EVERYTHING E

A quick guide to digital health assets in south west Ontario

In today's health care scenario, a patient or client visits multiple hospitals, health centres and specialty treatment centres over time. Digital health assets in Ontario continue to evolve and expand to provide quick and easy access to the information that health care professionals need to make proactive decisions and support positive patient experiences. Across south west Ontario (SWO), from Windsor to Tobermory to Guelph and through Niagara Falls, health care professionals are accessing important patient care information through a number of digital health solutions and repositories.

Electronic health records (EHRs) are records in digital format that are capable of being shared across different health care organizations. There are several ways in which a patient's EHR can be viewed by their authorized providers.

Portals/Viewers

Portals allow physicians and clinicians secure web-based access to patients' EHR. The portal is a password protected point of entry for viewing information captured from different sources databases. An important point is that the information is not stored in the portal once a clinician logs out. The two portals/viewers in Ontario are **ClinicalConnect™**, deployed in south west Ontario, Local Health Integration Networks (LHINs) 1–4 and **ConnectingOntario**, deployed in the remaining regions of Ontario, LHINs 5–14.

The following is a listing of digital health assets:

ClinicalConnect

Also known as the cSWO Regional Clinical Viewer, ClinicalConnect is the secure web-based portal in SWO providing real-time access to patients' medical information from all acute care hospitals, Local Health Integration Networks' Home and Community Care (LHIN-HCC) services, and regional cancer programs in south west Ontario, plus various provincial data repositories.

At certain Participant Organizations, ClinicalConnect can be launched directly from the site's health information system. This is known as Contextual Launch and supports the Single Sign On concept. Both ClinicalConnect and the Contextual Launch functionality are delivered to health service providers in SWO by Hamilton Health Sciences. **Learn more here**.

- A number of hospitals have implemented Contextual Launch of ClinicalConnect.
- Some of the SWO LHINs'–HCC services have implemented Contextual Launch from their Client Health & Related Information System.
- At long-term care homes, the eConnect initiative allows ONE ID-credentialed health professionals to launch ClinicalConnect from their home's health information system to view EHRs for residents under their care. **Learn more here**.
- A pilot project is underway with OntarioMD to enable Contextual Launch from clinicians' electronic medical records (EMRs).
- **ClinicalConnect's EMR Download**
  ClinicalConnect's Electronic Medical Record (EMR) Download, in conjunction with an EMR vendor, allows physicians to electronically download patient information from ClinicalConnect, such as blood bank, lab, microbiology, pathology, radiology reports and transcriptions, into their office's electronic medical record systems. As physicians adopt Health Report Manager (HRM), they can disable select downloads to avoid duplication. Solution is delivered by Hamilton Health Sciences. **Learn more here**.

eConsult

eConsult is a secure web-based tool that enables physicians and nurse practitioners to ask clinical questions to a specialist electronically, and receive advice quickly and securely, often eliminating the need for an in-person visit. The Ontario eConsult Program, includes four services: Champlain BASE™ regional service, Ontario eConsult service, Teledermatology and Teleophthalmology. Solution is delivered by Ontario Telemedicine Network. **Learn more here**.

Emergency Neuro Imaging Transfer System (ENITS)

ENITS is a secure web-based, zero-footprint, diagnostic quality enterprise viewer that provides access to specific emergent medical studies from 103 Ontario Hospital sites via CT, MRI and Ultrasound connected modalities, enabling a health care provider to determine the most appropriate treatment for patient's conditions. ENITS was implemented by the Ministry of Health and Long-Term Care. **Learn more here**.

eReferrals

This is a web-based tool that enables clinicians to request a referral for service from another care provider electronically. The eReferral standard will be updated based on the eConsult initiative which enables physicians to engage in a secured, electronic dialogue with specialists to manage patient care, without the need for a face-to-face visit. Currently, a solution, funded by the Ministry of Health and Long-Term Care is being delivered in south west Ontario by Waterloo Wellington Local Health Integration Network, with similar systems being considered for implementation in other parts of the region. **Learn more here**.

eVisit

eVisit is a telemedicine solution that uses videoconferencing and other electronic equipment and lets patients see their health care provider via secure video from the patient's local health centre, their computer at home, or on-the-go via tablet or smartphone. Solution is delivered by Ontario Telemedicine Network. **Learn more here**.

Health Report Manager (HRM)

Health Report Manager (HRM) is an Ontario-wide solution that delivers medical record and diagnostic imaging reports, from participating hospitals, specialty clinics, home and community care services, into clinicians' OntarioMD-certified electronic medical records (EMRs) efficiently and securely. Solution is delivered by OntarioMD. **Learn more here**.

