Connecting Northern and Eastern Ontario (cNEO)

Working together to provide health care professionals --hospitals, primary care and community care-- with timely and secure access to patient electronic health records.

Welcome to the cNEO Clinical Viewer!

Fall 2014
Connecting Northern and Eastern Ontario (cNEO)

Welcome to the cNEO Clinical Viewer!
Since 2012, cNEO has been working closely with the Local Health Integration Networks, eHealth Ontario and health care providers from across northern and eastern Ontario to give clinicians secure and timely access to electronic patient health information.
Welcome to the cNEO Clinical Viewer

Agenda

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4. How can I get access to the cNEO Clinical Viewer?
5. Your cNEO Clinician Champion
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Welcome to the cNEO Clinical Viewer

1. What is cNEO?
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1. What is cNEO?

The Province of Ontario created the ‘Connecting’ programs.

cNEO is one of three province-wide eHealth programs (funded by eHealth Ontario*) that will deliver **provincial electronic health record services** to clinicians in Ontario:

1. Connecting Northern and Eastern Ontario (cNEO)
   - Led by The Ottawa Hospital

2. Connecting GTA (cGTA)
   - Led by University Health Network

3. Connecting South West Ontario (cSWO)
   - Led by London Health Sciences Centre

*eHealth Ontario is leading the integration of electronic health care systems across the province. Together with the Local Health Integration Networks (LHINs) and health service providers, eHealth Ontario is working to deliver integrated health care for Ontarians.*
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1. What is cNEO?

cNEO will address clinicians’ needs.

- cNEO will provide **you** with secure and timely access to your patient’s electronic health records — no matter where that patient received care in the province.

- This will be done by connecting health service providers through the integration of electronic health care systems.
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1. What is cNEO?

Clinicians can view their patient’s health information via a clinical viewer (portal) and through their electronic medical record (EMR).

✓ The clinical viewer will improve the efficiency of your information exchange!

1. cNEO clinical viewer (portal) - accessible through the Web (or via your hospital information system/point-of-service application if you are accessing information from a hospital setting); AND/OR

2. EMR (electronic medical record).
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1. What is cNEO?

Participants

✓ cNEO is working with the Local Health Integration Networks, eHealth Ontario and health stakeholders to share best practices and strategies for the success of the program.

✓ Three cNEO working groups (composed of health care representatives) meet to discuss clinical, technical, privacy and security approaches, experiences and solutions that will best suit the needs of you and your patients. Features of the clinical viewer are based on the outcomes of these discussions.
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2. What is cNEO Clinical Viewer today?
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2. What is cNEO Clinical Viewer today?

The **cNEO Clinical Viewer Delivery pilot project** is the first step to the program’s implementation of provincial electronic health record services.

The cNEO clinical viewer:

- Is a web-based service that you can use to access the **Ontario Laboratories Information System (OLIS) Repository**.
- Was established to meet the needs of clinicians.

During this pilot project, **we want to hear from you** so that improvements can be made to meet your needs!
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2. What is cNEO Clinical Viewer today?

- cNEO partnered with four health service provider sites (two hospitals and two community).
- cNEO has leveraged the work of The Ottawa Hospital to integrate access to provincial lab information through the cNEO clinical viewer.
- cNEO early adopters (that’s you!) will now have access to your patients’ health information (labs) from northern and eastern Ontario and provincially at just a “click” of a button.
- You will be able to save time and no longer have to deal with the administrative burden of locating the information that you need.

**Hospital Partner Sites**
1. Kingston General Hospital
2. Thunder Bay Regional Health Sciences Centre

**Community Partner Sites**
3. To be announced.
4. To be announced.
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2. What is cNEO Clinical Viewer today?

More than 1,000 health care providers are accessing provincial lab results from The Ottawa Hospital’s viewer.

“It’s reassuring for me as a type 1 diabetic that anywhere in the province I go, my health care team has access to my records with the click of a mouse. No more extra testing, no more frustrating, confusing processes that have to take place. Now there’s a central hub of a computer system that can be plugged into by the entire health care team.”

