALL** new Lab results or just new **Abnormal** Lab results for this patient.

New Results Lab

☐ None
☐ All
☒ Abnormal



Please review the section called [Important Notes: Understanding How New Result Notifications Work](#) provided in this guide to ensure you understand the limitations of the new result notifications.

9. The next section is called **Expire this Subscription** and it is used to define when you want this subscription to expire for this specific patient. These are the same expiry values as shown earlier in step 2 and will default to what you selected when you first completed your notification preferences. You have the option to change your subscription expiry by expanding this section and make the changes as needed.



Expire this subscription

☐ When I Unsubscribe

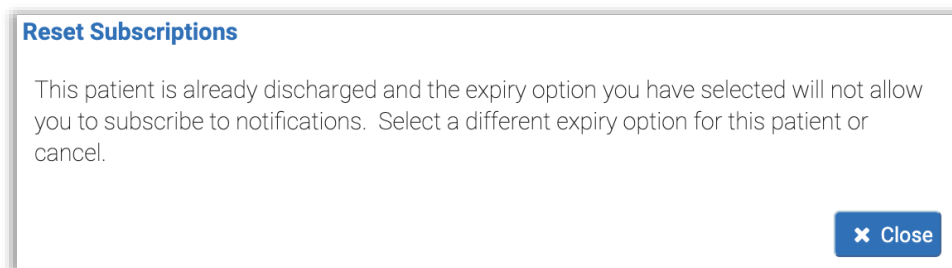
☐ On Discharge

☒ X Days after Discharge

Days after Discharge

30

You cannot select **On Discharge** or number of **Days after Discharge** if the patient is already discharged and the following notification will display. You must close the message window and leave the expiry selection to '**When I Unsubscribe**'.

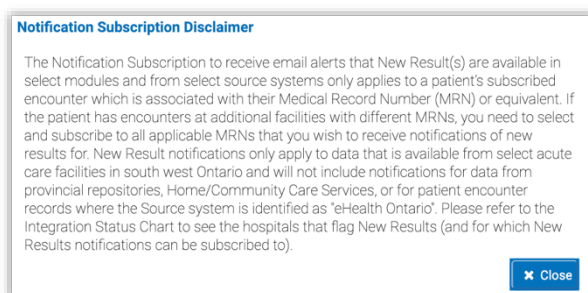


Reset Subscriptions

This patient is already discharged and the expiry option you have selected will not allow you to subscribe to notifications. Select a different expiry option for this patient or cancel.

[Close](#)

10. Once you're finished setting up the subscription, tap the **Save** button to create the notification subscription. You also have the option to Unsubscribe the patient.



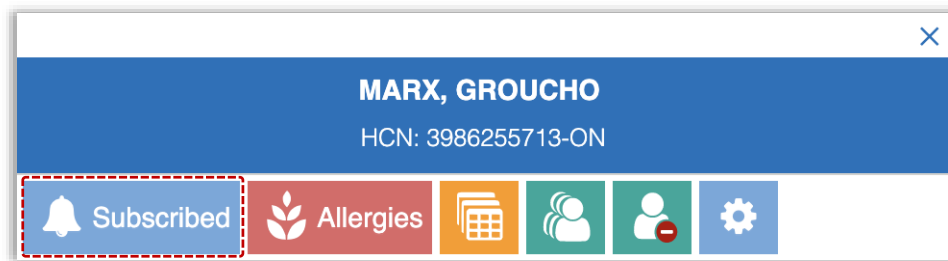
Notification Subscription Disclaimer

The Notification Subscription to receive email alerts that New Result(s) are available in select modules and from select source systems only applies to a patient's subscribed encounter which is associated with their Medical Record Number (MRN) or equivalent. If the patient has encounters at additional facilities with different MRNs, you need to select and subscribe to all applicable MRNs that you wish to receive notifications of new results for. New Result notifications only apply to data that is available from select acute care facilities in south west Ontario and will not include notifications for data from provincial repositories, Home/Community Care Services, or for patient encounter records where the Source system is identified as "eHealth Ontario". Please refer to the Integration Status Chart to see the hospitals that flag New Results (and for which New Results notifications can be subscribed to).

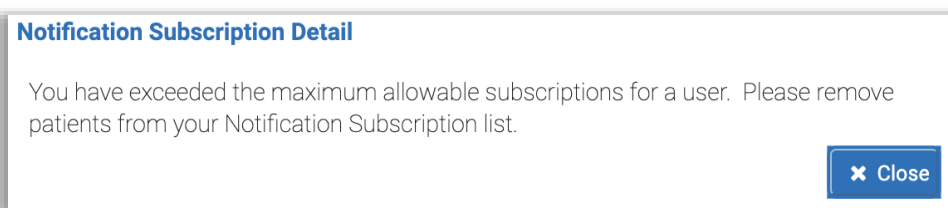
[Close](#)

After saving the notification subscription, you'll be presented with the following message reminder regarding New Result Notifications.

Once you have completed the subscription, the patient's header will now display the **Subscribed** icon. Tapping this icon will take you to the patient's subscriptions where you can modify or unsubscribe as needed.



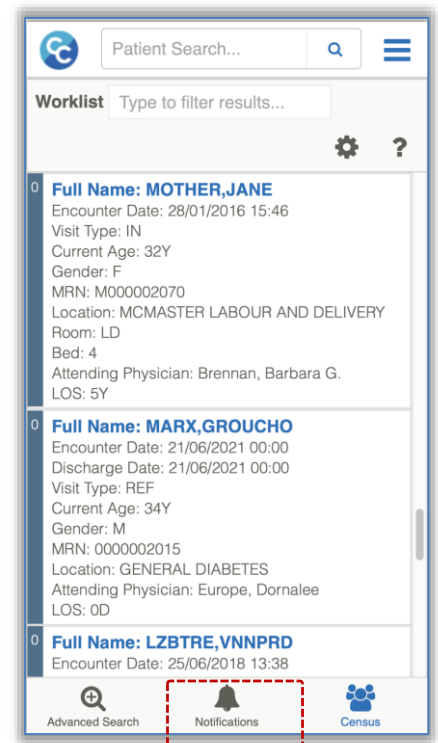
You can only be subscribed to **a maximum of 75 different patient MRNs**. If you try to exceed the maximum number of notification subscriptions, you will receive this message:



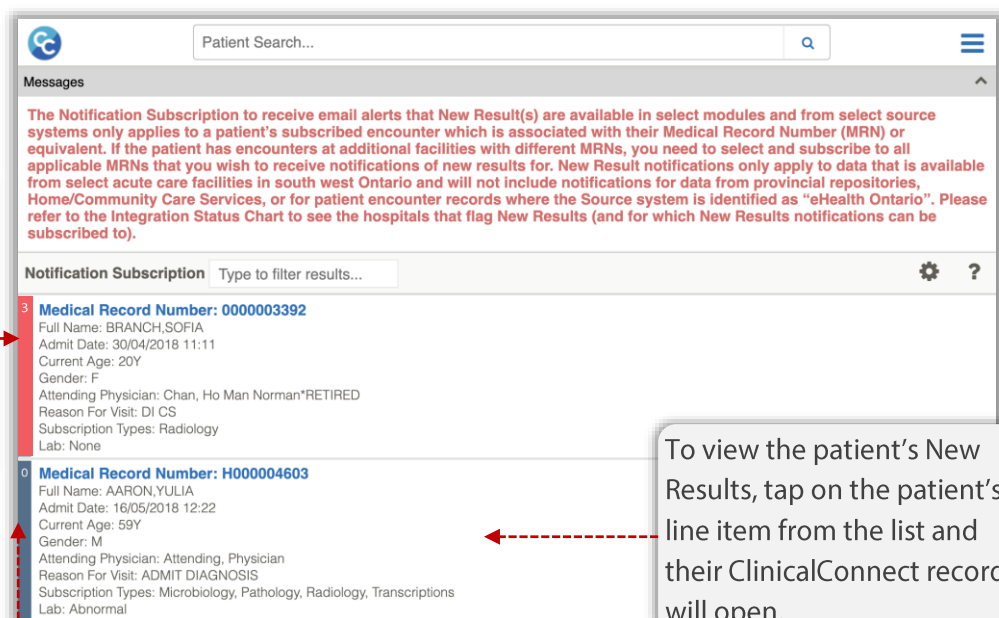
Accessing Your Notification Subscription List

After subscribing to receive notifications for at least one patient, you will be able to access the **Notification Subscription** page where all of your patients' subscriptions will be listed as shown below. From this list you can easily tap the patient's record to view their New Results or edit/remove the subscriptions as needed.

When you are not viewing a patient record, tap on the **Notifications** button at the bottom of your device to access your Notification Subscriptions.



Modules that you have subscribed to for each patient are listed under **Subscription Types** and the type of Lab results are listed as **Lab**.



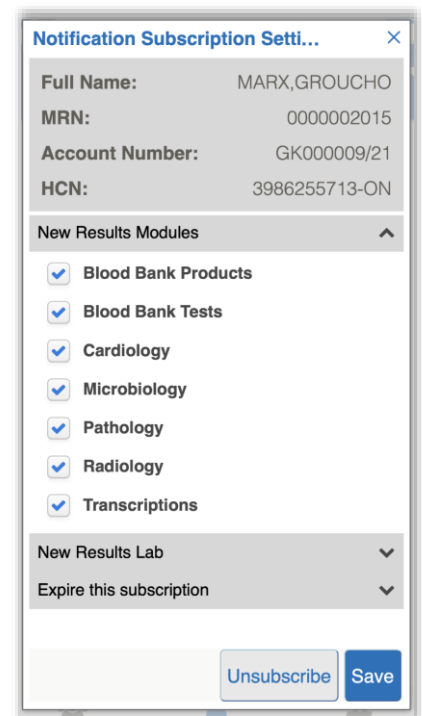
To view the patient's New Results, tap on the patient's line item from the list and their ClinicalConnect records will open.

The Notification Subscription page lists the number of new results with a colour indicator like the New Results module.

To unsubscribe from receiving email notifications from a selected patient, open their patient record and tap the **Notifications** icon.

The Notification Subscription Settings window will open where you can edit the notifications or you can tap the **Unsubscribe** button at the bottom of the screen.

After unsubscribing from receiving notifications for the patient, you will no longer see them listed in your Notification Subscription list and you will have to tap the **Notifications** icon in the patient's record to subscribe again.



Notification Subscription Setti...

Full Name: MARX,GROUCHO
 MRN: 0000002015
 Account Number: GK000009/21
 HCN: 3986255713-ON

New Results Modules

- ☒ Blood Bank Products
- ☒ Blood Bank Tests
- ☒ Cardiology
- ☒ Microbiology
- ☒ Pathology
- ☒ Radiology
- ☒ Transcriptions

New Results Lab ▾
 Expire this subscription ▾

Unsubscribe **Save**

Notification Subscription Preferences

Preferences are used to customize how you want to view information presented for Notification Subscriptions to suit your clinical viewing needs. Preferences need only be set once, and can be easily be updated anytime as your clinical needs change.

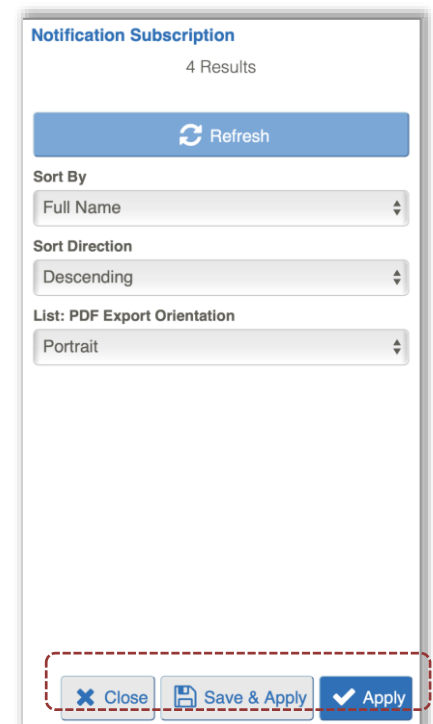
Notification Subscriptions has its own set of preferences that can be accessed and configured by tapping the [Preferences](#) icon  from the Notification Subscription module.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



Notification Subscription

4 Results

Refresh

Sort By
 Full Name ▾

Sort Direction
 Descending ▾

List: PDF Export Orientation
 Portrait ▾

Close **Save & Apply** **Apply**

Census Lists

Ask a Question 

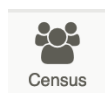
ClinicalConnect provides up to five different real-time Census lists (based on the user's privileges) that can be used to easy access patient records and view details related to patients' hospital encounters from acute care facilities in south west Ontario.

The Census Module contains up to five census views:

- Census
- Group Inpatient
- Station
- Worklist
- Physician Census

Each census can be generated for a maximum of 14 days back.

To access a patient's record from any Census list, tap the patient's line item.



In some cases, users may default to their Census list automatically upon login.

On mobile devices, to access or go back to your Census list, tap the **Census** icon located at the bottom of the screen.



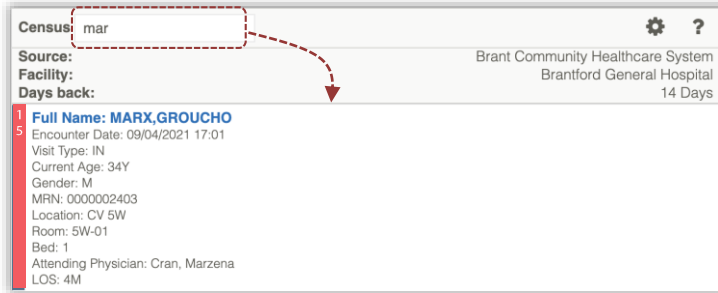
 Notification Subscriptions is separate from the Censuses, unlike for Desktop, and can be found by tapping the **Notifications**  button.

Coloured flag indicators display in each census list (as well as beside the modules in a patient's record) alerting you when new results exist for a patient. Refer to the New Results section for details.

 Patients who've been matched only against PCR will not be included in the Provider Census Lists and cannot be added to a Worklist (i.e. the "Add Pt to Worklist" icon will not be available.) These patients' records will need to be searched each time if they haven't had a SWO hospital/HCC visit. The most efficient way to search for these records is by using the HCN. Please refer to the section called ['ClinicalConnect's Integration with Provincial Client Registry \(PCR\)'](#) for more information.

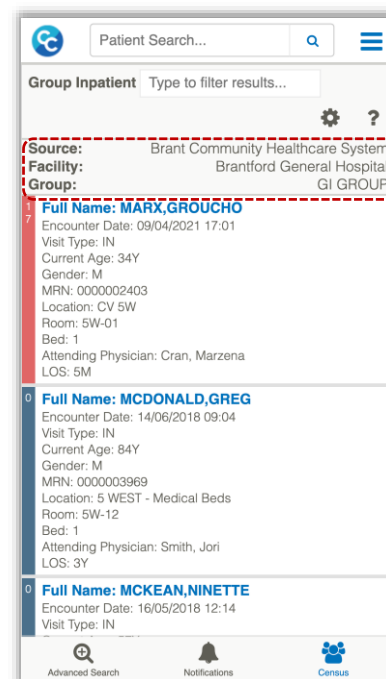
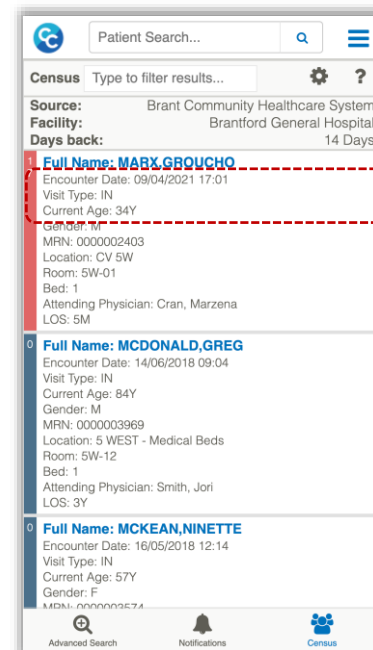
Each Census list has its own set of preferences that can be accessed and configured by tapping the Preferences  icon in the module header. See the [Preference Settings](#) section to learn more about how to set up your preferences.

The following table provides a summary of some of the key features of the Census tab.

Feature	Summary
Smart Filter	Text typed in the Smart Filter Search box narrows the list of results to display only those related to text you entered. On mobile devices, this will filter results based on the fields available in the mobile view. 
New Results Flag	All new results use a colour coded visual indicator to alert you to any new results available for the patient from any Census list. See the New Results section of the guide to learn more about New Results flags.

The following table provides an overview of the key features of each Census view.

View	Description
Census	The Census view is a combined census list that displays Inpatients, Outpatients, ED patients, and Discharged patients who have had activity in acute care facilities within a defined number of days back (maximum of 14 days back) and also includes patients that have been added to your Worklist. For physician users, this census list will display any patients who have a hospital registration and are associated with the physician based on the physician's CPSO number. Other users with census privileges (e.g. nurse practitioners) may also have a list of patients from select hospitals depending on whether the hospital has the necessary ClinicalConnect compatible mechanisms and processes in place to link those users to specific patients. For non-physician users, if the user is associated with multiple physicians' CPSO numbers, this census list includes patients that are on your selected Physician Census list and anyone that you have added to your Worklist.
Group Inpatient	Group Inpatient census is used for select physician groups and displays all inpatients associated with the group of physicians based on the physician's CPSO number. These physician groups are defined within the source Health Information System (HIS) and are available for select source hospitals systems. This list is useful for physicians that are covering for a specific physician group within that source hospital system. If the user is not associated with Group Inpatients, this census list will not display. User's accounts that are configured to support multiple physicians (such as physician's administrative support) will have an additional Physician field and will be able to filter this list by selecting the physician's name, to see only the patient's associated with the selected physician. Physician groups are defined within the source HIS and may be available only for select source hospitals. This list is useful for physicians that are covering for a specific physician group within that source hospital system.



Station Census

The Station census, or Unit/Ward census, displays all inpatients and outpatients associated with the selected hospital facility and location type. The list of patients will display for the selected location for the current date.

Note: Not all facilities have Station Census lists available. In these cases, use the Advanced Search function to find the patient in ClinicalConnect.

Worklist

A Worklist is useful if you want to create your own patient list. This eliminates the need to always search for a patient each time you want to access their record. To learn how to add or remove patients from your Worklist please refer to the [Adding a Patient to your Worklist](#) section in this guide.



The Worklist census is limited to 75 patients.

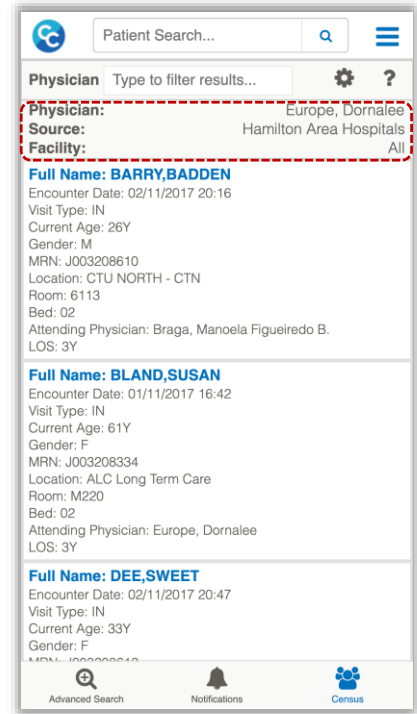
Physician Census

Displays a list of all inpatients associated with the physician's CPSO number. Other users with census privileges (e.g. nurse practitioners) may also have a list of patients from select hospitals depending on whether the hospital has the necessary ClinicalConnect compatible mechanisms and processes in place to link those users to specific patients. For non-physician users, this census will display the selected physician's patients. If the user is associated with multiple physicians, use the dropdown to select a different physician and display a new patient list.

 Physician's Census lists may not be available from all hospitals. In these cases, use the Search function to find the patient's record in ClinicalConnect

On mobile devices, the physician's name can be defined in the Preferences.

Tap the **Preferences** icon  then take note of the first field which is used to add the name of the physician. Tap **'Save and Apply'** after adding the physician's name to the first field.



Patient Search...

Physician: Type to filter results...  

Physician: Europe, Dornalee

Source: Hamilton Area Hospitals

Facility: All

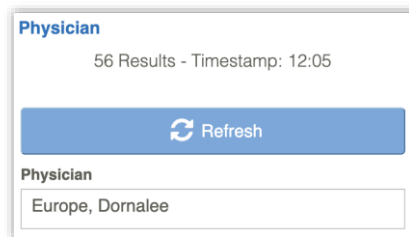
Full Name: BARRY, BADDEN
Encounter Date: 02/11/2017 20:16
Visit Type: IN
Current Age: 26Y
Gender: M
MRN: J003208610
Location: CTU NORTH - CTN
Room: 6113
Bed: 02
Attending Physician: Braga, Manoela Figueiredo B.
LOS: 3Y

Full Name: BLAND, SUSAN
Encounter Date: 01/11/2017 16:42
Visit Type: IN
Current Age: 61Y
Gender: F
MRN: J003208334
Location: ALC Long Term Care
Room: M220
Bed: 02
Attending Physician: Europe, Dornalee
LOS: 3Y

Full Name: DEE, SWEET
Encounter Date: 02/11/2017 20:47
Visit Type: IN
Current Age: 33Y
Gender: F

Advanced Search Notifications Census



Physician

56 Results - Timestamp: 12:05

 Refresh

Physician

Europe, Dornalee

Changing your Default Census on Mobile Devices

To change your **Default Census View**, tap the [Preference](#)  icon.



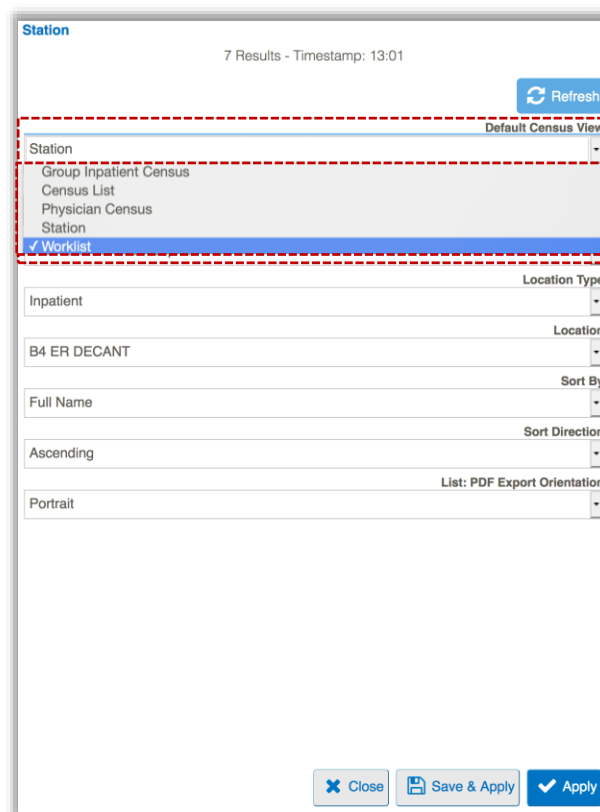
Census Type to filter results...  ?

Source: Hamilton Area Hospitals
Facility: All
Days back: 14 Days

You'll notice the Default Census View dropdown list will display other Census options. Select the Census, then tap '**Save and Apply**' to change the Census default for both mobile and desktop view.

Tapping '**Apply**' will save the Census changes for this session only.

The screen will refresh to display the changes



Station 7 Results - Timestamp: 13:01 

Default Census View

- Station
- Group Inpatient Census
- Census List
- Physician Census
- Station
- ☒ **Worklist**

Location Type
Inpatient

Location
B4 ER DECANT

Sort By
Full Name

Sort Direction
Ascending

List: PDF Export Orientation
Portrait

 Close  Save & Apply  Apply

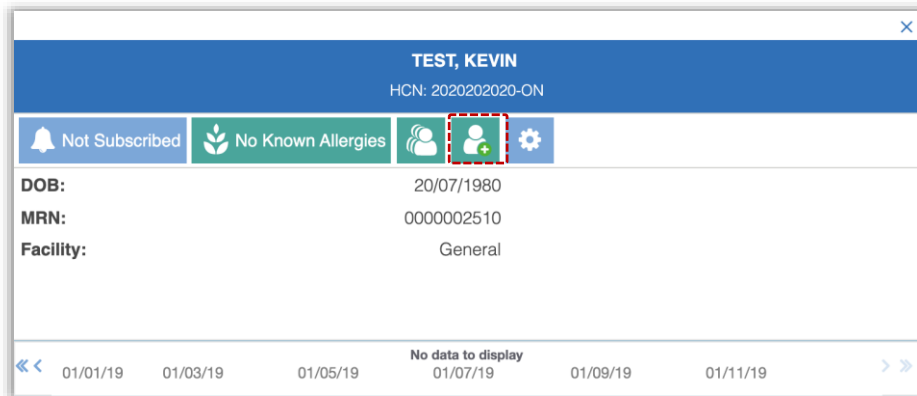
Adding a Patient to your Worklist

To add a patient to your Worklist on mobile devices;

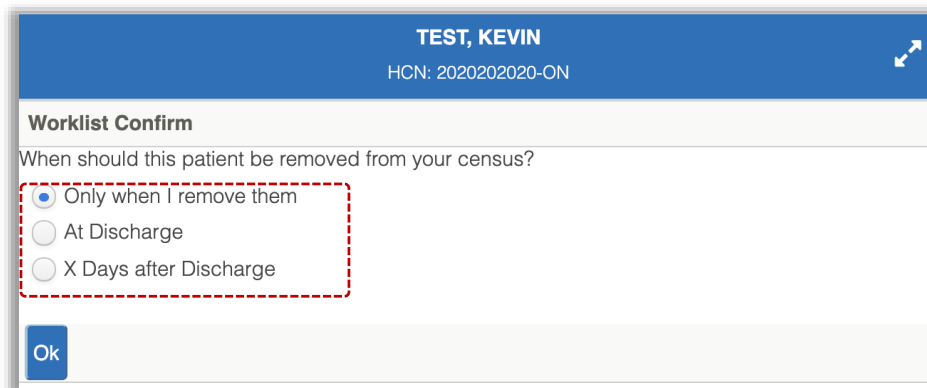
1. First, search for the patient's record then tap to open the record.
2. Tap on the arrow  to expand the Header.



3. Tap the **Add**  icon in the patient header.



4. From the Worklist Confirmation window, tap one of the three options to set how long the patient will remain on your worklist then tap the **OK** button.



Options include:

- **Only when I remove them** – The patient remains on your Worklist until you manually remove them from the Worklist.
- **At Discharge** – The patient remains on your Worklist until they are discharged.
- **X Days after Discharge** – You define the number of days the patient remains on your Worklist after they are discharged. An additional field will display below this selection where you can define the number of days.

1

✓ 1

2

3

5

7

10

14

21

30

Removing a Patient to your Worklist

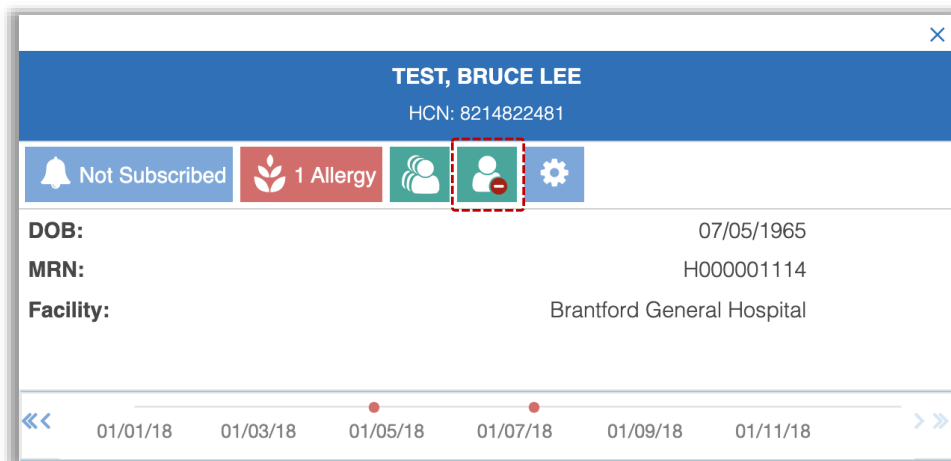
You can manually remove patients from your Worklist at any time.

To remove a patient from your Worklist:

1. Select the record of the patient that you want to remove.
2. Tap on the arrow to expand the Header.



3. The **Remove**  icon is displayed on the right side of the patient header. Tap the icon to remove the patient from your Worklist.



Admissions Module

Show Me 

Ask a Question 

The Admissions module displays patient demographic and encounter registration information from the source hospital information system (HIS). This module displays information from the selected visit only and contains the following sections:



Admissions

- Patient Info
- Patient Employer
- Emergency Contacts
- Guarantors
- Insurances
- Doctors
- Additional Information

 The Admissions module is not applicable and will not display when viewing Home and Community Care (HCC) patient visits.

To access the Admissions module, tap the **Admissions** option in the Clinical Modules menu.


Admissions
×
?

Patient Info

Full Name:	MARX,GROUCHO
Street:	123 MAIN STREET EAST HAMILTON, ON L8M 1W9
Home Phone:	905-555-1212
Gender:	M
Language:	ENGLISH
Financial Class:	OHIP
Room:	4W-14/1
Height (English):	5ft 7in
Weight (English):	180lb oz
Admitting Physician:	Europe, Dornalee
Attending Physician:	Cran, Marzena
ER Physician:	Europe, Dornalee
Other Physician:	Europe, Dornalee
Primary Care Provider:	Booth, John Donovan
Status:	ADM IN

ER Physician name is available in the Admission information if the information is available from the source system.



Allergies Module

Show Me 

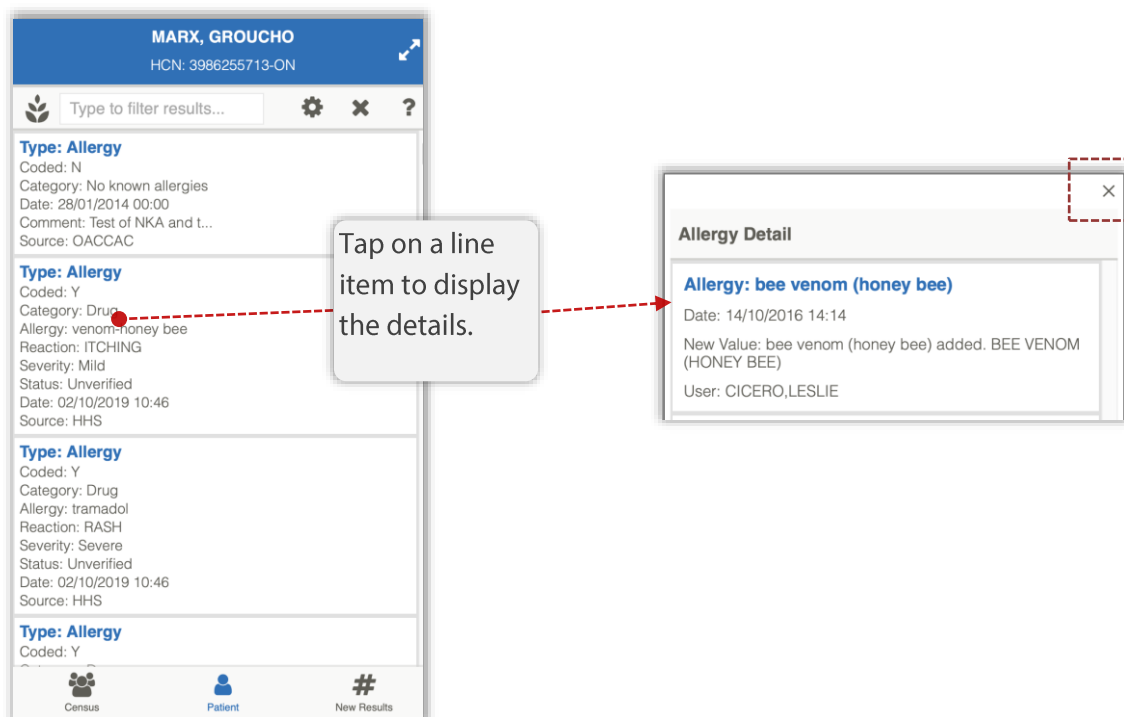
Ask a Question 

The Allergies module displays patient allergy information from contributing facilities. Allergies are also flagged with icons in the patient header.

 Allergies are only available from facilities integrating allergy information into ClinicalConnect. To view the list of contributing facilities, please visit this page: <https://info.clinicalconnect.ca/CC/healthcare/data-integrations>



Allergies



To access the Allergies module, tap the Allergies option from the patient's record or tap the Allergies icon  in the patient header. To view Allergy details, tap to select the line item.

Tap the Close button  to return to the Allergy list view.

The following table provides a summary of some of the key features of the Allergies module.

