

An OTNhub Directory profile contains demographic and contact information as well as details about the available virtual health care services.

Profile Types

The Directory includes several profile types, both those who offer virtual care services and those who do not.

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People

Health care professionals and allied health professionals in Ontario. For example:

- Specialists and referring physicians who offer virtual health care services, which includes videoconference referrals and eConsult advice.
- CPSO-registered physicians in the Toronto area (with or without virtual health care services—pilot program).

See [Telemedicine Services Person Profile](#) on page 4 and [Non-telemedicine Person Profile](#) on page 5.



Telemedicine Sites

Many organizations in smaller communities across Ontario have agreed to host patients in their eVisit studios, so that patients can get care closer to home.

These video visit host sites are supported by telemedicine nurses and many have medical devices like a digital stethoscope or otoscope to assist in physical examination.

See [Viewing a Site's Profile Details](#) on page 7.



Program

A program is a structured form of clinical interaction within a health care environment, which has:

- Specific goals and is evaluated against those objectives on a regular basis.
- Defined guidelines and criteria for referrals, cases, and patient eligibility.
- The staff have well-defined and clearly differentiated roles and responsibilities.

There are four broad types of program:

- Ministry created Regional Programs and their Sub-divisions
- Hospital or Health care Organization led Programs
- Voluntary groups of like skilled professionals who offer similar types of professional services
- Community Service Programs

See [Viewing a Group or Program's Profile Details](#) on page 8.

Continued next page...

For further assistance and technical support, contact OTN Technical Support

Phone: 1-855-654-0888 **Email:** techsupport@otn.ca



Groups

A group is made up of specialists who share an eConsult 'assigner'. This assigner manages consultation requests—receiving eConsult cases and distributing them to specific specialists within the group.

See [Viewing a Group or Program's Profile Details](#) on page 8.



BASE Managed Specialty Group

A BASE Managed Specialty Group is made up of a group of consultants within a defined provincial region who respond to eConsult cases for a given specialty or sub-specialty. These consultants have received privileges for completing eConsult cases.

When a requesting provider creates a BASE Managed Specialty Group request, they identify a therapeutic area of care (specialty and sub-specialty option). Based on this selection, eConsult automatically provides a specialty group within the **Region** nearest to the requestor's address (that is, the address as published in the OTNhub Directory).

The group has an eConsult 'assigner'. This assigner manages consultation requests—receiving eConsult cases and distributing them to specific specialists within the group.

See [Viewing a BASE Managed Specialty Group Profile Details](#) on page 9.



Community Services

Non-telemedicine programs and services located in Toronto Central LHIN - 7.

See [Viewing a Community Service's Profile Details](#) on page 10.

Accessing Profile Details

You can access a profile details page in one of two ways:

- [Search the directory for a profile type](#) (e.g., person, site, group etc.), locate them in the results list and click the name.
Or
- Perform a [site finder search](#) and locate the desired site:
 - On the results map, click the site pin (to view the site popup)
 - Or
 - In the results list, click the site name.

To return to the search results list while viewing the profile details, use your browser's Back function.

- For your own profile or a profile for which you have administrative rights, an **Edit** button appears on the page and you can [update the profile](#).
- If no Edit button appears, you can [suggest an update](#).
- You can manage clinical protocols and forms.

The following profile types are described in this document:

- [Person profile](#) (page 4)
- [Site profile](#) (page 7)
- [Group/Program profile](#) (page 8)
- [BASE Managed Specialty Group profile](#) (page 9)
- [Community service profile](#) (page 10)