- **eNotifications**
  An eNotification is a near real-time electronic message sent through HRM to primary care providers to notify them when their patients are discharged from the Emergency Department or are admitted or discharged from in-patient units. eNotifications appear in an EMR in the same manner as a medical record report sent through HRM. eNotifications are augmented with LHIN-HCC and Health Links information (where available) prior to being sent to an EMR. After receiving an eNotification, a discharge summary and/or other reports will subsequently be received from the hospital after the hospital has prepared the report(s) for electronic transmission. Solution is delivered by OntarioMD. **Learn more here**.

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Integrated Assessment Record (IAR)

The Integrated Assessment Record (IAR) is an electronic application that allows needs assessment information to move with the client from one health service provider to another, improving the quality and continuity of care across community and hospital settings. The IAR enables health care professionals to view timely client assessment information in a safe and accurate manner and eliminates the patient's need to repeatedly complete assessments when obtaining services. **Learn more here**.

MyChart™ Network Patient Portal

MyChart Network is a personal online health management and continuity of care record solution where patients can create and manage their own personal health information based on clinical and personal information. Participating hospitals' patients have access to MyChart and they can electronically grant access to family, caregivers, hospital clinicians, primary care physicians, LHIN-HCC, and pharmacists, etc. MyChart is accessible from anywhere at any time through the Internet and delivered by the MyChart Program at Sunnybrook Health Sciences Centre. **Learn more here**.

In SWO, data from ClinicalConnect's data-contributing organizations is being made available in MyChart, and MyChart is being deployed to patients registered at these hospitals. **Learn more here**.

Telehomecare

The Telehomecare program helps patients manage chronic health conditions — specifically chronic obstructive pulmonary disease (COPD) or congestive heart failure (CHF) — at home. Easy-to-use equipment that includes a blood pressure cuff, pulse oximeter and weight scale, enables a specially trained nurse to securely monitor the patient's vital signs daily at a distance. The nurse also provides health coaching by phone to help the patient learn about their chronic illness and to make the best choices to improve their health and live life to the fullest. Program is delivered by Ontario Telemedicine Network. **Learn more here**.

Telemedicine

Telemedicine uses telecommunications technology to provide clinical health care in Ontario at a distance. It helps improve access to medical services that often would not be available consistently in distant rural communities. Telemedicine can save lives in critical care and emergency situations. Program is delivered by Ontario Telemedicine Network. **Learn more here**.

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The following provides information about Ontario's health data repositories:

Regional Data Repositories

Southwestern Ontario Diagnostic Imaging Repository

The Southwestern Ontario Diagnostic Imaging Repository (SWO DI-r), through a shared archive of imaging studies, provides a participating organization the ability to access the DI longitudinal patient record. The Diagnostic Imaging Repository allows for the collection and storage of diagnostic images for radiologists, referring physicians and specialists across SWO providing instant access. Solution is delivered by Southwestern Ontario Diagnostic Imaging Network. **Learn more here**.

Provincial Data Repositories

Acute and community care clinical data repository

The acute and community care clinical data repository (acCDR) consolidates patient data across selected hospitals and all 14 LHIN-HCC services. **Learn more here**.

Diagnostic Imaging Common Service

The Diagnostic Imaging Common Service (DI Common Service) repository provides authorized health care providers access to diagnostic images and corresponding reports from hospitals and independent health facilities. **Learn more here**.

Digital Health Drug Repository

The Digital Health Drug Repository (DHDR) includes data and information from Ontario publicly funded drugs and pharmacy services including Ontario Drug Benefits (ODB), OHIP+, Narcotics Monitoring System (NMS). **Learn more here**.

Ontario laboratories information system

The Ontario laboratories information system (OLIS) provides authorized clinicians access to lab test orders and results from hospitals, community labs and public health labs. **Learn more here**.

eHealth Ontario's ONE ID Services

eHealth Ontario has a number of ONE products and services to provide continuous connectivity across Ontario's health care sector, linking authorized users. These services include **ONE Mail Direct**, **ONE MAIL partnered**, and **ONE Network**. **Learn more here**.

ONE ID Accounts

ONE ID accounts are part of the province's robust identity platform that includes a set of systems and processes for creating and managing digital identities and access to digital health services. A ONE ID account provides easy and secure access to digital health services such as ClinicalConnect and the Ontario Telemedicine Network Hub. Individuals registered with a ONE ID credential (login ID & password) are eligible to gain access to online digital health services offered by eHealth Ontario and other health solution providers. Solution is delivered by eHealth Ontario. **Learn more here**.

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