Feature	Summary
Allergies Icon   	An Allergies icon displays in the patient header based on the information made available from the contributing source systems. The following Allergy icons may display in the patient's record: • Allergies icon (red) - Specific allergies have been added to the patient's record • No known allergies icon (blue) - No known allergies have been added to the patient's record. • Allergies Not Documented/Collected icon (orange) - No allergies have been added to the patient's record, or allergy information is currently not available.
Coded	This column displays Coded Allergies as Yes or No. Coded allergies are those contained within the allergen dictionary look up from the contributing sources system and will display Y (Yes) in the row. Allergy information that is "uncoded" is any free text additions made available from the contributing sources system and will display N (No) in the row.
Smart Filter	Text typed in the Smart Filter Search box narrows the list of results to display only those related to text you entered. In the example above, the Smart Filter Search box was used to narrow the list of allergies to display only Morphine or Codeine. The user entered morph, code which will search the allergies list grid for any text that included morph OR cod.  morph,cod All other results were filtered out and do not display in the products list view until the contents of the Smart Filter are cleared.  See the Smart Filter section to learn more about filtering results and lists with the Smart Filter tool.
Allergy Severity	Displays the full allergy severity: • Mild • Intermediate • Severe • Unknown

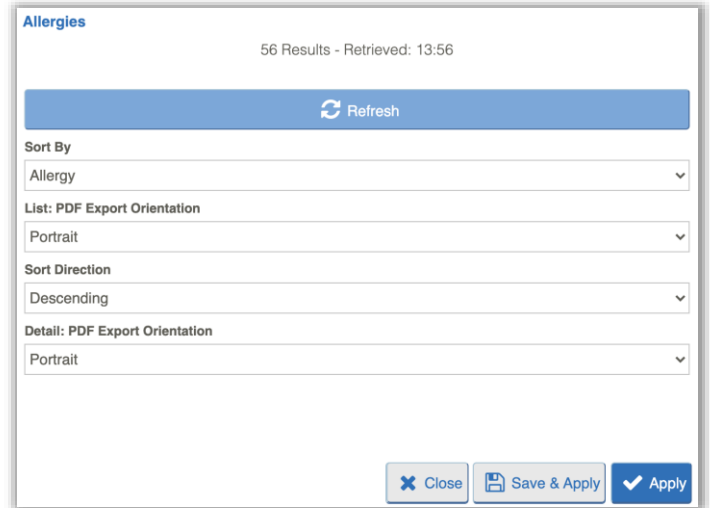
Allergies Preferences

The Allergies module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.



The screenshot shows the 'Allergies' preferences screen. At the top, it says 'Allergies' and '56 Results - Retrieved: 13:56'. Below this is a blue bar with a 'Refresh' button. The main area contains four dropdown menus: 'Sort By' (set to 'Allergy'), 'List: PDF Export Orientation' (set to 'Portrait'), 'Sort Direction' (set to 'Descending'), and 'Detail: PDF Export Orientation' (set to 'Portrait'). At the bottom right, there are three buttons: 'Close' (with an 'X' icon), 'Save & Apply' (with a save icon), and 'Apply' (with a checkmark icon).

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Blood Bank Modules

Ask a Question 

The Blood Bank modules display Blood Bank products and tests contributed from source systems. The Blood Bank modules also display the available Group and Screen information for the patient in the banner below each Blood Bank header.

To access the Blood Bank module, tap one of the **Blood Bank** options in the Clinical Modules menu.

The Blood Bank module includes three tabs:

- **Products** – Lists blood bank products including product details when selected
- **Tests** – Trends Blood Bank test results
- **Trend** – Displays multiple test results in a timeline



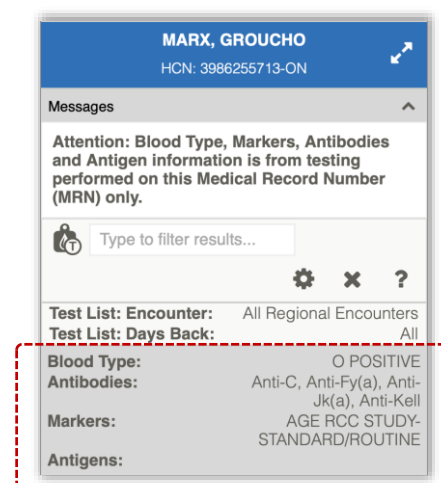
If new Blood Bank results or products are available for the selected visit, the modules will be flagged with the orange New Result indicator and a number showing how many new results are available. See the [New Results](#) section to learn more about how new results are flagged.

OLIS data is currently not available in the Blood Bank Modules and will not display any product or test information in these views.

Group and Screen Information Banner

All three Blood Bank modules display a Group and Screen Information Banner that provides a quick view of the patient's Blood Type, Markers, Antibodies, and Antigen test results based on the selected Medical Record Number (MRN).

 The Blood Bank banner information may not be available from select source facility.



Blood Bank: Products

The Blood Bank: Products module displays blood bank products from source hospital systems.

To access the Blood Bank: Products module, tap the **Blood Bank: Products** icon from the Clinical Modules menu.



Blood Bank:
Products

To view the details of a listed blood product, tap the row of the product to view additional details if available. Tap the Close button  to return to the list view.






MARX, GROUCHO
 HCN: 3986255713-ON

Messages

Attention: Blood Type, Markers, Antibodies and Antigen information is from testing performed on this Medical Record Number (MRN) only.







Product List: Encounter: All Regional Encounters
Product List: Days Back: All
Blood Type: O NEGATIVE
Antibodies:
Markers: INFECTION CONTROL ESBL
Antigens:

Date: 03/04/2017 11:54
 Product: RED CELL CONCENTRATE
 Unit #: C055616556262
 Volume: 350
 Blood Type: O POSITIVE
 Status: TRANSFUSED
 Facility: WEST LINCOLN MEMORIAL
 Source: HHS

Date: 08/02/2017 16:12
 Product: PACKED CELLS
 Status: Ordered
 Facility: Stratford Gen Hosp
 Source: HPHA





Tap on a line item to display the details.



Blood Bank: Product Detail

Report:

t Lincoln Memorial Hospital
 Run Date: 09/09/21
 Specimen Inquiry
 Pg. 1
 Run Time: 1437
 User: MEDITECH
 Date field s on this report in format DD/MM/YY
 Printed on:

 PATIENT: MARX,GROUCHO A
 CCT #: WE000065/16 LOC: WO-ER U
 #: W000002017
 DOB: 01/04/87 A
 GE/SX: 30/M ROOM: RE
 G: 03/05/17
 REG DR: Krizmanich,William John S
 TATUS: DEP ER BED: DI
 S:

 SPEC #: 0304:BB00001R COLL: 03/04/1
 7-1154 STATUS: COMP REQ
 #: 00018336
 RECD: 03/04/1
 7-1154 SUBM DR: Krizmanich,William J
 ohn
 ENTERED: 03/04/17-1154
 OTHR DR: Cran,Marzena

! Blood Bank product information from select contributing facilities, may include a single unit volume in the Volume row, followed by a quantity in parenthesis. In such cases, the total product volume would be defined by the quantity indicator. For Example: 100 mL (Qty:2.0) would indicate aBB total volume of 200 mL. In addition, some blood product data line items will not display any product details if selected from the list view from select facilities.

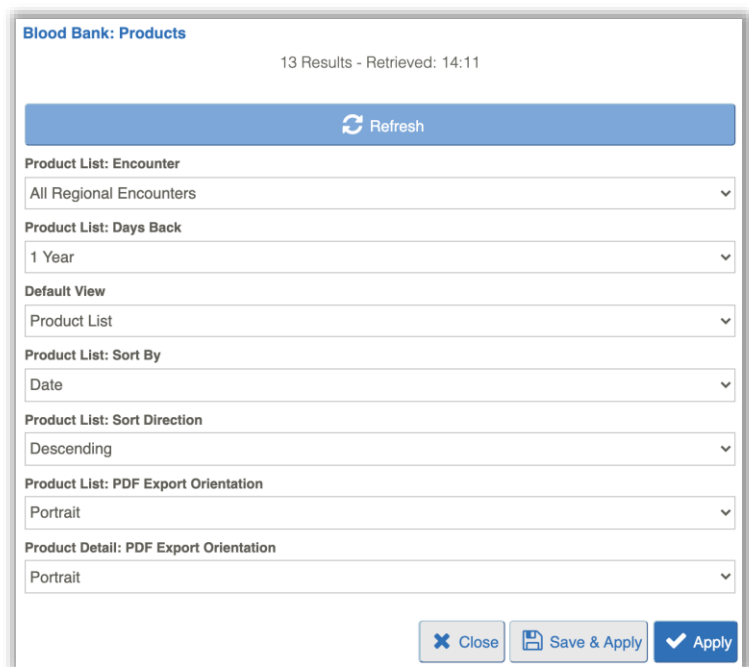
Blood Bank: Products Preferences

The Products module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header. See the [Preference Settings](#) section to learn more about how to set up your preferences.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.



Blood Bank: Products

13 Results - Retrieved: 14:11

 Refresh

Product List: Encounter
All Regional Encounters

Product List: Days Back
1 Year

Default View
Product List

Product List: Sort By
Date

Product List: Sort Direction
Descending

Product List: PDF Export Orientation
Portrait

Product Detail: PDF Export Orientation
Portrait

 Close  Save & Apply  Apply

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Blood Bank: Tests

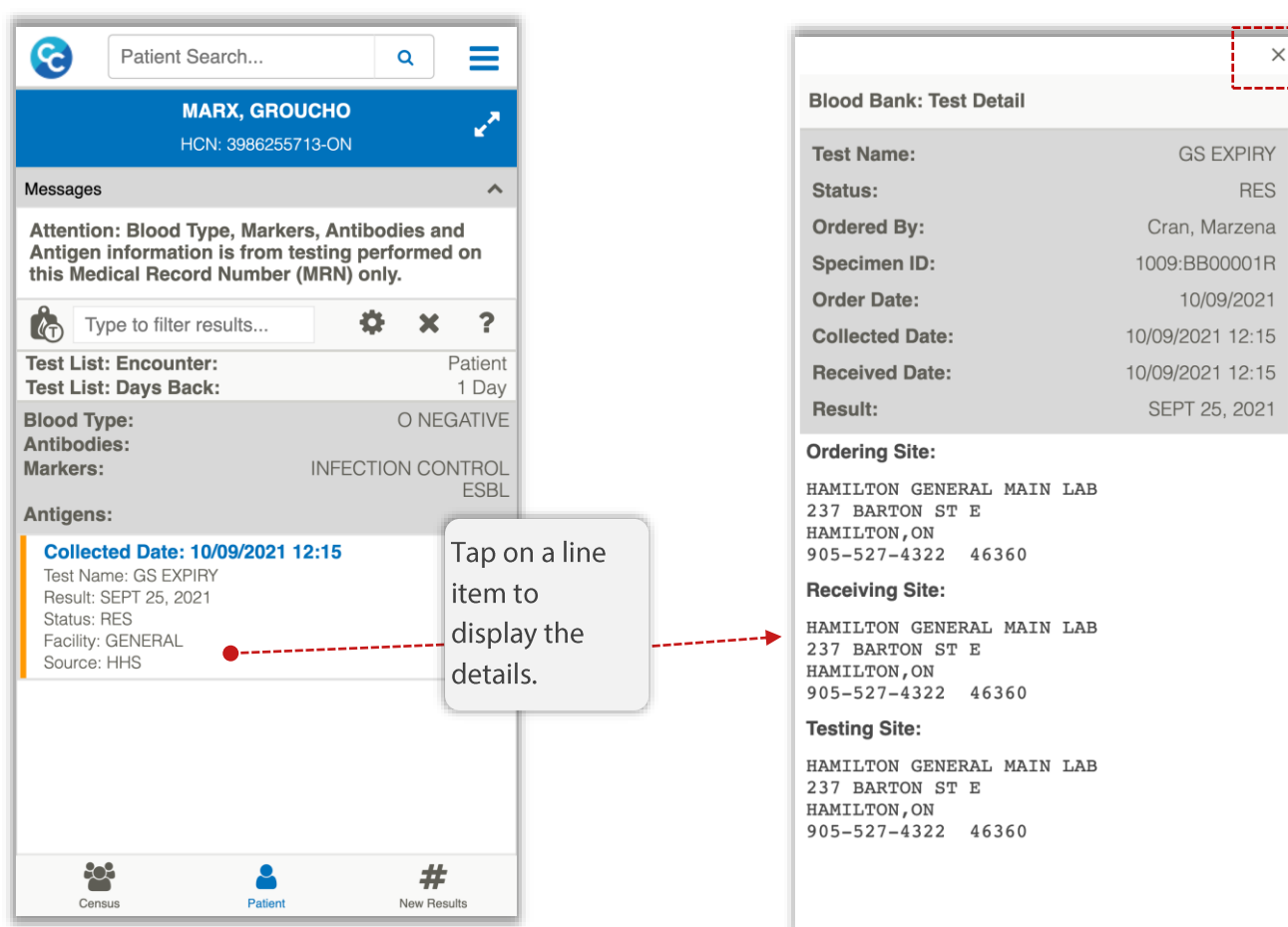
To access the Blood Bank: Tests module, tap the **Blood Bank: Tests** icon from the patient record. To view the details of a listed blood test, tap the row of the test to view additional details.



Blood Bank: Tests

Tap the Close button  to return to the list view.

 Some blood product data line items from some facilities will not display any additional test details if selected from the list view.



The screenshot shows the Blood Bank: Tests module interface. On the left, a patient record for MARX, GROUCHO (HCN: 3986255713-ON) is displayed. The 'Messages' section contains an attention message about blood type, markers, antibodies, and antigen information. Below this, a filter bar allows searching by 'Type to filter results...'. The 'Test List' section shows a table with columns for 'Encounter' and 'Days Back'. A specific test is highlighted with a blue bar, showing details like 'Collected Date: 10/09/2021 12:15', 'Test Name: GS EXPIRY', 'Result: SEPT 25, 2021', 'Status: RES', 'Facility: GENERAL', and 'Source: HHS'. A red dashed arrow points from this test entry to a detailed view on the right. The detailed view, titled 'Blood Bank: Test Detail', shows the following information:

Test Name:	GS EXPIRY
Status:	RES
Ordered By:	Cran, Marzena
Specimen ID:	1009:BB00001R
Order Date:	10/09/2021
Collected Date:	10/09/2021 12:15
Received Date:	10/09/2021 12:15
Result:	SEPT 25, 2021

Below the test details, the 'Ordering Site' is listed as HAMILTON GENERAL MAIN LAB, 237 BARTON ST E, HAMILTON, ON, 905-527-4322 46360. The 'Receiving Site' and 'Testing Site' are also listed as HAMILTON GENERAL MAIN LAB, 237 BARTON ST E, HAMILTON, ON, 905-527-4322 46360. A red dashed arrow points from the 'Collected Date' line item in the test list to the 'Testing Site' section in the detailed view. A red dashed arrow also points from the 'Close' button (X icon) in the top right corner of the detailed view back to the patient record.

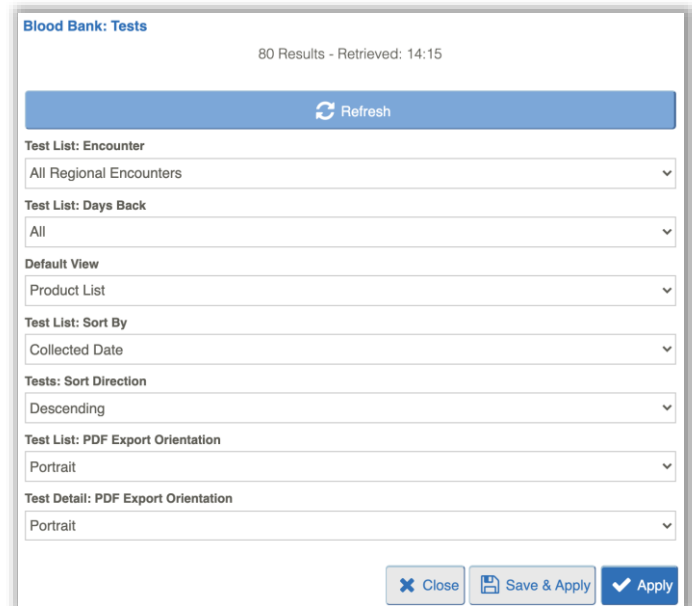
Blood Bank: Test Preferences

The Blood Bank: Test module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.



The screenshot shows the 'Blood Bank: Tests' preferences screen. At the top, it says '80 Results - Retrieved: 14:15'. Below this is a blue bar with a 'Refresh' button. The screen contains several dropdown menus for configuring preferences:

- Test List: Encounter**: All Regional Encounters
- Test List: Days Back**: All
- Default View**: Product List
- Test List: Sort By**: Collected Date
- Tests: Sort Direction**: Descending
- Test List: PDF Export Orientation**: Portrait
- Test Detail: PDF Export Orientation**: Portrait

At the bottom right, there are three buttons: 'Close' (with an 'X' icon), 'Save & Apply' (with a save icon), and 'Apply' (with a checkmark icon).

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Blood Bank: Trend Tests

To access the Blood Bank: Trend Tests view, tap the **Blood Bank: Trend Tests** icon from the patient record.

By default, the Trended test will appear from Newest to Oldest making it easy to scroll through and review these tests.

! Some blood test data line items from some facilities will not display any additional blood test details if selected from the list view.

To view the details of a listed blood test, tap the row of the test to view additional details.

Tap the Close button  to return to the list view.



Blood Bank Trend Tests

Patient Search...  

MARX, GROUCHO
HCN: 3986255713-ON

Messages

Attention: Blood Type, Markers, Antibodies and Antigen information is from testing performed on this Medical Record Number (MRN) only.

 **Blood Bank: Trend Tests** Type to filter results...   

Trend Tests: Encounter: All Regional Encounters
Trend Tests: Days Back: 1 Year
Trend Direction: Newest to Oldest

Blood Type: O NEGATIVE
Antibodies:
Markers: INFECTION CONTROL
ESBL
Antigens:

GS EXPIRY

Date: 10/09/2021 12:15 Source: HHS	Result: SEPT 25, 2021
Date: 25/03/2021 22:15 Source: HHS	Result: APRIL 21, 2021
Date: 15/03/2021 14:53	Result: MARCH 30, 2021

Tap on a line item to display the details.

Blood Bank: Test Detail 

Test Name: GS EXPIRY
Status: RES
Ordered By: Cran, Marzena
Specimen ID: 1009:BB00001R
Order Date: 10/09/2021
Collected Date: 10/09/2021 12:15
Received Date: 10/09/2021 12:15
Result: SEPT 25, 2021

Ordering Site:
HAMILTON GENERAL MAIN LAB
237 BARTON ST E
HAMILTON, ON
905-527-4322 46360

Receiving Site:
HAMILTON GENERAL MAIN LAB
237 BARTON ST E
HAMILTON, ON
905-527-4322 46360

Testing Site:
HAMILTON GENERAL MAIN LAB
237 BARTON ST E
HAMILTON, ON
905-527-4322 46360

Blood Bank: Trend Tests Preferences

The Blood Bank: Trend Tests module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

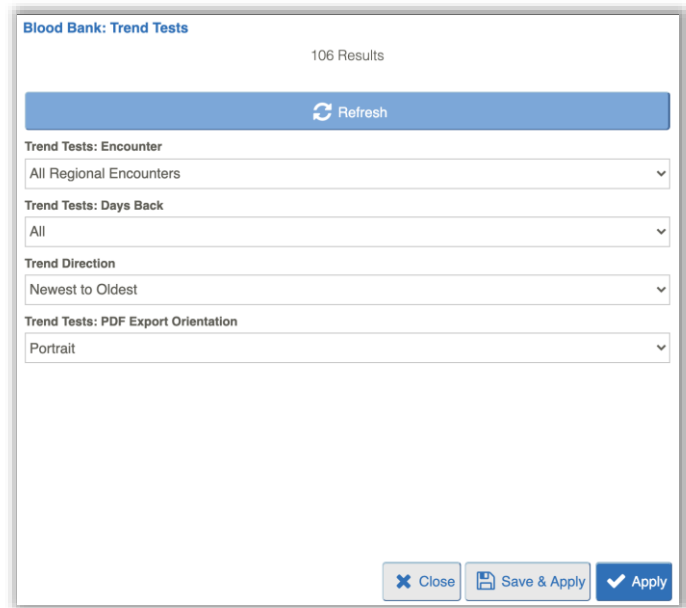


The **Trend Direction** sorts the date columns by Newest to Oldest or Oldest to Newest.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.



To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Cardiology Module

Show Me 

Ask a Question 

The Cardiology module provides streamlined access to cardiology-type reports and images, such as Echocardiograms and Holter reports, which previously would have been found in either the Radiology or Transcriptions modules.



Cardiology

 This module aggregates Cardiology-related radiology and transcribed reports from select acute care hospitals into the Cardiology module. Please review the [ClinicalConnect Data Integration Chart](#) to see the organizations that are contributing their data into this module.

Reports from other contributing source systems, will continue to be available in the Radiology and Transcriptions modules and users should check these modules for additional cardiology-related reports.

New Result Indicators

If new results are available in this module, the New Results indicator will display with an orange indicator as shown below.
(Refer to [New Results & Preferences](#) section in the user guide for additional details).



Cardiology

To access the Cardiology module, tap the **Cardiology** option from the Clinical Modules menu.

To view the report details, tap on the line item.






MARX, GROUCHO


HCN: 3986255713-ON







Encounter: All Regional Encounters
Days Back: 1 Year

Event Date: 15/03/2021


Transcribed Date: 15/03/2021 13:52
 Name: Echo Report
 Category: ECHO
 Dictated By: Europe, Dornalee
 Status: Signed
 Facility: General
 Source: HHS

Event Date: 03/03/2021

Transcribed Date: 03/03/2021 17:10
 Name: Cardiac Investigations
 Dictated By: Europe, Dornalee
 Status: Signed
 Facility: General
 Source: HHS

Event Date: 01/03/2021

Transcribed Date: 01/03/2021 16:49
 Name: Echo Report
 Dictated By: Europe, Dornalee
 Status: Signed
 Facility: General
 Source: HHS

Event Date: 11/02/2021

Transcribed Date: 11/02/2021 13:23

 **Census**
 **Patient**
 **New Results**

Tap to view image.

Tap a test to display the details.

Cardiology Detail

Re: MARX,GROUCHO
 Patient Gender: M
 DOB: 01/04/1987
 ID: 0000002403
 Account Number: BV000015/20
 Address: 2 NEW ROAD, HAMILTON, ON N3 T5G7
 Family Physician Europe,Dornalee
 Referred By: Europe, Dornalee MD, I CT
 HC #: 3986255713
 Procedure Date: 15/03/21
 Order #: 1503-0001
 Date Dictated: 15/03/21
 Transcribed Date: 15/03/21

THIS SIS A TEST REPORT FOR CLINICALCONNE CT
 Dornalee Europe MD, ICT
 EUROPE/MCR
 Report Number: 1503-0001
 mne.:
 Europe,Dornalee

Cardiology Images

The Cardiology module may include the corresponding diagnostic images from South West Ontario only, if available from the source system, and will display the camera icon beside the report line item. These images will display using the GE Centricity Universal Zero Footprint (ZFP) Viewer. To learn more about using the viewer please refer to the section in this guide: [SWODIN Images - GE Centricity Universal Zero Footprint \(ZFP\) Viewer](#).

To view the image, tap the camera icon.

Note: Cardiology report details may not be available from select facilities as shown in this example and in these cases, users should contact the facility.

×

Cardiology Detail

Order Name: Diagnostic Imaging
Ordering Provider: Cerner Test, Physician - Hospitalist
Event Date: Tue Jul 21 09:46:54 EDT 2020
Ordered Date: Mon Jul 20 15:14:13 EDT 2020
Requested Date: Mon Jul 20 15:14:00 EDT 2020
Accession Number: 00000EK20200000016
Order ID: 335138837

Reason For Exam:
test

Report:
Report
TEST REPORT

The PDF Document for this Procedure can be found in PowerChart.
Signature Line
*****Final*****

Signed By: Glanz, Anthony Ernest, MD
Signed Date/Time: 21-JUL-20 10:07

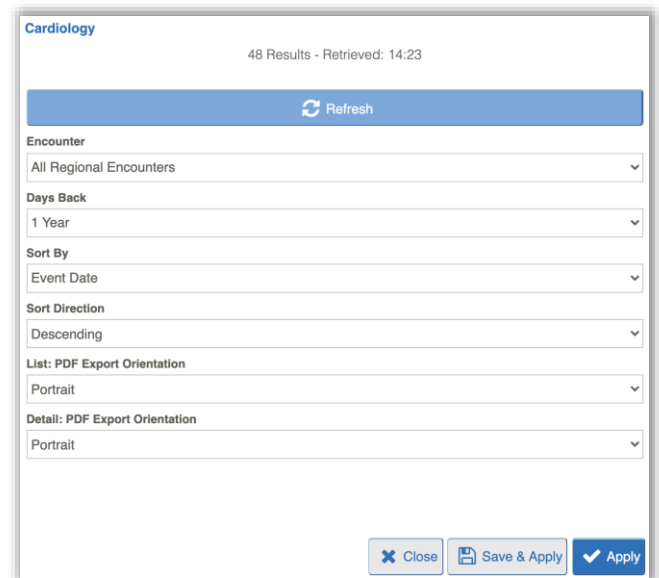
Cardiology Preferences

The Cardiology module has a set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.



The screenshot shows the 'Cardiology' preferences screen. At the top, it says '48 Results - Retrieved: 14:23'. Below this is a blue bar with a 'Refresh' button. The main area contains several dropdown menus: 'Encounter' (set to 'All Regional Encounters'), 'Days Back' (set to '1 Year'), 'Sort By' (set to 'Event Date'), 'Sort Direction' (set to 'Descending'), 'List: PDF Export Orientation' (set to 'Portrait'), and 'Detail: PDF Export Orientation' (set to 'Portrait'). At the bottom right, there are three buttons: 'Close' (with an 'X' icon), 'Save & Apply' (with a document icon), and 'Apply' (with a checkmark icon).

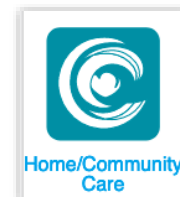
To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Home and Community Care Module

Ask a Question 

The Home & Community Care (HCC) module includes data made available from the Client Health Related Information System (CHRIS) from the following south west Ontario Local Health Integration Networks (LHINs):

- Hamilton Niagara Haldimand Brant (HNHB)
- Waterloo Wellington (WW)
- Erie St.Clair (ESC)
- South West (SW)



This module also contains data from Home and Community Care Services from beyond south west Ontario LHINs, made available from the Acute and Community Clinical Data Repository (acCCR). ClinicalConnect users who currently have access to acCCR data through ClinicalConnect™ will be enabled to access the additional Home and Community Care data available through this integration enhancement.

The HCC module displays information in separate tabs where information is available from Home and Community Care providers. Home and Community Care patients which are deemed as confidential by Home and Community Care, will not have any Home and Community Care data displayed in ClinicalConnect.

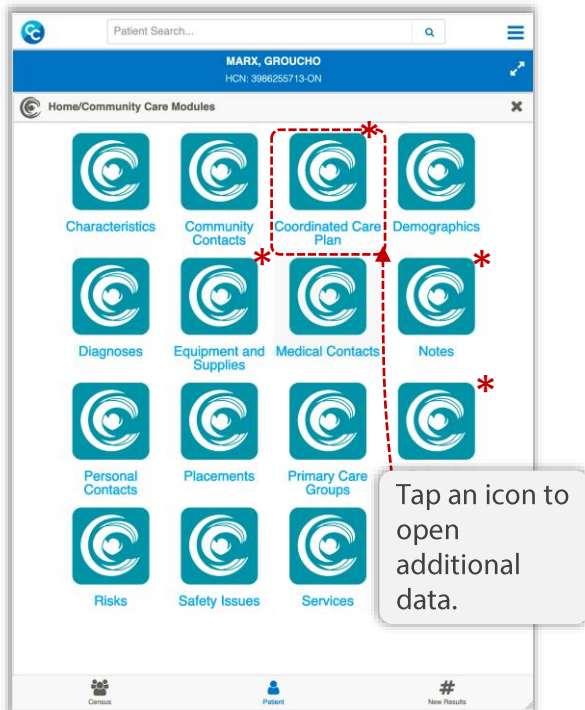
 On mobile devices, if a patient does not have a Home and Community Care record, the Home and Community Care Module will still display and the module tabs will also display as shown below however there will be no data available to view and each tab will a message indicating **No Records Found**.

* Patient records with Home and Community Care information available in acCCR, will now display in ClinicalConnect in the select tabs as shown in blue below.

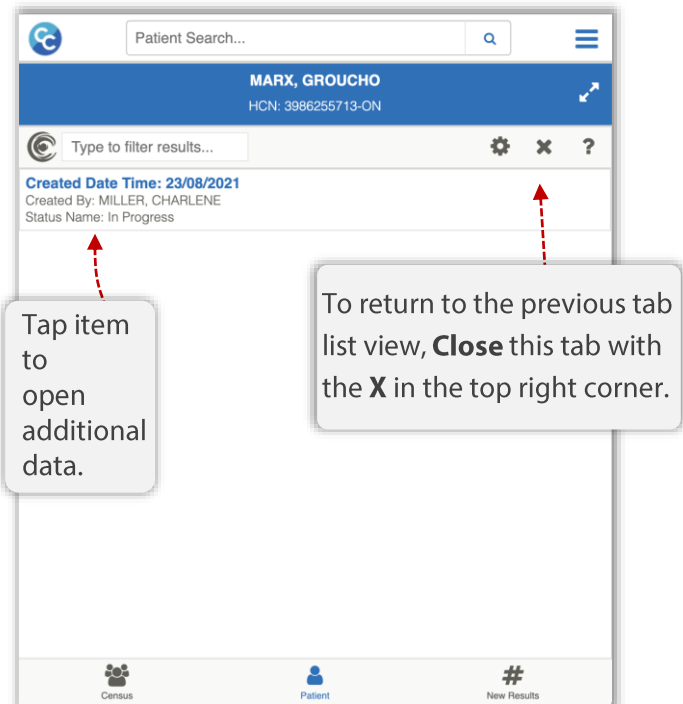
Tabs include:

- | | |
|-------------------------------|-----------------------------------|
| • Demographics | • Diagnoses |
| • Characteristics | • Notes * |
| • Medical Contacts | • Primary Care Groups |
| • Personal Contacts | • Risks * |
| • Services * | • Safety Issues * |
| • Placements | • Referrals * |
| • Community Contacts (Active) | • Equipment and Supplies * |
| | • Coordinated Care Plan * |

Data from the **Home and Community Care (HCC)** module is available on mobile devices by accessing the HCC module. There are several additional tabs of data available within this module that can be further selected to view additional details as shown in the image below.



NOTE: Certain tabs in the List view as indicated by the asterisk * above, provide additional Details if selected as in the example of the Coordinated Care Plan.



When accessing a Coordinated Care Plan on mobile devices, it will open in a new tab in PDF format. Ensure that you **Close** this tab when you're finished viewing the data. Your ClinicalConnect session will remain in the first tab.

Patient Search Results displaying Home and Community Care Encounters

When searching for a patient in ClinicalConnect, the search results will include any Home and Community Care encounters. If the client has had HCC services across all four regions, each encounter will be identified in the search with the Client Number.

You can search for a patient's record using the HCC Client number.

Type the Client number into the search field.

The screenshot shows the ClinicalConnect search interface. At the top, there is a search bar with the text "1037645" and a magnifying glass icon. Below the search bar, there is a "Messages" section. Underneath, a message states: "Simple Search is valid for the following formats. HCN, MRN, Name (last, first - or partial first)". Below this, there is a "Search" field with the placeholder text "Type to filter results...". To the right of the search field are icons for settings (gear) and help (question mark). Below the search field, there is a "Search Scope:" section with a dropdown menu set to "All Patients". Below the search scope, there is a "Search criteria:" section with the text "1037645". Below the search criteria, there is a "MRN: 1037645" section. Below the MRN, there is a list of patient information: "Full Name: Marx,Groucho", "Account Number: 1037645", "DOB: 01/04/1987", "HCN: 3986255713", "Facility: HNHB-CCAC", and "Source: OACCAC".

The search results will display the patient's Client Number in the MRN field.

Tap to select the record

! On mobile devices, if an HCC encounter is selected from the search results, the patient's record will not display data in the Admissions or Face sheet modules. In addition, the patient header will display the HCC Client number in the MRN field.

The screenshot shows the patient record interface for Marx, Groucho. At the top, there is a blue header with the patient's name "Marx, Groucho" and HCN: 3986255713. Below the header, there is a row of icons: "Not Subscribed" (bell), "Allergies" (pill), "Calendar" (calendar), "People" (group of people), "Settings" (gear), and "Help" (question mark). Below the icons, there is a section for patient information: "DOB: 01/04/1987", "MRN: 1037645", and "Facility: HNHB-CCAC". This section is highlighted with a red dashed box. Below the patient information, there is a timeline with dates: "01/01/21", "01/03/21", "01/05/21", "01/07/21", "01/09/21", and "01/11/21".

Acute and Community Clinical Data Repository (acCCR) Consent Directive

A patient has the right to withdraw consent to the access and use of their full or partial records from acCCR through the current Ontario Health process. ClinicalConnect honours any partial or full consent restriction and will display the following message in the Transcription and Visits modules:

There is a consent directive in place for the selected patient.

If access to a blocked record is required, you may contact Ontario Health's Service Desk Support at 1-866-250-1554 or by email at OH-servicedesk@ontariohealth.ca.

