

Overview

Instructions	How to use this document
	<p>This document is intended to guide users to the ClinicalConnect site that provides users key information on how to use ClinicalConnect.</p> <p>The document is broken up into the following section:</p> <ul style="list-style-type: none"> • Overview – this page. • Patient Scenarios – the next several pages. <p> Readers of this document do not need to read through every patient scenario. It is best to choose the scenarios that most closely resembles your current patients and/or workflow.</p> <p> When viewed electronically, any item that is blue and underlined is a link to the ClinicalConnect information site.</p>
Key Resources	ClinicalConnect Info Site
<p></p> <p>As per your organization's specific support and privacy contacts.</p>	<p>ClinicalConnect information can be found here: info.clinicalconnect.ca/CC/healthcare/resource-centre .</p> <p>This is your primary source of up-to-date information and provides details on:</p> <p>Privacy Overview</p> <ul style="list-style-type: none"> • For specific information on privacy, please contact your organization's privacy officer, or your ClinicalConnect LRA for more information. <p>Resource Centre for ClinicalConnect End Users</p> <ul style="list-style-type: none"> • Your one stop shop providing details on how to use ClinicalConnect, a description of modules, a series of videos and other items to help you become a ClinicalConnect super user. <p>Access Governance System (AGS)</p> <ul style="list-style-type: none"> • For those individuals who are designated as Privacy Contacts or Local Registration Agents (LRAs), this section provides a variety of user guides and videos that describe how to use the Access Governance System. <p>Self Service Password Manager (SSPM)</p> <ul style="list-style-type: none"> • This section provides information about how use the Self Service Password Manager (SSPM) to allow individuals to reset their own password without contacting your LRA or technical support.

PATIENT CARE SCENARIOS

i When viewed electronically, any item that is blue and underlined is a link to the [ClinicalConnect information site](#).

<p>Scenario 1</p>	<p>Emergency Department</p>	
	<p>50 year old male presents to ER with shortness of breath, speaking only words – no family available</p> <p>While the team is stabilizing the patient, a team member logs into ClinicalConnect and quickly and efficiently obtains vital information regarding the obtunded patient’s allergies, most recent hospital admissions from 72 hospitals in LHINs 1, 2, 3 and 4, most recent discharge summary, consultations and OR notes, recent laboratory results and trends, medications active at discharge, as well as dictated Diagnostic Imaging reports for all patients and for some patients, the actual PACS images.</p>	<p>Log in</p> <ul style="list-style-type: none"> • Search patient • Visits • Labs • Transcriptions • Radiology • Pharmacy <hr/> <p style="text-align: right;">< 5 minutes</p> <p>Training Environment Patients Marx, Groucho HCN:3986255713</p> <p>TEST, ClinicalConnect HCN:2000048492</p>
<p>Scenario 1</p>	<p>ER Team</p>	
	<p>ER team aware of patient’s past medical history, recent admission, labs, allergy and medications at discharge.</p> <p>Benefits:</p> <p>Prior to ClinicalConnect it could feasibly take hours to make phone calls, request information from various sources including pharmacy, community physicians, consultants, and Health Records in various institutions.</p> <p>At times the information was delayed or simply not available posing a significant risk to patient safety.</p>	<p>Training Environment Patients Marx, Groucho HCN:3986255713</p> <p>TEST, ClinicalConnect HCN:2000048492</p>

Scenario 2	Family Doctor Office	
	<p>Mom arrives at your family practice office asking for her 4 year old daughter to be seen.</p> <p>Daughter was a patient in ER at the McMaster Children’s Hospital on Saturday night – sore throat, cough and fever.</p> <ul style="list-style-type: none"> • Had C & S throat • CXR • Unsure of results of CXR and lab • Informed C&S results available this week 	<p>Log in</p> <ul style="list-style-type: none"> • Search patient • Visits • Labs • Transcriptions • Radiology • Pharmacy <hr/> <p style="text-align: right;">< 5 minutes</p> <p>Training Environment Patients Marx, Groucho HCN:3986255713</p>
<p>Benefits:</p> <ul style="list-style-type: none"> • Allows you to focus on History and Physical Exam regarding current symptoms. • May not require repeat lab or radiology investigations. • Reassure Mom that investigations are normal. 	<p>Log in</p> <ul style="list-style-type: none"> • Select patient from patient list: • Review Lab from hospital CBC-WBC, • Microbiology – C&S of throat • Radiology – CXR image (HHS) and report 	
<h3>Another Family Doctor’s Perspective</h3>		<p>Log in</p> <ul style="list-style-type: none"> • Select patient from patient list • Radiology, for x-rays • Transcriptions for Discharge Summary • Visits – see past & future scheduled encounter
<p>At an office visit, MD use ClinicalConnect to quickly see x-ray report or discharge summary including medication list from who’s in hospital</p> <p>For new patients, MD can search their past hospital records across multiple source hospital systems.</p>		

