

Ontario Health (OTN) offers three Directories. All three are managed using OTNhub. Each one serves a different audience.

Find out more from these frequently asked questions.

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[OTNhub Directory](#)

Serves health care professionals who are Ontario Health (OTN) members.
See [page 2](#).

[Non-member Health Services Directory](#)

Serves health care professionals who are not yet Ontario Health (OTN) members.
See [page 6](#)

[Provincial \(public\) Health Services Directory](#)

Serves the general public looking for a

- Family Health Organization (FHO)
- Family Health Network (FHN)
- Patient Access Network (PAN) site that hosts patients for eVisit appointments.

See [page 6](#)

OTNhub Directory

1. What is Ontario Health (OTN) and the OTNhub Directory?

[OTN](#) is part of [Ontario Health](#), a government agency responsible for ensuring Ontarians continue to receive high-quality health care services where and when they need them.

Ontario Health (OTN) brings virtual care innovation to the health care system to support patients and providers across Ontario. The OTNhub Directory is an online resource for health care providers.

2. What are the benefits of using the OTNhub Directory?

For primary care providers, the OTNhub Directory can help ensure they fully understand the clinical scope of a specialist practice and therefore avoid potentially misdirected referrals and delayed access to care (which can result when accessing out-of-date or incomplete information).

For specialists, by publishing in the OTNhub Directory and sharing their referral criteria they are likely to get more appropriate patient referrals. That is, referrals will be within their areas of expertise and include the necessary information needed to process the patient referral.

Understanding Non-Member vs. Member Access

3. What is the difference between the non-member Health Services Directory and the OTNhub Directory?

The non-member Health Services Directory has a limited set of features.

Members can access the OTNhub Directory, which has a full set of features and content.

Directory Feature	Non-members	Members
Search for Community Services in the Central Toronto area.	✓	✓
Search for Specialists offering in-office referrals in the Central Toronto area.	✓	✓
Search for Specialists offering Videoconference referrals and eConsult advice throughout Ontario.	--	✓
Search for Specialty Groups, BASE Managed Specialty Groups, and Programs offering Videoconference referrals and eConsult advice throughout Ontario.	--	✓
Search for Telemedicine Sites in Ontario. (That is, health care facilities that will host patients for videoconferencing-based clinical appointments.)	--	✓
Use a set of basic filters to narrow the list of matching specialists.	✓	✓
Use an expanded set of filters (that includes virtual care services) to narrow the list of matching specialists, groups, and sites that host eVisit events.	--	✓
View contact information and specialty qualifications for specialists and if searching via an address, see a map of their location.,	✓	✓
View the full profile of specialists and specialty groups, including wait times, clinical areas of interest, referral instructions, and clinical protocols.	--	✓
Access other OTNhub services such as eConsult and eVisit (Videoconference) .	--	✓



4. Why are there limitations on what a non-member can do and what they can see?

Some content in the OTNhub Directory is available only to members because of privacy concerns and user agreements.

Becoming an Ontario Health (OTN) Member



5. What services do I get when signing up for the OTNhub?

With OTNhub membership, you get full access to OTNhub Directory as well as other virtual care services such as:

- [eVisit Videoconference](#) : Arrange real-time video visits with patients and peers. And choose the method that's best for you—Windows/Mac, mobile, or Room-based.
- [eConsult](#) : Through a private and secure web portal, requesting providers can ask a specialist a clinical question about their patient and receive advice quickly and securely.

6. Are there fees for signing up for the OTNhub and how much would they be?

OTNhub services have different fee structures depending on your role and your organization.

See the [Ontario Health \(OTN\) Sign-Up Information](#)  for more details. The OTNhub can be accessed with [ONE ID](#)  credentials. If you don't have a ONE ID yet, you will be provisioned with one when you sign up.

Directory Features for Specialist Health Care Professionals

7. How will this help me as a specialist?


By sharing your referral criteria, you are more likely to get appropriate patient referrals from the primary care providers. Referrals will be within your areas of expertise and include the necessary information you need to process the patient referral.



8. Why am I being asked to provide my referral preferences?

The request to collect your clinical referral preferences helps ensure the referrals you receive from primary care providers are more clinically relevant to your scope of practice.

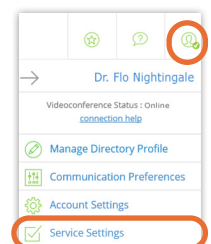
This information goes beyond what specialists provide to the College of Physicians and Surgeons of Ontario (CPSO). It includes items such as patient eligibility criteria, accepting new patients, areas of clinical interest, wait times, and referral instructions, to ensure primary care providers clearly understand the specialist's referral criteria.

9. Can I update my own information on the OTNhub Directory?

Yes, you can update your own profile information by logging into the OTNhub, clicking on the **User Panel** link  in the top right banner and selecting **Manage Directory Profile**.