Steve Stresman
Patient

“The Ontario laboratories information system and eHealth Ontario have revolutionized my practice over the last year. And, in fact, I’m constantly learning new ways to use this system to my patients’ advantage.”

Dr. Greg Rose
Infectious disease consultant
The Ottawa Hospital

“Patients are going to notice that they are not having duplicate tests or being asked the same questions over and over again, and that their care providers are more confident about the care they are delivering because they have better information and are more comfortable with the decisions they are making.”

Dr. Glen Geiger
Chief medical information officer
The Ottawa Hospital

“I think everyone wants to see movement forward in reducing inefficiencies in clinic. Everyone wants to use their time wisely, both patients and providers.”

Dr. Erin Keely
Chief, endocrinology & metabolism
The Ottawa Hospital
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3. What does the cNEO Clinical Viewer look like?
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3. What does the cNEO Clinical Viewer look like?

The clinical viewer has been designed with features based on feedback from your clinician peers.

Using the clinical viewer, you will be able to:

- View patient information
- View summary (test requests) or details (test results)
- View PDF version of full laboratory report
- Select a date range
- Filter by one or more categories (e.g. microbiology)
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4. How can I get access to the cNEO Clinical Viewer?
Welcome to cNEO

4. How can I get access the cNEO Clinical Viewer?

It is easy to get connected!

1. Ask about access from your organization’s manager/supervisor.

2. Attend a training session and review the user guide.

3. Start using the cNEO Clinical Viewer to access patient laboratory results from across the province.
Online training is available 24/7 and can be accessed from anywhere with a Web browser and an Internet connection. You will find direct links to the cNEO training material (see: For Our Clinicians and Health Care Providers page) on the cNEO website at: www.cNEO.ca

- All users are required to take training to ensure that you are familiar with the province’s policies and procedures.

- Short tutorials will help you make the most of your cNEO Clinical Viewer experience!

- Important information about keeping your patients’ personal health information secure is included in the training material to ensure peace of mind for you and your patients.
Welcome to cNEO

4. How can I get access the cNEO Clinical Viewer?

There are three different options that you can use to access the clinical viewer:

From the Web, visit: www.cNEO.ca

“click” cNEO from your QuadraMed or Meditech System

From the Web, visit: www.eHealthOntario.ca

From the Web, visit: www.cNEO.ca
Welcome to the cNEO Clinical Viewer

5. Your cNEO Clinician Champion
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5. Your cNEO Clinician Champion

Ask your manager or supervisor about your organization’s cNEO Clinician Champion who will help you start using the cNEO clinical viewer.

Your cNEO Clinician Champion will:

- Lead local clinician adoption within your organization and your peer groups;
- Engage clinicians and secure your support;
- Feed your concerns back to the cNEO team;
- Create awareness within your organization about cNEO activities and share knowledge of the benefits of using the cNEO clinical viewer to gain access to OLIS; and
- Provide you with the answers to any questions you may have.
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6. The Future of cNEO
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6. The Future of cNEO

➤ We want to hear from you!

cNEO will continue to generate stakeholder engagement, feedback and support of cNEO throughout the cNEO Clinical Viewer Delivery pilot project and the broader implementation of the cNEO program.

- cNEO will incorporate your feedback to improve the clinical viewer to meet your specific needs.
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6. The Future of cNEO

- Continue to roll-out the provincial electronic health record service to the broader clinician community in northern and eastern Ontario;

- Provide secure and seamless electronic access for clinicians to the health information of an estimated 2.5 million patients in the Province of Ontario; and

- Provide clinicians with access to patient health information from across the continuum of care and at any point throughout northern and eastern Ontario and provincially.
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Questions?

Contact us at: 1-855-700-cNEO or cNEO@toh.on.ca
Visit: www.cNEO.ca
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Thank You!

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