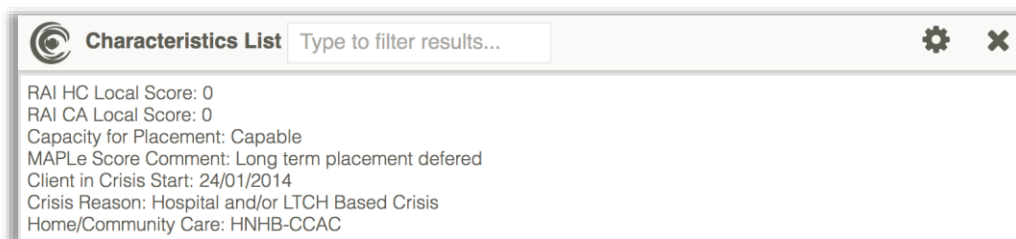
Characteristics



Characteristics

Characteristics displays information relating to the patient's ability to be placed. This includes assessment results used by Home and Community Care.

Tap the **Characteristics** icon to access Characteristics information.



The following table provides a summary of some of the key features of the Characteristics tab.

Feature	Summary
Resident Assessment Instrument (RIA) Home Care (HC) Local Score	Displays score if available: Score 1 to 7 – Indicates low needs/low Alternate Level of Care (ALC) risk. Score 8 to 10 – Indicates moderate needs/low ALC risk. Score 11 to 15 – Indicates a high needs/ALC risk. Score 16+ – Indicates a very high needs/ALC risk.
Resident Assessment Instrument (RIA) Contact Assessment (CA) Local Score	Displays score if available.
Capacity for Placement	Will display as Capable, Incapable, Unknown, or blank (if not completed).

MAPLe Score

This is a method of assigning priority levels based on the measurement of functional, cognitive and environmental problems.

(Example: Low –Very High).

MAPLe Score Comment

This is entered by the Home and Community Care Case Coordinator and provides further details related to the MAPLe Score.

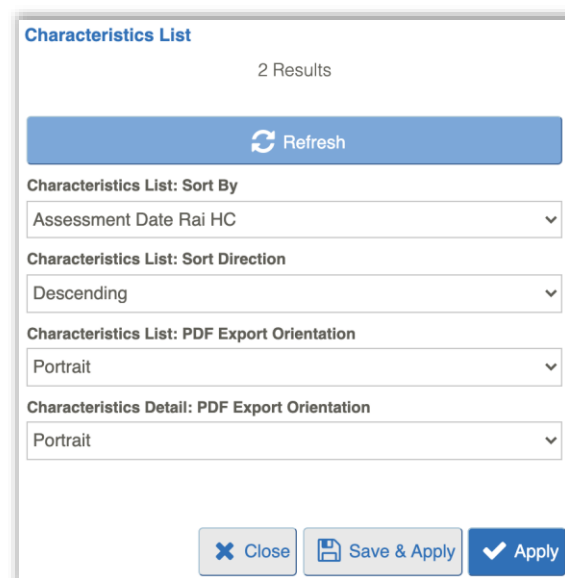
Characteristics Preferences

The Characteristics tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.



To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

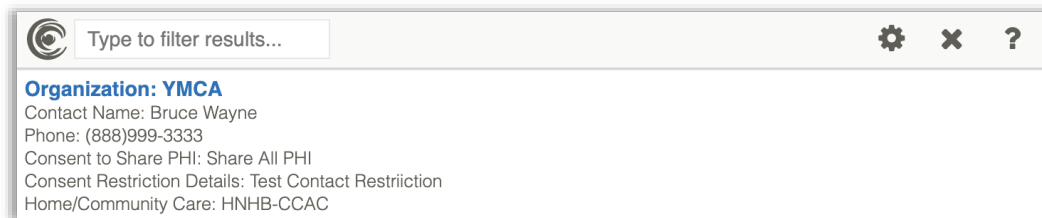
Community Contacts



Community
Contacts

Community Support and Other Resources includes a list of **Active** patient support services based on the information provided by Home and Community Care.

Tap the **Community Contacts** icon to access Community Support and Other Resources.



Type to filter results...

Organization: YMCA
 Contact Name: Bruce Wayne
 Phone: (888)999-3333
 Consent to Share PHI: Share All PHI
 Consent Restriction Details: Test Contact Restriction
 Home/Community Care: HNHB-CCAC

The following table provides a summary of a key feature of the Community Support and Other Resources tab.

Feature	Summary
Consent to Share Personal Health information (PHI)	Can include the following: • Share All PHI • Share Limited PHI (see consent restriction) • Share NO PHI

Community Support and Other Resources Preferences

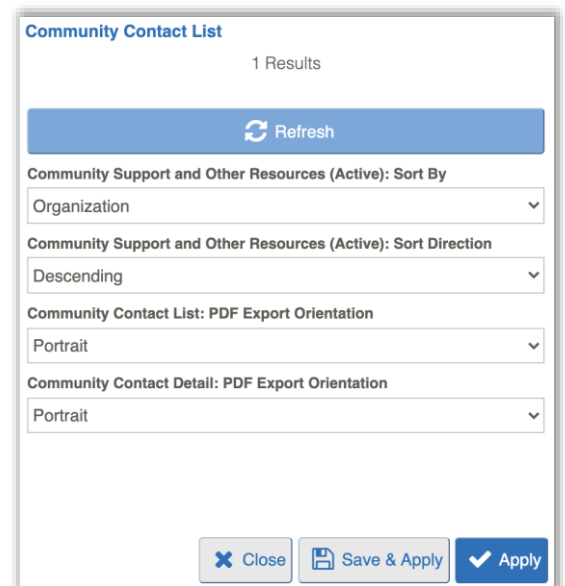
The Community Support and Other Resources tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



Community Contact List
1 Results

 Refresh

Community Support and Other Resources (Active): Sort By
 Organization

Community Support and Other Resources (Active): Sort Direction
 Descending

Community Contact List: PDF Export Orientation
 Portrait

Community Contact Detail: PDF Export Orientation
 Portrait

 Close  Save & Apply  Apply

Coordinated Care Plan



Coordinated Care Plan

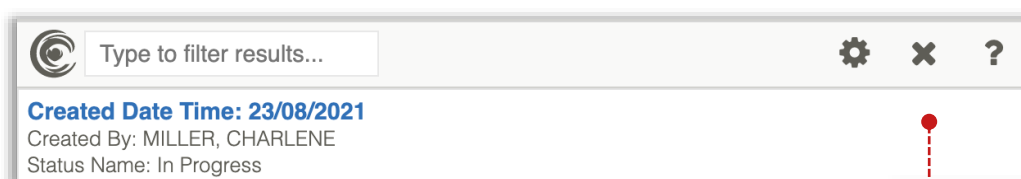
The Coordinated Care Plan displays Coordinated Care Plans (CCP) developed by Home and Community Care for their clients if applicable.



CCP data is currently only available from South West and Waterloo Wellington

LHIN Home and Community Care Services and for clients that have a CCP available in acCCR. If there is no CCP information from home and community care providers, this tab will not display in the Home and Community Care module for the selected patient.

Tap the **Coordinated Care Plan** icon to access the Coordinated Care Plans List.



Tap a coordinate care plan to display the details.

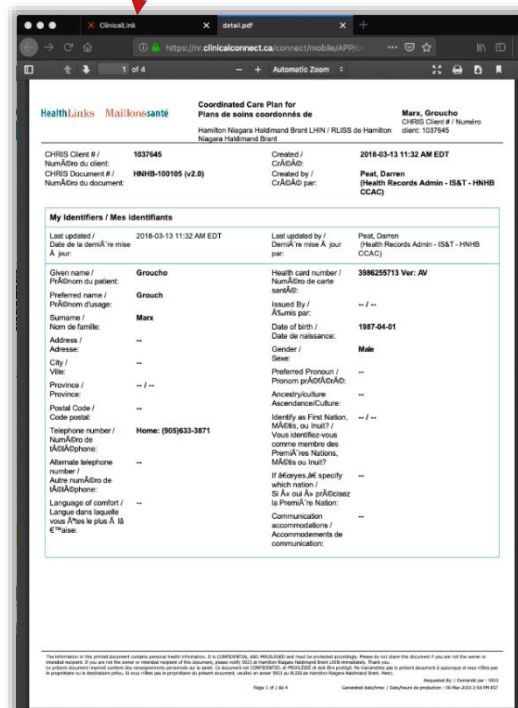
To view the Coordinated Care Plan details, tap a line item from the list.

In this example, the Coordinated Care Plan was selected from this list and this opens in a new tab displaying the PDF.

Ensure that you **Close** this tab when you're finished viewing the data.

Your ClinicalConnect session will remain in the first tab.

The CCP consists of several patient-specific sections and can span across multiple pages of the PDF document. Sections can include **My Identifiers; My Plan to achieve my goals; My Care Team; My Health Conditions; My Situation and Lifestyle; My Most Recent Hospital Visit** and **My Current Supports and Services**



The following table provides a summary of a key feature of the Coordinated Care Plan List module.

Feature	Summary
Status Name	The status will display as In Progress, Completed or Completed-Revised (as defined by Home and Community Care).

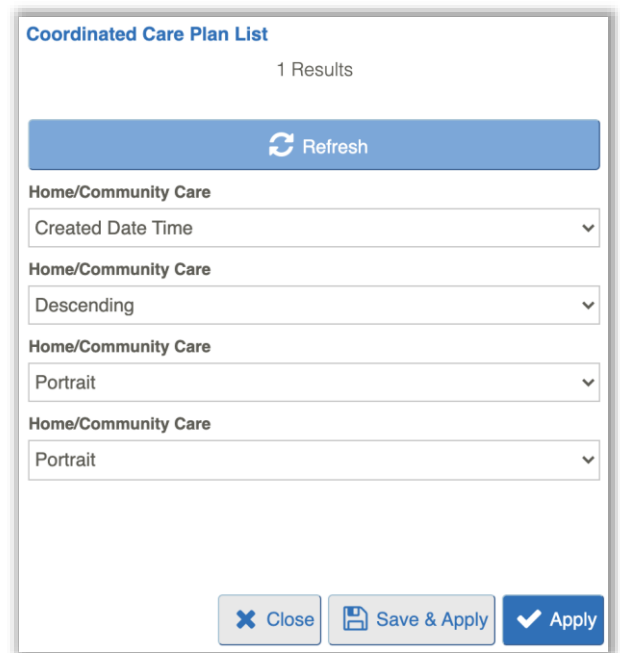
Coordinated Care Plan List Preferences

The Coordinated Care Plan List tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the header.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.



To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

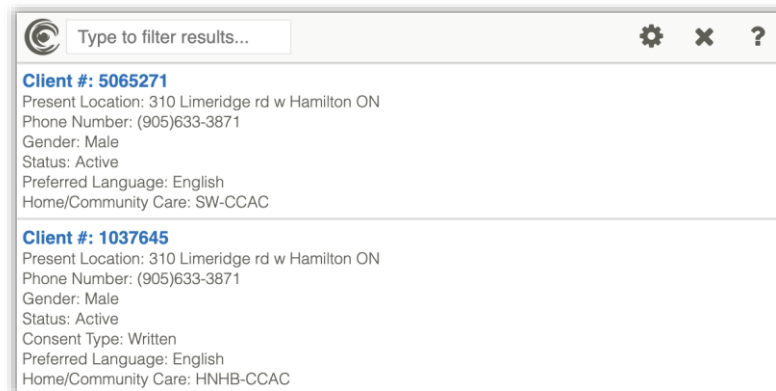
Demographics



Demographics

Demographics contains available client information with the status indicators of Active, Inactive or On Hold.

Tap the **Demographics** icon to access Home and Community Care demographic information.



The screenshot shows a window titled 'Type to filter results...' with a search bar and three icons (gear, close, help). Below the search bar, there are two client records displayed in a list format.

Client #	Present Location	Phone Number	Gender	Status	Preferred Language	Home/Community Care
5065271	310 Limeridge rd w Hamilton ON	(905)633-3871	Male	Active	English	SW-CCAC
1037645	310 Limeridge rd w Hamilton ON	(905)633-3871	Male	Active	English	HNHB-CCAC

The following table provides a summary of some of the key features of the Demographics tab.

Feature	Summary
Status	Demographics tab contains client information is available with the status indicators of Active, Inactive or On Hold. • Active - Client currently receiving Home and Community Care service • Inactive - Client had a Home and Community Care referral in the past but is currently not an active client. • On Hold - Client is on hold due to hospital admission, vacation, or other reason
Consent Type	The Consent Type field displays the client's consent to share information indicated as Verbal, Written or Implied consent.

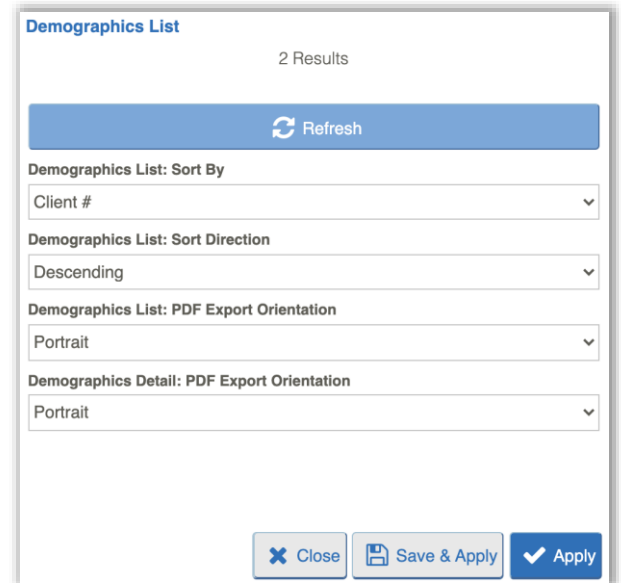
Demographics Preferences

The Demographics tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.



Demographics List

2 Results

 Refresh

Demographics List: Sort By
Client #

Demographics List: Sort Direction
Descending

Demographics List: PDF Export Orientation
Portrait

Demographics Detail: PDF Export Orientation
Portrait

 Close  Save & Apply  Apply

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

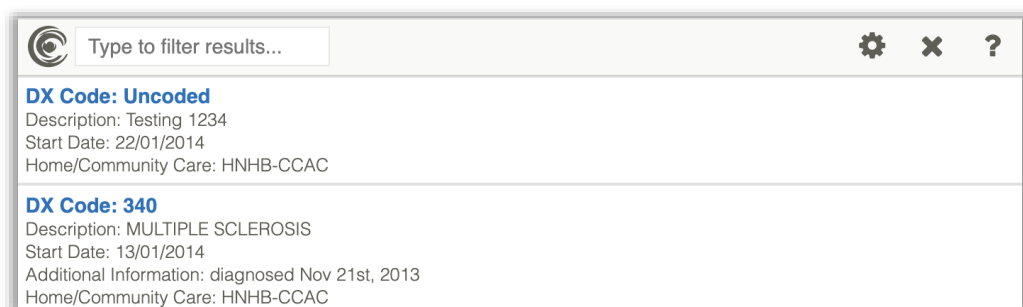
Diagnoses



Diagnoses

Home and Community Care Diagnosis List displays an **Active** diagnoses list and codes based on the International Classification of Diseases, 9th Revision (ICD-9) or the UNCODED description entered by the Case Manager (if no ICD-9 code is available).

Tap the **Diagnoses** icon to access the Home and Community Care Diagnosis List.



 Type to filter results...   

DX Code: Uncoded
 Description: Testing 1234
 Start Date: 22/01/2014
 Home/Community Care: HNHB-CCAC

DX Code: 340
 Description: MULTIPLE SCLEROSIS
 Start Date: 13/01/2014
 Additional Information: diagnosed Nov 21st, 2013
 Home/Community Care: HNHB-CCAC

Diagnosis List Preferences

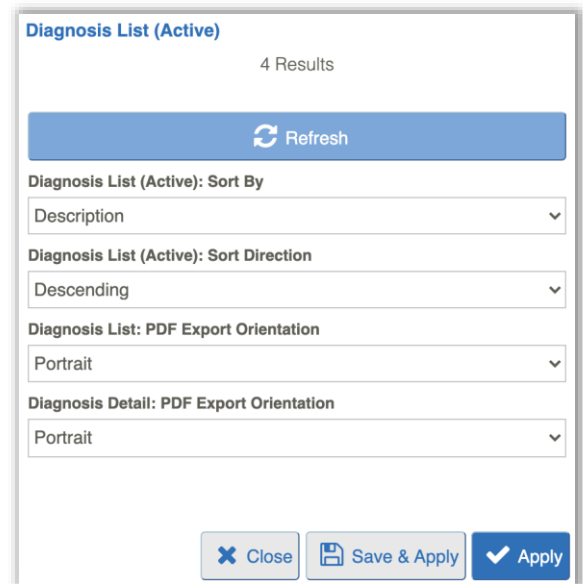
The Diagnoses tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



Diagnosis List (Active)
4 Results

 Refresh

Diagnosis List (Active): Sort By
Description

Diagnosis List (Active): Sort Direction
Descending

Diagnosis List: PDF Export Orientation
Portrait

Diagnosis Detail: PDF Export Orientation
Portrait

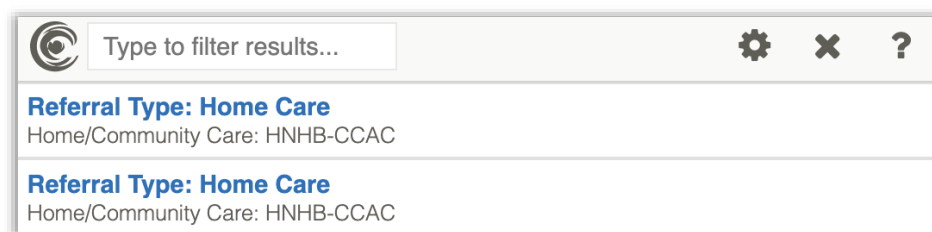
 Close  Save & Apply  Apply

Equipment and Supplies



The Equipment and Supplies module display equipment and supplies purchased or rented by the client to assist with recovery, rehabilitation, or management of their conditions. This tab will contain any information available from the acCDR if the patient has HCC services from beyond south west Ontario. The Home and Community Care row will display the name of LHIN HCC.

Tap the **Equipment and Supplies** icon to access the Equipment and Supplies List then tap the row of the equipment or supply you want to view more details.



 Type to filter results...   

Referral Type: Home Care
Home/Community Care: HNHB-CCAC

Referral Type: Home Care
Home/Community Care: HNHB-CCAC

Equipment and Supplies List Preferences

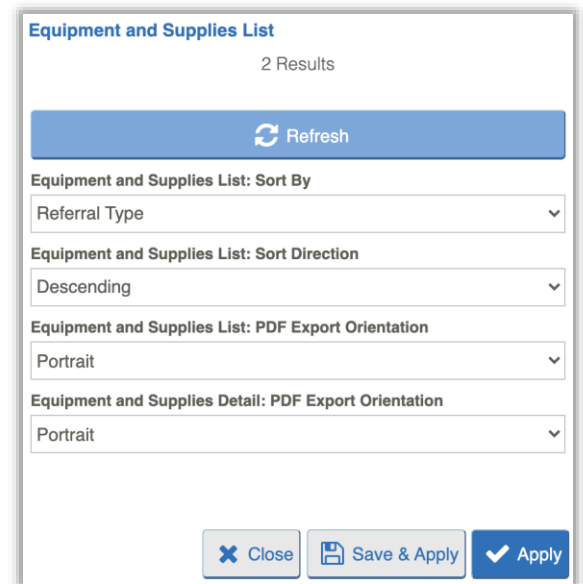
The Equipment and Supplies List module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



The screenshot shows the 'Equipment and Supplies List' preferences screen. At the top, it says '2 Results'. Below that is a blue 'Refresh' button. The screen contains four dropdown menus: 'Equipment and Supplies List: Sort By' (set to 'Referral Type'), 'Equipment and Supplies List: Sort Direction' (set to 'Descending'), 'Equipment and Supplies List: PDF Export Orientation' (set to 'Portrait'), and 'Equipment and Supplies Detail: PDF Export Orientation' (set to 'Portrait'). At the bottom are three buttons: 'Close' (with an X icon), 'Save & Apply' (with a save icon), and 'Apply' (with a checkmark icon).

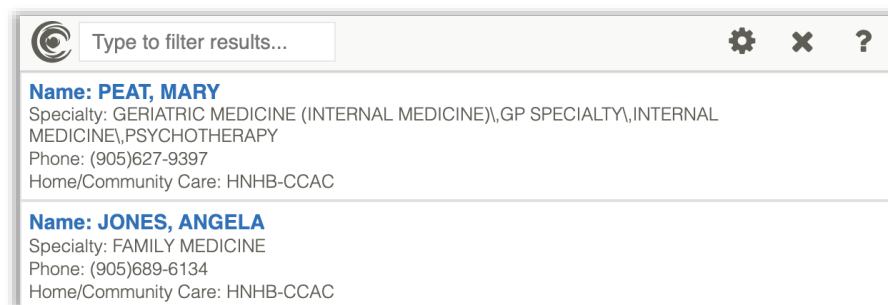
Medical Contacts



Medical Contacts

Medical Contacts displays all provider contact information available from the source Home and Community Care group associated with the client. Medical contacts include a list of **Active** physicians and their specialty involved in the client's care based on the information provided by Home and Community Care.

Tap the **Medical Contacts** icon to access Medical Contacts information.



The screenshot shows a window titled 'Medical Contacts' with a search bar at the top that says 'Type to filter results...'. Below the search bar is a list of two medical contacts. Each contact entry includes the name in bold, followed by their specialty, phone number, and home/community care group. The first contact is 'PEAT, MARY' with specialty 'GERIATRIC MEDICINE (INTERNAL MEDICINE)\,GP SPECIALTY\,INTERNAL MEDICINE\,PSYCHOTHERAPY', phone '(905)627-9397', and home/community care 'HNHB-CCAC'. The second contact is 'JONES, ANGELA' with specialty 'FAMILY MEDICINE', phone '(905)689-6134', and home/community care 'HNHB-CCAC'. The window has a gear icon, a close (X) icon, and a help (?) icon in the top right corner.

Medical Contacts Preferences

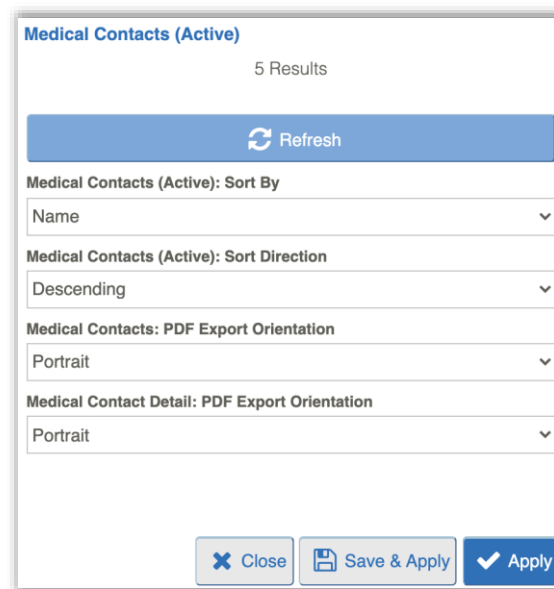
The Medical Contacts tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



Medical Contacts (Active)
5 Results

 Refresh

Medical Contacts (Active): Sort By
Name

Medical Contacts (Active): Sort Direction
Descending

Medical Contacts: PDF Export Orientation
Portrait

Medical Contact Detail: PDF Export Orientation
Portrait

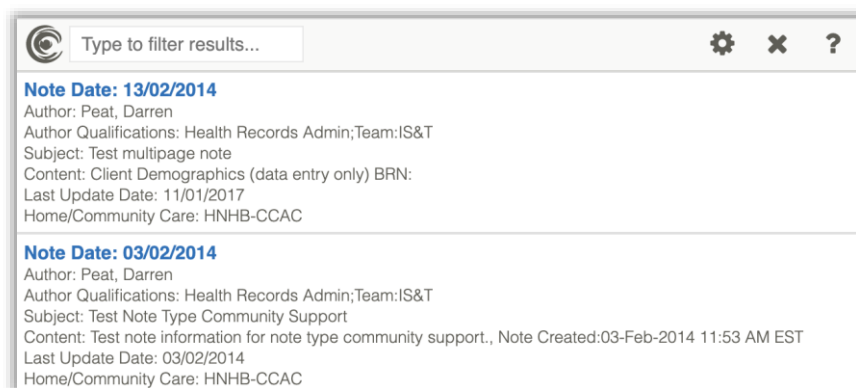
 Close  Save & Apply  Apply

Notes



Home and Community Care staff can include a care note in a client's record. If a note has been shared by Home and Community Care it will be available in ClinicalConnect. This tab will contain any information available from the acCDR if the patient has HCC services from beyond south west Ontario. To display additional Note details available from this provincial repository, tap the line item to view the detail window.

Tap the **Notes** icon to access Notes information.



 Type to filter results...   

Note Date: 13/02/2014
 Author: Peat, Darren
 Author Qualifications: Health Records Admin;Team:IS&T
 Subject: Test multipage note
 Content: Client Demographics (data entry only) BRN:
 Last Update Date: 11/01/2017
 Home/Community Care: HNHB-CCAC

Note Date: 03/02/2014
 Author: Peat, Darren
 Author Qualifications: Health Records Admin;Team:IS&T
 Subject: Test Note Type Community Support
 Content: Test note information for note type community support., Note Created:03-Feb-2014 11:53 AM EST
 Last Update Date: 03/02/2014
 Home/Community Care: HNHB-CCAC

Note Details for HCC Services from Beyond South West Ontario (acCDR data)

The List view displays a subset of data from the acCDR in this module. To display additional Note details available from this provincial repository, tap the line item to view the detail window.

Note Preferences

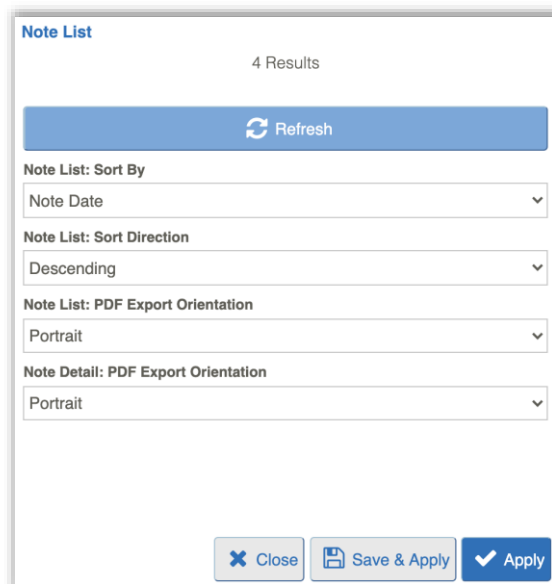
The Notes tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



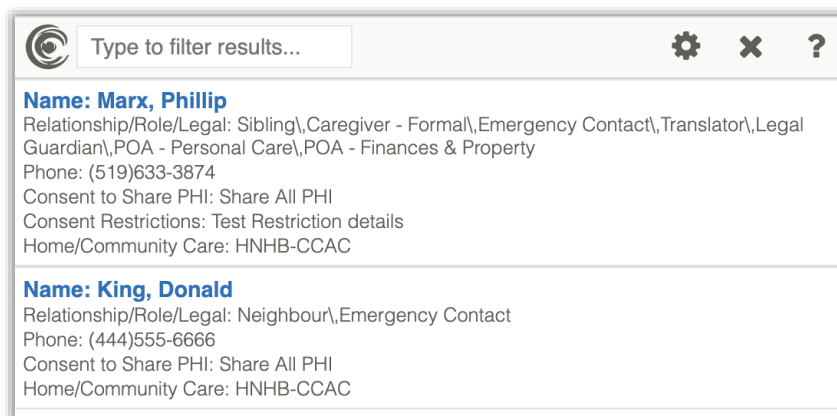
The screenshot shows the 'Note List' preferences screen. At the top, it says '4 Results'. Below that is a blue bar with a 'Refresh' button. The screen contains four dropdown menus: 'Note List: Sort By' (set to 'Note Date'), 'Note List: Sort Direction' (set to 'Descending'), 'Note List: PDF Export Orientation' (set to 'Portrait'), and 'Note Detail: PDF Export Orientation' (set to 'Portrait'). At the bottom, there are three buttons: 'Close' (with an 'X' icon), 'Save & Apply' (with a save icon), and 'Apply' (with a checkmark icon).

Personal Contacts



Personal Contacts displays caregivers and other contacts associated with the client's care. The information in this tab displays personal contacts that are designated as **Active** primary personal contact by the contributing Home and Community Care.

Tap the **Personal Contacts** icon to access Personal Contacts information.



The screenshot shows a window titled 'Type to filter results...' with a search bar and three icons (gear, X, and question mark). The list contains two entries:

- Name: Marx, Phillip**
 Relationship/Role/Legal: Sibling\, Caregiver - Formal\, Emergency Contact\, Translator\, Legal Guardian\, POA - Personal Care\, POA - Finances & Property
 Phone: (519)633-3874
 Consent to Share PHI: Share All PHI
 Consent Restrictions: Test Restriction details
 Home/Community Care: HNHB-CCAC
- Name: King, Donald**
 Relationship/Role/Legal: Neighbour\, Emergency Contact
 Phone: (444)555-6666
 Consent to Share PHI: Share All PHI
 Home/Community Care: HNHB-CCAC

The following table provides a summary of some of the key features of the Personal Contacts tab.

Feature	Summary
Roles and Legal Contacts	The types of active roles, legal contacts, and relationship contacts may include: Roles: - Caregiver – Formal - Caregiver – Informal - Children’s Aid Society - Correspondent - Emergency Contact - Land Lord / Land Lady - ODSP Contact - Parole Officer - Superintendent - Teacher - Translator Legal Roles: - Lawyer - Legal Guardian - Other Legal Oversight - POA – Personal Care - POA –Personal Care (Jointly & Severally) - POA –Personal Care (Jointly) - POA – Finances & Property - POA – Finances & Property (Jointly & Severally) - POA – Finances & Property (Jointly) - Public Guardian Trustee – Finances - Public Guardian Trustee – Personal Care - Public Trustee - Substitute Decision Maker Relationship Contacts: 
Consent to Share Personal Health Information (PHI)	Option include: • Share All PHI • Share Limited PHI • Share NO PHI

Personal Contacts Preferences

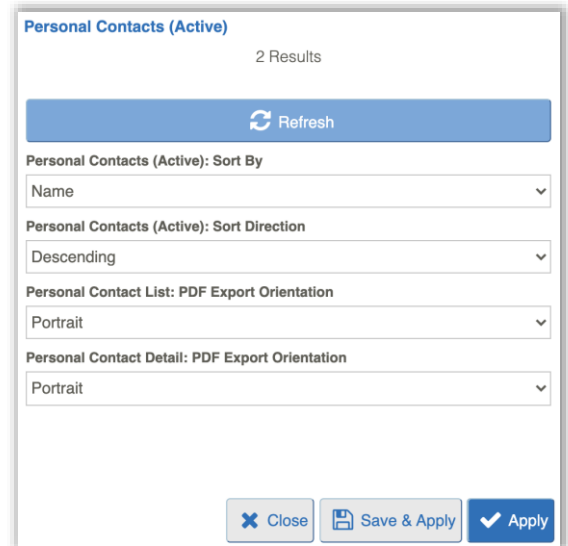
The Personal Contacts tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



Personal Contacts (Active)
2 Results

 Refresh

Personal Contacts (Active): Sort By
Name

Personal Contacts (Active): Sort Direction
Descending

Personal Contact List: PDF Export Orientation
Portrait

Personal Contact Detail: PDF Export Orientation
Portrait

 Close  Save & Apply  Apply

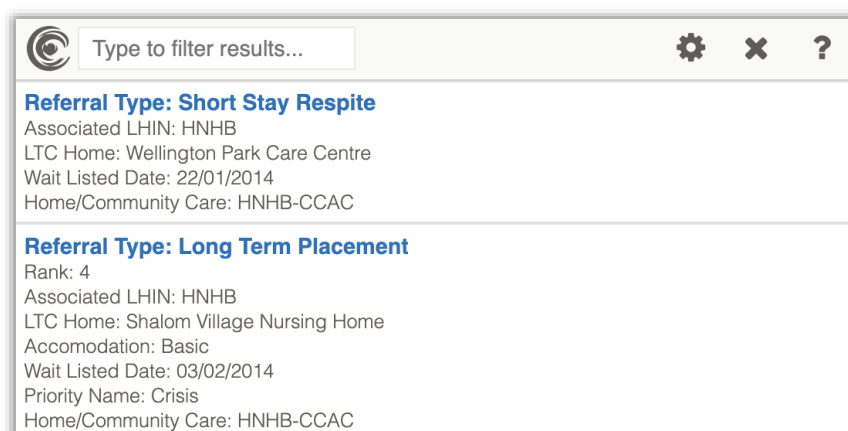
Placements



Placements

The Placements tab displays all long-term care placement referrals for the client as well as current waitlist placements for long-term care based on the client's preferred selection of LTC facilities.

Tap the **Placements** icon to access LTCH Choices and Bookings.



 Type to filter results...   

Referral Type: Short Stay Respite
 Associated LHIN: HNHB
 LTC Home: Wellington Park Care Centre
 Wait Listed Date: 22/01/2014
 Home/Community Care: HNHB-CCAC

Referral Type: Long Term Placement
 Rank: 4
 Associated LHIN: HNHB
 LTC Home: Shalom Village Nursing Home
 Accommodation: Basic
 Wait Listed Date: 03/02/2014
 Priority Name: Crisis
 Home/Community Care: HNHB-CCAC

The following table provides a summary of some of the key features of the LTCH Choices and Bookings tab.

