

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) and then click the site name in the 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](#)
- [Site profile](#)
- [Group/Program profile](#),
- [BASE Managed Specialty Group profile](#),
- [Community service profile](#)

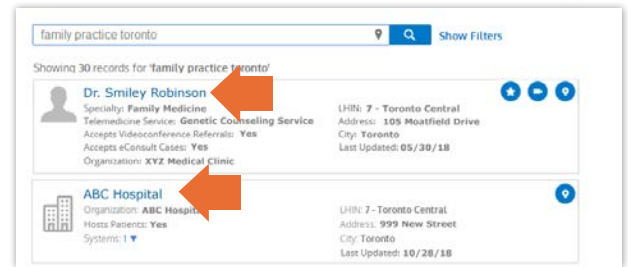


Figure 1: Access profile details from search results

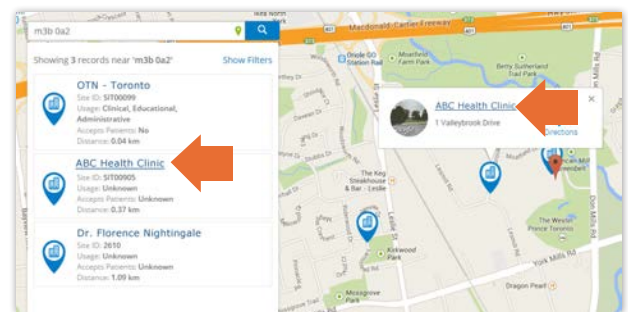


Figure 2: Access profile details from site finder results

## Viewing a Person's Profile Details

The details displayed in a person's profile depend on the information 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.

The screenshot shows a profile for Florence Nightingale, a Family / General Practice Medicine physician. The profile includes a map of her location at 105 Moatfield Dr, Toronto, Ontario, M3B2A0. The profile details her telemedicine services, including videoconference referrals and eConsult services. Annotations highlight key features: 'Suggest an update' at the top right; 'Profile type indicator' (silhouette icon); 'View a Google map of the person's location (click map or address)'; 'Telemedicine services information' (telematics icon); 'Action Buttons' (star, video call, eConsult, and print icons); and 'Clinical Protocols can include links and attached files' (link and file icons).

**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** → [Silhouette icon]

**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)** → [Map area]

**In-office services information** → [Office Referrals and Primary Practice sections]

**Profile Details:**

**Dr. Gerbux Pauling**  
 Last Edited on 12/9/19 8:19 AM by Sharlye2 SP/TextUser2

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

Services offered:  Office Referrals  
 Average wait time: 1-2 Weeks

Indigenous Services: No  
 French Language Services: No

**IN-OFFICE SERVICES**

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

**Office Referrals** (Dr. Pauling sees patients via office visits) [Hide Details](#)

**Primary Practice For Office Referrals**

Organization:	Organization #100
Practice Address:	Room 388, 100 Mowatfield, Toronto, Ontario M4G3E8
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:	4165554755 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:	

**Primary Office Referral Contact**

1. Wolf & Co  
 101 Mowatfield, Toronto, Ontario  
 4165554755  
 4165554754  
 free parking

**Secondary Office Referral Contact**

2. Wolf & Co  
 1033 Dundas Street East, London, Ontario, N5Y2B7  
 5194551990  
 paid parking

**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** (Callout pointing to 'Suggest an Update' link)

**Profile type indicator** (Callout pointing to the profile icon)

**View a Google map of the person's location (click map or address)** (Callout pointing to the map and address)

**Action Buttons** (Callout pointing to the top right icons):

- ★ [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** (Callout pointing to the 'IN-OFFICE SERVICES' section):

**Telemedicine services** (Callout pointing to the 'TELEMEDICINE SERVICES' section):

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

**Dr. John Smith Profile Data:**

**Personal Information:**  
 CPSO Specialty: Cardiology  
 CPSO License Effective Since: March 4, 1982 (35 years)  
 Gender: Male  
 Languages: English (Can get interpreter if sufficient notice)  
 Clinic: 7 - Toronto Central  
 Email: js@finh.ca  
 Website: www.finchlesiemc.ca/ja

**Services Offered:**  
 Office Referrals (Average wait time: 6-8 weeks)  
 Videoconference Referrals (Average wait time: 2-4 weeks)  
 eConsult Advice

