

ONE® ID enrollment available through CPSO website for individual physicians

Frequently Asked Questions:

What is ONE® ID?

ONE ID is eHealth Ontario's digital identity and authentication system which allows health care professionals to securely access digital electronic health care services with a single user name and password.

How do I get a ONE ID Account?

As an individual physician (sole practitioner), you can register for a ONE ID credential and optional ONE Mail account within minutes on the CPSO website at <https://www.cpso.on.ca/Login.aspx>. Family health teams, groups or organizations should contact their [connecting South West Ontario \(cSWO\) Program](#) Change Management & Adoption Delivery Partner to register. The self-registration process requires completion of provincial agreements via a click through process. You may have previously signed these agreements if you have requested access to an eHealth Ontario provincial service in the past; acceptance of these agreements a second time is necessary to ensure compliance.

What are the benefits of using ONE ID credentials?

- ONE ID credentials is part of the provincial plan to access digital health assets. They can be enabled to access services such as ONE Mail & OTN hub, and will enable access to even more applications in the future
- Accessing these digital health services using ONE ID offers privacy and security safeguards, including two-factor authentication to help protect registrant information
- ONE ID Self-Management (<https://oneid.ehealthontario.ca>) enables online password recovery and maintenance of account information.
- Physicians that already have a ONE ID account do not need to re-register. Over 1,600 Ontario healthcare organizations have already implemented ONE ID and issued credentials to their physicians.

What if I already have a ONE ID credential?

If you already have an existing ONE ID credential, no further action is required at this point. Your cSWO Program [Change Management & Adoption Delivery Partner](#) can assist to ensure the credential is properly configured to access the digital health assets that will enhance your delivery of care, including the [Regional Clinical Viewer, ClinicalConnect™](#). If you cannot remember your ONE ID account/password, please contact the eHealth Ontario Service Centre at 1-866-250-1554.

Do the staff at my private practice need ONEID credentials as well to log-in to ClinicalConnect?

Yes, all staff at the private practice who will be accessing patient information will require a ONE ID to access ClinicalConnect. Refer to [Implementing ONE ID for Individual Physicians](#) for more information. Note: Other Agreements will be required to be signed when requesting registration for allied health care professionals and/or administrative staff.

I have an existing ClinicalConnect account that I use in my private practice, but want to use my new ONE ID credential to log into ClinicalConnect. What do I do?

Please contact the cSWO Change Management & Adoption Delivery Partner in your Local Health Integration Network (LHIN) listed below – they will ensure you have completed the necessary steps and help facilitate the transition.

ONE ID credentials cannot currently be used to log into the Access Governance System which is used by all ClinicalConnect Participant Organizations to request new, and manage existing ClinicalConnect accounts. Individual physicians will continue to use their existing username, provided by Hamilton Health Sciences, to access AGS to manage ClinicalConnect accounts for their staff, but use ONE ID credentials to access ClinicalConnect itself.

I am authorized to access ClinicalConnect under the authority of another Organization (i.e., at a hospital) that uses ClinicalConnect credentials – what credentials should I use to login?

Please continue to login using your ClinicalConnect credentials when you working under the authority of the other organization, and use your ONE ID credentials when you are accessing ClinicalConnect for patients of your private practice.

How do I request access to the Digital Health Drug Repository (DHDR)?

Once your credentials have been transitioned from ClinicalConnect to ONE ID credentials, your cSWO Change Management & Adoption Delivery Partner will walk you through the requirements in order for DHDR to be enabled.

Who do I contact for additional information, including how to apply for access to ClinicalConnect as an Individual Physician (sole practitioner) or training on how to use the clinical viewer?

Please contact your cSWO Change Management & Adoption Delivery Partner as listed below - they'd be happy to help you and your authorized staff's adoption and ongoing use of ClinicalConnect and other digital health solutions.

- LHIN 1: TransForm Shared Service Organization in Erie St. Clair cSWO@transformssso.ca
- LHIN 2: South West Region cSWO@sw.ccac-ont.ca
- LHIN 3: eHealth Centre of Excellence in Waterloo Wellington info@ehealthce.ca
- LHIN 4: HITS eHealth Office at Hamilton Health Sciences in Hamilton Niagara Haldimand Brant info@HITSeHealth.ca

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