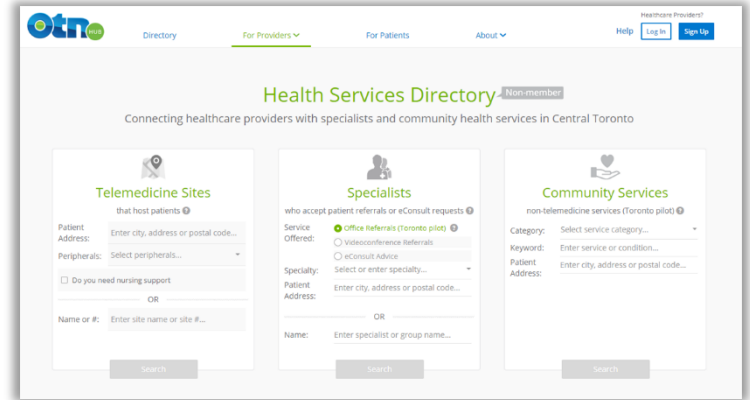


Frequently Asked Questions (FAQ)

Find the answers to some of the most frequently asked questions about the OTNhub Directory and the Health Services Directory initiative.

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Health Services Directory
(a pre-login, limited version of the OTNhub Directory)

About the OTNhub Directory

1. What is the *Health Services Directory* initiative?

The **Health Services Directory** initiative is sponsored by [Toronto Central LHIN \(TC LHIN\)](#). TC LHIN has partnered with 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.

2. What is OTN and the OTNhub Directory?

[OTN](#) is an independent, not-for-profit organization, funded by the Government of Ontario. OTN brings virtual care innovation to the healthcare system to support patients and providers across Ontario. **OTNhub Directory** is OTN’s online community for healthcare providers.

3. 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and therefore avoid potentially misdirected referrals and delayed access to care (which can result when accessing out-of-date or incomplete information).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

4. What is the difference between the pre-login *Health Services Directory* and the post-login *OTNhub Directory*?

Non-members have access to the Health Services Directory, which has a limited set of features. Members can access the OTNhub Directory, which has a full set of features and content.

| Directory Features | 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, healthcare 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) . | — | ✓ |

5. 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.

For more information about the OTNhub Directory, visit otnhub.ca/directory.

For detailed instructions about using the member-accessed OTNhub Directory, visit [OTN Directory Help](#).

Becoming an OTN Member

6. 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 [eConsult](#) and [eVisit \(Videoconference\)](#) that you can use to deliver health care to your patients.

7. 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 [OTN's 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.

8. Can I bill OHIP if I use an OTNhub service to see patients via eVisit?

Patient care through eVisit is funded by the Ministry of Health. Physicians submit their bills for eVisit consultations directly to OHIP and eConsult consultations are paid through the eConsult Center of Excellence. There is no cost to patients for virtual health care services – information on [OHIP billing can be found here](#).

For specialists...

9. 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.

10. 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 and/or existing patients, areas of clinical interest, wait times, referral instructions etc. to ensure primary care providers clearly understand the specialist's referral criteria.

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

Yes, you can update your own profile information by logging into the OTNhub using your [ONE ID](#) credentials. If you do not have an OTNhub account, you can obtain one by [signing up](#). You can also assign a delegate to update information on your behalf. Refer to [Directory – Editing a Profile Guide](#) for more information on how to update your Directory profile after becoming an OTNhub member.

Searching via the Directory

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

The OTN 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 OTN 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 healthcare 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 healthcare 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 LHIN 7 area. You select a category and keyword(s) and/or a patient address. The Directory returns a list of matching non-telemedicine community-based services.

13. What searches are available to users without having to login?

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.

14. What searches are only available to users after logging into the 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 more information about the Directory, visit otnhub.ca/directory.

For detailed instructions about using the member-accessed Directory, visit [OTN Directory Help](#).

Viewing Profiles via the Directory

15. What is the difference between profiles viewed via the pre-login Health Services Directory and the post-login 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 Information & Actions | 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 | — | ✓ |

16. What else I can do after I login to OTNhub?

When logged in to the OTNhub, you have access to several services. For example, in addition to the OTNhub Directory, there are the following services:

- [eVisit Videoconference](#): Arrange real-time video visits with patients and peers. And choose the method that's best for you—PC/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.