For more information on how to update a Directory profile, refer to [Managing a Person's Directory Profile](#)  or [Managing a Site's Directory Profile](#) .

Other OTNhub users can [suggest an update](#)  for your profile, which you can accept or reject.



Searching via the Directory

10. What different types of health services and resources can I search for using the OTNhub Directory?

The OTNhub Directory provides easy access to specialists, groups, programs, community services, and sites that host eVisit events in Ontario – search via person, site, service name, specialty, or location.

A Directory profile contains detailed information about practitioners and organizations and how to best access their services. The Directory contains the following people and places.

- **Telemedicine Sites:** Use this search to find sites in a specific area or located near a desired address that hosts patients for eVisit events. You enter an address and optionally a couple of filters. The Directory returns an OTNhub Site Finder map and a list of the sites near that location. Or enter a site name or number and the Directory returns a list of matching sites.
- **Specialists:** Use this search to create a list of health care providers or groups in Ontario that accept videoconference referrals or eConsult requests. You enter a specialty (with an option for location) or a specialist/group/program name. The Directory returns a list of matching health care providers, groups, programs or BASE Managed Specialty Groups. For office visits, you can search for physicians in the Toronto area that accept in-office referrals.
- **Community Services:** *Pilot* Use this search to create a list of non-telemedicine, health-related services in the **Toronto Central area** of Ontario Health's [Home and Community Care Support Services](#). You select a category and keyword(s) and/or a patient address. The Directory returns a list of matching non telemedicine community-based services.

11. What searches are available to users via the non-member Health Services Directory?

You can search for non-telemedicine community services or specialists in the Central Toronto region who accept patients for an in-person consultation without having to log-in.

12. What searches are only available to users after logging into the OTNhub Directory?

After logging into the OTNhub Directory, you can search for specialists offering eConsult advice or offering eVisit services that are Direct-to-Patient (through OTNinvite) or Hosted (in a health care setting).

For a comparison of search features, see [Understanding Non-Member vs. Member Access](#) on page 2.

Viewing Profiles via the Directory

13. What is the difference between profiles viewed via the non-member Health Services Directory and the OTNhub Directory?

Non-members accessing the Health Services Directory see a limited view.

Members accessing the OTNhub Directory see a full set of features and content.

Profile Feature	Non-members	Members
Actions		
View a Google map of the person's location	✓	✓
Print the profile	✓	✓
Add the person to your OTNhub Favourites list	--	✓
If the person is registered for eVisit (Videoconference), start or schedule a videoconference call with them	--	✓
If the person is registered for eConsult, create and send an eConsult request to them	--	✓
In-Office Services		
Name and CPSO information	✓	✓
Office location(s) and contact information	✓	✓
Self-declared sub-specialties	✓	✓
Areas of clinical interest	--	✓
Average wait time	--	✓
Clinical Protocols and forms	--	✓
Virtual Care Services – eVisit (Videoconference) Referrals		
Practice address and telemedicine contact information	--	✓
Average wait time	--	✓
Patient eligibility, scheduling instructions, clinical protocols and forms, etc.	--	✓
Patient site requirements (e.g., medical peripherals)	--	✓
Virtual Care Services – eConsult Advice		
Patient eligibility and conditions	--	✓
Associated groups	--	✓

Non-member Health Services Directory

The non-member Health Services Directory is sponsored by [Toronto Central branch of Home and Community Care Support Services](#), which has joined with Ontario Health (OTN), [University Health Network \(UHN\)](#), [eHealth Ontario](#), and [thehealthline.ca Information Network](#) to enhance the OTNhub Directory to support the region's health service providers.

The goal of this initiative is to ensure primary care providers fully understand the clinical scope of a specialist practice and potentially avoid misdirected referrals and delayed access to care that can often result when access to up-to-date and complete information is a challenge.

For a review of what is and is not available, see the tables:

- [Comparing OTNhub and Non-member Directory search features](#) on page 2.
- [Comparing OTNhub and Non-member Directory profile features](#) on page 5.

Provincial (public) Health Services Directory

This Health Services Directory serves the general public. See the [Health Services Directory FAQ](#).

The directory contains information about two types of health care organizations.

Ontario physicians and their clinics who provide services under the practice model of a "Family Health Organization (FHO)" or "Family Health Network (FHN)".

- Using this directory, the general public can find addresses and opening hours for these doctors and their clinics.
- The content for this directory is created and managed via OTNhub. For more information, refer to the "FHO/FHN Profiles" section on [OTNhub Directory Help](#).

Telemedicine (host) sites that provide the location and equipment for video visits, intended for patients who do not have the needed equipment at home.

- Using this directory, the general public can find location information and generate an email to the site requesting an appointment.
- The content for this directory is created and managed via OTNhub. For more information, refer to [Publishing a PAN \(Host\) Site to the Health Services Directory](#).