QUESTIONS AND ANSWERS

1. What is Connecting Northern and Eastern Ontario (cNEO)?

Connecting Northern and Eastern Ontario (cNEO) is one of three ‘ConnectingOntario’ programs funded by eHealth Ontario that delivers provincial electronic health record services:

1. **Connecting Northern and Eastern Ontario (cNEO)** – Led by The Ottawa Hospital (program delivery partner), encompasses South East, Champlain, North East and North West;

2. **ConnectingGTA (cGTA)** – Led by the Sunnybrook Health Sciences Centre (implementation and adoption partner), encompasses Central, Central East, Central West, Mississauga-Halton, Toronto Central and North Simcoe Muskoka; and

3. **Connecting South West Ontario (cSWO)** – Led by London Health Sciences Centre (program delivery partner); encompasses Erie St. Clair, Hamilton Niagara Haldimand Brant, South West and Waterloo Wellington.

The ultimate goal of cNEO and the other ConnectingOntario programs is to be able to integrate electronic patient health records so that these records are easily accessible by clinicians through a clinical viewer.

2. What is the cNEO program implementing?

The cNEO program is implementing electronic health record (EHR) services for an estimated 18,000+ clinicians across northern and eastern Ontario. Clinicians (physicians, nurse practitioners and clinical/administrative staff) from hospital, primary and/or community care will be able to access their patients’ electronic health information, such as lab reports, diagnostic imaging reports, and discharge summaries, in a seamless manner using the **ConnectingOntario viewer**.

As per clinicians’ recommendations, there will be only one requirement to sign-in and gain access to the ConnectingOntario viewer, which will enable clinicians to get the right information at the right time, when they need it most.

3. How will a clinician access patient health information using the ConnectingOntario viewer?

A clinician will be able to access patient health information using the ConnectingOntario viewer depending on the clinician’s care setting.

- **Hospital-based care:**
  - Single sign-on to the ConnectingOntario viewer via the hospital information system

- **Primary-based care:**
  - ConnectingOntario viewer via an Internet browser using ONE® ID (web access)

- **Community-based care:**
  - ConnectingOntario viewer via an Internet browser using ONE® ID (web access)

- **Community Care Access Centre (CCAC):**
  - Single sign-on to the ConnectingOntario viewer via the Client Health and Related Information System (CHRIS)

NOTE: The ConnectingOntario viewer is complementary to a clinician’s current clinical system for accessing and/or receiving patients’ health information. Physicians enrolled with Hospital Report Manager (HRM) from a provincially-certified electronic medical record (EMR) system receive patients’ health information directly into their EMR; patient health information that is linked to their College of Physicians and Surgeons of Ontario (CPSO) number. Physicians enrolled with the Ontario Laboratories Information System (OLIS) from a provincially-certified EMR can access laboratory and pathology reports from within their EMR as a single sign-on capability.
4. **What kind of patient health information will be available to clinicians via the ConnectingOntario viewer or EMR?**

   Patient health information will include one or more of the following priority information:
   - **Patient Demographics**
   - **Laboratory Results**
   - **Community Care Access Centre Reports**
   - **Hospital Documents**
     - Discharge summaries
     - Emergency department reports
     - Diagnostic imaging (DI) reports
     - Specialty diagnostic lab
     - Visits and encounter details
     - Allergy information
   - Assessment and outcomes
   - Infection control information
   - Consent directive and override rules
   - Medications and drug profile (targeted for 2017/18)
   - Diagnostic images (DI-Common Services) (targeted for 2017/18)

   **PLUS, more information in the future!**

5. **Will clinician access to the ConnectingOntario viewer be secure?**

   All health care organizations participating in eHealth Ontario's ConnectingOntario programs have an obligation to safeguard and protect personal health information under the province of Ontario's health privacy law (Personal Health Information Privacy Act, 2004) and other applicable laws.

6. **Will primary/community-based clinicians be able to share their patients' health information with other clinicians?**

   In the **short-term**, hospitals and community care access centres will be contributing their patients' health information so that primary/community-based clinicians can view this information from the ConnectingOntario viewer.

   In the **long-term**, the goal is that all health care organizations (i.e. hospitals, primary and community-based clinicians) in northern and eastern Ontario are contributing their patients' health information so that all clinicians can view this information.

7. **Will there be training available to clinicians participating in the cNEO program?**

   Yes, cNEO is currently working with eHealth Ontario and regional service delivery partners to ensure that there is training support available to clinicians locally and online.

8. **Who is represented on the cNEO program?**

   To ensure cNEO’s success, the cNEO Steering Committee (comprised of health executives, clinicians and representatives) and the cNEO Executive Oversight Committee (comprised of health chief executive officers) provide direction. cNEO also has two working groups: 1. cNEO Clinical Working Group, and 2. cNEO Privacy & Security Working Group. Together, these groups share experiences, best practices and strategies that contribute to the advancement of the cNEO program.

9. **What is the cNEO Clinical Viewer Delivery pilot project?**

   The cNEO Clinical Viewer Delivery (CVD) pilot project is a first step to the implementation of cNEO. The CVD pilot project provides a sample group of clinicians with access to patients’ laboratory results through the use of the cNEO clinical viewer. The viewer went ‘live’ in July 2015. More than 400 clinicians now have access to their patients’ laboratory results using the cNEO clinical viewer. Clinicians are only required to sign-in only one time during the session (i.e. single sign-on feature) to access the clinical information that they are seeking.

10. **Who do I contact to participate in cNEO or get more information?**

    For more information or to participate as a cNEO partner site and/or clinician adopter, please contact cNEO: (toll free) **1-855-700-cNEO** (2636) or email: cNEO@toh.on.ca. Visit: [www.cNEO.ca](http://www.cNEO.ca).