Feature	Summary
Referral Type	Example of Referral Types include: - Home Care - School - Other Reimbursement Programs - Long Term Placement - Short Stay – Interim - Short Stay – Convalescent Care - Short Stay Respite
Rank	Indicates ranking as identified by the client and family.
Priority Name	Based on the Home and Community Care needs assessment. Entry can include: 1 – Crisis - People who need immediate admission to long-term care and cannot have their needs met at home, or who are in hospital, when hospital is in crisis. People in long-term care home that is closing within 12 weeks. 2 – Spouse/Partner Reunification – Transition from a Specialized Unit People who need to be reunified with their spouses/partners who are currently residing in a long-term care home, and who meet eligibility requirements (including care needs). 3A - 4A + Ethno-Cultural/Religious choice People waiting for a long-term care home serving those of a particular religion, ethnic origin or culture. People who have high care needs, but can still be supported at home until a bed becomes available. People in hospital waiting for long-term care. People in a long-term care home seeking transfer to their home of choice. 3B – 4B + Ethno-Cultural/Religious choice People waiting for a long-term care home serving those of a particular religion, ethnic origin or culture. People with care needs who are currently managing at home with supports. Wait times for clients in this category are much longer. 4A – Comm High Needs/Hosp ALC/LTCH transfer to 1st choice People who have high care needs, but can still be supported at home until a bed becomes available. People in hospital waiting for long-term care. People in a long-term care home seeking transfer to their home of choice. 4B – Community/LTCH transfer to secondary choice People with care needs who are currently managing at home with supports. Wait times for people in this category are much longer.

Placements Preferences

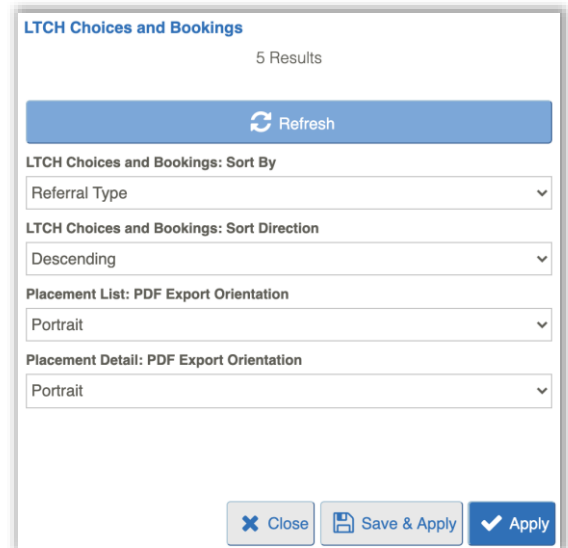
The Placements tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



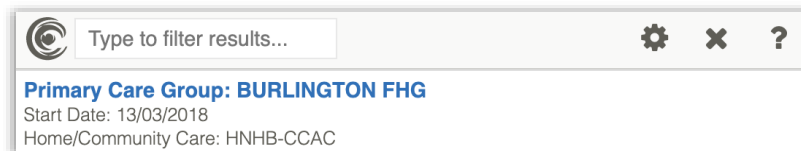
Primary Care Groups



Primary Care Groups

The Primary Care Group displays the Active primary care groups.

Tap the **Primary Care Groups** icon to access the Primary Care Group details.



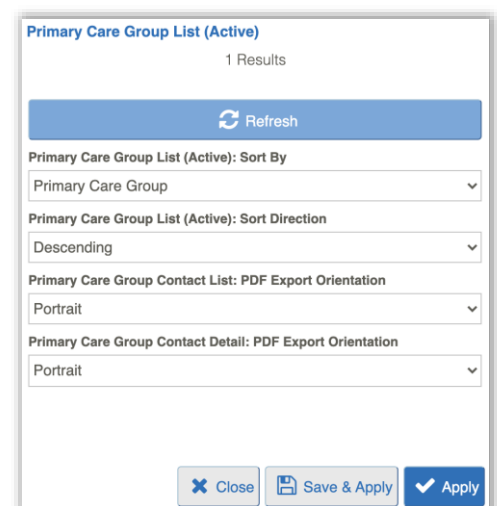
Primary Care Group Preferences

The Primary Care Group tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.



To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Referrals

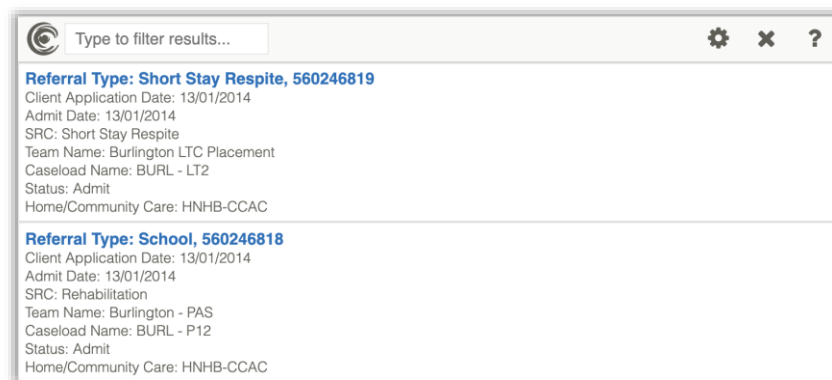


Referrals

The Referral List displays the patient's referrals based on the status of Pending, Admitted or Discharged referrals.

This tab contains any information available from the acCDR if the patient has HCC services from beyond south west Ontario. The Home/Community Care row will display the name of LHIN HCC.

Tap the **Referrals** icon to access the Referral List.



The following table provides a summary of some of the key features of the Risks module.

Feature	Summary
Service Recipient Code (SRC)	As defined by Home and Community Care. Examples: Acute Maintenance, Rehab, Short Term Respite.
Status	As defined by Home and Community Care. Status can includes Admit, Pending, or Discharged.

Referral List Preferences

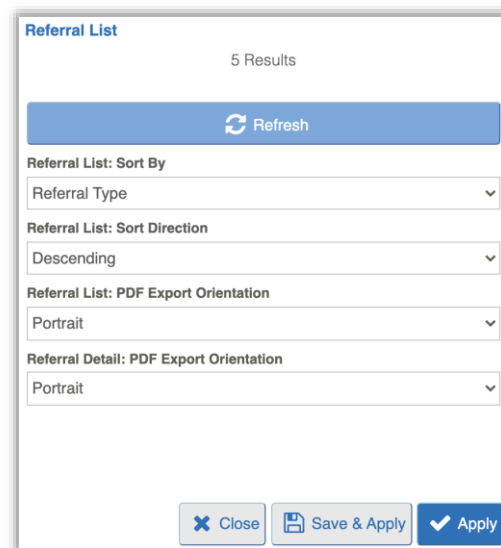
The Referrals tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



Referral List

5 Results

 Refresh

Referral List: Sort By
 Referral Type ▼

Referral List: Sort Direction
 Descending ▼

Referral List: PDF Export Orientation
 Portrait ▼

Referral Detail: PDF Export Orientation
 Portrait ▼

 Close  Save & Apply  Apply

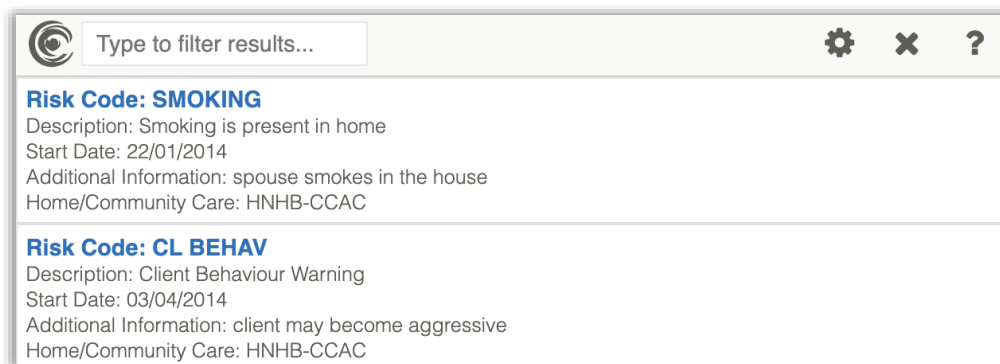
Risks



The Risk List displays any Active behaviors or risks associated with the client or in the client's home that presents a risk to care management, Home and Community Care providers, or other service providers.

This tab will contain any information available from the acCDR if the patient has HCC services from beyond south west Ontario.

Tap the **Risks** icon to access the Risk List (Active) details.



 Type to filter results...   

Risk Code: SMOKING
 Description: Smoking is present in home
 Start Date: 22/01/2014
 Additional Information: spouse smokes in the house
 Home/Community Care: HNHB-CCAC

Risk Code: CL BEHAV
 Description: Client Behaviour Warning
 Start Date: 03/04/2014
 Additional Information: client may become aggressive
 Home/Community Care: HNHB-CCAC

Risk List Preferences

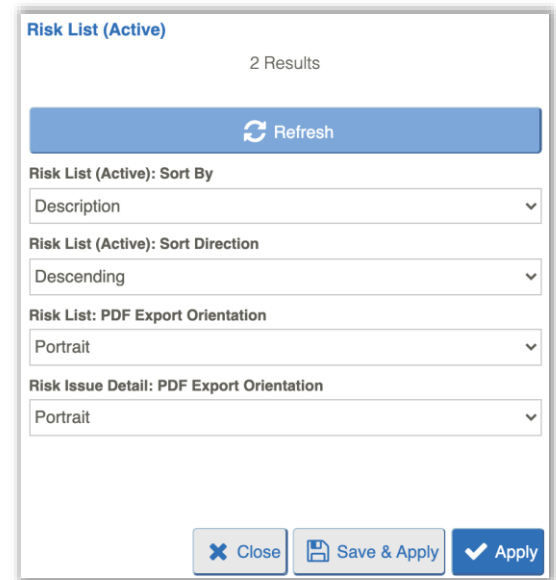
The Risks tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



Safety Issues

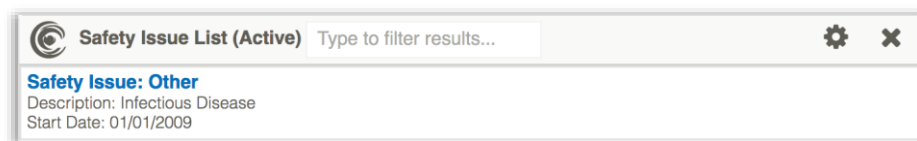


Safety Issues

The Safety Issue List displays any **Active** item that presents a safety issue for the client as well as the Home and Community Care service provider.

This tab will contain any information available from the acCDR if the patient has HCC services from beyond south west Ontario.

Tap the **Safety Issues** icon to access the Safety Issue List (Active) details.



Safety Issue List Preferences

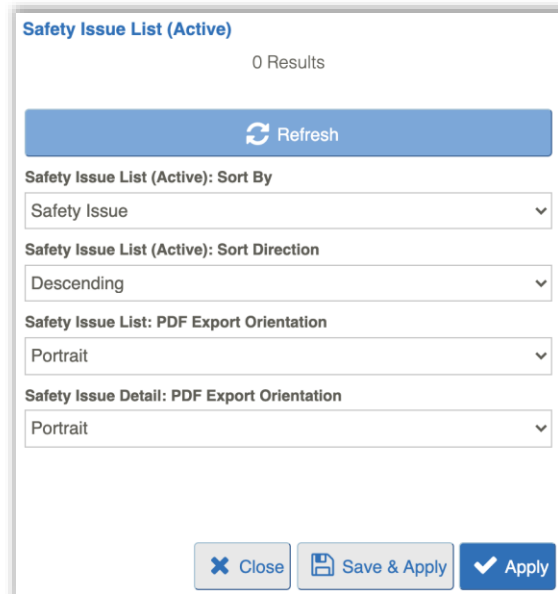
The Safety Issue List tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



Services

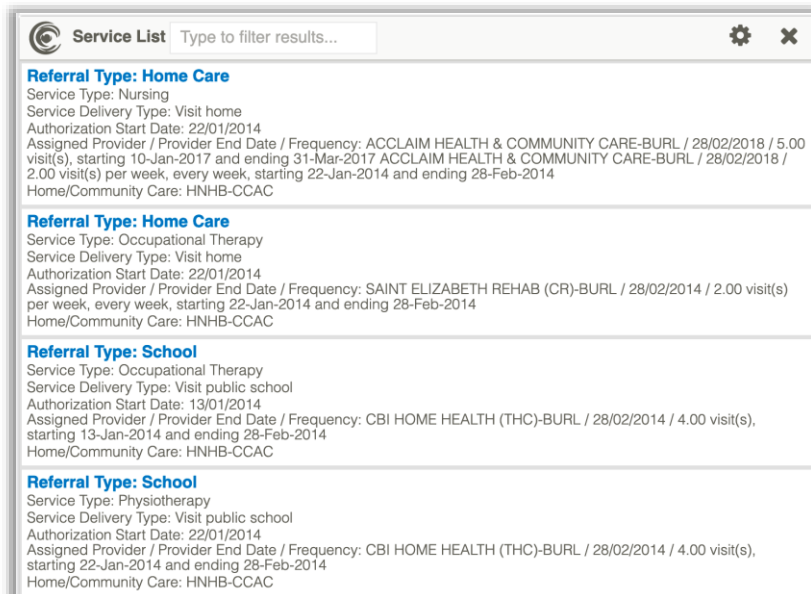


Services

The Service List displays a list of current and past Home and Community Care services from the current Home and Community Care client file. If there are changes to the service provider, start and end date, or service frequency, a new line item displays in the service list.

This tab will contain any information available from the acCDR if the patient has HCC services from beyond south west Ontario. The Home and Community Care row will display the name of LHIN HCC.

 The service type 'start and end' dates are listed in the service line details. The most recent date is listed first. Tap the **Services** icon to access Service List information.



Service List Preferences

The Services tab has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Service List

4 Results

Refresh

Service List: Sort By

Referral Type

Service List: Sort Direction

Descending

Service List: PDF Export Orientation

Portrait

Service Detail: PDF Export Orientation

Portrait

Close

Save & Apply

Apply

Face Sheet Module

Show Me 

Ask a Question 

The Face Sheet module provides a one-page summary of the patient's selected visit information. The information provided in each Face Sheet varies depending on the patient's visit.

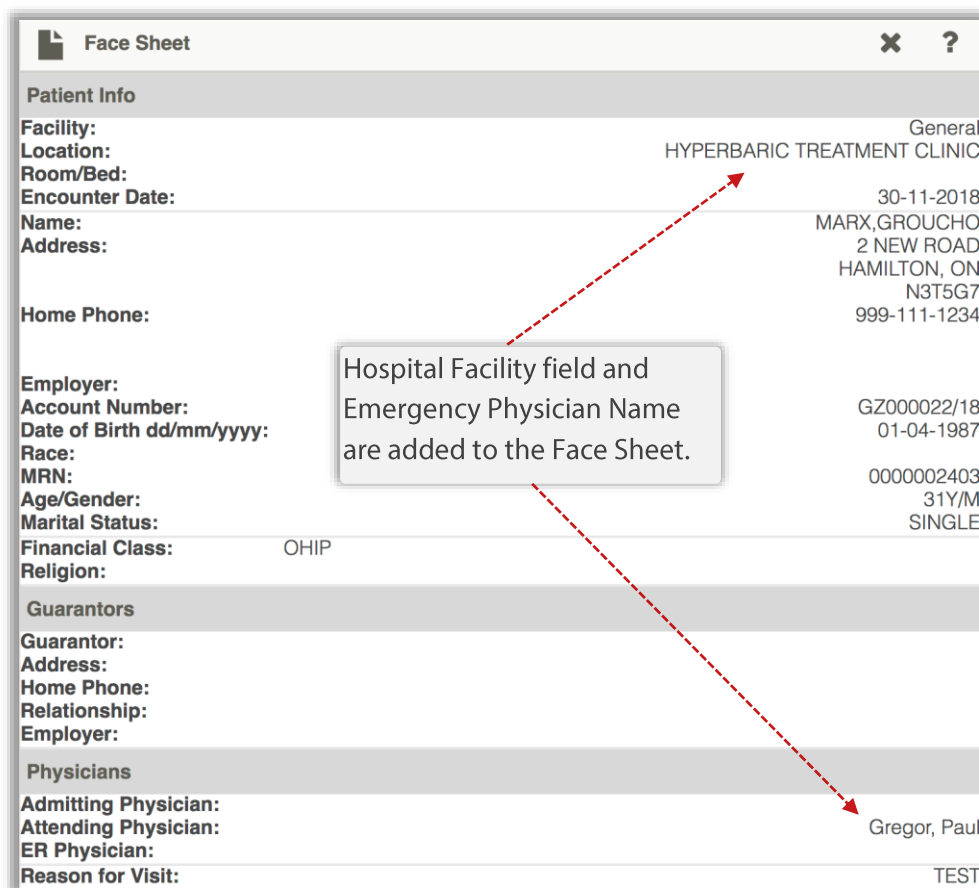


To access the Face Sheet module, tap the **Face Sheet** icon from the patient record.

 To view a Face Sheet from a different encounter, select the **Visits** module then tap another patient encounter or tap a different encounter directly from the Patient Visits Timeline.

 The Face Sheet module is not applicable when accessing Home and Community Care (HCC) patient encounters and will not be displayed.

Face Sheet information from an Emergency Department type of encounter will contain the Hospital Facility field and the Emergency Physician Name as shown in the following example.



Face Sheet

Patient Info

Facility: General
 Location: HYPERBARIC TREATMENT CLINIC
 Room/Bed:
 Encounter Date: 30-11-2018
 Name: MARX, GROUCHO
 Address: 2 NEW ROAD
 HAMILTON, ON
 N3T5G7
 Home Phone: 999-111-1234

Employer:
 Account Number: GZ000022/18
 Date of Birth dd/mm/yyyy: 01-04-1987
 Race:
 MRN: 0000002403
 Age/Gender: 31Y/M
 Marital Status: SINGLE
 Financial Class: OHIP
 Religion:

Guarantors

Guarantor:
 Address:
 Home Phone:
 Relationship:
 Employer:

Physicians

Admitting Physician:
 Attending Physician: Gregor, Paul
 ER Physician:
 Reason for Visit: TEST

Hospital Facility field and
Emergency Physician Name
are added to the Face Sheet.

Health Records

Show Me 

Ask a Question 

The Health Records module contains scanned documents from historical (archived) patient visits.

The Health Records data is integrated from Hamilton Health Sciences (HHS), Niagara Health Systems (NHS) and the Woodstock Hospital as shown in the example below.



Health Records

To access the Health Records module, tap the **Health Records** icon from the patient record.

Patient Search...

MARX, GROUCHO
HCN: 3986255713-ON

Type to filter results...

Encounter: All Regional Encounters

Account Number: 440372609
MRN: WH368859
Admit Type: EMERGENCY
Visit Date: 03/07/2020
Document:
Scan Date: 14/04/2021
Physician Name:
Facility:
Source: PolarImage

Account Number: UB00000120
MRN: M000003856
Admit Type: REF
Visit Date: 03/07/2020
Document: CONSULTATION-T
Scan Date: 31/05/2021
Physician Name: DR. BERNARD STANLEY JACKSON
Facility: U
Source: HHS

Account Number: GK00000921
MRN: 0000002015
Admit Type: REF
Visit Date: 21/06/2021
Document: DISCHARGE SUMMARY-T
Scan Date: 15/07/2021
Facility: G
Source: HHS

Census Patient New Results

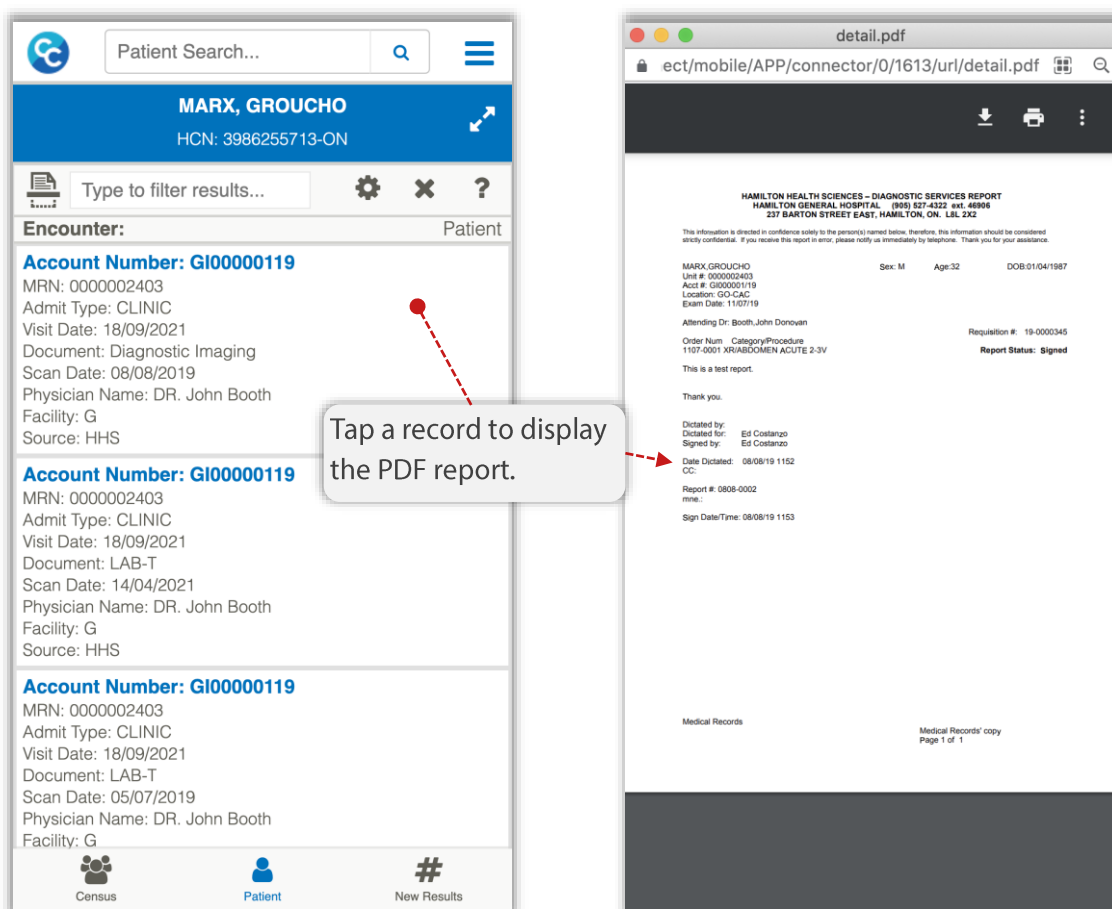
The **Smart Filter Search** box can be used to narrow the list of results to display only those related to the text you entered.

Note: Health Records data from the **Woodstock Hospital** will display "PolarImage" in the Source field.

 An error message may present when accessing Health Records from select facilities indicating that data could not be accessed from the source site due to limited licenses. In this case, users should wait a few seconds and try again.

To view a Health Record document:

1. Tap the document you want to view.



2. Health record documents are displayed in PDF in your browser window.

3. Close the PDF to return to the health records list.

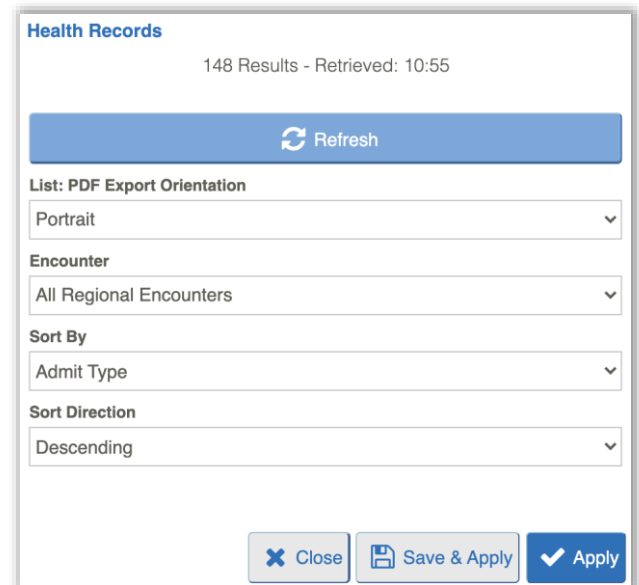
Health Records Preferences

The Health Records module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.



The screenshot shows a 'Health Records' preferences dialog box. At the top, it says '148 Results - Retrieved: 10:55'. Below this is a blue 'Refresh' button. The dialog contains four dropdown menus: 'List: PDF Export Orientation' (set to 'Portrait'), 'Encounter' (set to 'All Regional Encounters'), 'Sort By' (set to 'Admit Type'), and 'Sort Direction' (set to 'Descending'). At the bottom, there are three buttons: 'Close' (with an 'X' icon), 'Save & Apply' (with a floppy disk icon), and 'Apply' (with a checkmark icon).

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Labs Module

Ask a Question 

The Labs module display patient's lab results in four different views; Components, Expanded, Trended and List. ClinicalConnect users can customize their preferred default view as needed. The **Ontario Laboratories Information System (OLIS)** data is integrated into all Lab views and will display if the Encounter filter is set to **"All Regional Encounters"**.



The Labs Module views include:

Components View - This view displays individual test and lab panel components such as Leukocytes, Hemoglobin, and Platelets which are part of the Complete Blood Count (CBC) panel along with the result values. This view is useful for clinicians who need to review and/or trend specific lab components that may be part of Lab panels (e.g. CBC, Electrolytes, Liver Enzymes) all in one view without having to expand multiple panels from the List view to find a specific component. Sorting or filtering labs in this view must be done by the lab test or component name rather than the panel name.

Note: Some component (analytes) names may differ between Labs.

Expanded View – This view displays individual test and lab panels such as a CBC including all of the associated components and results. This view is useful for clinicians who prefer to see labs grouped by panels but also be able to see the panel component results all at once. Filtering and sorting can be done by specific test, component and panel name. To graph results from this view, select the labs required to trend first then tap on a lab test to display the graphed results below the test name.

Trended view – This view displays lab results including components that are part of a panel, to the left with date columns to the right. This allows clinicians to scroll down the result list and advance through the date columns from Newest to Oldest or the reverse based on their preference settings. Tapping a lab will display the graphed results below the test name.

List View – This view displays lab tests and lab panels such as a CBC in a list where abnormal results are coloured in orange. To view the associated lab result details for any listed test or lab panel (component), the test or panel name must be selected from the list and then viewed in the details screen. Sorting or filtering labs in this view must be done by the lab test or panel name rather than the component.

New Results Flags in Labs

If the New Results flag for the Lab module is enabled (as defined by the user preferences in the New Results Module), the module will display a new results indicator for the selected encounter. In addition to the module indicator, each new test in the List and Expanded views will also have a “New Results” flag (as defined by the user’s preference settings). New Result flags are not available in the Lab Trended, Components, or Expanded views.

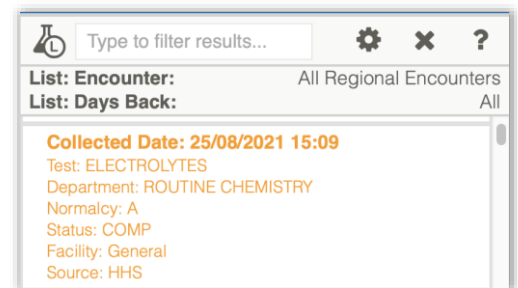


! OLIS data does not generate a new result flag and is not available in the New Results module.

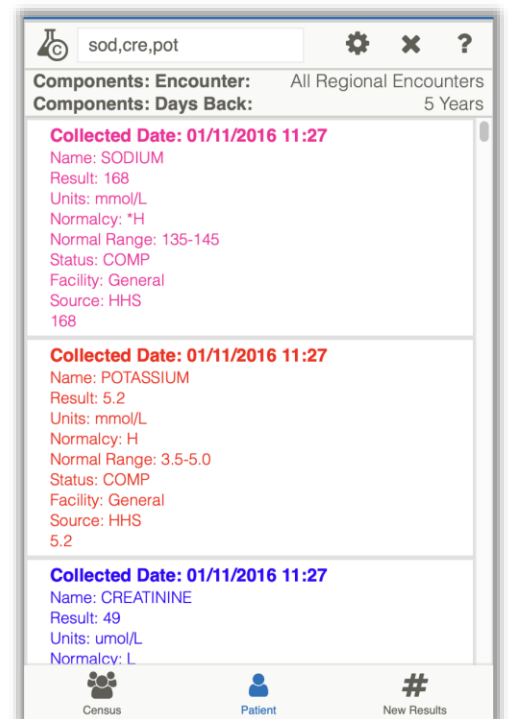
Refer to the [New Results Indicators](#) section to learn more about how new results are flagged.

Abnormal Lab Results

In the Labs List view, abnormal lab results display in orange text and are flagged with the Normalcy row showing “A” for abnormal.



In the Labs Components and Expanded views, the Normalcy column displays “H” high or “L” low result as shown in this example. Normalcy indicators are specific to each contributing source system. To view the complete lab details, select the test from the view.



Lab Preferences

Each lab view can be configured with its own set of preferences by tapping the Preferences button  in the module header. While each lab view does maintain its own set of preference, many of the preferences have the same functionality. The following table provides a summary of all available preference from each lab view.

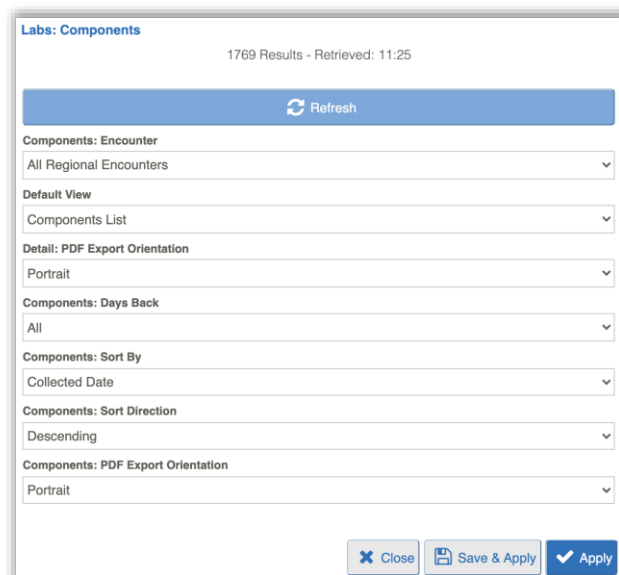
Preference	Description
Default View	You can select which Lab view you want displayed by default when you first access the Labs module for desktop.
Encounter	By default, the Encounter filter is set to All Regional Encounters for all applicable modules in order to view data from provincial repositories if available. Options include: • Encounter – Displays information only for the selected encounter or visit. • Patient – Displays data from all encounters for the selected source hospital system (which may have multiple facilities). • All Regional Encounters - Displays data from all encounters across all source systems available in the portal including data from provincial repositories (if available).  If you're having issues finding a lab result, make sure your Encounter is set to All Regional Encounters. Without this selection you will be unable to view OLIS lab results.
Days Back	The Days Back filter refers to the amount of information presented in the view based on the number of days back from the date of patient discharge. For an admitted in-patient, the Days Back filter refers to the number of days back from the current date (today). The Days Back filter in this module is set to 1 year as the default but can be changed to a maximum of ALL. However, the ALL Days Back setting may impact system performance if returning large volumes of data.  Make sure that your Days back is set appropriately to include the available data in that date range. Example: If you're looking for a result that was completed two weeks ago, and the Days Back is set to 7 days, then you will not be able to see that result.
Sort By	Allows you to set which column you want your lab results to be sorted by. The default is set to Collection Date in Descending order so that the most recent results appear at the top of the screen.

Preference	Description
Sort Direction	Sorts the Sort By column results in Ascending or Descending order.
Trend Direction	Allows you to sort trended information from Newest to Oldest, or Oldest to Newest. This preference is only available in the Trended view.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.



Labs: Components

1769 Results - Retrieved: 11:25

[Refresh](#)

Components: Encounter
All Regional Encounters

Default View
Components List

Detail: PDF Export Orientation
Portrait

Components: Days Back
All

Components: Sort By
Collected Date

Components: Sort Direction
Descending

Components: PDF Export Orientation
Portrait

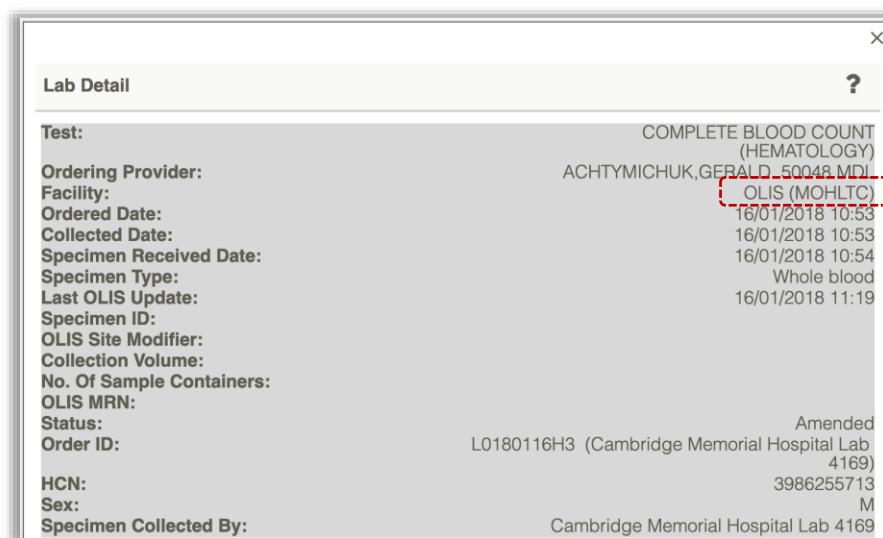
[Close](#) [Save & Apply](#) [Apply](#)

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Viewing Lab OLIS Data

The Ontario Laboratories Information System (OLIS) is the main system used by Community Labs, Public Health Labs, and acute care hospitals in Ontario to enter and store patient lab results. ClinicalConnect has integrated information from OLIS and made it viewable in the Labs module.