Scenario 3

Neurology Referral



An inpatient has been referred to a Neurologist by an Orthopedic colleague. The consultation request is incomplete.

Benefits:

By accessing ClinicalConnect – you obtain Past Medical History, Patient Demographic information as well as recent radiology results.

Reduce the time that patient is seen in office visit.

Decreasing the need for repeat investigations and radiation.

[Log in](#)

- [Search patient](#)
- [Transcriptions](#)
- Past medical history
- Patient Demographics
- Recent [Radiology](#) results

< 5 minutes

Training Environment Patients
Marx, Groucho
HCN:3986255713

Scenario 4

Specialist on Call



As staff Urologist on-call you are contacted by an on-call resident requesting you review recent [laboratory results](#).

Benefits:

Immediate feedback to resident

Enhance Patient safety and quality of care

MOBILE CLINICAL CONNECT

[Log in](#)

- [Search patient](#)
- [Labs](#)

1-2 minutes



Training Environment Patients
TEST, ClinicalConnect
HCN:2000048492

Scenario 5	ICU	
	<p>You incorporate ClinicalConnect as a one-stop-shop for patient information. With one simple log on –you are able to retrieve current labs, transcriptions, radiology reports and images as well as archived information without numerous separate log in procedures.</p>	<p>Log in</p> <ul style="list-style-type: none"> • Search patient • Labs • Transcriptions • Radiology <hr/> <p style="text-align: right;">3-5 minutes</p> <p>Training Environment Patients Marx, Groucho HCN:3986255713</p>

Scenario 6	Ambulatory Diabetes Clinic	
	<p>You are a nurse working in an ambulatory Diabetes clinic.</p> <p>ClinicalConnect allows you to customize and set default preferences to maximize the efficiency of your daily work flow. In this setting you might set preferences to show most recent lab results including HbA1c.</p> <p>Benefits:</p> <p>ClinicalConnect incorporates trending and graph functions which provide visual interpretation of lab data in a manner which enables both engagement and education of patients.</p>	<p>Log in</p> <ul style="list-style-type: none"> • Search patient (or use worklist) • Labs <hr/> <p style="text-align: right;">1-2 minutes</p> <p>Training Environment Patients Marx, Groucho HCN:3986255713</p> <p>TEST, ClinicalConnect HCN:2000048492</p>

Scenario 7

LHIN Home and Community Care Services – Case Worker /Care Coordinator



Late Friday afternoon a case worker with LHIN Home and Community Care Services determines that a patient has been discharged home requiring Home and Community Care Services intervention for IV antibiotics. The contact information is incomplete.

Benefits:

In seconds, by using ClinicalConnect to access information regarding Demographics the LHIN Home and Community Care services staff can confirm patient information, treatment details and the care plan both reassuring the patient and ensuring the appropriate treatment is received.

Log in

- [Search patient](#)
- [Patient Demographics](#)
- [Labs](#)
- [Pharmacy](#)

1-2 minutes

Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

Scenario 8

Infection Control



In efforts to protect patients being transferred between facilities, as well as patients and staff in the receiving facility, an Infection Control Practitioner can perform a quick check of [microbiology results](#) from the transferring facility and identify the need for isolation or precautions due to MRSA, VRE or C. difficile prior to the patient arriving at the new facility.

Benefits:

Staff can identify the need for Infection Control precautions before patients arrive from transferring facilities.

Essential information to ensure appropriate precautions for patient, other patients in ward and our staff.