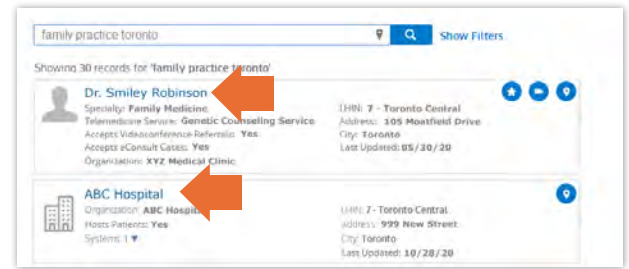


Figure 1: Access profile details from search results

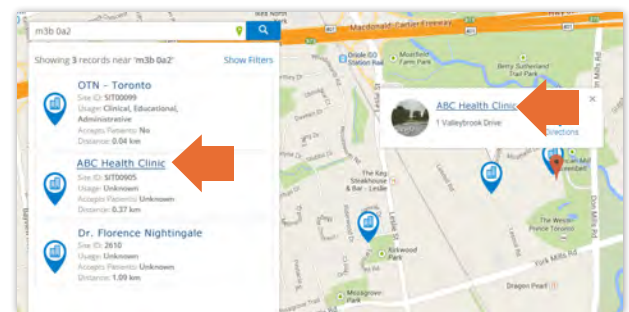


Figure 2: Access profile details from site finder results

Viewing a Person's Profile Details

The details displayed in a person's profile depend on the information Ontario Health (OTN) has available and whether they supplied additional details for publication in the Directory.

If the person is a physician registered with the [The College of Physicians and Surgeons of Ontario \(CPSO\)](#), their profile includes their specialty, license effective date, and the languages they offer.

To get directions to a person's location, click the map in the left navigation panel or the address underneath the map.

If you have administrative permissions for the profile (usually the profile owner or their delegate):

- An **Edit** button and a **View suggested updates** link appear at the top of the screen and you can [update the profile](#) or manage updates suggested by other Directory users.
- **Clinical protocols** appear as links and you can add, edit or delete the files/links. (See [Updating a Profile](#).)

Telemedicine Services Person Profile

People who offer virtual health care services via OTNhub. Their profiles include information about their Videoconference and eConsult services.

[Suggest an update](#)

Profile type indicator

[View a Google map](#) of the person's location (click map or address)

Telemedicine services information

Action Buttons

- [Add the contact to your favourites list](#)
- [Start a videoconference call](#) with the person
- [Create and send an eConsult request](#) to the person
- Print a copy of the profile

Clinical Protocols can include links and attached files.

Figure 3: Telemedicine person profile details (with no administrative permissions)

Non-telemedicine Person Profile

Note: Non-telemedicine profiles are part of a pilot project.

Non-telemedicine profiles currently include only those who:

- Are registered with the CPSO, and
- Have practices within the Toronto Central LHIN 7.

Profile type indicator

Action Buttons

- [Add the contact to your favourites list](#)
- [Print a copy of the profile](#)

View a Google map of the person's location (click map or address)

In-office services information

Dr. Gerbux Pauling

Internal Medicine
 CPSO License Effective Since: July 1, 1993 (26 years)
 Gender: Male
 Languages: ENGLISH
 LHIN: 7 - Toronto Central

Office Referrals
 Average wait time: 1-2 Weeks

IN-OFFICE SERVICES

Self-declared Subspecialties: Nephrology (Internal Medicine)
 Areas of Clinical Interest: Nephrology

Office Referrals (Dr. Pauling sees patients via office visits)

Primary Practice For Office Referrals

| | |
|-------------------------------|---|
| Organization: | Organization #100 |
| Practice Address: | Room 388, 100 Mowatfield, Toronto, Ontario M4G3J8 |
| Accept Office Referrals: | Yes |
| Average Wait Time: | 1-2 Weeks |
| Accommodate Urgent Cases: | Urgent cases will be seen in 5 days |
| Urgent Cases Note: | Both initial and Follow-up |
| Accepted Types: | Only see patients above 16 years of age |
| Patient Eligibility: | Toronto |
| Other Conditions: | Tuesdays and Thursdays |
| Availability: | Please check the referral form for details |
| Referral Process: | |
| Clinical Protocols and Forms: | |
| Office Contact: | 416555-4755 Ext |
| Phone: | |
| Fax: | |
| Parking: | Parking space available in the front lot |

Secondary Practice For Office Referral

| | |
|---------------------------|---|
| Organization: | Michaels |
| Practice Address: | 1033 Dundas Street East, London, Ontario N5Y2B7 |
| Accept Office Referrals: | No |
| Average Wait Time: | |
| Accommodate Urgent Cases: | |
| Urgent Cases Note: | |
| Accepted Types: | |

Figure 4: Non-telemedicine person profile details

Telemedicine and In-Office Services Person Profile

Note: In-office profile information is part of a pilot project.