To view OLIS lab data make sure your Encounter preference is set to **All Regional Encounters** for all lab views.



Lab Detail	
Test:	COMPLETE BLOOD COUNT (HEMATOLOGY)
Ordering Provider:	ACHTYMICHUK, GERALD, 50048 MDI
Facility:	OLIS (MOHLTC)
Ordered Date:	16/01/2018 10:53
Collected Date:	16/01/2018 10:53
Specimen Received Date:	16/01/2018 10:54
Specimen Type:	Whole blood
Last OLIS Update:	16/01/2018 11:19
Specimen ID:	
OLIS Site Modifier:	
Collection Volume:	
No. Of Sample Containers:	
OLIS MRN:	
Status:	Amended
Order ID:	L0180116H3 (Cambridge Memorial Hospital Lab 4169)
HCN:	3986255713
Sex:	M
Specimen Collected By:	Cambridge Memorial Hospital Lab 4169

OLIS Lab Details

OLIS lab details contain information related to the test from the source labs.

In some cases, an OLIS test may display a full replace amendment indicator. A full replace amendment indicator is applied to a report when the contributing lab completely replaces the previous report. In such cases, the status field in the report details will also display **Full replace amendment**.

! OLIS Limitations

There are limitations for accessing OLIS data from within ClinicalConnect. These limitations include:

- An organization must have signed up for the appropriate Ontario Health access otherwise, you will not be able to access OLIS data and OLIS data will not be listed in the modules. If the access permissions are not in place you will see the message **"OLIS matches filtered."**
- A patient's record may have a consent directive limiting some or all of their OLIS data from displaying in ClinicalConnect. This will generate the message **"Some or all of the requested OLIS laboratory information was not returned due to a patient consent directive."** OLIS restricted records cannot be overridden in ClinicalConnect.

Components View

Show Me 



Labs:
Components

Tap the **Components** tab to access the Components view.

The Components View displays individual lab panel components, such as Leukocytes, Hemoglobin, and Hematocrit (which are part of the Complete Blood Count panel). This view is useful if you need to review or trend individual lab components that are part of the larger lab panel without having to expand multiple panels from the List or Expanded view.

Patient Search...  

MARX, GROUCHO
HCN: 3986255713-ON 

Messages 

Components: Encounter: All Regional Encounters
Components: Days Back: All

Collected Date: 01/09/2021 11:50
Name: GLUCOSE POC
Result: 5.2
Units: mmol/L
Normal Range: 3.9-8.9
Status: COMP
Facility: Brantford General Hospital
Source: BRA
5.2
Reference Range established on Adult Serum Glucose
Fasting: 4.1 - 5.9 mmol/L

Collected Date: 25/08/2021 15:09
Name: SODIUM
Result: 180
Units: mmol/L
Normalcy: *H
Normal Range: 135-145
Status: COMP
Facility: General
Source: HHS
180

Collected Date: 25/08/2021 15:09
Name: POTASSIUM

  
Census Patient New Results



There may be some grouped tests, such as Electrolytes, that will not display results in the results list. Use the Smart Filter to search for the required components as needed (example: Sodium, Potassium, Chloride) to review their values. To view the details of the complete Lab panel from which one component in this view is part of (example: sodium is part of Lytes), tap the component and the complete panel will display in the details view.

Expanded View

Show Me 



Labs: Expanded

Tap the **Expanded** tab to access the Expanded view.

The Expanded view lists all the patient's lab tests and their related components. For example, a Complete Blood Count (CBC) panel will be listed along with each individual component, such as Hemoglobin, Mean Cell Volume, and Platelet Count and their values.

Patient Search...  

MARX, GROUCHO 
HCN: 3986255713-ON

 **Type to filter results...**   

Expanded: Encounter: All Regional Encounters
Expanded: Days Back: All

Collected Date: 03/05/2021
Test: ELECTROLYTES

Units:
Delta Result:
Normalcy: A
Normal Range:
Status: COMP
Facility: General
Source: HHS

SODIUM Normalcy: *H Normal Range: 135-145 160	160 mmol/L
POTASSIUM Normalcy: *L Normal Range: 3.5-5.2 1.5	1.5 mmol/L
CHLORIDE Normal Range: 95-110 100	100 mmol/L
ANION CATION GAP Normalcy: L Normal Range: 5-17	4 mmol/L

  
Census Patient New Results

 High and low lab values may not use consistent colour coding across all source systems. When reviewing lab results, refer to the reference ranges from each contributing source system.

Trended View

Show Me 



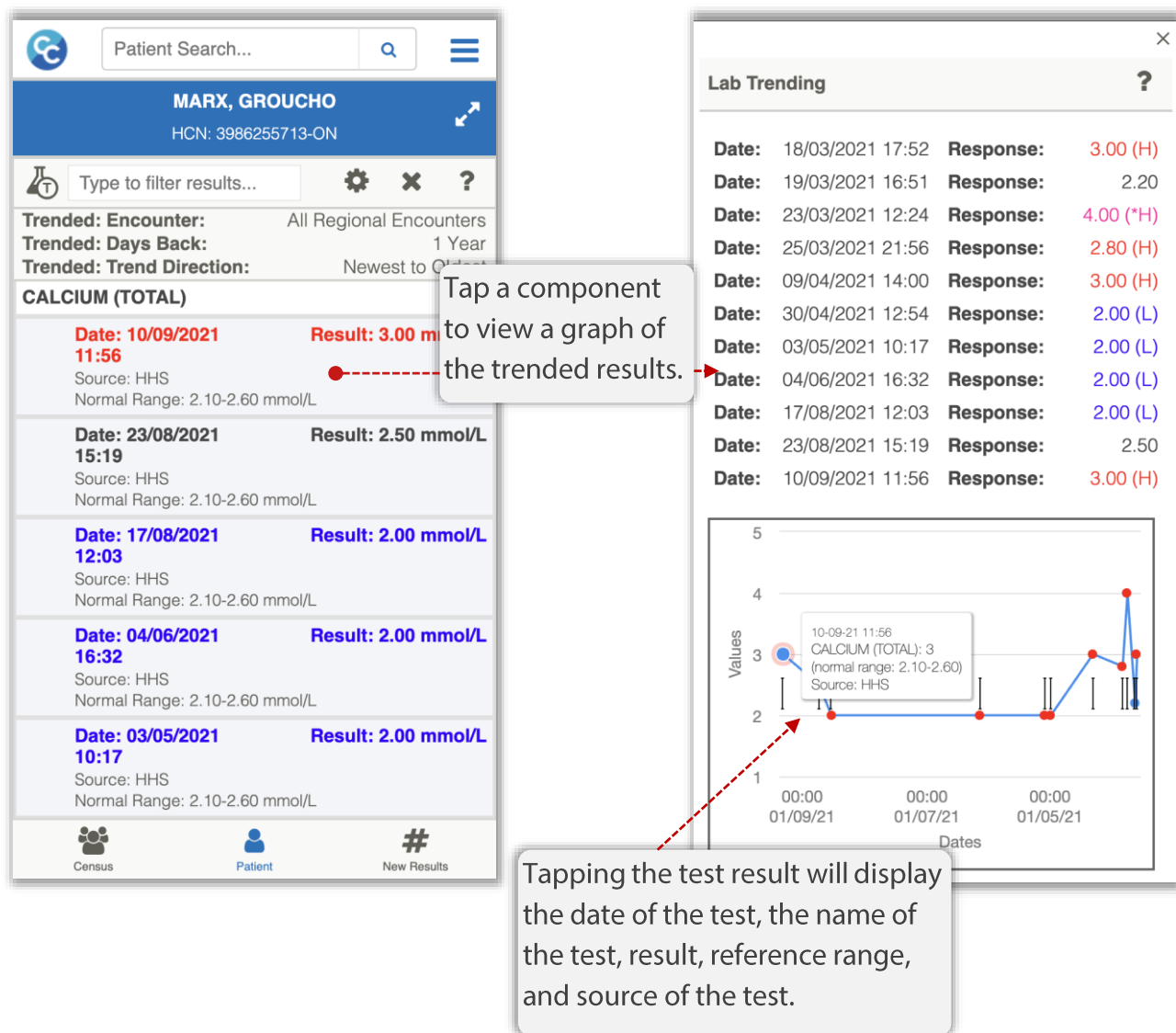
In the Trended View, lab results are listed by name with a default of “Newest to Oldest” and display the results from each source to create an easy to read graph.

Labs: Trended

Lab components may be selected for graphing as shown below. In cases where components may be named differently across source Lab systems, each component will display as a separate line item and will need to be graphed separately.



Results will not be trended together if the units of measure are different. Lab results outside of the source reference range will display in red with high (H) or blue with low (L) indicators. To trend OLIS data, set the ‘**Encounter**’ filter to ‘**All Regional Encounters**’.

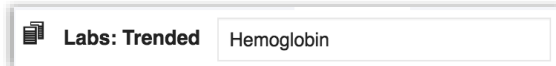


To view a graph with trended test results, tap on the component you want to graph.

The lab results are plotted on the graph and display in red if the test is abnormal - Outside of normal range. The Reference Range indicators display as vertical graph lines showing the reference range from the source system.

Tap the close button  to hide the graph.

The following table provides a summary of some of the key features of the Labs Trended module.

Feature	Description
Source	The source of the lab test.
Normal Range	The reference range of the lab test used to determine if the result is considered high, normal, and low by the contributing source system. Note: Reference ranges may vary across different sources systems.
Smart Filter	Text typed in the Smart Filter Search box narrows the list of results to display only those related to text you entered. In following example, the Smart Filter Search box is used to narrow the list of results to display only results that included Hemoglobin.  The image shows a screenshot of the 'Labs: Trended' interface. It features a search box with the text 'Hemoglobin' entered. To the left of the search box is a label 'Labs: Trended' with a small icon of a document with a checkmark.

List View

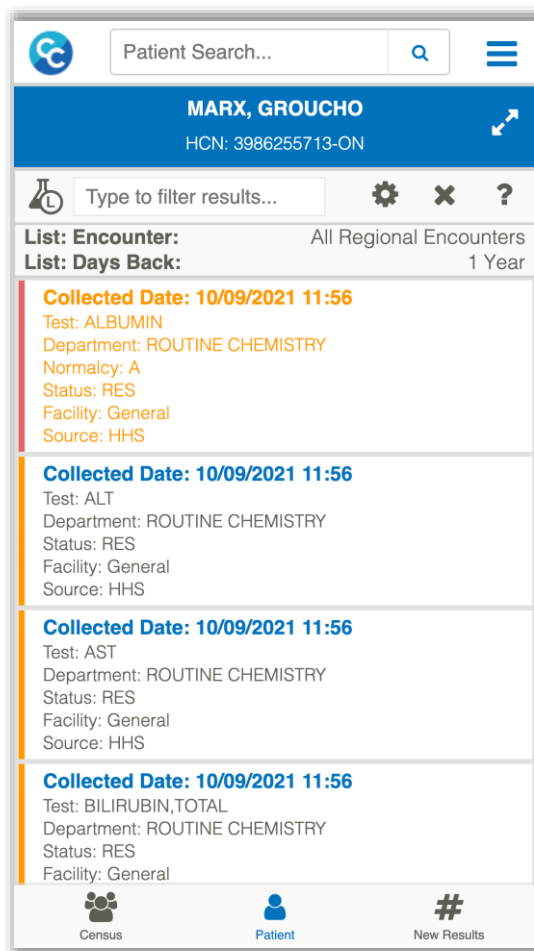
Show Me 



Labs: List

Tap the **List** tab to access the List view.

The List View displays just the name of the completed lab test. This view is useful if you don't need to see the individual components of the panel in the results view.



Microbiology Module

Show Me 

Ask a Question 

The Microbiology Module displays a list of the patient's microbiology tests and isolated organisms from contributing source systems including results from Ontario Laboratories Information System (OLIS).



Microbiology

New Results

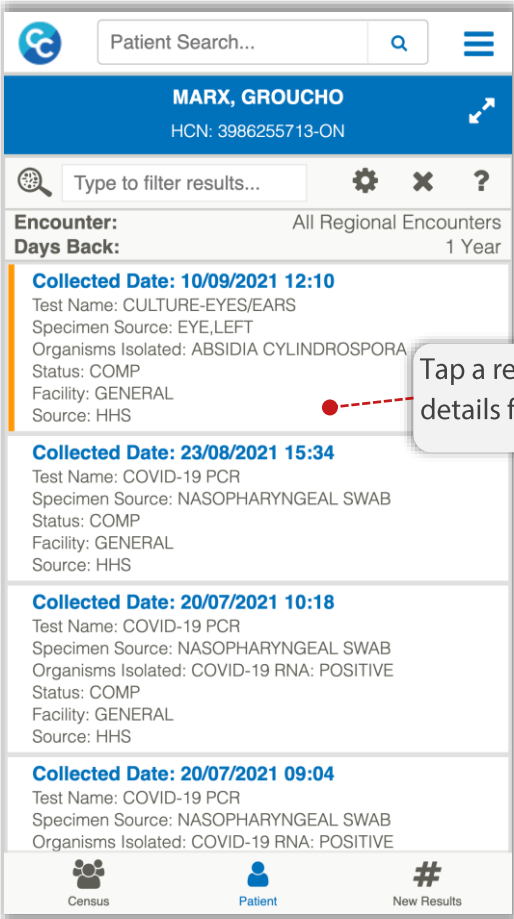
The Microbiology module displays a New Result indicator if New Results are available for the selected encounter. (Refer to the New Results Module for more information on new results indicators).

 OLIS data is not available in the New Results module and will not generate new results flags.

To access the Microbiology module, tap the **Microbiology** icon from the Clinical Modules menu.

Microbiology results can be filtered by using the Smart Filter and a Collection Date, Test Name or Organism Isolated. Tap the row of the result you want to view to see even more details about the results.

To view OLIS data make sure your Encounter preference is set to **All Regional Encounters**.



Patient Search...  

MARX, GROUCHO
HCN: 3986255713-ON

 **Type to filter results...**   

Encounter: All Regional Encounters
Days Back: 1 Year

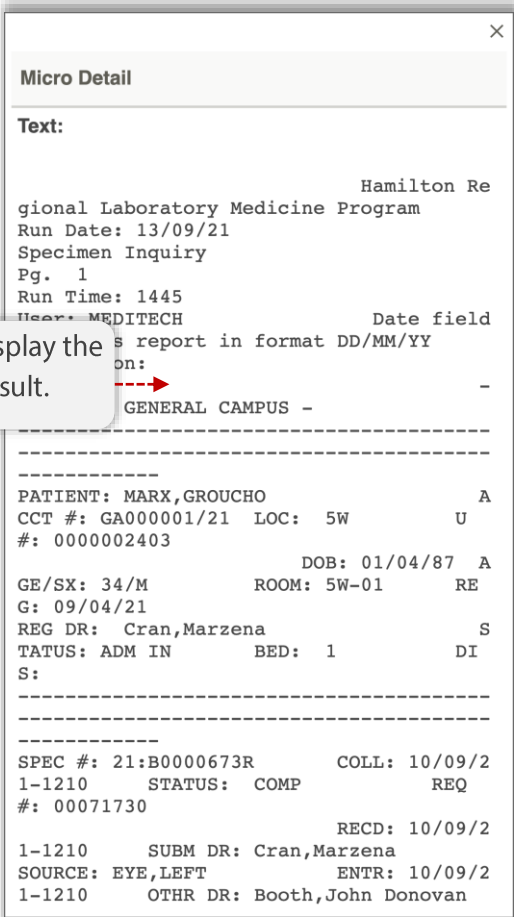
Collected Date: 10/09/2021 12:10
Test Name: CULTURE-EYES/EARS
Specimen Source: EYE,LEFT
Organisms Isolated: ABSIDIA CYLINDROSPORA
Status: COMP
Facility: GENERAL
Source: HHS

Collected Date: 23/08/2021 15:34
Test Name: COVID-19 PCR
Specimen Source: NASOPHARYNGEAL SWAB
Status: COMP
Facility: GENERAL
Source: HHS

Collected Date: 20/07/2021 10:18
Test Name: COVID-19 PCR
Specimen Source: NASOPHARYNGEAL SWAB
Organisms Isolated: COVID-19 RNA: POSITIVE
Status: COMP
Facility: GENERAL
Source: HHS

Collected Date: 20/07/2021 09:04
Test Name: COVID-19 PCR
Specimen Source: NASOPHARYNGEAL SWAB
Organisms Isolated: COVID-19 RNA: POSITIVE

  
Census Patient New Results



Micro Detail 

Text:

Hamilton Regional Laboratory Medicine Program
Run Date: 13/09/21
Specimen Inquiry
Pg. 1
Run Time: 1445
User: MEDITECH
Date field
Report in format DD/MM/YY
on: -
GENERAL CAMPUS -

PATIENT: MARX,GROUCHO A
CCT #: GA000001/21 LOC: 5W U
#: 0000002403
DOB: 01/04/87 A
GE/SX: 34/M ROOM: 5W-01 RE
G: 09/04/21
REG DR: Cran,Marzena S
TATUS: ADM IN BED: 1 DI
S:

SPEC #: 21:B0000673R COLL: 10/09/2
1-1210 STATUS: COMP REQ
#: 00071730
RECD: 10/09/2
1-1210 SUBM DR: Cran,Marzena
SOURCE: EYE,LEFT ENTR: 10/09/2
1-1210 OTHR DR: Booth,John Donovan

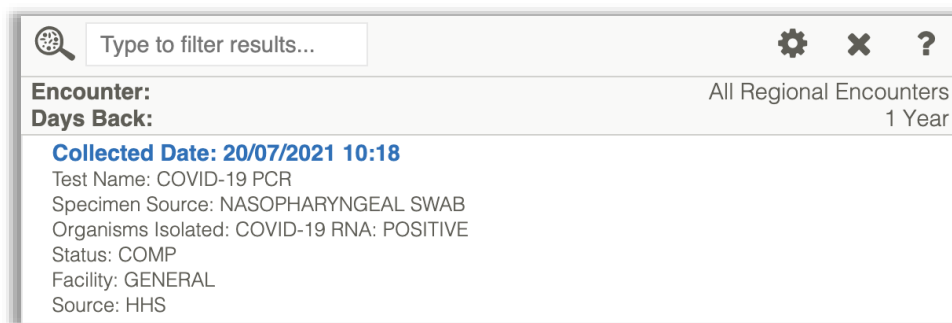
Tap a result to display the details for that result.

! OLIS Limitations

There are limitations for accessing OLIS data from within ClinicalConnect. These limitations include:

- An organization must have signed up for the appropriate Ontario Health access otherwise, you will not be able to access OLIS data and OLIS data will not be listed in the modules. If the access permissions are not in place you will see the message **“OLIS matches filtered.”**
- A patient’s record may have a consent directive limiting some or all of their OLIS data from displaying in ClinicalConnect. This will generate the message **“Some or all of the requested OLIS laboratory information was not returned due to a patient consent directive.”** OLIS restricted records cannot be overridden in ClinicalConnect.

If a patient has a COVID-19 test result available, it will display in the Microbiology list view and will include the swab date, source and facility that collected the specimen. In some cases, if the test is positive, the Organisms Isolated row will display the details.



Search: Type to filter results... [Settings] [Close] [Help]

Encounter: All Regional Encounters
Days Back: 1 Year

Collected Date: 20/07/2021 10:18
 Test Name: COVID-19 PCR
 Specimen Source: NASOPHARYNGEAL SWAB
 Organisms Isolated: COVID-19 RNA: POSITIVE
 Status: COMP
 Facility: GENERAL
 Source: HHS

Microbiology Preferences

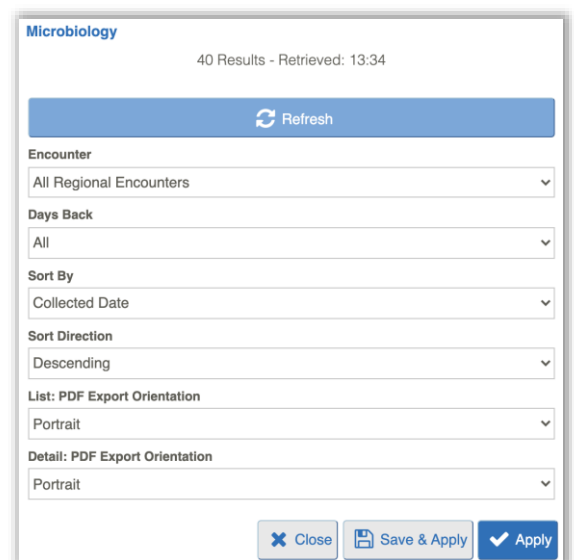
The Microbiology module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the view header.

After updating your preferences, tap **‘Save & Apply’** to save these preferences for both mobile and desktop use.

The **‘Apply’** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **‘Close’** will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



Microbiology 40 Results - Retrieved: 13:34

[Refresh]

Encounter: All Regional Encounters
Days Back: All
Sort By: Collected Date
Sort Direction: Descending
List: PDF Export Orientation: Portrait
Detail: PDF Export Orientation: Portrait

[Close] [Save & Apply] [Apply]

Orders Module

Show Me 

Ask a Question 

The Orders module displays a list of patient orders (if available) from the source systems. This module retrieves data from the selected visit only to a maximum of 30 days back.



Orders

To access the Orders Module, tap the **Orders** icon in the patient record.

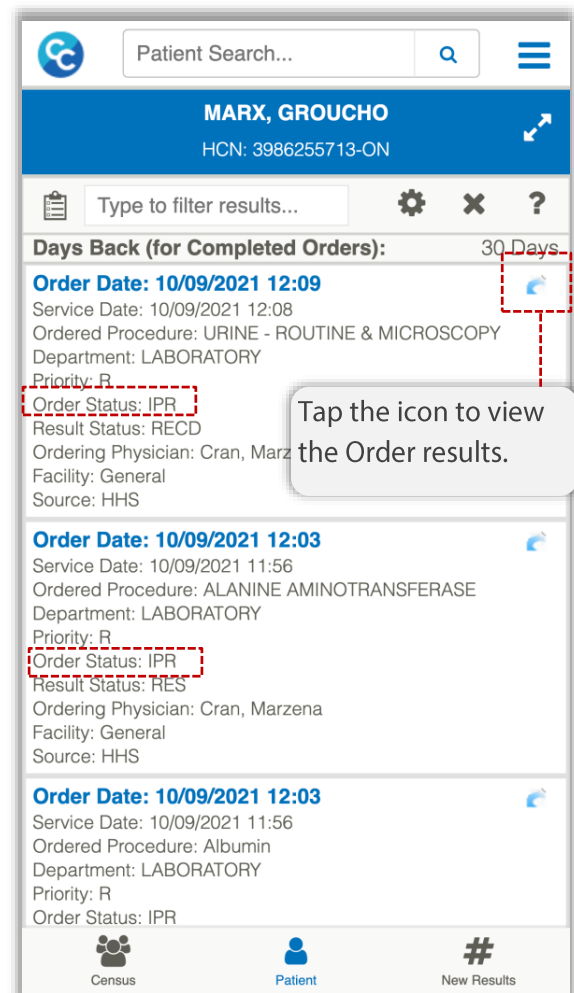
This module can be used to gain insight into the types of orders that have been entered for the patient during the selected encounter. This information can be helpful if you need to determine if the patient already has an order for a test or procedure and the status of that order. It's important to note that there may be orders entered and resulted for the patient from other visits and from beyond the 30 days back and will not display in the Orders module in your current view. Be sure to check the associated modules (Labs, Microbiology, and Radiology for example) to view available module-specific results.

For more information about the Priority, Orders Status and Results fields, refer to the description table.

 The Order Result icon and Order Details may not be available for all facilities. The Orders module is not applicable and will not display when viewing Home and Community Care (HCC) patient encounters.

Order Results Icon

The Order Results  icon displays on the right side of the list view as shown in the image below. The Order Result icon indicates that the order results are available to view in the details. If an order does not have the icon, this indicates that there are no results available for this order. In this case, the status of the order may show **IPR** meaning the order is **In Progress** as in the example below. If the order is not resulted, tapping anywhere on the line item will only display the order details in the Detail view.





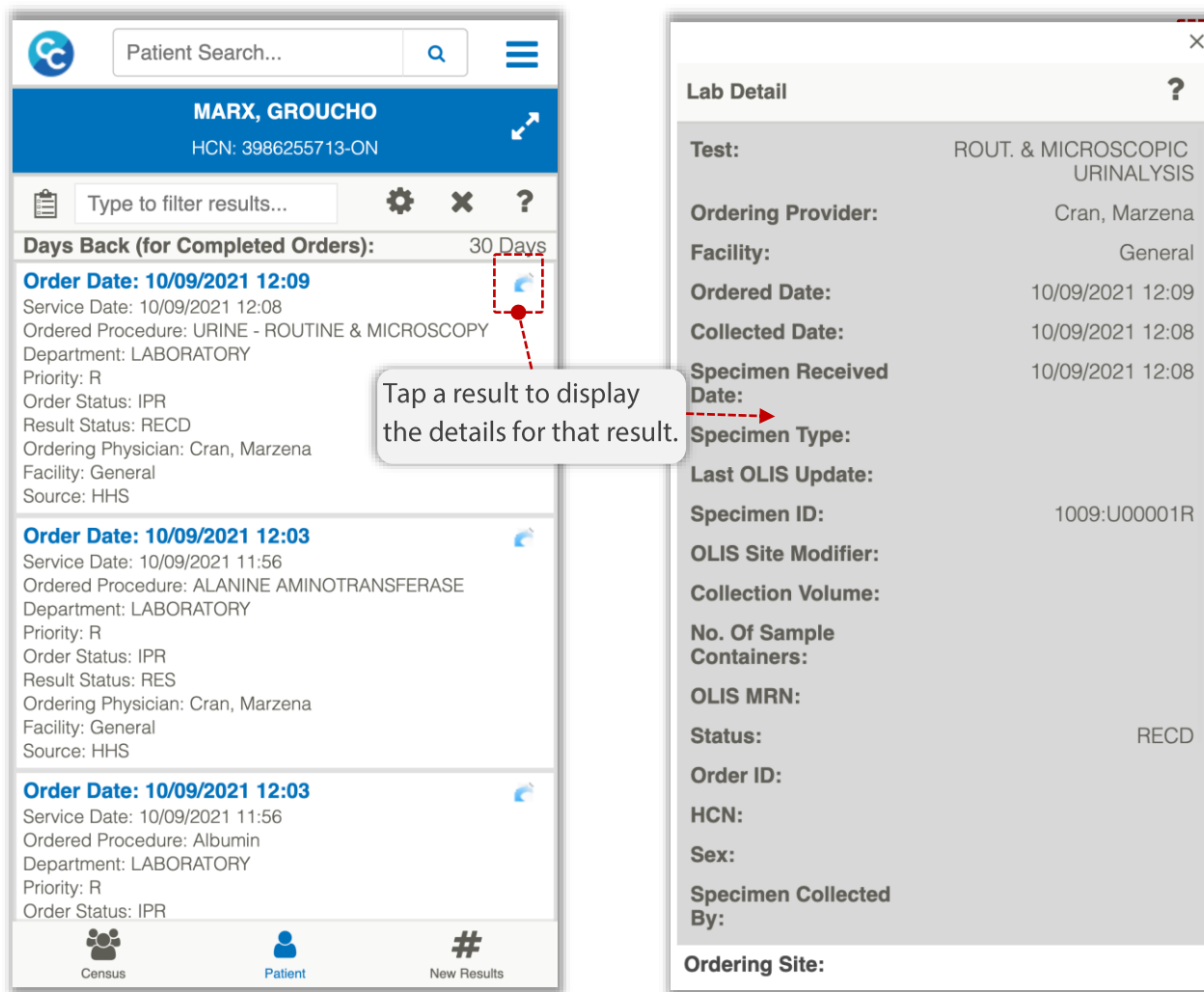
To view orders from another visit, select a different encounter by tapping on the timeline or select a different encounter from the visits module, then go to the Orders module to see the list of orders associated with the new encounter you selected.

Feature	Summary
Priority	The priority row indicates if the order was entered as: • S – Stat • U – Urgent • R – Routine
Order Status and Result Status	Order status types can vary depending on the contributing source system. Select the order line item to view the details. Common types include: • ORD – Ordered • TRN – Transmitted • IPR – In Progress • COM – Completed • RES - Resulted (this status type will include the order results icon in the first column) • CNC – Cancelled

Viewing Order Results

To view the order results:

1. Tap the Results  icon next to the order you want to view.



The screenshot shows the ClinicalConnect app interface. On the left, a list of orders for patient MARX, GROUCHO is displayed. The first order is dated 10/09/2021 12:09 and is for a ROUTINE & MICROSCOPY URINE test. A red dashed box highlights the Results icon (a blue circle with a white 'R') next to this order. A callout bubble points to this icon with the text: "Tap a result to display the details for that result." On the right, a detailed view of the selected order is shown. It includes fields for Test, Ordering Provider, Facility, Ordered Date, Collected Date, Specimen Received Date, Specimen Type, Last OLIS Update, Specimen ID, OLIS Site Modifier, Collection Volume, No. Of Sample Containers, OLIS MRN, Status, Order ID, HCN, Sex, Specimen Collected By, and Ordering Site.

Lab Detail

Test:	ROUT. & MICROSCOPIC URINALYSIS
Ordering Provider:	Cran, Marzena
Facility:	General
Ordered Date:	10/09/2021 12:09
Collected Date:	10/09/2021 12:08
Specimen Received Date:	10/09/2021 12:08
Specimen Type:	
Last OLIS Update:	
Specimen ID:	1009:U00001R
OLIS Site Modifier:	
Collection Volume:	
No. Of Sample Containers:	
OLIS MRN:	
Status:	RECD
Order ID:	
HCN:	
Sex:	
Specimen Collected By:	
Ordering Site:	

2. Tap the Close button  to close the result Details

 Module-specific results are also available in the associated source module and can be accessed beyond the 30-day window limited to the Orders module.

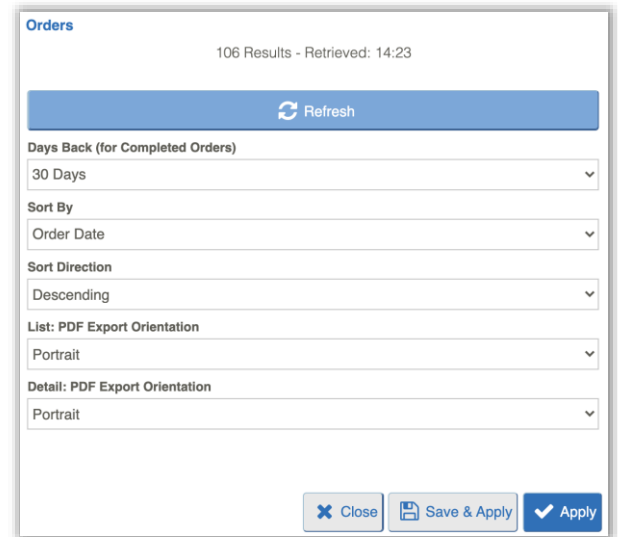
Orders Module Preferences

The Orders module has its own set of preferences that can be accessed and configured by tapping the Preferences  icon located in the module header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.



To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Pathology and Genetics

Show Me 

Ask a Question 

The Pathology and Genetics module displays results and details of a patient's pathology reports. OLIS data is also integrated into the Pathology and Genetics module. OLIS data comes from a Community Labs, Public Health Labs and several acute care hospitals that are contributing data into OLIS.