Log in

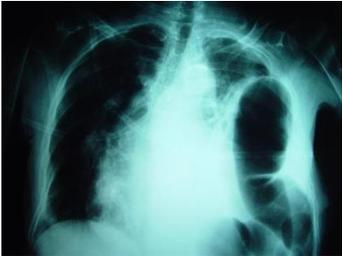
- [Search patient](#)
- [Patient Demographics](#)
- [VIP Flag in header](#)
- [Microbiology](#)

1-2 minutes

Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

<h2 style="text-align: center;">Scenario 9</h2>	<h2 style="text-align: center;">Obstetrics</h2>	
	<p>A G3P2 patient presents to ER with vaginal bleeding. Her most recent ultra sound was performed 10 days ago in a distant hospital in another LHIN.</p> <p>Obstetrician on call Within minutes you can obtain the most recent ultra sound results and laboratory results which may dramatically alter your plan of investigation and treatment plan.</p>	<p>Log in</p> <ul style="list-style-type: none"> • Search patient • Radiology • Transcriptions (OB consults) • Labs <hr/> <p style="text-align: right;">1-2 minutes</p> <p>Training Environment Patients with Mother/Baby Link Post-Partum</p> <p>Mother, Link MRN: M000011097</p> <p>Mother, Baby Link1 MRN: M000011101</p> <p>Mother, Baby Link2 MRN: M000011102</p> <p>TEST, ClinicalConnect HCN:2000048492</p>
<h2 style="text-align: center;">Scenario 10</h2>	<h2 style="text-align: center;">Trauma</h2>	
	<p>You are a trauma nurse. The patient is unconscious and has sustained multiple serious injuries.</p> <p>ClinicalConnect helps the trauma team identify essential information such as allergies, demographics and past medical history.</p> <p>Within minutes the team is aware that the patient’s history includes CAD with a remote MI, history of AFib, recent CVA and is anticoagulated, DM with good control, hematuria secondary to bladder CA and that the patient is allergic to Ancef.</p>	<p>Log in</p> <ul style="list-style-type: none"> • Search patient • Allergies • Visits • Labs • Transcriptions <hr/> <p style="text-align: right;">< 5 minutes</p> <p>Training Environment Patients Marx, Groucho HCN:3986255713</p>

<p>Scenario 11</p>	<p>ER Triage- Nurse</p>	
	<p>A patient presents with complaints of a headache. He asks if the ERP will prescribe narcotics. He denies any previous history of same.</p> <p>By using ClinicalConnect to view "VISITS" you quickly identify 25 visits in the past 2 months for this patient in various hospitals. This may direct your triage, and subsequent investigations and treatment plans.</p>	<p>Log in</p> <ul style="list-style-type: none"> • Search patient • Visits <hr/> <p style="text-align: right;">< 5 minutes</p> <p>Training Environment Patients Marx, Groucho HCN:3986255713</p> <p>TEST, ClinicalConnect HCN:2000048492</p>
<p>Scenario 12</p>	<p>Pediatrics - GI</p>	
	<p>You have been asked to consult a two year old child regarding GI complaints.</p> <p>The child has had multiple recent investigations in an out of town facility. All information was to be faxed to your office, but has not arrived.</p> <p>Within 2-3 minutes you can retrieve the pertinent information including lab work, diagnostic results and consultation notes hence sparing the child a number of repeat investigations some with both an emotional and physical cost to the patient and family.</p> <p>Benefits: Reduced patient discomfort and enhanced patient experience</p>	<p>Log in</p> <ul style="list-style-type: none"> • Search patient • Labs • Transcriptions • Radiology <hr/> <p style="text-align: right;">2-3 minutes</p> <p>Training Environment Patients Marx, Groucho HCN:3986255713</p> <p>TEST, ClinicalConnect HCN:2000048492</p>