People who offer both in-office referrals and virtual health care services, currently include only:

- Those registered with the CPSO, and
- Have a practice within the Toronto Central LHIN 7, and
- Have signed up for OTNhub services.

Suggest an update

Profile type indicator

View a Google map of the person's location (click map or address)

Action Buttons

- [Add the contact to your favourites list](#)
- [Start a videoconference call](#) with the person
- [Create and send an eConsult request](#) to the person
- Print a copy of the profile

In-office services information

Telemedicine services
(Click [Show Details](#) to see full information about the services.)

Dr. John Smith
 CPSO Specialty: Cardiology
 CPSO License Effective Date: March 4, 1982 (35 years)
 Gender: Male
 Languages: English (Can get interpreter if sufficient notice)
 Clinic: 7 - Toronto Central
 Email: john.smith.ca
 Website: www.finchleisure.ca

Services offered:
 Office Referrals: Average wait time: 3-8 weeks
 Videoconference Referrals: Average wait time: 3-8 weeks
 eConsult Advice

IN-OFFICE SERVICES
 Self-declared Subspecialties: Cardiology
 Areas of Clinical Interest: Heart failure, echocardiogram, transoesophageal echocardiogram (TEE). Accept mostly adults; young patients accepted as long as there is someone to give history for patient.

Office Referrals (Dr. Smith sees patients via office visits) [Show Details](#)

Primary Practice for Office Referrals
 Organization: Finch Leslie Medical Clinic
 Practice Address: Suite 308, 4800 Leslie Street, North York, ON, M2J 2K5
 Accept Office Referrals: Yes
 Average Wait Time: 6-8 weeks
 Accommodate Urgent Cases: Yes (urgent cases will be seen in 1-2 weeks)
 Accepted Types: Both Initial and Follow-up
 Patient Eligibility: Age 16 and over
 Only Accepted from Regions: All of Ontario
 Other Conditions: Patient must have family doctor or primary care provider.
 Availability: Wed 1-5 pm
 Referral Process: Dr. Brown will triage the referrals and notify the primary care office within 7 days. We will contact the patients about the appointment date and time directly. arrive 15 min early for appointments, lab work to be done prior to appointments. The attached referral form is mandatory.
 Clinical Protocols and Forms: Referral form
 Web site with clinic information:

TELEMEDICINE SERVICES
 Telemedicine Service: Endocrinology and Metabolism, Cardiology
 Telemedicine Service Details: Diabetes mellitus, cholesterol and statin myopathy. [Show Details](#)
 Videoconference Referrals (Dr. Smith sees patients via videoconference) [Show Details](#)
 eConsult Advice (Dr. Smith answers clinical questions online via eConsult) [Show Details](#)

ABOUT
 Practising Since: 1973
 Affiliations: None
 Professional Memberships: Medical Psychotherapy Association Canada
 Medical School: University of Manchester, England
 Graduate School: Queen's University, Kingston, Ontario
 Internship: Rochester, England
 Residency: Manchester, England; Kingston, Ontario; Ottawa, Ontario; St. John's Newfoundland
 Fellowships: Certified Medical Psychotherapist, Anesthesiology
 Publications: Medical Psychotherapy Review; Pain Practice; Canadian Academy of Psychiatry and the Law

Figure 5: Telemedicine and in-office person profile details

Viewing a Site's Profile Details

The details displayed in a site's profile depend on the information Ontario Health (OTN) has available and whether the site's Directory administrator supplied additional details for publication in the Directory.

To open a Google map of the site's location, click the map in the left navigation panel or the address underneath the map.

To view system details, click the **Systems** link in the left navigation panel.

To email a system contact or telemedicine contact, click the linked email address.

If you have administrative permissions for the profile:

- An **Edit** button appears at the top of the screen and you can [update the profile](#).
- **Clinical protocols** appear as links and you can add, edit or delete the files/links. (See [Updating a Profile](#).)

Suggest an update

Print a copy of the profile.

