Advancing Digital Health Innovation
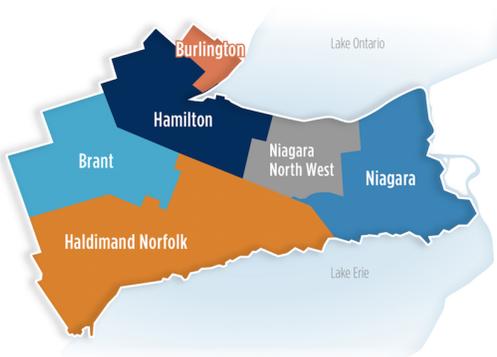
About the HITS eHealth Office

The Health Information Technology Services (HITS) eHealth Office manages the advancement of regional eHealth systems and solutions in the Hamilton Niagara Haldimand Brant (HNHB) LHIN.
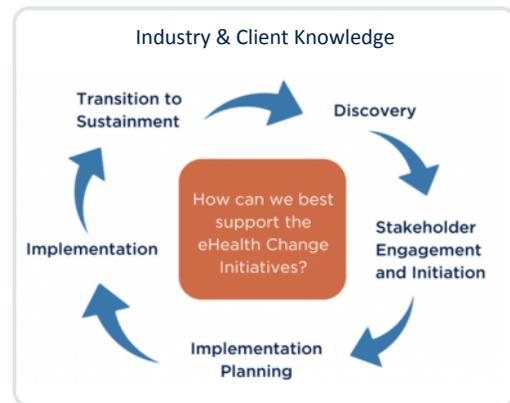
Change Management Team

Our change management experts bring decades of healthcare sector experience in the areas of stakeholder engagement and training, business analysis and process improvement. We are the first point of contact for physicians and clinicians looking to adopt regional and provincial digital health solutions.

From leading numerous deployments and building strong relationships in the HNHB LHIN, we will guide you every step of the way towards a sustainable, digitally-enabled practice to enhance your workflow, increase time and cost efficiencies, and improve the patient experience.

Our Change Model

Designed to support front-line clinicians and managers who are implementing health care solutions in their workflow or practice, our team of experts use a Change Model which reflects leading practices and continually incorporates improvements based on feedback from our clients and team members. This enables us to customize your experience, while ensuring consistency when managing change.

Our Partners & Funders

Sharing our passion in digital health innovation, the HITS eHealth Office collaborates with Canada Health Infoway, eHealth Ontario, Ministry of Health and Long-Term Care, Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN), the Connecting South West Ontario (cSWO) Program, OntarioMD (OMD), and Ontario Telemedicine Network (OTN).

Contact Us

For more information about implementing and advancing the effective use of digital health, call: 905.521.2100 x44990 or email: info@HITSeHealth.ca

Digital Health Initiatives

The HITS eHealth Office is involved in advancing a number of solution-based initiatives including:

ClinicalConnect	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, Local Health Integration Networks' Home & Community Care Services (formerly Community Care Access Centres) and Regional Cancer Programs in South West Ontario, plus various provincial data repositories*.
eConsult	A secure, web-based tool that enables physicians and nurse practitioners to ask clinical questions to a specialist electronically and receive a response within days, often eliminating the need for an in-person visit.
eReferrals	A web-based tool that enables clinicians to request a referral for service from another care provider electronically, improving the patient care experience and enabling clinicians to better track the referral status.
Patient Portal	Sunnybrook Health Sciences' MyChart is being deployed to patients in South West Ontario enabling them to securely access their electronic health record. Data from ClinicalConnect will be integrated with MyChart.
Hospital Report Manager (HRM)	Enables clinicians, using an OntarioMD (OMD) certified Electronic Medical Record (EMR), to securely receive patient reports electronically from participating hospitals and specialty clinics.
ONE ID	eHealth Ontario's ONE ID identity and access management service is a set of systems and processes that enables health care providers to access secure ehealth solutions via a single login ID and password.
Single Sign On/ Contextual Launch	The HITS eHealth Office works with a variety of healthcare organizations to provision access to ClinicalConnect for users at their organization directly from their organization's information system (as opposed to a separate, web-based login). A growing number of acute care hospitals in South West Ontario have this functionality available to their ClinicalConnect users, and work is underway to implement the same functionality for long-term care homes, as well as from within eSHIFT, a Homecare tool used by clinicians to remotely direct care through another provider at the patient's location.

*Provincial data repositories include:

Acute & Community Clinical Data Repository (acCDR)	Access reports from hospitals outside south west Ontario from within the clinical viewer, ClinicalConnect.
Digital Health Drug Repository (DHDR)	An electronic repository of dispensed drug and pharmacy service information, including publicly funded drugs, monitored drugs and pharmacy services from the Ontario Drug Benefit, Narcotics Monitoring System, and OHIP+.
Ontario Laboratories Information system (OLIS)	An information system that connects hospitals, community laboratories, public health laboratories and practitioners to facilitate the secure electronic exchange of laboratory test orders and results.
Primary Care Clinical Data Repository (pcCDR)	The integration of data from eHealth Ontario's new Primary Care Clinical Data Repository (pcCDR). Authorized users of ClinicalConnect at Hamilton Health Sciences (HHS) will see a new Primary Care module which is part of a project for the Connecting South West Ontario (cSWO) Program called Primary Care Data Share (PCDS) Proof of Concept (PoC) project.
Diagnostic Imaging (DI) Common Service	Enables and supports sharing and viewing of diagnostic imaging results across Ontario to all hospital and community-based health care providers anytime, anywhere, using the tools best suited to their practice. Diagnostic Imaging Reports and images are available today.

Hamilton Health Sciences | HITS eHealth OFFICE