<h2 style="text-align: center;">Scenario 13</h2>	<h2 style="text-align: center;">Pathology</h2>	
	<p>As a pathologist you are reporting on a recent biopsy.</p> <p>The patient mentioned similar procedure and biopsy three years ago in regional facility in a neighboring LHIN.</p> <p>You are able to review previous transcriptions by simply reviewing results found in the Pathology module in ClinicalConnect.</p>	<p>Log in</p> <ul style="list-style-type: none"> • Search patient • Pathology • Transcription (Oncology reports) <hr/> <p style="text-align: right;">< 5 minutes</p> <p>Training Environment Patients Marx, Groucho HCN:3986255713</p> <p>TEST, ClinicalConnect HCN:2000048492</p>
<h2 style="text-align: center;">Scenario 14</h2>	<h2 style="text-align: center;">Family Doctor Office</h2>	
	<p>A family doctor would like to know which of his/her patients is currently in hospital and which patients have recently been discharged from hospital.</p> <p>Knowing this will help prepare for the patient's follow-up visit in the office.</p> <p>Benefits: Office can prepare in advance for the patient follow-up having reviewed the patient record i.e. discharge summary, consultation, pharmacy meds on discharge. Reduced delays in getting information from source hospitals once in ClinicalConnect.</p>	<p>Current Patients in a bed:</p> <p>Log in</p> <ul style="list-style-type: none"> • View "Physician Census" • Sort the list by Room/Bed <p>Patients Recently Discharged:</p> <p>Log in</p> <ul style="list-style-type: none"> • View "Physician Census" • Sort the list by Discharge Date • Select Source Facility and Days back. • Transcriptions – discharge summary, consults, Labs etc. <hr/> <p style="text-align: right;">< 5 minutes</p> <p>Training Environment Patients TEST, ClinicalConnect HCN:2000048492</p>

Scenario 15	Long Term Care
--------------------	-----------------------



An elderly patient has been transferred to the local hospital from a long term care facility (LTC) related to an acute upper respiratory infection.

The patient had a 3 day stay in hospital, diagnostic investigations completed, treated with I.V abx, stabilized and then discharged back to long term care facility. The most responsible physician accepting the patient back in the LTC facility uses ClinicalConnect to log in and review the course of care during the patient’s admission.

Reviews:
Radiology module to view the CXR report, Pharmacy related to Active Meds at Discharge, Transcriptions –Discharge Summary

- [Log in](#)
- [Search Patient](#)
 - [Radiology \(CXR\)](#)
 - [Transcriptions \(Discharge Summary\)](#)
 - [Pharmacy \(Active Meds/onHold at Discharge\)](#)

< 5 minutes

Training Environment Patients
Marx, Groucho
HCN:3986255713

Scenario 16	Community Health Centre
--------------------	--------------------------------



A Community Health Centre (CHC) identifies that when their patients are hospitalized, their CHC doctor is not always named as the primary care physician upon registration.

As a result, the CHC does not receive copies of hospital reports from the hospital visit. The CHC physicians can access ClinicalConnect, search the patient and ADD the patient to his/her Worklist. This will ensure that the patient will stay on the list and can be easily accessed for future review.

Benefit:
No delay in getting information from hospital for patient who are not registered to the physician.

- [Log in](#)
- [Search patient](#)
 - [Click on “Add Patient to worklist” icon](#)
 - [Visits](#)
 - [Transcriptions \(discharge summary, Consults\).](#)

< 5 minutes

Training Environment Patients
TEST, ClinicalConnect
HCN:2000048492

Scenario 17	Acute Care	
	<p>A patient has an accident while away from his home city and is admitted to the ICU.</p> <p>Once the patient is stabilized, he can be repatriated back to his home facility for ongoing care in the local rehabilitation center. The receiving rehabilitation centre health care team receiving the patient can use ClinicalConnect to view the patient’s care history and prepare to receive the patient to the rehabilitation centre.</p> <p>Benefit: Obtaining patient information prior to receiving the patient enables the health care team to be well prepared and facilitates a better continuity of care between facilities.</p>	<p>Log in</p> <ul style="list-style-type: none"> • Search patient • Labs • Radiology • Transcriptions (Consults) <hr/> <p style="text-align: right;">< 5 minutes</p> <p>Training Environment Patients Marx, Groucho HCN:3986255713</p>