Links to sections within the profile details page.

View a Google map of the site's location (click map or address).

Clinical Protocols can include links and attached files.

If the system offers nursing support, a nursing icon appears in the system's top banner.

Action Buttons

- Add the system to your favourites list**.
- Start a videoconference call** with the system.

System Telemedicine Contacts

- Listed in **Priority** order
- **Email addresses** are active links to launch your default email client

Figure 6: Site profile details

Viewing a Group or Program's Profile Details

The details displayed in the profile are supplied by the group's administrator when they [created the group/program](#).

If you have administrative permissions for the group/program:

- An **Edit** button appears at the top of the screen and you can [update the profile](#).
- **Clinical protocols** appear as links and you can add, edit or delete the files/links. (See [Updating a Profile](#)).

If the group/program accepts cases only from specific requesting providers and if you are not one of those requesting providers, an [Apply for permission to send cases](#) button appears. When you click the **Apply...** button, the following occurs:

- OTNhub sends an email to the group's administrator on your behalf, requesting that they add you to their list of allowed requesting providers. (The group administrator contact information appears in the panel on the left, underneath the profile picture.)
- A success message briefly appears on your OTNhub Directory screen.

The screenshot shows a group/program profile page. On the left, there is a profile picture and administrator contact information. The main content area includes a group title, highlights, overview, and telemedicine details. On the right, there are three action buttons: a star icon for adding to favorites, a speech bubble icon for creating and sending an eConsult request, and a printer icon for printing the profile. Annotations with arrows point to these elements: 'Profile type indicator' points to the profile picture; 'Group administrator contact information' points to the administrator's name and email; 'Clinical Protocols can include links and attached files' points to the 'Clinical Protocols and Forms' section; 'Action Buttons' points to the three icons at the top right; and 'Details about the available telemedicine programs' points to the 'TELEMEDICINE' section, specifically the 'Apply for permission to send cases' button.

Figure 7: Group/program profile details

Viewing a BASE Managed Specialty Group Profile Details

The details displayed in the profile are supplied by the group's administrator when they created the BASE Managed Specialty Group.

If you have administrative permissions for the BASE Managed Specialty Group:

- An **Edit** button appears at the top of the screen and you can [update the profile](#).
- **Clinical protocols** appear as links and you can add, edit or delete the files/links. (See [Updating a Profile](#).)

The screenshot shows the profile for 'ABC BASE Managed Specialty Group'. The page layout includes a header with the group name and three action buttons (star, speech bubble, printer) circled in orange. Below the header is a 'Profile type indicator' showing three people icons and a 'BASE' logo. To the left, 'Group administrator contact information' is listed: Danny Delta, 905 718 4242, ddd@abc.org. The main content area is titled 'OVERVIEW' and contains sections for 'Specialty' (Surgery, ABC Surgeons), 'Description' (General surgeons and specialized surgery professionals...), 'Indigenous Services' (No), 'French Language Services' (No), 'The Team' (Dr. Anu Alpha, Dr. Bermo Beta, Dr. Dieter Delta), 'Participating Sites', 'TELEMEDICINE' (eConsult cases checked), 'Group Conditions: None', 'Specialists' (Dr. Beemo Beta, Cardiology), and 'Clinical Protocols and Forms' (Referral request form for ABC Managed Specialty Group). A large orange bracket on the right side of the main content area is labeled 'Details about the group and the people in it'. On the left, an arrow points to the 'Clinical Protocols' section with the text 'Clinical Protocols can include links and attached files'. On the right, a legend titled 'Action Buttons' lists: a star icon for 'Add the group to your favourites list', a speech bubble icon for 'Create and send an eConsult request to the group', and a printer icon for 'Print a copy of the profile'.

Figure 8: BASE Managed Specialty Group profile details

Viewing a Community Service's Profile Details

Note: Community services is a pilot project and search results include only non-telemedicine health care services located in the Toronto Central LHIN.

To get directions to a community service's location, click the map in the left navigation panel or the address underneath the map.

You cannot edit this information. If you would like to suggest a change to the profile information, click the **Suggest an Edit** link at the top of the profile panel. This link opens a new tab/window with the [Toronto Central Healthline](#) update service web page.