**IN-OFFICE SERVICES:**  
 Self-declared Subspecialties: Cardiology  
 Areas of Clinical Interest: Heart failure, echocardiogram, transesophageal 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) [Hide Details](#)

**Primary Practice for Office Referrals:**  
 Organization: Finch Leslie Medical Clinic  
 Practice Address: Suite 308, 4800 Leslie Street, North York, ON, M2J 2K9  
 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.  
 Referral form: [Show Details](#)  
 Web site with clinic information: [Show Details](#)

**TELEMEDICINE SERVICES:**

Telemedicine Service: Endocrinology and Metabolism, Cardiology  
 Telemedicine Service Details: Diabetes mellitus, cholesterol and statin myopathy. [Show Details](#)

**eConsult Advice:** (Dr. Smith answers clinical questions online via eConsult) [Show Details](#)

**ABOUT:**  
 Practicing Since: 1973  
 Affiliations: None.  
 Professional Membership: Medical Psychotherapy Association Canada  
 Medical School: University of Manchester, England  
 Graduate School: Queen's University, Kingston, Ontario  
 Internship: Rochdale, 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 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.**

**System Telemedicine Contacts**

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

**Action Buttons**

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

**Figure 6: Site profile details**

## Viewing a Group or Program's Profile Details

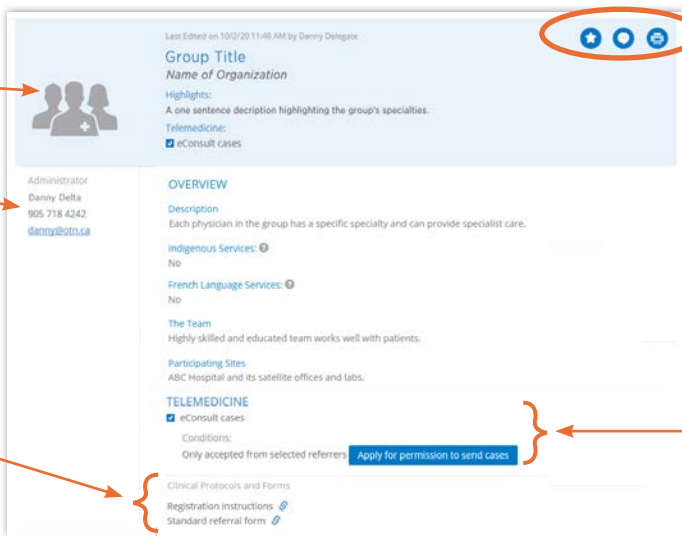
The details displayed in the profile are supplied by the group's administrator when they [created the group/program](#).

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 profile page for a group or program. On the left, there is a profile picture placeholder and administrator contact information. The main content area includes an overview, description, and telemedicine details. On the right, there are three action buttons: a star, a speech bubble, and a printer icon. 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 'Apply for permission to send cases' button.

Profile type indicator

Group administrator contact information

Clinical Protocols can include links (🔗) and attached files (📎).

**Action Buttons**

- ★ [Add the group/program to your favourites list](#)
- 🗨️ [Create and send an eConsult request](#) to the group
- 🖨️ Print a copy of the profile

Details about the available telemedicine programs

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 is divided into several sections: a header with the group name and region (SEAMO), a 'Highlights' section, a 'Telemedicine' section with a checkbox for 'eConsult cases', an 'OVERVIEW' section with details on 'Specialty' (Surgery, ABC Surgeons), 'Description', 'Indigenous Services', 'French Language Services', 'The Team', and 'Participating Sites', a 'TELEMEDICINE' section with a checkbox for 'eConsult cases' and a list of 'Specialists' (Dr. Beemo Beta, Cardiology), and a 'Clinical Protocols and Forms' section with a link to a 'Referral request form'. Annotations include: 'Profile type indicator' pointing to the 'BASE' logo; 'Group administrator contact information' pointing to the administrator's name, phone number, and email; 'Clinical Protocols can include links and attached files' pointing to the 'Referral request form' link; 'Action Buttons' pointing to the star, speech bubble, and print icons at the top right; and 'Details about the group and the people in it' pointing to the 'OVERVIEW' and 'TELEMEDICINE' sections.