Scenario 18	Nurse Practitioner/ Family Doctor - Addictions	
	<p>Your 21 year old patient who has a history of drug addiction comes in for an appointment complaining of back pain and migraines.</p> <p>He states he has recently injured his back on a construction job and has chronic migraines. He is requesting narcotics for his pain relief. After completing a physical assessment, you log into ClinicalConnect to review his past medical history. You notice that the Visits module shows that the patient has been to 6 ERs across different cities within the last 3 days, presenting with same complaints. You also notice that the patient had the same type of ER visit frequency last month. When questioned, the patient is vague about his injuries last month and says he doesn’t recall going to the ERs. Recent lab work indicates a normal CBC and Radiology show normal X-ray findings of his back.</p> <p>Benefit: Based on your assessment and the information found in ClinicalConnect you are better able to determine the nature of the patient’s health issues and course of care.</p>	<p>Log in</p> <ul style="list-style-type: none"> • Search patient • Visits • Labs • Radiology • Transcriptions (Consults) <hr/> <p style="text-align: right;">< 5 minutes</p> <p>Training Environment Patients Marx, Groucho HCN:3986255713</p>

Scenario 19

Social Worker – Home and Community Care



You are a SW working in the ER and an elderly 85 year old patient is admitted due to care giver stress and an inability to manage in their own home.

The patient lives alone in their own home with some support from the patient’s daughter that lives an hour away. You are interested in seeing the type of [Home and Community Care](#) services that were coordinated for the patient before admission. You log into ClinicalConnect and review the Home and Community Care module to find [the Types of Services and the Placement list](#). You notice the patient is not on any long term care placement lists and that they are only getting Meals on Wheels. You also notice that the patient has had frequent admissions over the last year related to falls and infected skin ulcers. You can find the previous Social Worker consult note from the last admission which discussed the plan of care upon discharge.

Benefit:

Based on these findings, you have a better picture into the patient’s healthcare history and can help coordinate the care for the patient while including the family feedback.

[Log in](#)

- [Search patient](#)
- [Home and Community Care \(placement list & Service List\)](#)
- [Visits](#)
- [Transcriptions \(Discharge summary, SW Consults\)](#)

< 5 minutes

Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

<h2 style="text-align: center;">Scenario 20</h2>	<h2 style="text-align: center;">Physiotherapist</h2>	
	<p>You are a PT working in the rehabilitation unit and are receiving a patient transferred from another hospital.</p> <p>The patient is a 37 year old male – recent paraplegic post MVA. The transfer records do not indicate the details of the patient’s recent spinal injury. Using ClinicalConnect, you can find the Neuro. Consultation, the last physiotherapy consult note and the Radiology reports. The Radiology reports confirm a complete T4 injury. This helps you identify the types of physiotherapy required for the patient. You also read the Social Work consult which indicates that the patient will need to be accommodated in the home setting and therefore working with the OT will be an important aspect to the patient’s care.</p> <p>Benefit: Based on these findings, you have a better picture of the type of injury and the previous Physiotherapist consult note.</p>	<p>Log in</p> <ul style="list-style-type: none"> • Search patient • Transcriptions (Neuro Consultation, SW Consultation, PT Consultation, Discharge summary) • Radiology <hr/> <p style="text-align: right;">< 5 minutes</p> <p>Training Environment Patients Marx, Groucho HCN:3986255713</p> <p>TEST, ClinicalConnect HCN:2000048492</p>
<h2 style="text-align: center;">Scenario 21</h2>	<h2 style="text-align: center;">Acute Care</h2>	
	<p>Johnny is a 10 year old boy, who was riding his bike home from school and was hit by a car.</p> <p>He was brought to the ER by ambulance and was awake, alert, in some pain, anxious and crying. The nurse assesses ClinicalConnect to find the phone number from his last admission and calls his mother to the ER. The nurse and physician access ClinicalConnect to see if Johnny has any Allergies or history of any previous admissions.</p>	<p>Log in</p> <ul style="list-style-type: none"> • Search patient • Admissions (see next of kin and home phone) • View Allergies • Visits • Transcriptions (any consults) <hr/> <p style="text-align: right;">< 5 minutes</p> <p>Training Environment Patients Marx, Groucho HCN:3986255713</p> <p>TEST, ClinicalConnect HCN:2000048492</p>

Scenario 22

Speech Language Pathologist



Mrs. Mouse is an 80 year old post recent right hemisphere cortical cerebral vascular accident (CVA) and is transferred to the stroke rehabilitation unit from another local hospital.