The screenshot shows a profile page for 'XYZ Community Service'. At the top left is a profile type indicator (a heart over a hand icon). Below it is a Google map showing the service location at 123 Bathurst St., Toronto, ON, M8M 8M8. To the right of the map is a list of contact information: 416-555-1234, 416-555-1233, info@xyzcommunity.ca, and www.xyzcommunity.ca. The main content area is titled 'XYZ Community Service' and includes a 'Suggest an Edit' link at the top right. Below this are sections for 'SERVICES', 'OFFICE CONTACT', and 'RELATED'. The 'SERVICES' section lists 'Greater Toronto Area' and a description of the program. The 'OFFICE CONTACT' section lists the address, phone, fax, hours, email, and website. The 'RELATED' section lists 'Medical Equipment and Supplies - Sales and Rentals'. A footer at the bottom reads '© 2018, Toronto Central Local Health Integration Network'.

Profile type indicator

[View a Google map of the service's location \(click map or address\)](#)


Suggest an Edit link

Figure 9: Community Service profile details

Viewing Profile Locations on a Google Map


You can view the location for a [person](#), [site](#), or [community service](#) using Google Maps—from either a search results list or their profile details page.

The map opens within Google Maps and offers all Google’s standard functionality. For detailed help about using Google Maps, visit [Google Maps Help](#).

To open a map **from a search results** list, click the **Map** button  of the desired search result.

To open a map **from a profile details** page, click the small map in the left navigation panel.

While viewing the map, to return to your search results, use your browser’s **Back** function.

Note: In addition to a standard map view, the Directory also offers a ‘site finder’ search , which lets you enter an address and uses Google maps technology to identify OH-OTN sites located near that address. For information and instructions about the site finder search, see [Locating OH-OTN Sites via a Directory Map](#).

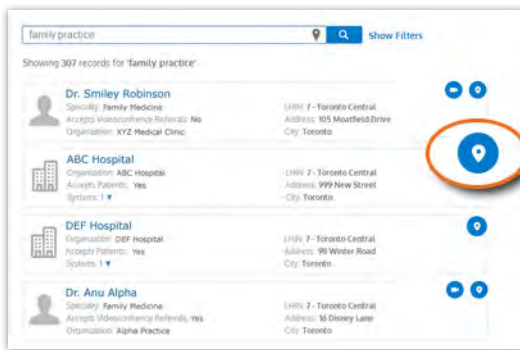


Figure 10: Search results map button

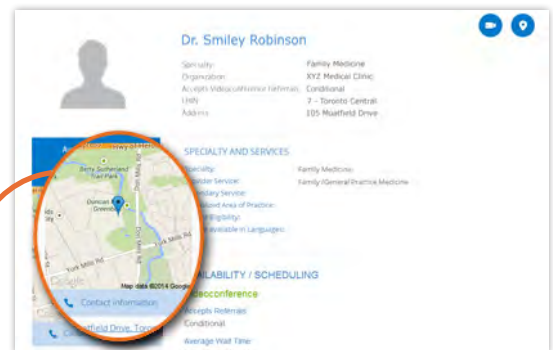


Figure 11: Profile details map panel

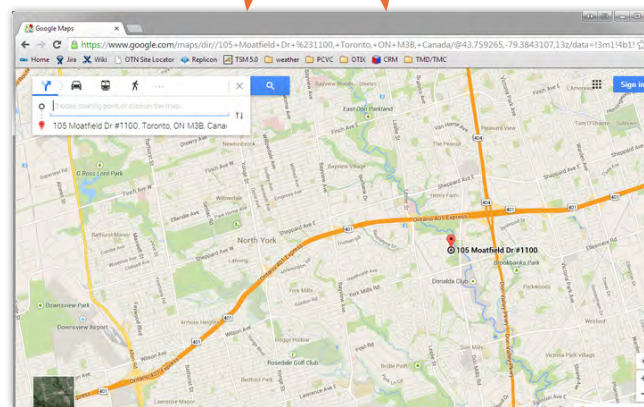


Figure 12: Google map of location