Profile type indicator

Group administrator contact information

Clinical Protocols can include links and attached files.

Action Buttons

- ★ Add the group to your favourites list
- 🗨 Create and send an eConsult request to the group
- 🖨 Print a copy of the profile

Details about the group and the people in it

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 for 'XYZ Community Service'. Annotations include: 'Profile type indicator' pointing to a heart icon; 'Suggest an Edit link' pointing to a link at the top right; and 'View a Google map of the service's location (click map or address)' pointing to a map and address block. The profile details are as follows:

Last Edited on 10/27/20 4:09 PM	
<b>XYZ Community Service</b>	
Organization:	Toronto
City:	Toronto
<b>SERVICES</b>	
Area(s) Served:	Greater Toronto Area
Population Served:	
Description:	Program which assists clients to obtain or maintain independent positioning and functional issues * assesses for seating and mobility assessment, prescription, equipment trials, ADP authorization, manual and power mobility devices * provides low-cost alternative products can be recycled
Languages:	English (j)
Accessibility:	Wheelchair Accessible
Fees:	\$100 assessment fee
Application:	Medical Referral
<b>OFFICE CONTACT</b>	
Address:	123 Bathurst St., Toronto, ON, M8M 8M8
Phone:	416-555-1234
Fax:	416-555-1233
Hours:	
Email:	<a href="mailto:info@xyzcommunity.ca">info@xyzcommunity.ca</a>
Website:	<a href="http://www.xyzcommunity.ca">www.xyzcommunity.ca</a>
<small>*To reach the service program, please call the number listed above. For other inquiries, please contact: <a href="http://healthline@tr.phn.on.ca">healthline@tr.phn.on.ca</a> or 416-506-8888 ext. 2553.</small>	
<b>RELATED</b>	
Services and Programs:	
Services Categories:	<a href="#">Medical Equipment and Supplies - Sales and Rentals</a>
© 2018, Toronto Central Local Health Integration Network	

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 OTN sites located near that address. For information and instructions about the site finder search, see [Locating OTN Sites via a Directory Map](#).

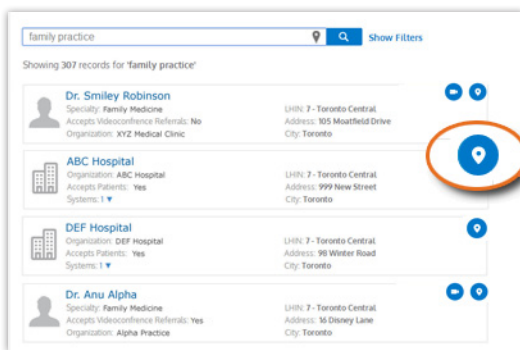


Figure 10: Search results map button

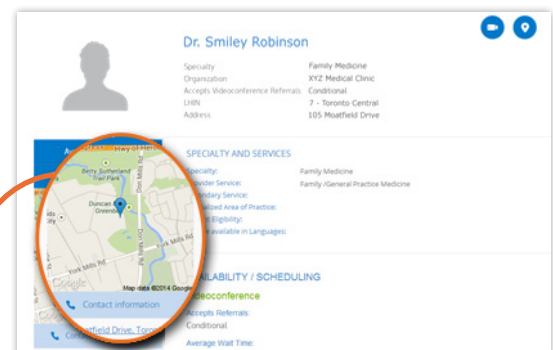


Figure 11: Profile details map panel

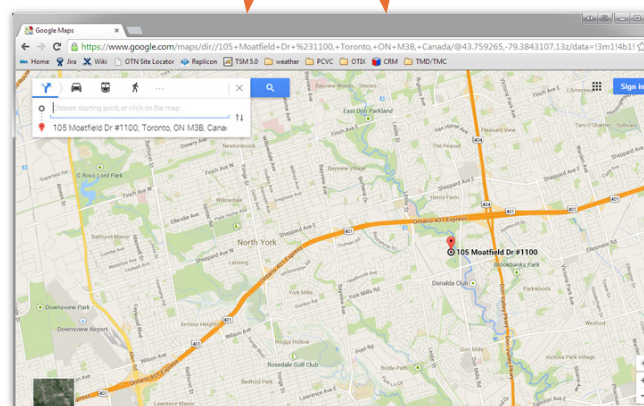


Figure 12: Google map of location