Access to TOH Information

Purpose: Educate how external organizations can access patient records from The Ottawa Hospital (TOH) and the other Atlas Alliance members via online portals

Audience: Health service providers who are not part of the Atlas Alliance, but need direct electronic access to personal health information from TOH

Atlas Alliance includes: The Ottawa Hospital, The Ottawa Hospital Academic Family Health Team, The University of Ottawa Heart Institute, Hawkesbury & District General Hospital, St. Francis Memorial Hospital, Renfrew Victoria Hospital, Kemptville District Hospital, Deep River and District Hospital, Winchester District Memorial Hospital, Sault St. Marie and District Group Health Association.

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As a community provider, how can I access information from The Ottawa Hospital (TOH)?
As of June 1, 2019, there are two different ways that you can access your patients' personal health information at TOH:

- You can register for one of eHealth Ontario's digital health services, like the ConnectingOntario ClinicalViewer. The ClinicalViewer will give you a broad overview of your patient's health information, regardless of where they received care in the province.
- You can encourage your patients to sign up for the new Atlas Alliance Epic MyChart. This is a secure online patient portal, which will include their personal health information from The Ottawa Hospital, and other partners in our health care network. After they sign up for MyChart, your patients can provide their information and documents directly to you. Patient can also provide with so called proxy access.

How do I get access to ConnectingOntario ClinicalViewer?
If your organization does not yet have access, you can request it directly from eHealth Ontario via the postal code lookup: https://www.ehealthontario.on.ca/en/for-healthcare-professionals/connectingontario

What TOH information is available within the Connecting Ontario ClinicalViewer?
Summary of information available in the ConnectingOntario ClinicalViewer from each of the regional hospitals, including TOH: https://ehealthontario.on.ca/connectingontario-data-summary/index.html

What should I do if the information I require on a regular basis is not available within the ConnectingOntario ClinicalViewer?
You can submit a request for direct access to our information through TOH Clinical Senior Leadership team or by contacting epicregionalagreements@toh.ca.

Your request must clearly answer the following questions:
- Why ConnectingOntario ClinicalViewer and access via patient MyChart are not meeting your needs?
- How the direct access will help mitigate patient care risk and provide benefits?
- Who (roles, how many) will require access?

What is the approval process to get direct access to TOH information?
Your organization must meet the access criteria and receive support of TOH senior leadership. In addition, the organization must complete and meet the requirements outlined in the agreement package: agreement, application, and privacy & security attestation.

Extenal request → Meets access criteria? → Leadership endorsement → Fully completed agreement, application and attestation → Final TOH approval

What is the access approval criteria?
Criteria for EpicCare Link access for the purposes of healthcare:
- Access to Atlas Alliance PHI is essential to provide or support healthcare
- The Atlas Alliance Member and the Sponsoring Organization provide ongoing, collaborative care to common patients
- There is a compelling clinical need for accessing PHI in Epic directly, other methods such as accessing PHI through ConnectingOntario are deemed not sufficient
- The organization is a health service provider in Canada
- The Sponsoring Organization is able to demonstrate compliance with the privacy and security obligations that the Members impose on it by completing a Privacy and Security Attestation
- The Sponsoring Organization signs the EpicCare Link Agreement

How can an individual get access?
Once an organization has completed the approval process, it can authorize individuals for access.

How does the approval process relate to community physicians, primary care and specialists?
Everyone with access to information from Epic is required to be covered by agreements. A solo physician, using their own Medical Professional Corporation or another legal entity, can request access similarly to other organizations and will be required to complete the same approval process.

What is EpicCare Link?

EpicCare Link is an online community portal to the information contained within the Atlas Alliance's hospital information system, called Epic. EpicCare Link provides registered users with secure view-only access to the electronic medical record information and test results.

What information is available within EpicCare Link?

EpicCare Link provides view-only access to the patient's full Atlas Alliance medical record, including lab results, diagnostic test results, hospitalization records, procedural information, discharge instructions, progress notes, medications, allergies, medical history and more.

Is there a fee for using EpicCare Link?

TOH provides EpicCare Link at no cost to the authorized users whose organization has signed applicable agreements to enable EpicCare Link access.

How much historical information is in EpicCare Link?

EpicCare Link contains information starting from 2015 and on. Health care providers must request access to older records from the applicable Atlas Alliance member's Health Records as required.

What kind of training is available for use of EpicCare Link?

EpicCare Link is easy to use! An *EpicCare Link Community User Quick Start Guide* will be provided to all approved sites to distribute to their authorized users.

Organizations with EpicCare Link access are also required to ensure their users have received appropriate privacy and security training prior to accessing EpicCare Link and annually thereafter. Atlas Alliance provides privacy and security training material that can be used to deliver this training or augment the organization's own annual privacy and security training.

How is individual access managed?

End-user access authorizations to EpicCare Link are managed directly within EpicCare Link by each organization who has signed agreements with TOH. Each organization must identify at least one EpicCare Link Site Administrator who will be responsible for the ongoing management of the user authorizations at their site.

What is an EpicCare Link Site Administrator?

Site Admin is a special user access role within EpicCare Link.

Individual who has been assigned this role by the organization will have access to "Manage My Clinic" features within EpicCare Link.

- They can request access for additional users and must manage the site's user list.
  - They must follow the local site's internal procedures to ensure that access is required for valid purposes, as per the parameters set within the agreement and agent terms and conditions.
  - They will be responsible for onboarding the users and ensuring that the user receives all the onboarding material, such as the login instructions, user guide, as well as privacy and security training.
- They must request access to be removed when access is no longer necessary for a user.
- They are responsible to audit the user list within the system every three months at minimum to confirm each user still requires access under the organization's authority.
- Periodically, they will be asked by the system to review the site's user list to confirm access is still required and appropriate for the users who currently have access under the authority of the site.
- They can reset user's password as required.
- They should be a resource (a 'super user') at your site to answer users' questions and should be familiar with the contents of the *EpicCare Link Community User Quick Start Guide* and *EpicCare Link MFA.*
- They can use the system without viewing patient health information if they do not require it.

Larger sites may benefit from assigning more than one individual as their EpicCare Link Site Admin (e.g. 2-3). It is critical that the individual assigned as a Site Admin has the appropriate knowledge about the requirements set forth with the agreement package and will be able to complete the required access management responsibilities.