Pathology

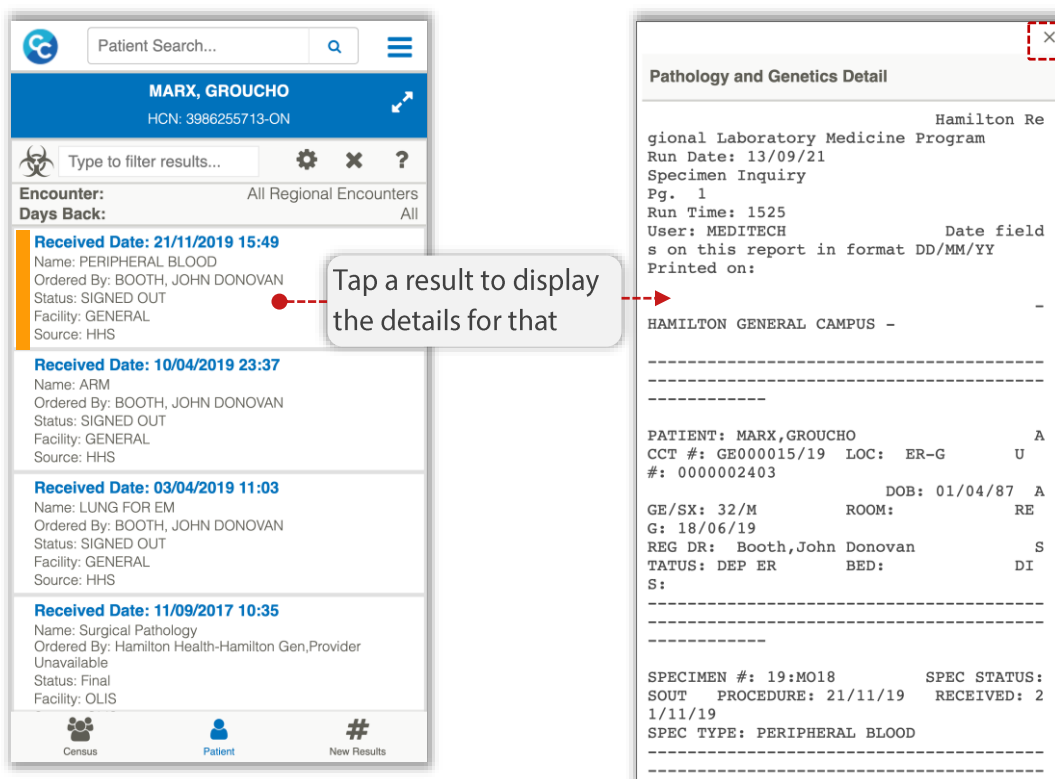
To see a complete list of the contributors, visit the following link:

<https://ehealthontario.on.ca/en/health-care-professionals/lab-results>

 OLIS data is not available in the New Results module and will not generate new results flags. See the [New Results](#) section to learn more about how new results are flagged.

If new results are available, the module will be flagged with an orange or red indicator with a number showing how many new results are available.

 New Results functionality is not available for Pathology reports from Hamilton Health Sciences and St Joseph's Healthcare Hamilton in the Pathology & Genetics module. In this case, users will not receive new result notifications if subscribed to the associated MRN.



Pathology and Genetics Detail

Hamilton Regional Laboratory Medicine Program
Run Date: 13/09/21
Specimen Inquiry
Pg. 1
Run Time: 1525
User: MEDITECH
s on this report in format DD/MM/YY
Printed on:

HAMILTON GENERAL CAMPUS -

PATIENT: MARX, GROUCHO A
CCT #: GE000015/19 LOC: ER-G U
#: 0000002403
DOB: 01/04/87 A
GE/SX: 32/M ROOM: RE
G: 18/06/19
REG DR: Booth, John Donovan S
TATUS: DEP ER BED: DI
S:

SPECIMEN #: 19:MO18 SPEC STATUS:
SOUT PROCEDURE: 21/11/19 RECEIVED: 2
1/11/19
SPEC TYPE: PERIPHERAL BLOOD

To access the Pathology module, tap the **Pathology** icon in the patient record.

Tap the Close button  to return to the results list view.

Pathology and Genetics Preferences

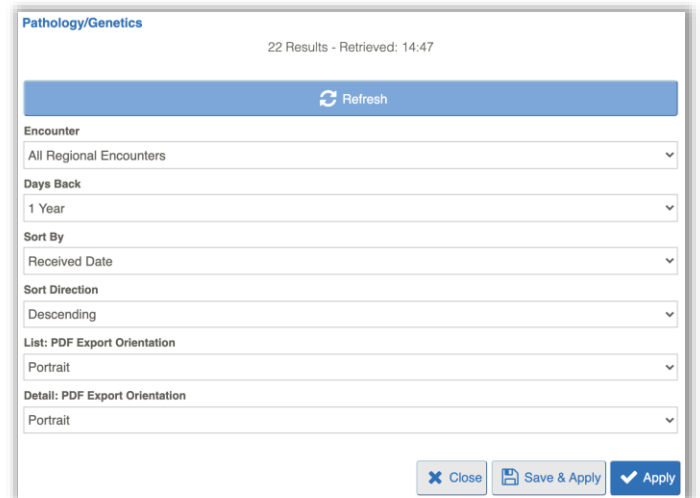
The Pathology and Genetics module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



The screenshot shows the 'Pathology/Genetics' preferences screen. At the top, it says '22 Results - Retrieved: 14:47'. Below this is a blue bar with a 'Refresh' button. The screen contains several dropdown menus for configuration:

- Encounter:** All Regional Encounters
- Days Back:** 1 Year
- Sort By:** Received Date
- Sort Direction:** Descending
- List: PDF Export Orientation:** Portrait
- Detail: PDF Export Orientation:** Portrait

At the bottom right, there are three buttons: 'Close' (with an 'X' icon), 'Save & Apply' (with a floppy disk icon), and 'Apply' (with a checkmark icon).

Viewing Ontario Laboratories Information System (OLIS) Data

OLIS Limitations

There are limitations for accessing OLIS data from within ClinicalConnect. These limitations include:

- An organization must have signed up for the appropriate Ontario Health access otherwise, you will not be able to access OLIS data and OLIS data will not be listed in the modules. If the access permissions are not in place you will see the message **“OLIS matches filtered.”**
- A patient’s record may have a consent directive limiting some or all of their OLIS data from displaying in ClinicalConnect. This will generate the message **“Some or all of the requested OLIS laboratory information was not returned due to a patient consent directive.”** OLIS restricted records cannot be overridden in ClinicalConnect.

To view OLIS data in the Pathology and Genetics module:

1. Make sure the encounter filter is set to **All Regional Encounters**.



You can enter **OLIS** in the Smart Filter. This will filter the list to just display information from OLIS.

 OLIS ⚙️ ✕ ?	
Encounter:	All Regional Encounters
Days Back:	All
Received Date: 13/02/2017 11:19 Name: Surgical Pathology Ordered By: ACHTYMICHUK,GERALD Status: Final Facility: OLIS Source: OLIS	
Received Date: 12/02/2017 13:40 Name: Surgical Pathology Ordered By: ACHTYMICHUK,GERALD Status: Final Facility: OLIS Source: OLIS	

2. Tap the OLIS row item to view the report. The OLIS report will open in PDF format and will display your username in the footer.

Patient: MARX, GROUCHO Health Card Number: 988525713
Ministry of Health and Long-Term Care
Printed from Ontario Laboratories Information System (OLIS)

Page 1 of 2

Patient	Provider	Report Details
Ontario Health Number 388525713	Ordering Provider Hamilton Health-Hamilton Gen., Provider Unavailable	Order Date 11/09/2017 10:35 Last OLIS Update 20/09/2017 12:55
Medical Record Number MDL 4180	Address HGH Emergency Dept	Primary Performing Lab Hamilton Health Sciences - Hamilton General Site (Lab 4180) 237 Barton Street East
Patient MARX, GROUCHO	Sex M	Hamilton, ON L8L 2X2
Date of Birth 01/04/1987	Inter-Hospital Truck	Primary Reporting Lab Hamilton Health Sciences - Hamilton General Site (Lab 4180) 237 Barton Street East
Primary Telephone 905-555-1212	Work Number	Specimen Received Date/Time 11/09/2017 10:35 (Unless Otherwise Indicated)
Cell Number	Fax Number	Order ID 17:SM9 (West Lincoln Memorial Hospital Lab 4141)
Email Address -		
Address 123 MAIN STREET EAST HAMILTON, ON L8M 1W9		
	Pathology	
Specimen Type/Site: Tissue	Collected Date/Time: 11/09/2017 00:00	Collected By: Hamilton Health Sciences - Hamilton General Site Lab 4180
Collection Volume: Surgical Pathology (test performed at point of care)	No. of Sample Containers:	
Site Of Origin Toe excision tissue right second		
Final Diagnosis SOFT TISSUE, RIGHT SECOND TOE, EXCISION: - Features consistent with ganglion cyst.		
Gross Description The patient demographics and specimen identification on the requisition correspond to that on the specimen container.		
The specimen is received in formalin, labelled "excision ganglion right second toe" and consists of a fibrotic appearing tissue fragment which measures 0.7 x 0.3 x 0.4 cm. The specimen is bisected and submitted in toto in a single cassette.		
OLIS CC List	OLIS Ordering Facility Address	OLIS Admitting Provider
Confidential - Report Contains Personal Health Information	Generated from OLIS on 15/07/2019 11:47 by User Aaron Coombes	Continued on next page

OLIS Encapsulated Data

OLIS Encapsulated Data may be an image, fax, or PDF with information related to the test from other facilities. If additional encapsulated data is available, it will be noted in the report in the Supplement Reports section as **See Attachment Supplement Reports. PDF below for Content/Information.**

Example: See Attachment Reports. PDF below for Content/Information message in the Supplemental Reports section of the report.

Patient CV-HHS-Turquoise, Lily Bibiana Health Card Number 2000048492
Ministry of Health and Long-Term Care
Printed from Ontario Laboratories Information System (OLIS)

Page 2 of 2

Additional testing to be performed and resulted in an Addendum.

Final Diagnosis

Part A - Breast, biopsy - left: FIBROADENOMA

Part B - Breast, biopsy - right: FIBROCYSTIC DISEASE

Part C - Lymph node, biopsy: NEGATIVE FOR MALIGNANCY

Pathologist

Khalifa, Mahmoud

Supplement Reports

See Attachment Supplement Reports.PDF below for Content / Information

Swipe down to view the next page of encapsulated data.

SUNNYBROOK HEALTH SCIENCES CENTRE

University of Toronto
 2075 Bayview Avenue, Toronto, Ontario M4N 3M5
 (416) 480-6100 ext. 4600 fax (416) 480-4271

SURGICAL PATHOLOGY REPORT

Patient:	CV-HHS-Turquoise, Lily Bibiana	Accession #:	S13-99000
HFN:	.		
Account #:	39612R	Location:	WAMC
TSRCC #:	.2000048492	Date of Procedure:	2013-09-24
OHIN #:	1970-12-10 (Age: 42)/F	Date of Receipt:	2013-09-24
DOB/SEX:	219 VANHORNE DRIVE	Date of Report:	2013-09-26 10:57
Patent Address:	TORONTO, Ontario		
	M1P1R6		
	Canada		
Physician:	DONALD THOR BLAKE		
Copies to:			

CLINICAL INFORMATION

Numerous lumps in both breasts.

SPECIMENS SUBMITTED

A: Breast, biopsy - left
 B: Breast, biopsy - right
 C: Lymph node, biopsy

DIAGNOSIS

Part A - Breast, biopsy - left: FIBROADENOMA
 Part B - Breast, biopsy - right: FIBROCYSTIC DISEASE
 Part C - Lymph node, biopsy: NEGATIVE FOR MALIGNANCY

COMMENT

Additional testing to be performed and resulted in an Addendum.

MACROSCOPIC DESCRIPTION

The specimen consists of 2 cores of tan and fatty tissue, each with a diameter of 3 cm, ranging from 4 to 5 in length. Submitted in toto in A.

Mahmoud Khalifa MD, FRCPC
 Report Electronically Signed
 2013-09-26 10:57

Physician Copy

Page 1 of 1

Pharmacy: Hospital Medications View

Show Me 

Ask a Question 

The Hospital Medications module displays a list of medications from source hospitals contributing to ClinicalConnect.

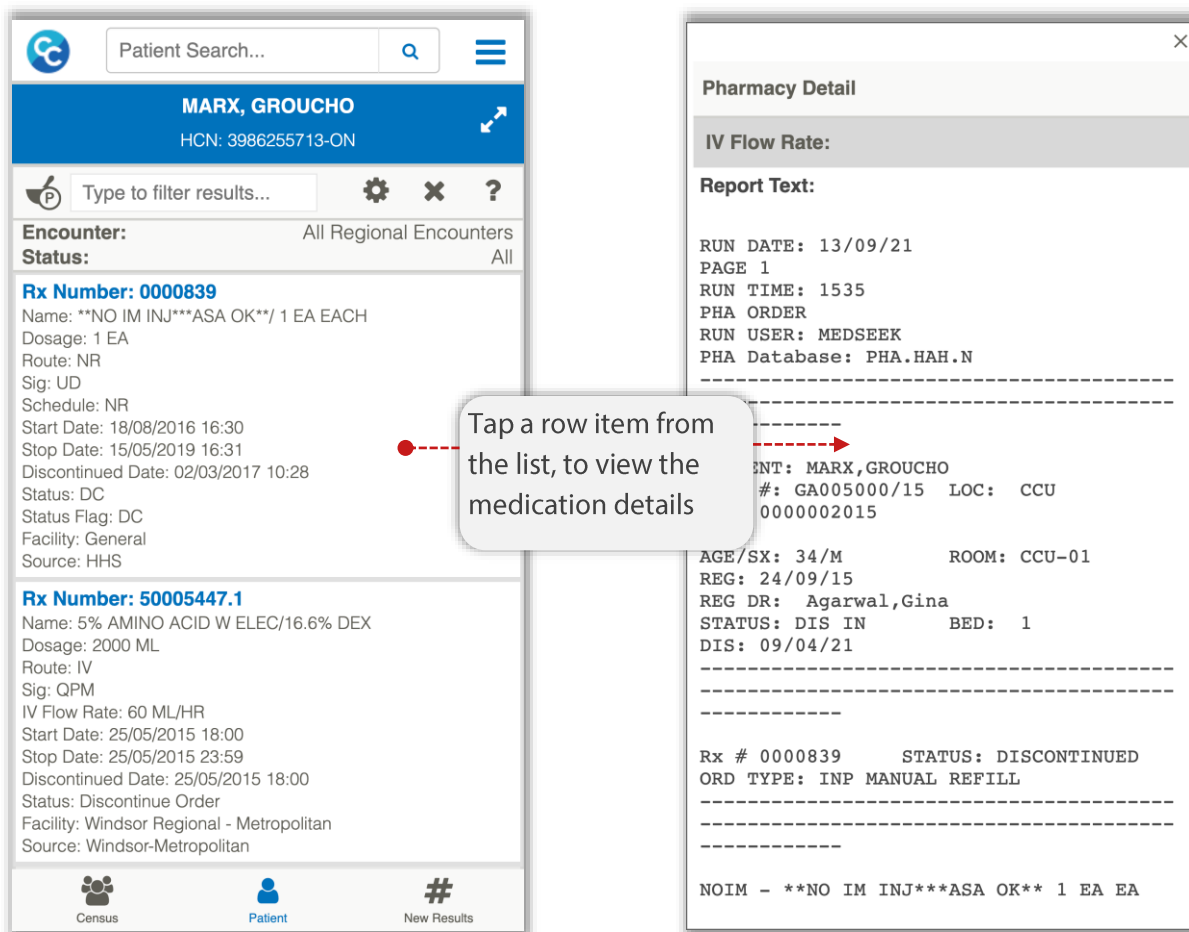
Refer to the Integration Status chart to view which facilities are contributing pharmacy data: <https://info.clinicalconnect.ca/CC/healthcare/data-integrations>



Hospital
Medications

! Only in-patient hospital pharmacy orders for the selected visits/encounters are listed in the Hospital Medications module of ClinicalConnect, and may not represent a complete and accurate list of patients' medications. Always review medication order details including the start and stop dates thoroughly when using this module. Any of these medications may have been discontinued or on hold at discharge. Tap the medication line item to view associated details if using data for prescribing purposes. The Hospital Medications module in ClinicalConnect is currently not meant to act as an all-encompassing medication reconciliation tool.

To access the Hospital Medications module, tap the **Hospital Medications** icon in the patient record.



Patient Search...  

MARX, GROUCHO
HCN: 3986255713-ON

 Type to filter results...   

Encounter: All Regional Encounters
Status: All

Rx Number: 0000839
Name: **NO IM INJ***ASA OK**/ 1 EA EACH
Dosage: 1 EA
Route: NR
Sig: UD
Schedule: NR
Start Date: 18/08/2016 16:30
Stop Date: 15/05/2019 16:31
Discontinued Date: 02/03/2017 10:28
Status: DC
Status Flag: DC
Facility: General
Source: HHS

Rx Number: 50005447.1
Name: 5% AMINO ACID W ELEC/16.6% DEX
Dosage: 2000 ML
Route: IV
Sig: QPM
IV Flow Rate: 60 ML/HR
Start Date: 25/05/2015 18:00
Stop Date: 25/05/2015 23:59
Discontinued Date: 25/05/2015 18:00
Status: Discontinue Order
Facility: Windsor Regional - Metropolitan
Source: Windsor-Metropolitan

Pharmacy Detail

IV Flow Rate:

Report Text:

RUN DATE: 13/09/21
PAGE 1
RUN TIME: 1535
PHA ORDER
RUN USER: MEDSEEK
PHA Database: PHA.HAH.N

PATIENT: MARX, GROUCHO
#: GA005000/15 LOC: CCU
0000002015

AGE/SX: 34/M ROOM: CCU-01
REG DR: Agarwal, Gina
STATUS: DIS IN BED: 1
DIS: 09/04/21

Rx # 0000839 STATUS: DISCONTINUED
ORD TYPE: INP MANUAL REFILL

NOIM - **NO IM INJ***ASA OK** 1 EA EA

The following table provides a summary of some of the key features of the Pharmacy module.

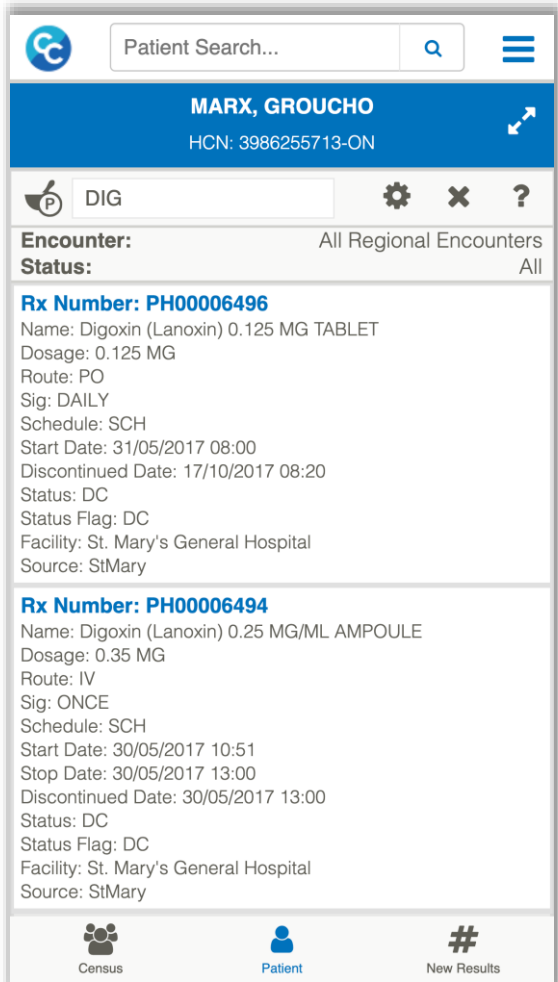
Feature	Summary
Name	Name of the medication
Start Date	The date the medication was issued
Status and Status Flag	Lists the Status and Status Flag

Filtering Medication by Name using the Smart Filter

The **Smart Filter** can be used to filter medications by name or any other criteria found in the medication list view columns. The Smart filter can be used to filter medications by name or any other criteria found in the medication list view columns. To filter by a specific medication name, type the medication name (or the first few letters) in the Smart Filter box.

The list of medications will be filtered to only show rows that include text that matches what you entered in the Smart Filter

Example: **Dig** is typed in the Smart Filter and the list is filtered to only show rows that include medications that contain those letters.



The screenshot shows the ClinicalConnect interface for a patient named MARX, GROUCHO (HCN: 3986255713-ON). The medication list is filtered by the text 'DIG'. Two medication entries are visible:

- Rx Number: PH00006496**
 Name: Digoxin (Lanoxin) 0.125 MG TABLET
 Dosage: 0.125 MG
 Route: PO
 Sig: DAILY
 Schedule: SCH
 Start Date: 31/05/2017 08:00
 Discontinued Date: 17/10/2017 08:20
 Status: DC
 Status Flag: DC
 Facility: St. Mary's General Hospital
 Source: StMary
- Rx Number: PH00006494**
 Name: Digoxin (Lanoxin) 0.25 MG/ML AMPOULE
 Dosage: 0.35 MG
 Route: IV
 Sig: ONCE
 Schedule: SCH
 Start Date: 30/05/2017 10:51
 Stop Date: 30/05/2017 13:00
 Discontinued Date: 30/05/2017 13:00
 Status: DC
 Status Flag: DC
 Facility: St. Mary's General Hospital
 Source: StMary

The bottom navigation bar includes icons for 'Census', 'Patient' (selected), and 'New Results'.

Hospital Medications Preferences

The Hospital Medications module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the view header.

The following table provides a summary of module specific preference settings:

Preference	Description
Status	This option allows you to configure the default medication status filter: • Active – Displays active medications. • Inactive – Displays inactive medications. • On Hold - Displays medications that are on hold. • Discontinued – Displays medications that have been discontinued. • All – Displays all medications.

- ☒ Active
☐ Inactive
☐ On Hold
☐ Discontinued
☐ All

To change your **Status**, tap the Preference

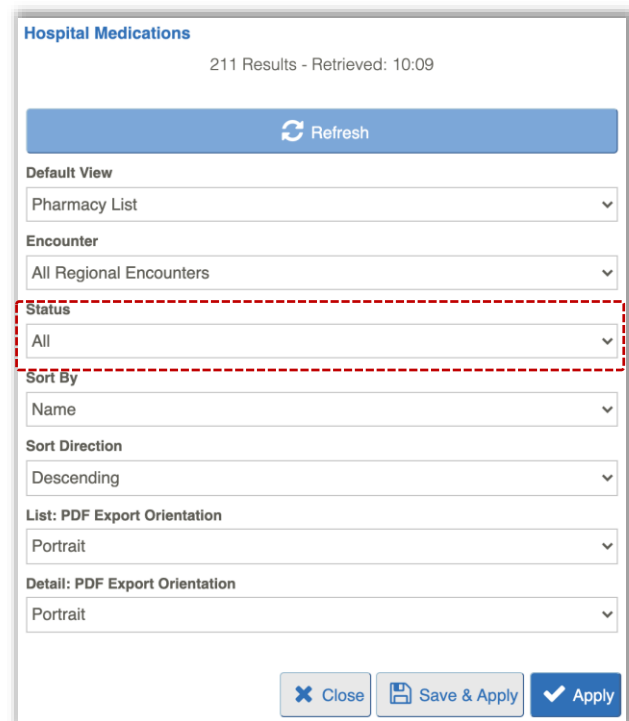


You'll notice the Status dropdown list will display other Status options. Select the Status you want, then tap **'Save and Apply'** to change the default for both mobile and desktop view.

Tapping **'Apply'** will save the changes for this session only.

Tapping **'Close'** will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



Pharmacy: Home Med Drugs & Home Med Services (DHDR)

Show Me 

Ask a Question 

ClinicalConnect is integrated with the **Digital Health Drug Repository (DHDR)**, which is a provincial information source of publicly funded drug and pharmacy services and all monitored drugs (regardless of payor). Before viewing the DHDR information in ClinicalConnect, please review the [Digital Health Drug Repository \(DHDR\): Guide for Clinical Use](#) found on [Ontario Health's site](#) that provides information for end users to appropriately interpret and use the information provided via the DHDR and meets the Ministry of Health's mandatory training requirements for use of the DHDR. The complementary [DHDR Data Reference Guide](#) provides a summary of the DHDR information.

More information about the DHDR can be found on the eHealth Ontario website at: www.ehealthontario.on.ca/en/support/dispensed-medications.

In ClinicalConnect, DHDR information is presented in two tabs within the **Pharmacy module** called **Home Med Drugs** and **Home Med Services**, allowing clinicians to easily access and view the information from any desktop or mobile device as shown below. In addition, users have the ability to print customized DHDR reports which can be used to support 'Best Possible Medication History' practices along with input from the patient or his/her Substitute Decision Maker (SDM).

 Provincial repositories such as the DHDR retrieve information based on the patient's Health Card Number (HCN). In cases where the HCN is not available or invalid, data from provincial repositories will not be accessible in ClinicalConnect. In addition, access to DHDR information in ClinicalConnect is limited to users of Participant Organizations that have signed the appropriate Ontario Health access agreement(s).

Home Med Drugs Module



Home Med Drugs

The Home Med Drugs module displays information pertaining to a patient's Ontario publicly-funded drugs dispensed by community pharmacies as well as all monitored drugs (regardless of payor) and COVID-19 vaccination information from COVaxON (the ministry's provincial solution for COVID-19 vaccination information), if available from the Digital Health Drug Repository (DHDR).

To access Home Med Drugs information in ClinicalConnect, tap the **Home Med Drugs** icon in the patient record.

 To view Home Med Drugs or Services from the DHDR, ensure that the **Encounter** filter is set to **All Regional Encounters**. The **Days Back** default filter is set to 180 days by default but can be modified. If no DHDR data is available for the patient within the selected days back parameter, the following message will display: **No records found**

	Home Med Drugs	Type to filter results...		
Home Med Drug List: Days Back:			1 Day	
Home Med Drug List: Encounter:			Encounter	
No records found				

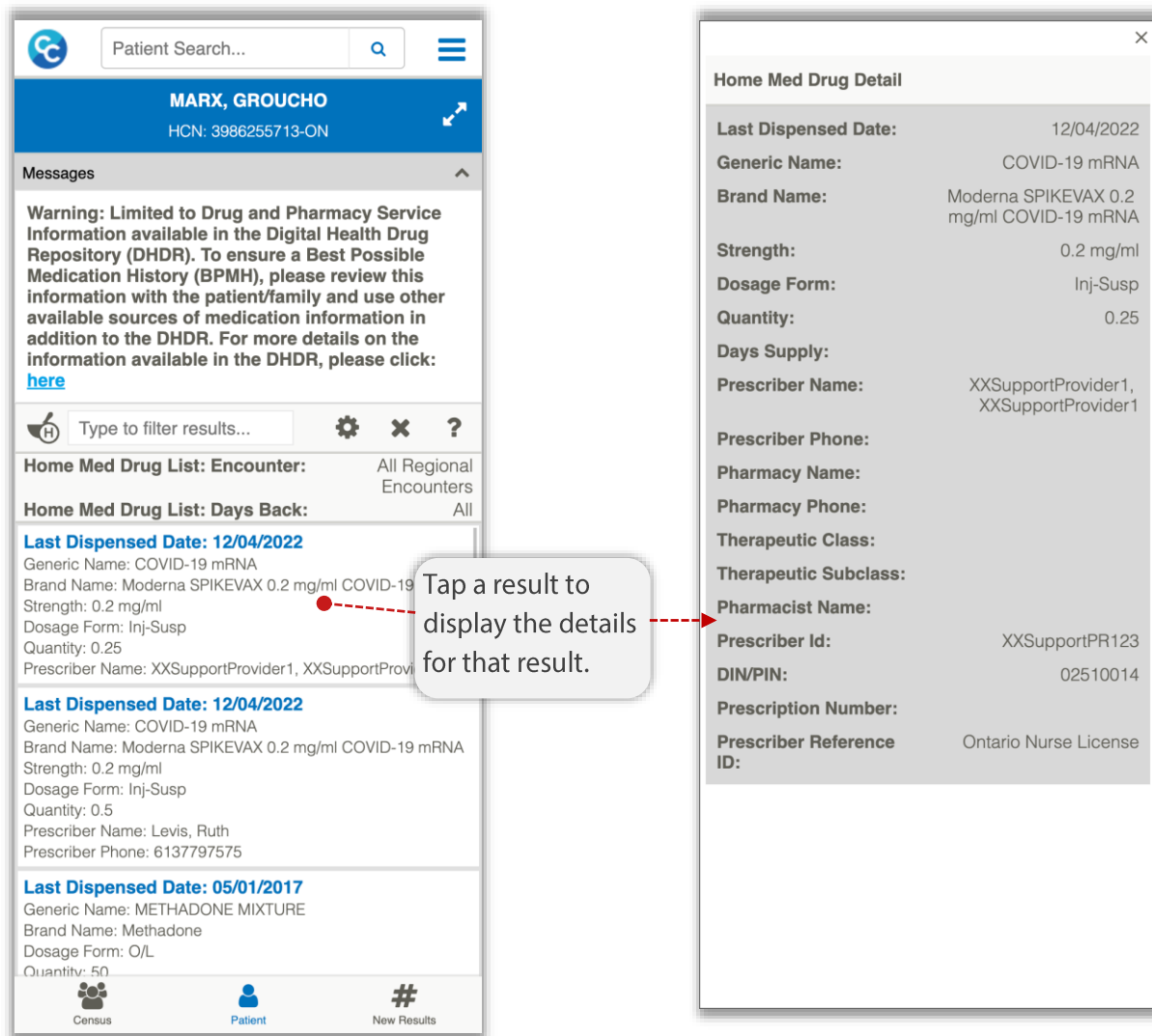
In this case, you should increase the number of Days Back to show the additional data. This filter can be set to a maximum of **ALL**, however this setting may impact data retrieval speed if returning large volumes of pharmacy data.



Please note that any Drugs & Services information dated **June 6, 2018** or earlier will display in the Home Med Drugs module. Drugs and Services with a dispensed date on or after **June 7, 2018** will display in the Home Med Drug, and Home Med Services modules.

Viewing Home Med Drugs Details

Drugs are displayed in a sortable list. Tap the row of the result you want to view to see even more details about the drug that was used.



The screenshot shows the 'Home Med Drug List' interface. At the top, there's a patient search bar and a patient profile for 'MARX, GROUCHO' with HCN: 3986255713-ON. Below this is a 'Messages' section with a warning about limited drug and pharmacy service information. The 'Home Med Drug List' section shows a table of drugs with filters for 'Encounter' (All Regional Encounters) and 'Days Back' (All). The first drug entry is for COVID-19 mRNA, dispensed on 12/04/2022. A red arrow points from this entry to a 'Home Med Drug Detail' modal window on the right. A callout bubble says 'Tap a result to display the details for that result.'

Home Med Drug Detail

Last Dispensed Date:	12/04/2022
Generic Name:	COVID-19 mRNA
Brand Name:	Moderna SPIKEVAX 0.2 mg/ml COVID-19 mRNA
Strength:	0.2 mg/ml
Dosage Form:	Inj-Susp
Quantity:	0.25
Days Supply:	
Prescriber Name:	XXSupportProvider1, XXSupportProvider1
Prescriber Phone:	
Pharmacy Name:	
Pharmacy Phone:	
Therapeutic Class:	
Therapeutic Subclass:	
Pharmacist Name:	
Prescriber Id:	XXSupportPR123
DIN/PIN:	02510014
Prescription Number:	
Prescriber Reference ID:	Ontario Nurse License

Home Med Drugs Preferences

Setting your preferences to define how you wish to view Home Med Drugs or Services in the Pharmacy Module is essential, as these settings impact how data is organized and how quickly data is retrieved. Data retrieval speeds will also vary depending on a variety of factors such as patient complexity, number of items/results being returned, and filter settings such as Days Back. Preferences need only be set once, and can be updated anytime as your clinical needs change.

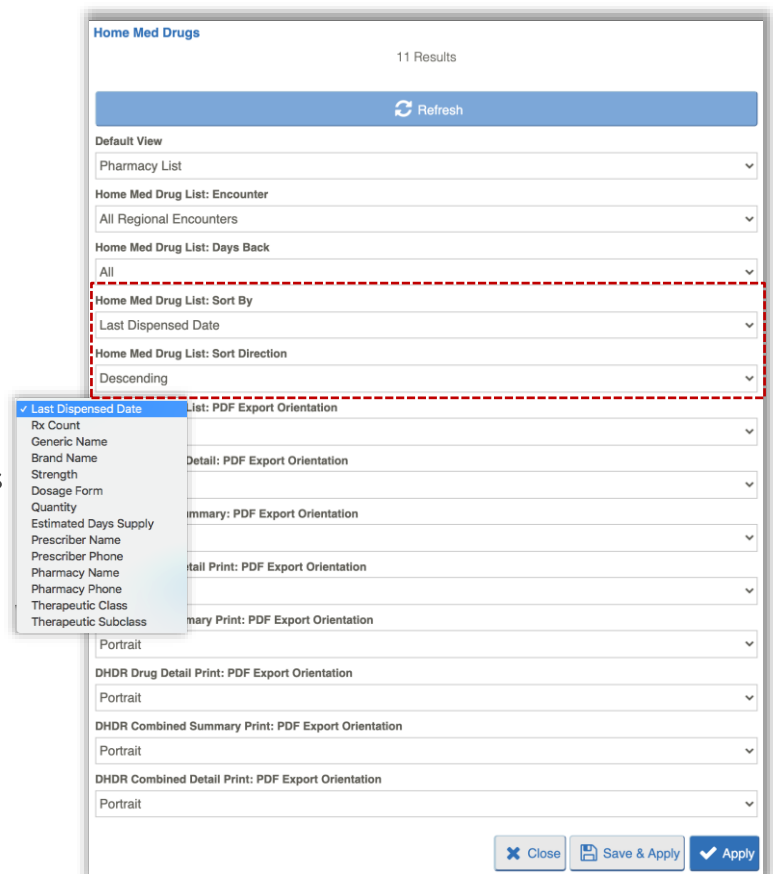
How medication information presents in the Home Med Drugs view can be customized to suit your clinical needs. The Home Med Drugs module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

The Home Med Drugs tab is the default view this can be changed by selecting Hospital Medications or Home Med Services.