A request for a SLP referral is made as part of the admission orders. The transfer record is limited in patient information and so the SLP uses ClinicalConnect to review the past medical information from the sending hospital. Reviewing the Neuro. Consult and the previous CT reports, confirms the Rt. CVA and shows that she has left upper and lower limb paresis. The patient has been NPO since the CVA and is receiving NG feeds currently. A previous Physio consult shows that the patient’s ADLs was minimal related to the Lt. sided paresis and unstable hypotension.

Benefit:
Based on these findings, the SLP can provide the appropriate assessment and set appropriate SLP goals for the patient.

Log in

- [Search patient](#)
- [Radiology CT report](#)
- [Transcriptions \(Neuro. Consultation note\) and any other transcriptions.](#)

< 5 minutes

Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

Scenario 23

Family Doctor’s – Discharged Patients



You are the administrative support person for a busy office supporting 3 family doctors.

One of the initiatives your office is involved in is to identify patients that have been discharged from an acute care hospital stay within the last week. You are responsible to contact the patient and schedule a follow-up visit with the family doctor. You log into ClinicalConnect and run a patient discharge list for each physician you support. You then can coordinate a follow-up visit with the patient.

Benefit:
The weekly Patient Discharge list can be run for each family doctor either by the physician or the admin. staff. The Admin staff may sort the Discharge list by specific source hospital systems and physician.

Log in

- [Select Group Inpatient Census.](#)
- [Sort discharge list by Source physician and Days back \(max. 14 days\).](#)

< 5 minutes

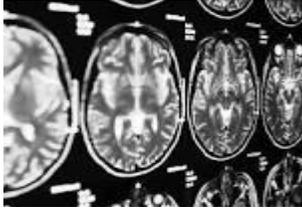
Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

Scenario 24

Neurology Outpatient Clinic



You are a Nurse Coordinator in the outpatient Neuro clinic.

It's Monday morning and you are preparing to see several patients in your clinic. Most of your patients have had their blood work drawn by the community labs. You log into ClinicalConnect and notice that your first patient had a ER encounter at a local hospital on Saturday. You notice that there are several abnormal results in the Lab module and the patient has a microbiology culture swab of her left leg wound. The [Lab module](#) displays labs from OLIS which is the community lab that the patient went to last week. You also see that the patient had a radiology CXR.

Benefit:

Quickly access the discharge summary form previous admissions. View Lab OLIS data for the community rather than waiting for a fax or mailed report. Reduces the need to re-draw the blood work.

Log in

- [Select Worklist](#)
- **Select patient**
- [Labs \(OLIS labs\)](#)
- [Microbiology](#)
- [Transcriptions](#)
- [Radiology](#)

< 5 minutes

Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

Scenario 25

Orthopedic Surgeon



You are an Orthopedic Surgeon working in an acute care hospital.

You receive orthopedic referrals from a wide region within your LHIN and occasionally from beyond. The basic referral is limited therefore you access ClinicalConnect to view the most current [Labs](#), [Diagnostic Imaging](#) reports and [Transcriptions](#) for your patients.

Benefit:

Quick, real time access to [DI information](#) and other pertinent information to referral without having to wait for fax or phone calls.

Log in

- [Search Patient](#)
- [Labs \(OLIS labs\)](#)
- [Radiology](#)
- [Microbiology](#)
- [Transcriptions](#)

< 5 minutes

Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

Scenario 26

LHIN Home and Community Care Services – Geriatric Resource Nurse



You are a Geriatric Resource Nurse with LHIN Home and Community Care Services and support complex patients as they transition from the hospital into the community.

You receive a geriatric assessment referral for an 83 year old female that is being discharged from hospital and the referral information is incomplete.

