

June 28, 2017

Important Updates to ClinicalConnect™

In an effort to align access to ClinicalConnect and related applications operated by Hamilton Health Sciences to other provincial digital health initiatives, updates were implemented on June 28, 2017 that affect the end user experience. Please take a moment to familiarize yourself with these updates:

1. New ‘Under Authority Of’ (UAO) Selector in ClinicalConnect

New functionality called an “Under Authority Of” (UAO) Selector has been added to ClinicalConnect. The purpose of the UAO Selector is to provide the ability for regulated health service providers who are authorized to access ClinicalConnect as Agents of more than one Participant to use one set of login credentials to access the portal, and once logged in, select which organization they are currently accessing patients’ Personal Health Information (PHI) on behalf of. In addition, these users can then toggle between organizations they are authorized by, without having to log out and log back in.

While it is not expected that any users will be presented with this new UAO Selector until after the July 5, 2017 Effective Date of ClinicalConnect’s new Participation Agreement, it is important to understand what this new functionality represents. Please [click here](#) to learn more about the new UAO Selector.

2. Landing page once logged out of ClinicalConnect

Again, in an effort to support eHealth Ontario’s Single Sign On standard, after clicking ‘Log Out’ of ClinicalConnect, all users will now be directed to a new landing page that in effect, completes the logout process. However, if the user had been accessing ClinicalConnect using ONE® ID credentials, from here they can also log out of all ONE ID federated services, not just ClinicalConnect (which too is a federated service).

This communication simply serves to create awareness for users of why they are being re-directed upon logout. The new logout landing page provides quick links to log back into the portal, and also to access other ClinicalConnect ancillary services, like the Access Governance System (AGS), Self-Service Password Manager (SSPM), as well as ClinicalConnect-related SharePoint sites for LRAs, Privacy Contacts and Sole Practitioners who do, or will, participate as Health Information Custodians unto themselves.

ClinicalConnect is the Regional Clinical Viewer for the cSWO Program, funded by eHealth Ontario. Hamilton Health Sciences is the Solution Provider deploying ClinicalConnect across the four South West Ontario Local Health Integration Networks. The cSWO Program is part of eHealth Ontario’s ConnectingOntario initiative which is enabling the Province to achieve an electronic health record solution for all Ontarians.

For more information about ClinicalConnect, please visit <http://info.clinicalconnect.ca>.

The eHealth Centre of Excellence is the Change Management and Adoption Delivery Partner (CM&A DP) for the Waterloo Wellington LHIN and is responsible for the deployment of cSWO Program services. Our role is to work with local health service providers to facilitate the business and technical adoption of cSWO EHR Program solutions and standards into the regular delivery of care. If you have questions, please contact us at:

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