The **Encounter Filter** default must be set to **All Regional Encounters** in order to view Home Med Drugs or Services from the DHDR.

Home Meds Drug List: Sort By: select one of the options from the list to define the sort. In this example, Last Dispensed Date is selected as the default. You can also define the Sort Direction in Ascending or Descending order based on your Sort By selection.

The preferences also include options to customize the DHDR report layouts (Portrait or Landscape orientation).



Home Med Drugs

11 Results

Refresh

Default View
Pharmacy List

Home Med Drug List: Encounter
All Regional Encounters

Home Med Drug List: Days Back
All

Home Med Drug List: Sort By
Last Dispensed Date

Home Med Drug List: Sort Direction
Descending

Sort By: Last Dispensed Date

- Rx Count
- Generic Name
- Brand Name
- Strength
- Dosage Form
- Quantity
- Estimated Days Supply
- Prescriber Name
- Prescriber Phone
- Pharmacy Name
- Pharmacy Phone
- Therapeutic Class
- Therapeutic Subclass

Sort Direction: Descending

PDF Export Orientation

Portrait

DHDR Drug Detail Print: PDF Export Orientation
Portrait

DHDR Combined Summary Print: PDF Export Orientation
Portrait

DHDR Combined Detail Print: PDF Export Orientation
Portrait

Close Save & Apply Apply

Days Back Filter: The **'Days Back'** filter refers to the amount of information presented based on the number of days back from the date of patient discharge. For an admitted in-patient, the Days Back filter refers to the number of days back from the current date (today).

 By default, the **'Days Back'** filter in the Home Med Drug view is set to 1 year but can be changed to a maximum of **'ALL'**; however, this setting may impact data retrieval speed if returning large volumes of pharmacy data. If no DHDR data is available for the patient within the selected days back parameter, the following message will display: **No records found.**

In this case, increase the number of Days Back to check for additional data.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Viewing COVID-19 Immunization Data

Ontarians' COVID-19 vaccination information is being made available through the DHDR for patients with a valid Ontario Health Card Number (HCN).

COVID vaccination information is viewable in ClinicalConnect to organizations authorized to view data from the DHDR and displays in the **Pharmacy Module/Home Med Drugs** module as shown below.






Home Med Drug List: Encounter: All Regional Encounters
Home Med Drug List: Days Back: 1 Year

Last Dispensed Date: 20/02/2021
 Generic Name: COVID-19 mRNA
 Brand Name: PFIZER-BIONTECH COVID-19 mRNA
 Strength: 30 mcg/0.3 mL
 Dosage Form: Inj-Susp
 Quantity: 0.3
 Prescriber Name: DOE, JOHN
 Prescriber Phone: 9059999999

 COVID-19 vaccination data fields will include specific information related to the administration of the vaccine to the patient and may not include data in select fields such as Therapeutic Class and Subclass.

The table below describes the data columns in more detail.

Data Field	Description
Last Dispensed Date	Date that vaccine was administered. Last Dispensed Date: 20/02/2021
Rx Count	Number of times that the vaccine was administered.  The Rx Count does not display on the mobile version of ClinicalConnect. To see the Rx Count, go to the desktop version.
Generic Name	Generic name of vaccine administered. Generic Name: COVID-19 mRNA

Brand Name Brand name or trade name of the vaccine administered.

Brand Name: PFIZER-BIONTECH COVID-19 mRNA

Strength Strength of vaccine administered.

Strength: 30 mcg/0.3 mL

Dosage Form Dosage form of vaccine administered.

Dosage Form: Inj-Susp

Quantity Quantity of vaccine administered.

Quantity: 0.3

Prescriber Name Name of the health care practitioner who administered the vaccine.

Prescriber Name: DOE, JOHN

Prescriber ID License/registration number of the health care practitioner who administered the vaccine. (e.g., physician or nurse practitioner).

Prescriber Id: 123456

Prescriber Reference ID Identifies the registration authority (i.e. regulatory college) that issued the license/registration number to the health care practitioner who administered the vaccine.

Prescriber Reference ID: Ontario Nurse License

DIN/PIN The Drug Identification Number (DIN) of the vaccine.

DIN/PIN: 02509210

If COVaxON information cannot be retrieved, an informational message will display as follows: “COVID-19 Immunization Information is not available at this time”.

COVID-19 Immunization Information is not available at this time.

This does not necessarily mean the patient has not received a vaccination. ClinicalConnect users should refresh their results in ClinicalConnect, or check back later, as this may result in the successful retrieval and display of the information.

! A patient’s record may have a consent directive applied in DHDR, the Home Med Drugs and Home Med Services tabs. In this case, the COVID-19 vaccination information will not display unless the access is unblocked by a physician. Please refer to the section, [Viewing Home Meds or Services with a Consent Directive](#) for additional details.

CONSENT DIRECTIVE IN PLACE: Access to Drug and Pharmacy Service Information has been blocked by the Patient. Select button below to temporarily unblock access.






Home Med Drug List: Encounter:	All Regional Encounters
Home Med Drug List: Days Back:	1 Year
No records found	

NOTE: At the time of COVID-19 vaccination, if a patient does not provide consent to share their information, it is not entered into COVaxON. In this case, a record of the vaccination is not available in COVaxON or the DHDR.

Home Med Services Module

The **Home Med Services** module provides a list of pharmacy services provided by a pharmacist in Ontario and paid for by the ministry. This includes COVID-19 tests completed at a pharmacy. A full list of these services is described in detail in the [Digital Health Drug Repository \(DHDR\): Guide for Clinical Use](#).



Home Med
Services

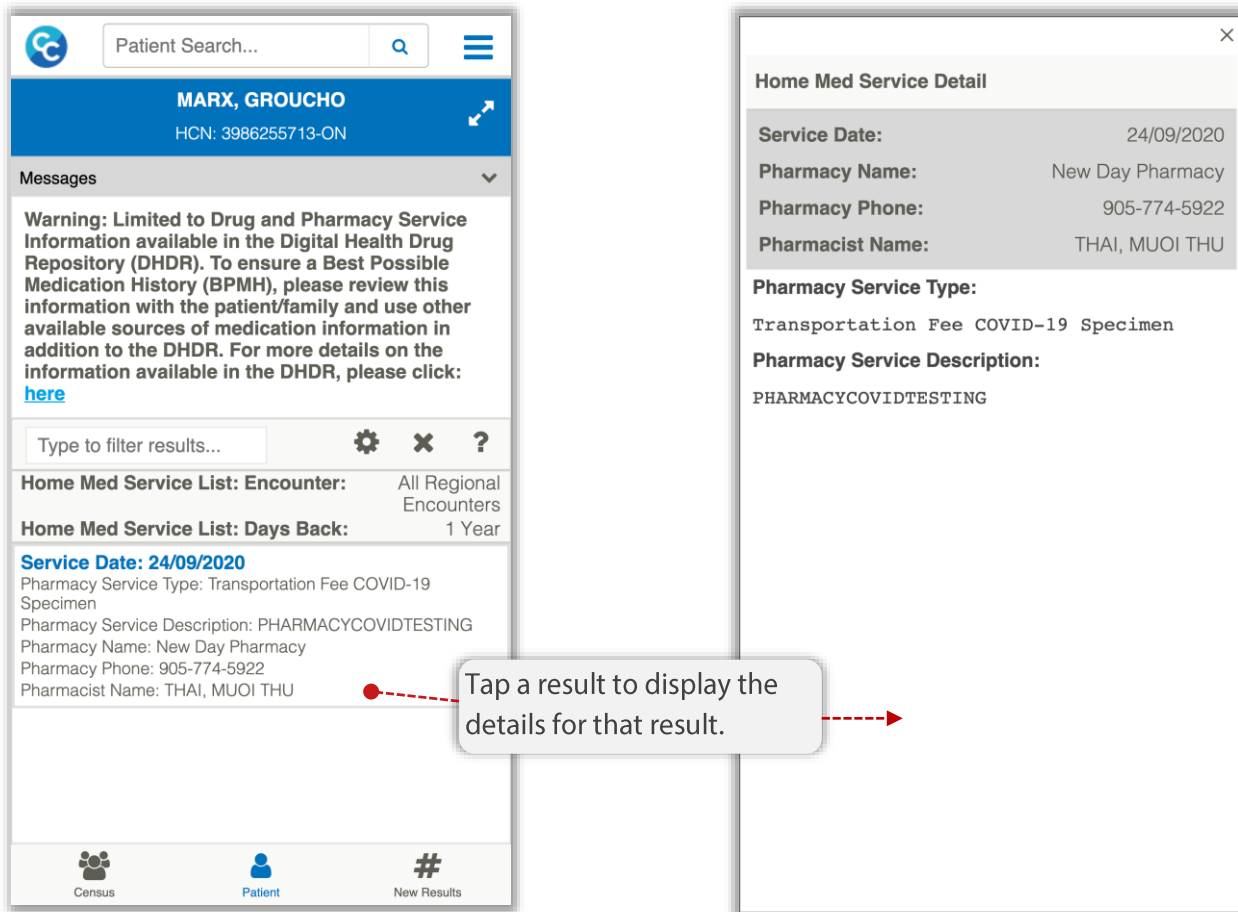
To access Home Med Services information in ClinicalConnect select the **Home Med Services** icon in the patient record.



Please note that any Drugs & Services information dated **June 6, 2018** or earlier will display in the Home Med Drugs module. Drugs and Services with a dispensed date on or after **June 7, 2018** will display in the Home Med Drug, and Home Med Services modules.

Viewing Home Med Services Details

Services are displayed in a sortable list. Tap the row of the result you want to view to see even more details about the service.



Home Med Service Detail

Service Date: 24/09/2020

Pharmacy Name: New Day Pharmacy

Pharmacy Phone: 905-774-5922

Pharmacist Name: THAI, MUOI THU

Pharmacy Service Type:
Transportation Fee COVID-19 Specimen

Pharmacy Service Description:
PHARMACYCOVIDTESTING

Viewing Home Med Services Preferences

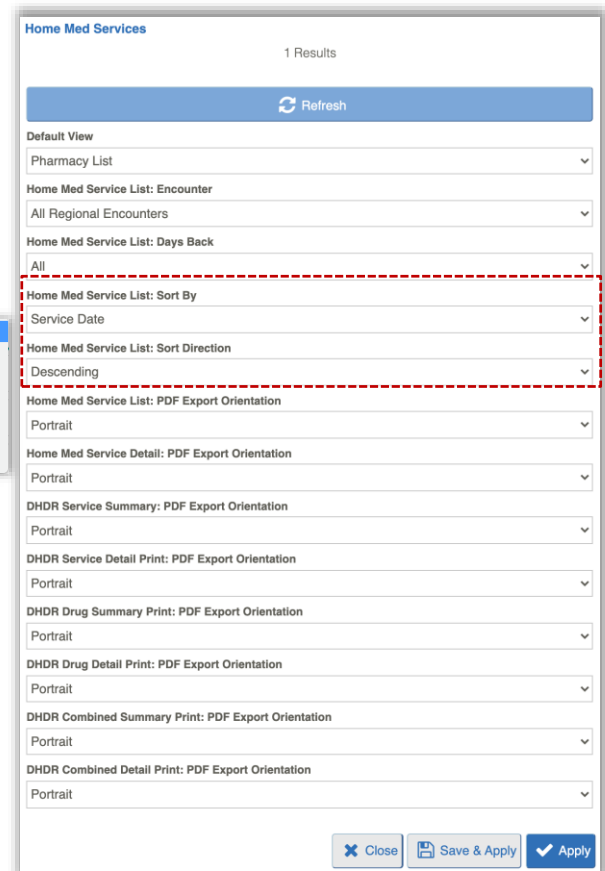
The Home Med Services module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

The **Encounter Filter** default must be set to **All Regional Encounters** in order to view Home Med Drugs or Services from the DHDR.

Home Meds Services List

Sort By: select one of the options from the list to define the sort. In this example, Service Date is selected as the default. You can also define the Sort Direction in Ascending or Descending order based on your Sort By selection.

- ✓ Service Date
- Count
- Pharmacy Service Type
- Pharmacy Service Description
- Pharmacy Name
- Pharmacy Phone
- Pharmacist Name



The preferences also include options to customize the DHDR reports PDF layouts by defining landscape or portrait.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

DHDR Reports on Mobile

! **Note:** DHDR reports are not available on mobile. To access these reports, please use the ClinicalConnect desktop view.

Viewing Home Meds and Services with a Consent Directive

All Ontarians have the right to withdraw consent to the sharing of their publicly-funded drug and pharmacy service, or monitored drug information available through the DHDR. ClinicalConnect honours the consent directive and will display the following message in the patient's ClinicalConnect record:

CONSENT DIRECTIVE IN PLACE: Access to Drug and Pharmacy Service Information has been blocked by the Patient. Select button below to temporarily unblock access.

If a patient has a consent directive applied to their entire record in DHDR, the Home Med Drugs and Home Med Services tabs in ClinicalConnect will display the following message: **No Records Found** as shown below.

BRANCH, SOFIA
 HCN: 9882297436-ON

Messages

No records found for search time period
Warning: Limited to Drug and Pharmacy Service Information available in the Digital Health Drug Repository (DHDR). To ensure a Best Possible Medication History (BPMH), please review this information with the patient/family and use other available sources of medication information in addition to the DHDR. For more details on the information available in the DHDR, please click: [here](#)

CONSENT DIRECTIVE IN PLACE: Access to Drug and Pharmacy Service Information has been blocked by the Patient. Select button below to temporarily unblock access.

Unblock Access

Type to filter results...





Home Med Service List: Encounter:
Home Med Service List: Days Back:

All Regional Encounters
 All

No records found

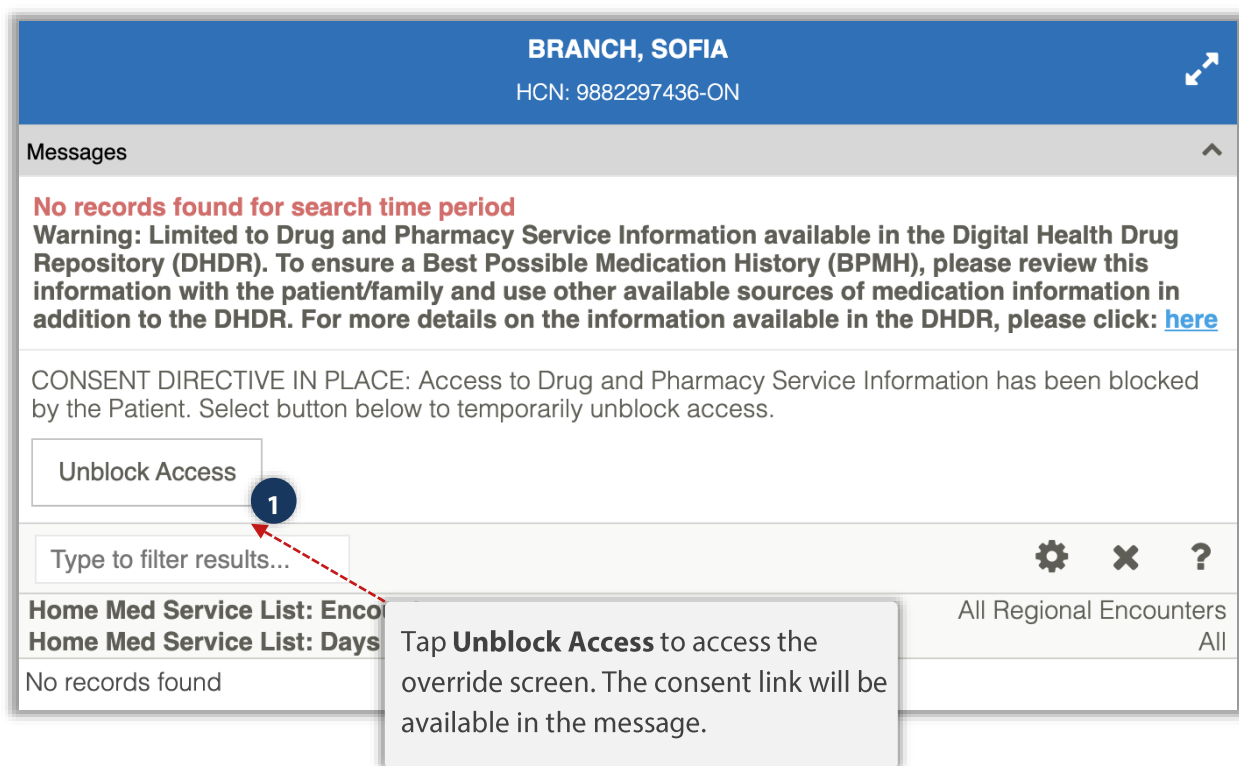
Once the consent reinstatement (**Unblock Access**) is activated by an authorized user, all ClinicalConnect users from the user's organization may access this patient's DHDR drug and services information for a period of four (4) hours.

Temporary Unblocking of Access in ClinicalConnect by Authorized Users

If a patient has a consent directive in place for some or all of their DHDR information, authorized users may temporarily unblock the records, if the patient/SDM provides written consent to do so. The user must document consent to unblock access on the MOHLTC's **Temporary Unblocking of Access to Your Drug and Pharmacy Service Information** form, accessible from within ClinicalConnect.

To perform the consent override:

1. **Complete Consent Form:** First, complete the **Temporary Unblocking of Access to Your Drug and Pharmacy Services** consent form by tapping **Unblock Access** then tap the Consent Form link.



BRANCH, SOFIA
HCN: 9882297436-ON

Messages

No records found for search time period
 Warning: Limited to Drug and Pharmacy Service Information available in the Digital Health Drug Repository (DHDR). To ensure a Best Possible Medication History (BPMH), please review this information with the patient/family and use other available sources of medication information in addition to the DHDR. For more details on the information available in the DHDR, please click: [here](#)

CONSENT DIRECTIVE IN PLACE: Access to Drug and Pharmacy Service Information has been blocked by the Patient. Select button below to temporarily unblock access.

Unblock Access 1

Type to filter results...

Home Med Service List: Encounters
 Home Med Service List: Days
 No records found

All Regional Encounters
 All

Tap **Unblock Access** to access the override screen. The consent link will be available in the message.

Complete the form on-line and then print it to obtain the required wet signature from the patient/SDM before performing the temporary unblocking of access.

2. **Inform the Patient/SDM:** Users must inform the patient/SDM that their consent will provide temporary unblocking of access to the blocked DHDR records to all authorized ClinicalConnect users from within their organization for a period of four hours.

NOTE: If the SDM selection is Sibling or Other Relative, you will be required to enter the details of the relationship in the text field provided as shown in this example.

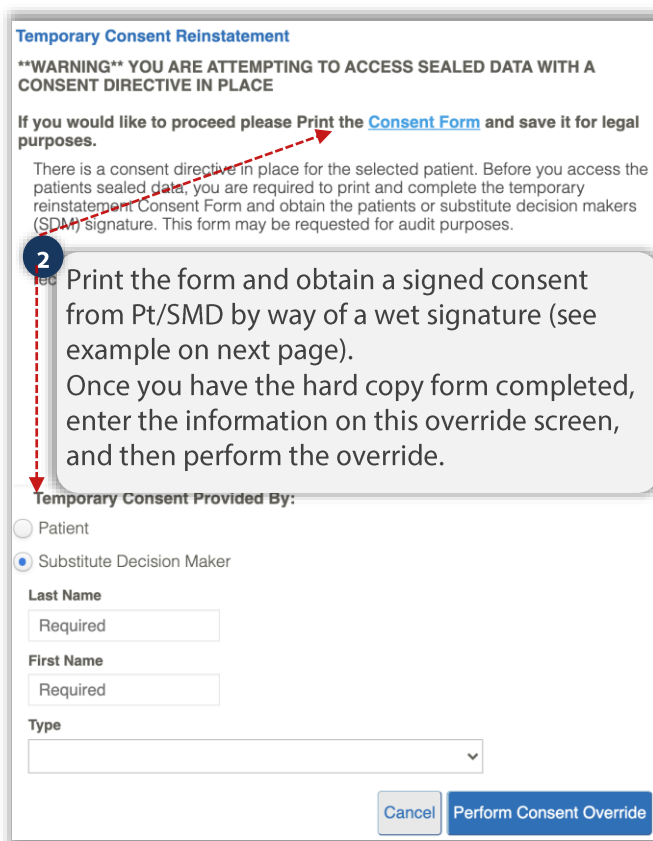
Audit: The **Temporary Unblocking of Access to Your Drug and Pharmacy Service Information** form **must be retained** in accordance with your organization's privacy policies and procedures, as the Privacy Contact from your organization will need it for audit validation purposes.

3. **Patient Notification:** When consent is temporarily reinstated, the patient will be notified by mail from the MOHLTC.

After the four-hour period has expired, if a user requires access to the information again, they must follow the same process as described previously and obtain consent from the patient/SDM.

Once the override is performed, this message will display:

A consent override request has been successfully completed for this data. Access will now be granted depending upon the availability of the data in the source system. ONTARIO Unblocking of access was successful.



All authorized ClinicalConnect users from the user's organization will be able to access the patient's blocked information from the DHDR for a period of four hours and will see the following message in the banner:

A consent directive exists that applies to some or all of the data being shown; you are viewing this information due to the temporary unblocking of access.

Once the four-hour period has expired, if a user requires access to the information again, they must follow the same process as described previously and obtain consent from the patient/SDM.

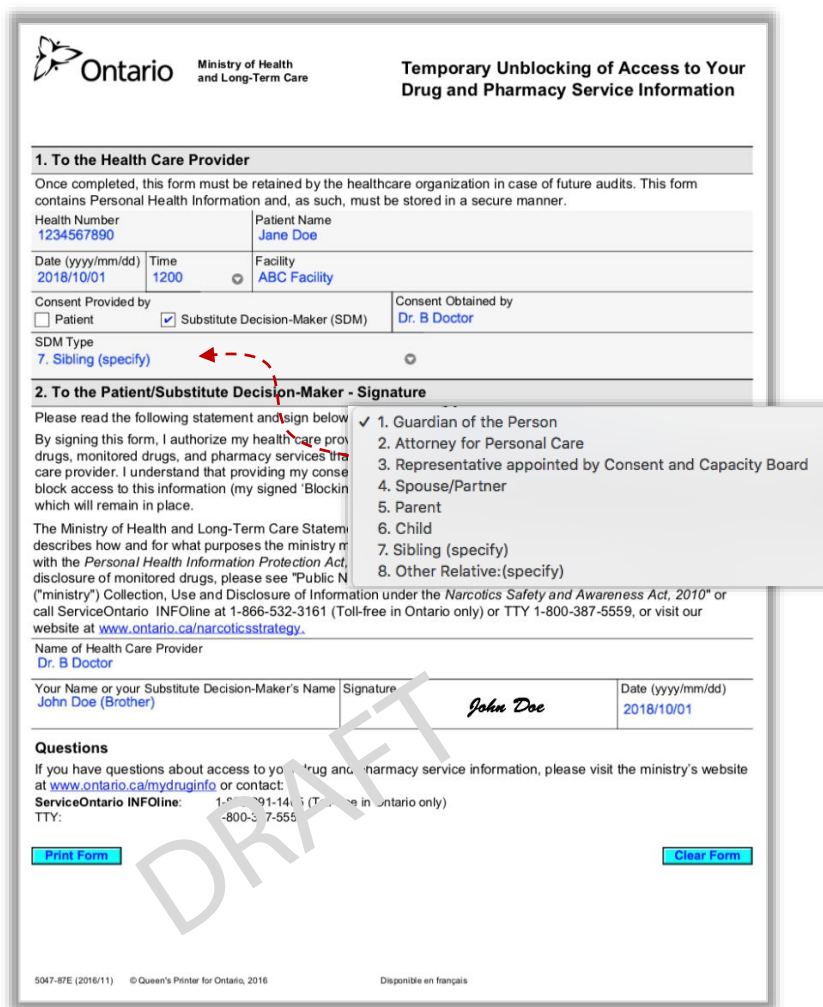
Temporary Unblocking of Access to Your Drug and Pharmacy Services Information Form

The following explains how to complete the consent form:

! IMPORTANT

- Consent Form:** Tap the consent form link (shown above), download a copy, fill it out in a PDF viewer, print it and have the patient or SDM sign the completed form.
- Inform the Patient or SDM:** Users must inform the patient/SDM that their consent to temporarily unblock information will provide access to their blocked DHDR records to all authorized ClinicalConnect users from within their organization for a period of four hours.
- Audit:** The completed and signed Temporary Unblocking of Access to Your Drug and Pharmacy Service Information form must be retained in accordance with the organization's privacy policies and procedures, as it will be required by the organization's Privacy Contact for audit verification purposes.
- Patient Notification:** The patient will receive a notification from the MOHLTC by mail that their consent directive was temporarily unblocked by the patient/SDM as well as the user and organization where the override was performed.

Note: A French language version of this form is available on page 2 of the PDF.



Ontario Ministry of Health and Long-Term Care

Temporary Unblocking of Access to Your Drug and Pharmacy Service Information

1. To the Health Care Provider

Once completed, this form must be retained by the healthcare organization in case of future audits. This form contains Personal Health Information and, as such, must be stored in a secure manner.

Health Number: 1234567890 Patient Name: Jane Doe

Date (yyyy/mm/dd): 2018/10/01 Time: 1200 Facility: ABC Facility

Consent Provided by: ☐ Patient ☒ Substitute Decision-Maker (SDM) Consent Obtained by: Dr. B Doctor

SDM Type: 7. Sibling (specify)

2. To the Patient/Substitute Decision-Maker - Signature

Please read the following statement and sign below:

By signing this form, I authorize my health care provider, monitored drugs, and pharmacy services' information to be accessed by all authorized ClinicalConnect users from within their organization for a period of four hours. I understand that providing my consent to temporarily unblock access to this information (my signed 'Blocking of Access to Your Drug and Pharmacy Service Information' form) will remain in place.

The Ministry of Health and Long-Term Care Statement describes how and for what purposes the ministry will collect, use and disclose information under the *Personal Health Information Protection Act*, disclosure of monitored drugs, please see "Public Notice (ministry)" Collection, Use and Disclosure of Information under the *Narcotics Safety and Awareness Act, 2010* or call ServiceOntario INFOline at 1-866-532-3161 (Toll-free in Ontario only) or TTY 1-800-387-5559, or visit our website at www.ontario.ca/narcoticsstrategy.

Name of Health Care Provider: Dr. B Doctor

Your Name or your Substitute Decision-Maker's Name: John Doe (Brother) Signature: John Doe Date (yyyy/mm/dd): 2018/10/01

Questions

If you have questions about access to your drug and pharmacy service information, please visit the ministry's website at www.ontario.ca/mydruginfo or contact:

ServiceOntario INFOline: 1-866-532-3161 (Toll-free in Ontario only) TTY: 1-800-387-5559

[Print Form](#) [Clear Form](#)

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Radiology Module

Show Me 

Ask a Question 

The Radiology module provides a list of the patient's radiology studies and allows you to view diagnostic reports and images. Radiology images and reports are integrated from the Southwestern Ontario Diagnostic Imaging Network (SWODIN) and Ontario Health's DI Common Service (DI-CS). Supported browsers: Internet Explorer Mobile 10+, Safari 6.0+, Google Chrome 20+ and Firefox 14+



Radiology

To access the **Radiology** module in ClinicalConnect select the **Radiology** icon in the patient record.

New Result Indicators

If New Results are available, this module will be flagged (Refer to [New Results & Preferences](#) section in the user guide).

 Reports from DI-CS and St. Joseph's Healthcare Hamilton will not currently generate a new results flag in the Radiology module.

Diagnostic Imaging (DI) Common Service

ClinicalConnect users at participating organizations that have completed the necessary agreements with Ontario Health will have access to diagnostic imaging reports and images from Ontario Health's DI Common Service. This includes studies conducted at hospitals outside south west Ontario and by certain community-based diagnostic imaging centres from across the province.

The DI Common Services reports already available from hospitals outside of South West Ontario in the Radiology module will now include the corresponding diagnostic images and will display the camera

icon  beside the report line item.

A list of hospitals and independent health facilities that contribute data to the DI Common Service is available from the Ontario Health site: https://ehealthontario.on.ca/connectingontario-data-summary/DICS_data_summary.html.

 Provincial repositories such as DI Common Services retrieve information based on the patient's **Health Card Number (HCN)** match. In cases where a HCN is not available or invalid, data from the provincial repositories will not be accessible.

 Patient Search...  

MARX, GROUCHO
HCN: 3986255713-ON

 Type to filter results...   

Encounter: All Regional Encounters
Days Back: All

Event Date: 31/03/2016
Transcribed Date: 31/03/2016 14:58
Name: CHEST 1 VIEW
Category: WXR
Status: Signed
Facility: West Lincoln Memorial
Source: HHS 

Event Date: 23/03/2016
Transcribed Date: 23/03/2016 14:12
Name: ABDOMEN AND CHEST 1 VIEW
Category: WXR
Status: Signed
Hospital for Sick Children
Source: eHealth Ontario

Event Date: 27/10/2015
Name: Hip Right 2+V
Category: XR
Status: Draft
Facility: General
Source: HHS 

Event Date: 14/10/2015
Transcribed Date: 14/10/2015 15:32
Name: CT Abdomen
Category: CT

 Census  Patient  New Results

Tap the **Image icon** to view the radiology image, if available, or tap on the report line item to view the report.

Report & images from DI Common Services will display eHealth Ontario in the Source row.

MARX, GROUCHO, - Universal Viewer Zero Footprint
2beMw%2fLj1crnrRsZoLr3ME6wtWIBVtaX56sc%3d

MARX, GROUCHO, Patient ID:W000002017 ACC:670... coombera

Studies
Modality: All

2016
24 Jun **DX** WLMH
CHEST 1 VIEW

Series
 **DX** Se:2440
Chest

Se: 2440 **H**
Im: 1/1


R 5 L
F

DI Common Service Reports and Images

Types of Radiology Viewers:

Radiology images display using the following viewers:

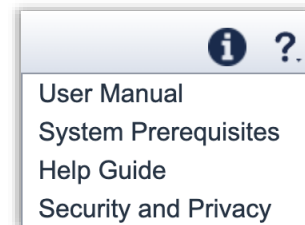
- GE Centricity Universal Zero Footprint (ZFP) Viewer - for SWODIN images contributed by all hospitals.
- Agfa XERO viewer - for images from DI Common Service.

Please refer to the reference guides below for more detailed information:

SWODIN Images - GE Centricity Universal Zero Footprint (ZFP) Viewer

The GE Centricity Universal Zero Footprint (ZFP) Viewer is used to view all SWODIN images and is approved for diagnostic use.

The complete GE Centricity Universal Zero Footprint (ZFP) Viewer guide can be access from the viewer's Help icon.



A quick reference guide is available from the following link:

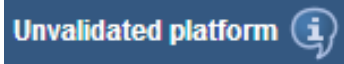
Radiology Image Viewer: GE Centricity ZFP Quick Reference Guide

<http://info.clinicalconnect.ca/CC/storage/documents/Quick guide ZFP viewer V6.0 S1.1.pdf>

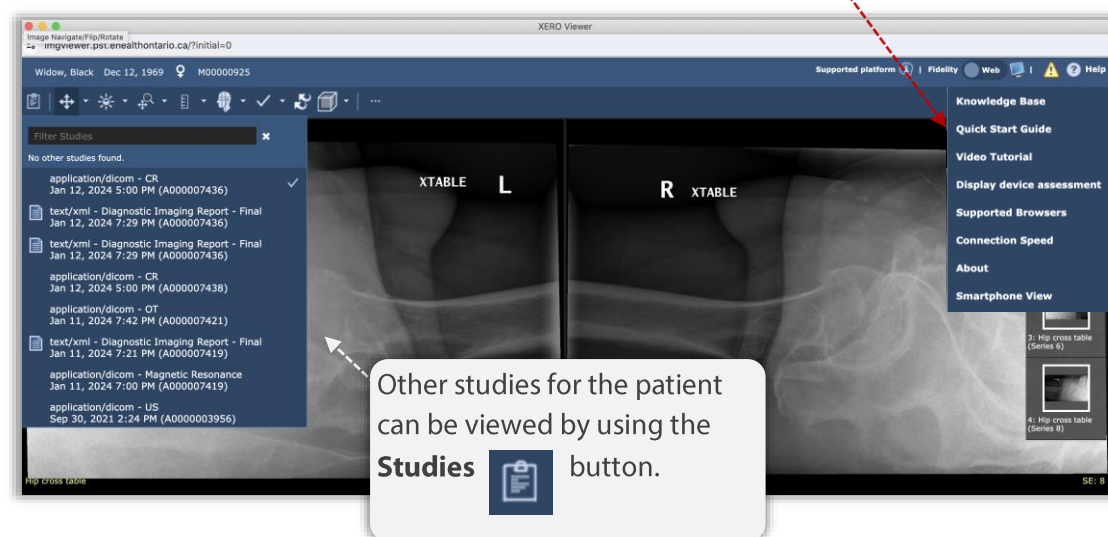
Ontario Health's DI Common Service viewer: Agfa XERO Reference Guide

Radiology images from Ontario Health's Diagnostic Imaging Common Service (DI-CS) repository use the Agfa XERO viewer. By default, all users are configured to use the viewer as a reference viewer and is **not approved for diagnostic use**. Full fidelity viewing is available only with the validated platforms and devices indicated as **Full fidelity viewing** in the **Supported Browsers** section of the Agfa XERO help function.