Part of your referral assessment is to review the patient’s mental health history and medical surgical history. You log into ClinicalConnect into the [Transcription module](#) and review the discharge summaries, the consultations and any operative reports. The [Pharmacy module](#) indicate the medications the patient was on during their inpatient admissions. The [Lab module](#) shows that the patient has had a CBC, electrolytes, BUN, creatinine, serum calcium, magnesium, phosphorus, B12, folate, TSH, FBG, fasting lipid profile, ESR; urinalysis. The [Microbiology module](#) shows a urine C&S result. This patient is a Diabetic patient and the Labs module displays the HbA1c results. The [Radiology module](#) shows a CT of the brain image and report from the Hamilton area hospitals and a chest x-ray.

Benefit:

Reduced time in calling for additional information as many if not all of these records would be viewable in ClinicalConnect therefore increasing efficiencies.

Log in

- [Search Patient](#)
- [Transcriptions](#)
- [Pharmacy](#)
- [Labs \(OLIS labs\)](#)
- [Microbiology \(C&S\)](#)
- [Radiology \(CT\)](#)

< 5 minutes

Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

Scenario 27

LHIN Home and Community Care Services – Placement Care Coordinator



You are a Placement Care Coordinator with LHIN Home and Community Care Services and facilitate the long-term care home placement process for many patients.

Prior to placement/transfer to LTC homes, patients are to be assessed for signs and symptoms of active tuberculosis. This includes a review of most current chest x-ray results.

Benefit:

No time delays in finding clinically relevant information enhancing patient safety.

[Log in](#)

- [Search Patient](#)
- [Radiology \(CXR\) reports](#)
- [Transcriptions](#)

< 5 minutes

Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

Scenario 28

Mental Health



A 54 year old female, accompanied by her spouse is brought to the ER.

Upon examination the patient appears irritable, overly excited, jumping from one idea to another, and complains of being unable to sleep at night. The patient’s spouse indicates that his wife has been impulsive in her spending, overly restless and unable to cope with reality. He indicates that last week his wife was brought into the ER for these same symptoms and was referred to a psychiatrist. The outpatient appointment was scheduled for next week. The ER physician access the ClinicalConnect patient record and reviews the visit history which shows the past acute care encounters. He then accesses the [transcriptions](#) from the previous psychiatric consult. The physician notices that the patient has a recent diagnosis of bipolar disorder and has been placed on Valproic acid (divalproex sodium) since the first episode. The labs module indicates that there was a toxicology screening done on the patient from the previous encounter. Reading the Social worker’s consult, the patient was referred to the local outpatient care clinical for Family-focused therapy.

Benefit:

No time delays in finding clinically relevant information enhancing patient safety.

Log in

- [Search Patient](#)
- [Visits](#)
- [Transcriptions](#)
- [Labs](#)
- [Pharmacy](#)

< 5 minutes

Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

Scenario 29

Medical Laboratory Technician (MLT)



A MLT working in an acute care hospital receives blood collections for patients within the hospital and from the outpatient clinics.

A blood collection is sent from a patient who needs to have a Group and Screen completed in preparation for surgery. The MLT will process the collection and match the blood compatibility for transfusions. It is helpful to review the patient's previous [Blood Bank test and Blood Product](#) history via ClinicalConnect. The MLT uses ClinicalConnect to access the patient's record, review the Blood Bank module, review the previous Group and Screen results with a focus on the antibody results. The Group & Screen insures that no antibodies are detected in the recipient's serum that will react with the donor's red blood cells should the patient need to receive blood products. Knowing the status of the patient's previous Group and Screen is very helpful. Antibody screening is a test to detect atypical antibodies in the blood that may have been formed as a result of a previous transfusion or pregnancy. Knowing the patients previous Antibody status is helpful in processing the group and screen collection.

Benefit:

Having the patient's historical information related to the Blood Bank history helps in the processing of the blood collections.

Log in

- [Search Patient](#)
- [Blood Bank Tests-Group & Screen: antibodies](#)
- [Blood Bank Products –Red Cell Concentrate infusions](#)
- [Labs](#)

< 5 minutes

Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

Scenario 30

Diagnostic Imaging-Interventional Procedures



In an acute care [Diagnostic Imaging](#) department, patients are often referred from smaller, outlying centers for special procedures.

These procedures include vascular angiograms, drainages, biopsies, line insertions and very specialized Neuro interventional procedures. Having access to outside imaging reports and images can save patients from unnecessary radiation exposure, which is a huge safety issue for patients. Access to outside lab work helps save time by allowing the DI team to proceed with an exam without waiting for lab results. In addition, more patient exams can be completed therefore eliminating patient wait times.

These patients often arrive with minimal information. Accessing their previous transcription notes related to their previous surgeries allows the Radiologist to see important anatomical changes that may impact on the approach of the procedure. This is helpful in the planning of appropriate equipment and technique prior to the exam.

These patients often require follow up care with [LHIN Home and Community Care Services](#) for dressing changes etc. ClinicalConnect allows the ability to share this information with both parties.

Benefit:

Having access to imaging records helps reduce radiation exposure. Saves time by not needing to wait for repeat blood results. Provides better after care with LHIN Home and Community Care Services. There is also a cost benefit from not repeating tests on patients as well.

[Log in](#)

- [Search Patient](#)
- [Radiology](#)
- [Transcription](#)
- [Labs-INR](#)
- [Pathology and Genetics](#)
- [Microbiology](#)
- [Home and Community Care](#)

< 5 minutes

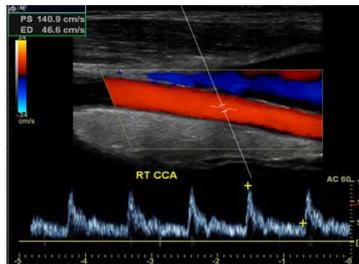
Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

Scenario 31

Sonographer, Diagnostic Imaging



Sonographers are often asked to make comparisons to previous examinations from other sources.

Accessing the [images and reports](#) can save time and allows for a more accurate diagnosis for the patient by ensuring that the appropriate area of interest is examined.

Ultrasound examinations are very patient specific, and accessing patient information from the [Transcription](#) portion of ClinicalConnect is also valuable for the sonographer to help interpret post-operative changes and determine specific needs the ordering physician requires for their patient. When a patient has had a complex and difficult surgery, the [transcription notes](#) help map out changes to their anatomy which saves time performing the exam and allows the Radiologist to provide a more accurate report. Without this information, we would have to try to locate the Surgeon and speak to them directly to help sort out these questions. Viewing the patient's isolation status (example C-Diff., MRSA or VRE etc.) will determine the type of protective measures required specifically related to the equipment as certain equipment can be damaged by disinfecting products. This will help the team prepare more appropriately for the procedure and the PPE required during the exam.

Benefit:

Provides more accurate information to help with diagnosis and care of patient.

Log in

- [Search Patient](#)
- [Radiology](#)
- [Transcription](#)
- [Labs](#)
- [Pathology and Genetics](#)
- [Microbiology](#)

< 5 minutes

Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492

Scenario 32

Community Mental Health & Addictions Assertive Community Treatment Team (ACTT)



A 27 year old male client arrives at the ACTT program after being absent from attending program for a 2 week period.

He is looking tired and dishevelled. He is limping and has bruising on his left forehead. He is irritable, tangential and is expressing persecutory delusions.

As his case manager you log into ClinicalConnect and *efficiently* retrieve *real time data* on his most recent [Visits](#). It shows that the client recently visited the ER of Cambridge Memorial Hospital in the Waterloo Wellington region twice in the past week. In [Transcriptions](#) you read the dictated disposition/discharge notes of those two encounters. In the [Labs](#) module you find results of his ED Basic and ED toxicology bloodwork and a urine drug screen completed on his last visit. You also view his most recent bi-weekly Clozapine bloodwork results and compare the levels for the past 30 days from his community lab in Hamilton. You observe that he missed his last Clozapine bloodwork levels due yesterday. A search of the [Radiology](#) module results shows a dictated x-ray reports and corresponding images of his head and left foot completed on his visits to that ER from the Cambridge hospital.

Benefit:

The case manager is able to investigate the patient’s drug levels and compare those with past levels. The ability to find data quickly reduces the patients anxiety in having to recall or recount his past medical treatment.

Log in

- [Search Patient](#)
- [Visits](#)
- [Transcription](#)
- [Labs](#)
- [Radiology](#)

< 5 minutes

Training Environment Patients

Marx, Groucho
HCN:3986255713

TEST, ClinicalConnect
HCN:2000048492