 The viewer is not intended for the display of digital mammography images for diagnosis.

If you attempt to view images in full fidelity mode using an unvalidated platform, an **Unvalidated platform** warning is displayed . You must either accept or decline the warning before continuing.

To access the AFGA help function and the technical specification resources, tap on the Help button, located at the top the screen as shown below. If you would like to learn more about using Agfa XERO, use the **Quick Start Guide**.



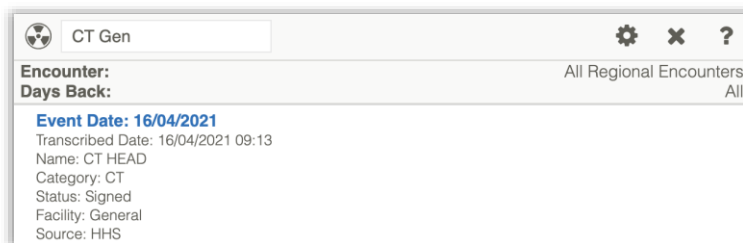
DI Common Service and Consent Directive

A patient has the right to withdraw consent to access and use of their full or partial records from DI Common Service through the current Ontario Health process. ClinicalConnect will honour consent restrictions and display the following message in the patient's ClinicalConnect record:

There is a consent directive in place for the selected patient

Clinicians may contact Ontario Health's Service Desk Support at 1-866-250-1554 or email at OH-servicedesk@ontariohealth.ca

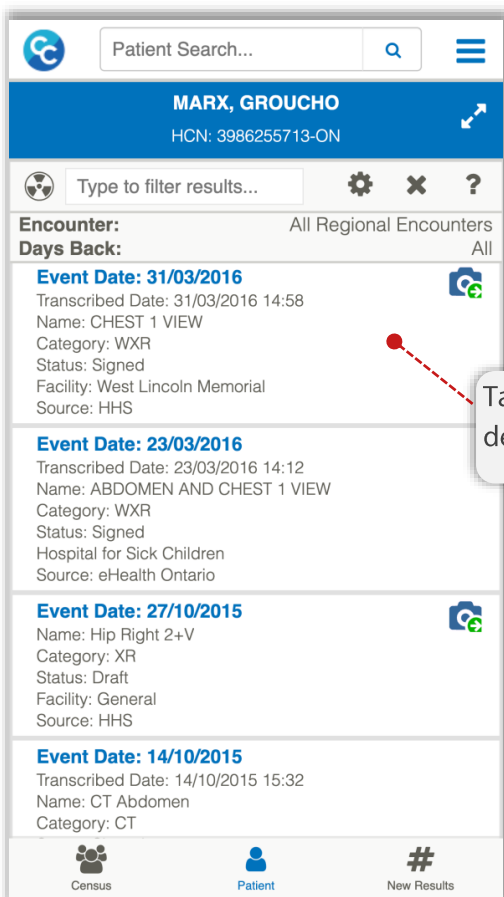
The following table provides a summary of some of the key features of the Radiology module.

Feature	Summary
Smart Filter	The Smart Filter is used to narrow down the list of radiology results to display only those related to the text you entered in the filter. Example: ct gen is entered in the Smart Filter box. The Smart Filter searches for text that begins with both ct AND gen. All other orders are filtered out and do not display in the view. Only one result was found for a CT Abdomen test from Hamilton General.  The screenshot shows a search window titled 'CT Gen'. It displays a list of search results. The first result is highlighted and shows the following details: Encounter: Days Back: All Regional Encounters All. Event Date: 16/04/2021. Transcribed Date: 16/04/2021 09:13. Name: CT HEAD. Category: CT. Status: Signed. Facility: General. Source: HHS.  See the Smart Filter section to learn more about filtering results and lists with the Smart Filter tool.
Images Icon	Reports with images will have an Images icon  displayed. Tapping the camera icon launches the image in a new browser window.
Event Date	The date the test or report occurred.

Feature	Summary
Name	The name assigned to the test or report.
Category	Type of test performed.
Facility	Indicates the location of where the test or report was completed.

Viewing Radiology Details

Tap the result to view the report details.



Patient Search...

MARX, GROUCHO
HCN: 3986255713-ON

Type to filter results...

Encounter: All Regional Encounters
Days Back: All

Event Date: 31/03/2016
Transcribed Date: 31/03/2016 14:58
Name: CHEST 1 VIEW
Category: WXR
Status: Signed
Facility: West Lincoln Memorial
Source: HHS

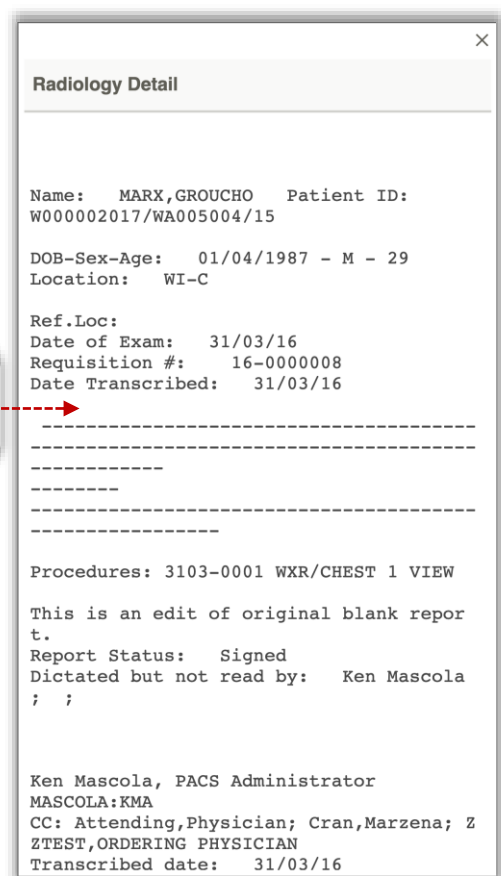
Event Date: 23/03/2016
Transcribed Date: 23/03/2016 14:12
Name: ABDOMEN AND CHEST 1 VIEW
Category: WXR
Status: Signed
Hospital for Sick Children
Source: eHealth Ontario

Event Date: 27/10/2015
Name: Hip Right 2+V
Category: XR
Status: Draft
Facility: General
Source: HHS

Event Date: 14/10/2015
Transcribed Date: 14/10/2015 15:32
Name: CT Abdomen
Category: CT

Census **Patient** **New Results**

Tap a result to display the details for that result.



Radiology Detail

Name: MARX,GROUCHO Patient ID: W000002017/WA005004/15

DOB-Sex-Age: 01/04/1987 - M - 29
Location: WI-C

Ref.Loc:
Date of Exam: 31/03/16
Requisition #: 16-0000008
Date Transcribed: 31/03/16

Procedures: 3103-0001 WXR/CHEST 1 VIEW

This is an edit of original blank report.

Report Status: Signed
Dictated but not read by: Ken Mascola ; ;

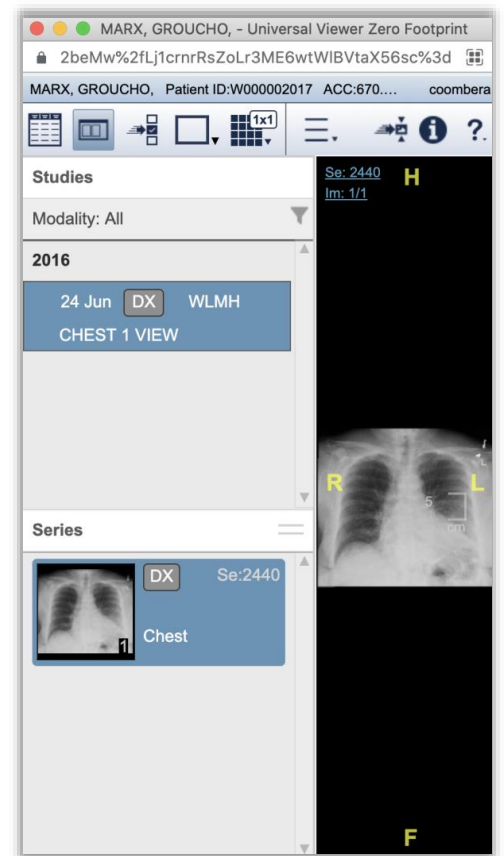
Ken Mascola, PACS Administrator
MASCOLA:KMA
CC: Attending,Physician; Cran,Marzena; Z
ZTEST,ORDERING PHYSICIAN
Transcribed date: 31/03/16

Viewing Radiology Images

! Images may not be available for all reports presented in the module list and do not display the camera icon. SWODIN images need to be launched outside of Citrix in some corporate environments that do not support a compatible browser.

To view radiology images:

1. Tap the camera icon .
2. A new browser window or tab will display the imaging in the viewer windows.

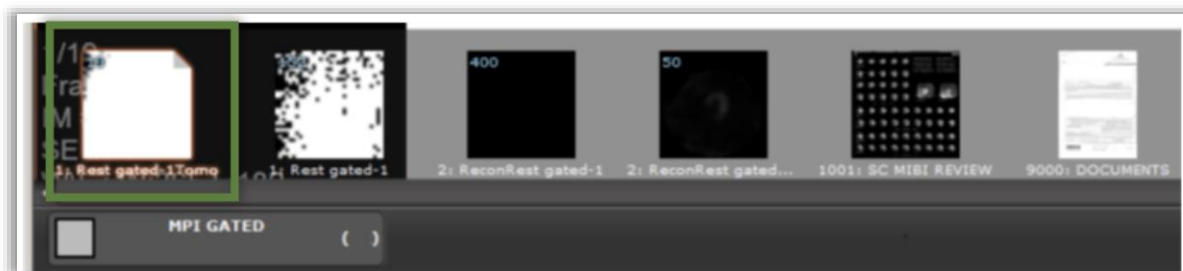


Grouped Multiple Images

In some cases, source hospital systems that contribute radiology images may have grouped multiple images from multiple exams (including multiple exam types) under one exam if those exams were completed on the same day. Each exam will be listed in the Radiology module with a camera icon but may not contain the associated exam image.

Example: Nuclear Medicine Studies

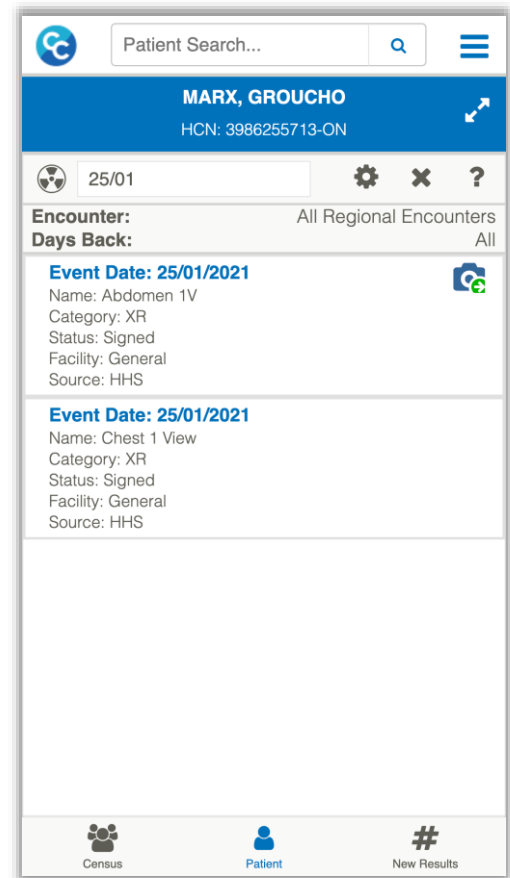
Tap the thumbnail of the desired image series. (SC prefix mnemonic indicates screen capture)



It is recommended to look for other reports from the same day and launch the camera icon to review the grouped images:

Example:

1. Enter the date of the exam in the Radiology Smart Filter text box using the DD/MM/YYYY format. All results from that day are displayed in the Radiology results list.
2. Tap each camera icon to view image results until you find the images you were looking for.



The screenshot shows the ClinicalConnect mobile app interface. At the top, there is a 'Patient Search...' bar with a magnifying glass icon and a menu icon. Below this, the patient's name 'MARX, GROUCHO' and HCN '3986255713-ON' are displayed. A date filter '25/01' is shown with a camera icon, a settings gear, a close 'X' button, and a help '?' icon. The 'Encounter:' section shows 'All Regional Encounters' and 'Days Back:' shows 'All'. Two event entries are listed, both dated '25/01/2021':

- Event Date: 25/01/2021**
Name: Abdomen 1V
Category: XR
Status: Signed
Facility: General
Source: HHS
- Event Date: 25/01/2021**
Name: Chest 1 View
Category: XR
Status: Signed
Facility: General
Source: HHS

At the bottom, there is a navigation bar with three icons: 'Census' (group of people), 'Patient' (person icon), and 'New Results' (hash symbol).

Radiology Preferences

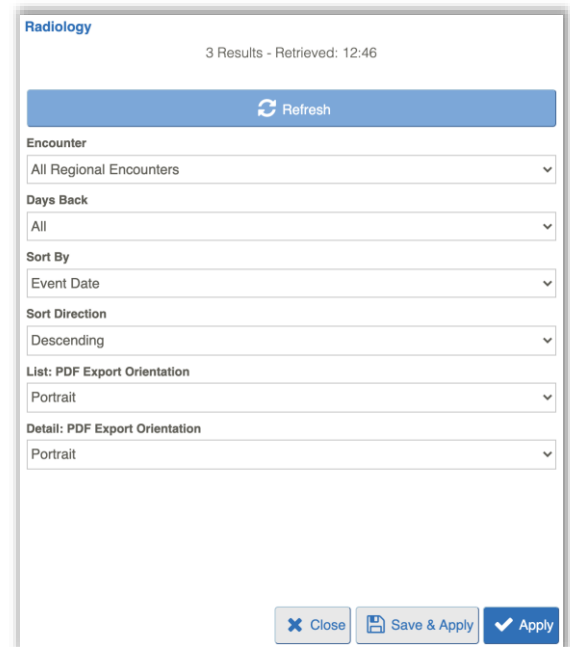
The Radiology module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



Radiology

3 Results - Retrieved: 12:46

 Refresh

Encounter

All Regional Encounters

Days Back

All

Sort By

Event Date

Sort Direction

Descending

List: PDF Export Orientation

Portrait

Detail: PDF Export Orientation

Portrait

 Close  Save & Apply  Apply

Transcription Module

Show Me 

Ask a Question 

The Transcriptions module displays transcription reports from multiple hospital source systems including information available from Ontario Health's Acute and Community Clinical Data Repository (acCCR).

To access the **Transcription** module, tap the **Transcription** icon from the patient record.



Transcription

New Result Indicators

If New Results are available, this module will be flagged with an orange indicator (Refer to [New Results & Preferences](#) section in the user guide).

 Reports from acCCR and St. Joseph's Healthcare Hamilton currently do not generate a new results flag in the Transcription module.

Acute and Community Clinical Data Repository (acCCR)

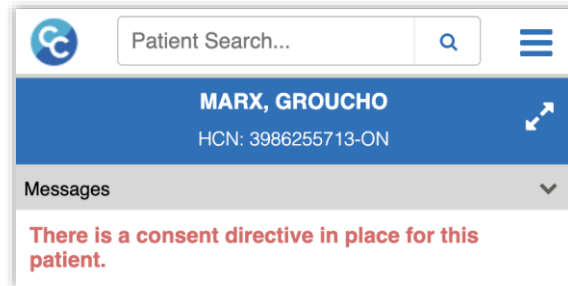
If information is available from Ontario Health's Acute and Community Clinical Data Repository (acCCR), which populates the patient's Transcriptions and Home and Community Care modules, the modules will show the name of the contributing facilities and the Source row will show eHealth Ontario.

 This data can only be accessed from its supported module if your Participating Organization has signed the appropriate Ontario Health's agreements. Information from provincial repositories is not accessible if the Health Card Number is not available or is invalid. These encounter types cannot be selected from the Visits module and will not display in the [Patient Visits Timeline](#).

Acute and Community Clinical Data Repository (acCCR) Consent Directive

A patient has the right to withdraw consent to the access and use of their full or partial records from acCCR through the current Ontario Health process. ClinicalConnect honours any partial or full consent restriction and will display the following message in the Transcription and Visits modules:

There is a consent directive in place for the selected patient.

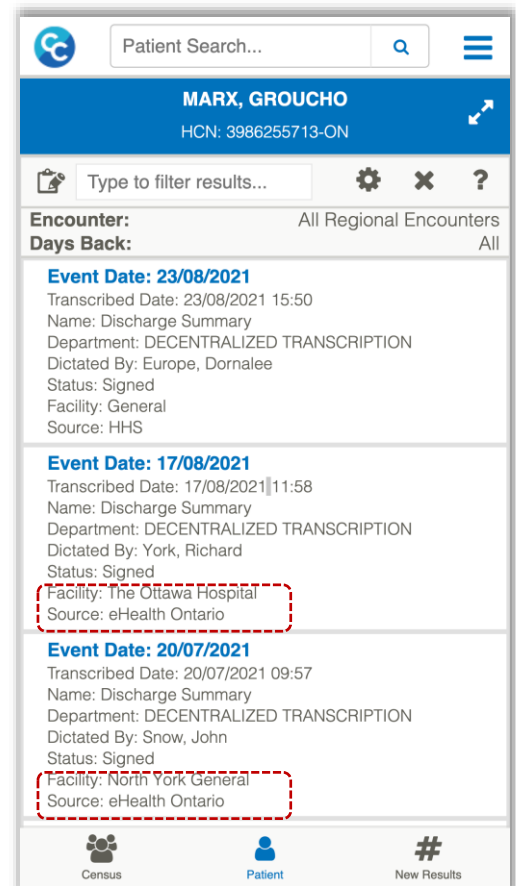


If access to a blocked record is required, you may contact Ontario Health's Service Desk Support at 1-866-250-1554 or by email at OH-servicedesk@ontariohealth.ca

In cases where the report is from a source contributing system that has multiple facilities, the Facility row will display the name of the site.

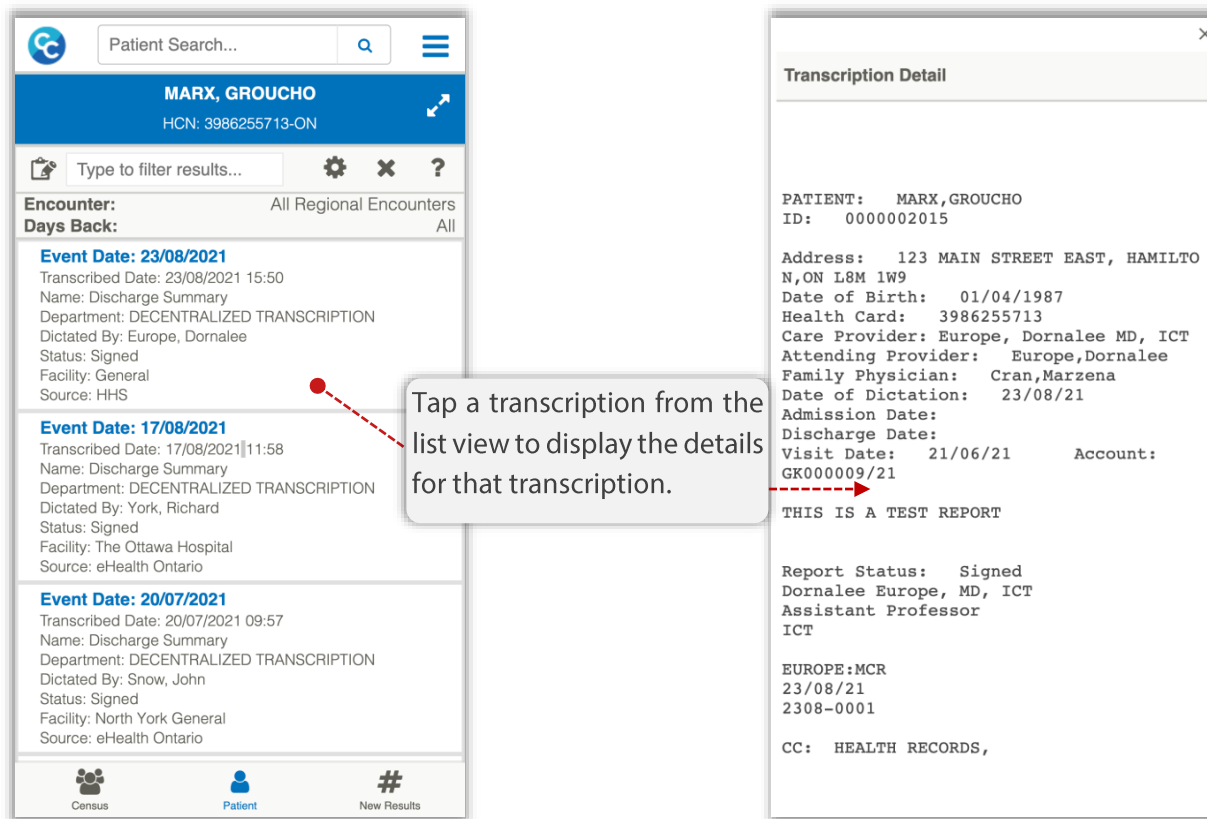
To view acCCR reports, ensure the encounter filter is set to **All Regional Encounters**. acCCR report **Status** types include:

- **New** - Preliminary report
- **Completed** - Final report
- **Held** - Corrected/updated report



Viewing Transcription Details

Transcription reports details can be viewed by tapping on the transcription you want to view.



In some cases, Hamilton Health Sciences clinic reports may be listed as a line item in the module, however if the visit is still in progress, no report will be available until the visit is complete.

Acute and Community Clinical Data Repository (acCDR) Supported Report Types:

acCDR Transcription reports may be available from the repository as Text, PDF, RTF or image formats (TIFF, PNG, JPEG). These report types will display in PDF format when launched from ClinicalConnect. All other report types (such as wav, mp3) are not supported and will display a message indicating that this document type is not supported as in the example below.

format not supported

Transcription Module Preferences

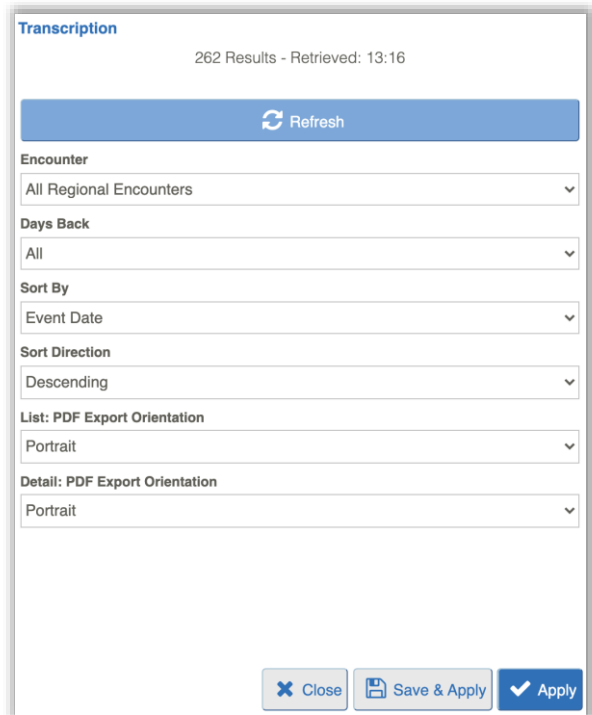
The Transcriptions module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap '**Save & Apply**' to save these preferences for both mobile and desktop use.

The '**Apply**' option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping '**Close**' will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.



Transcription

262 Results - Retrieved: 13:16

 Refresh

Encounter

All Regional Encounters

Days Back

All

Sort By

Event Date

Sort Direction

Descending

List: PDF Export Orientation

Portrait

Detail: PDF Export Orientation

Portrait

 Close  Save & Apply  Apply

Visits Module

Show Me 

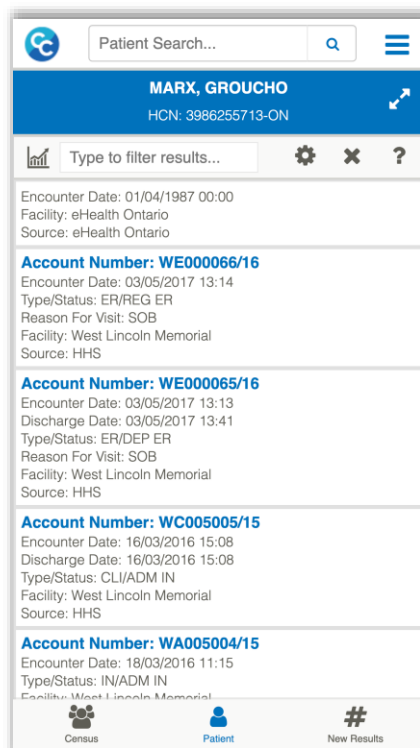
Ask a Question 

The Visits module displays a list of all patient acute care encounters including Home and Community Care encounters. Future scheduled outpatient visits may also be available from source hospital systems and will display the date and time in the “Encounter Date” field. This module is helpful when reviewing the patient’s visit frequency and history of the patient’s encounters.



Visits

To access the Visits module, tap the **Visits** icon in the patient record.



The following table provides a summary of some of the key features of the Visits module.

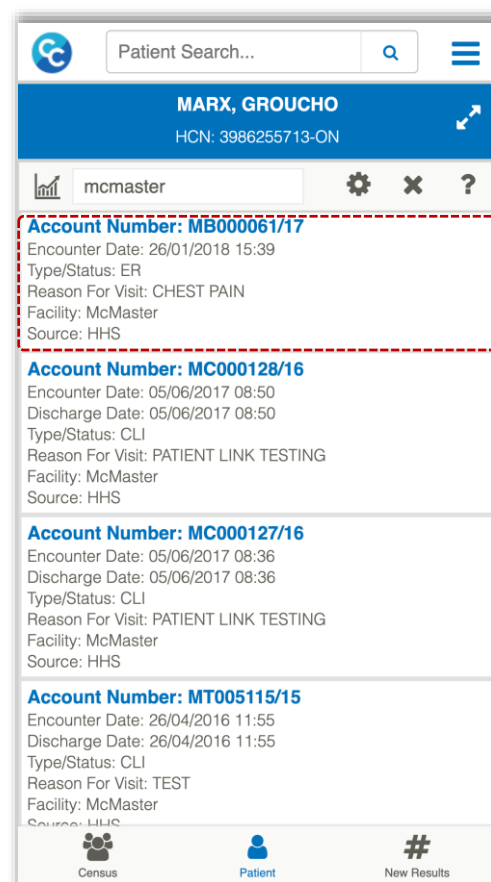
Feature	Summary
Patient Visits Timeline	The Patient Visit Timeline is an interactive timeline that provides a visual display of a patient's past and future (when available) visit history available from acute care facilities and matches the encounter information listed in the Visits module. The patient visits timeline displays at the top of the record, showing all hospital encounters within the selected year. When available from the hospital system, future scheduled appointments are also shown.
Frequent ED Visits Icon	A patient that has had five or more emergency department (ED) visits at any acute care facility in south west Ontario in the last 366 days will show the Frequent ED Visits quick alert icon  in their patient header. Clicking the Frequent ED Visits icon will take you to the Visits module for a list of all that patient's encounters.

Selecting Different Encounters

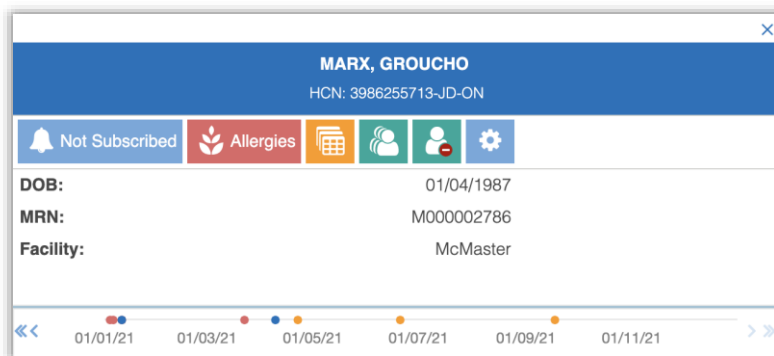
The Visits module allows you to access different patient encounters. Tap the encounter you want to select from the Visits to switch to that encounter.

For example:

If you wanted to switch to the Chest Pain visit of a patient at McMaster on January 26th, 2018 tap the row of that visit to switch to that encounter.



The patient demographic information below the header will display information about the selected visit.



MARX, GROUCHO
 HCN: 3986255713-JD-ON

Not Subscribed Allergies

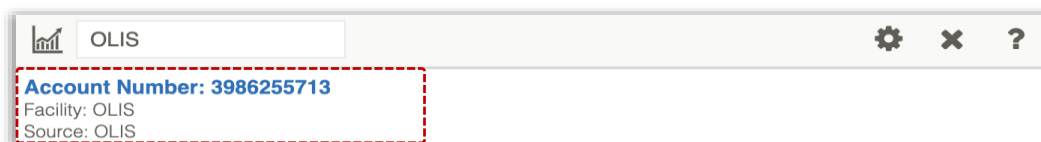
DOB: 01/04/1987
 MRN: M000002786
 Facility: McMaster

Timeline: 01/01/21 01/03/21 01/05/21 01/07/21 01/09/21 01/11/21

Modules that only display data related to a specific encounter (for example: the [Admissions](#) module) will also update to match that selected visit. The Visit encounters from acute care hospitals are also displayed in the [Patient Visits Timeline](#). This module is helpful when reviewing the type, frequency, and history of the patient's encounters.

OLIS Data

OLIS in the facility field indicates that the patient has OLIS data. You cannot access OLIS information directly from the visits. Instead use the Labs, Microbiology, or Pathology and Genetics modules (depending on which result is available) to access the OLIS results.

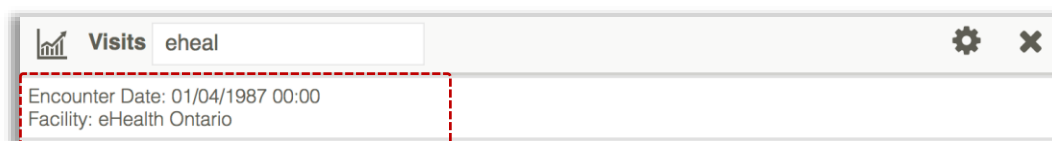


OLIS

Account Number: 3986255713
 Facility: OLIS
 Source: OLIS

Ontario Health

In cases where the patient's Health Card Number (HCN) matches data available from provincial repositories (Diagnostic Imaging Common Service, Digital Health Drug Repository, and Acute CDR), the Visits module will display **eHealth Ontario** in the facility field.



Visits eheal

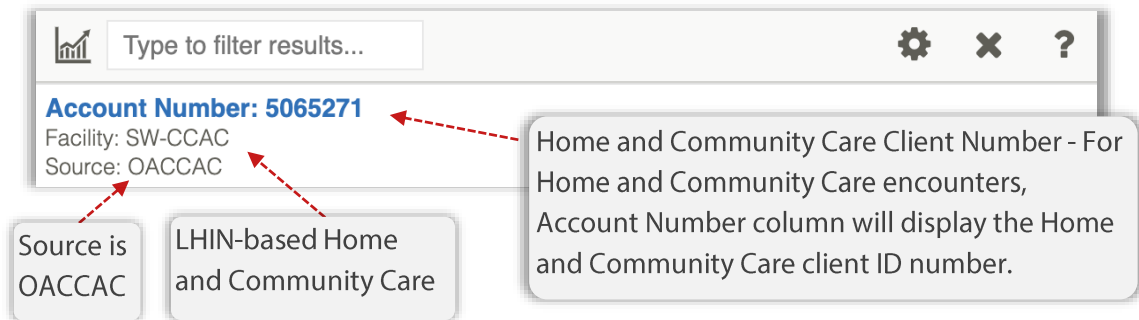
Encounter Date: 01/04/1987 00:00
 Facility: eHealth Ontario

 This data can only be accessed from its supported module if your Participating Organization has signed the appropriate Ontario Health agreements.

Information from provincial repositories is not accessible if the HCN is not available or is invalid.

Home and Community Care

Home and Community Care encounters are available from the Visits module. Home and Community Care encounters are identified with the specific LHIN-based Home and Community Care in the facility field and OACCAC in the source field. If the client has had Home and Community Care services across all four regions, each encounter will be identified in the facility field.



Type to filter results...

Account Number: 5065271
Facility: SW-CCAC
Source: OACCAC

Source is OACCAC

LHIN-based Home and Community Care

Home and Community Care Client Number - For Home and Community Care encounters, Account Number column will display the Home and Community Care client ID number.

Visits Preferences

The Visits module has its own set of preferences that can be accessed and configured by tapping the Preferences button  in the module header.

After updating your preferences, tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile for this session only.

Tapping **'Close'** will not save your preference changes.

To learn more about the various preference setting options, please visit the [Common Preference Settings in ClinicalConnect](#) section.

Visits

123 Results - Retrieved: 12:34

Refresh

Sort By

Encounter Date

Sort Direction

Descending

List: PDF Export Orientation

Portrait

Close

Save & Apply

Apply