The OTNhub Directory provides easy access to specialists, groups, programs, community services, and telemedicine sites 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 currently contains the following people and places:

- Healthcare providers using OTNhub services to offer patient care (*e.g.*, eVisit Videoconference, Ontario eConsult Program)
- Non-telemedicine specialists (Toronto pilot)
- Ontario Health (OTN) member sites
- Groups/Programs published in the OTNhub Directory
- Non-telemedicine community services (Toronto pilot)

You can search the Directory using different methods (keyword, guided, or OTNhub Site finder), but you can use only one method at a time (you cannot combine search methods.)
You can filter a results list to fine tune your search.

Keyword search: Also called a general search. You enter one or more words in the search field. The Directory returns a list of the healthcare providers, sites, programs, groups, and community services that match your search terms.

Table of Contents

Guided searches

Telemedicine Sites: Use this search to find sites in a specific area or located near a desired address that will host patients for telemedicine 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 healthcare providers or groups in Ontario that accept videoconference referrals or eConsult requests. You enter a **specialty** (with an option for patient address) **or** a **specialist/group/program name**. The Directory returns a list of matching healthcare providers, groups, programs or BASE Managed Specialty Groups that match your search criteria. 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.

To start a new search, click the Directory link in the top banner.
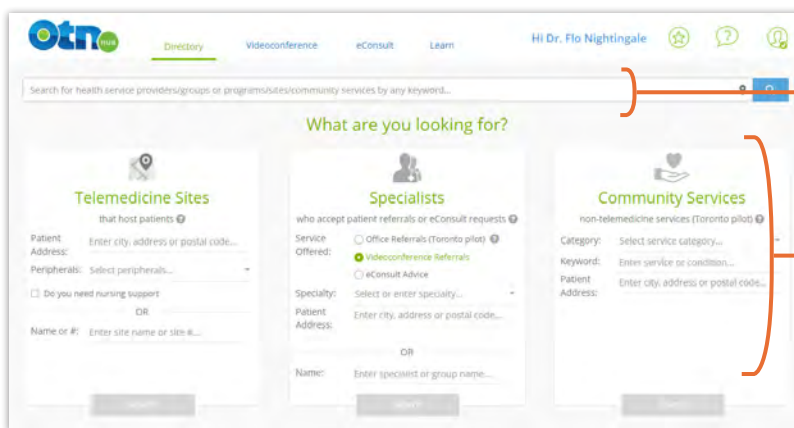

Figure 1: Directory searches

Using the Keyword Search

The Directory's **keyword search** is similar to the standard search engines you use on the Internet (*e.g.*, Google or Bing). You enter one or more words in the search field and the Directory returns **a list of health service providers, groups, programs, sites, or community services** that match your search terms.

The minimum search term is 2 characters. Searches look for a match in the Directory's profile fields.

The search results can include both telemedicine and non-telemedicine profiles.

The search results list appears in order of relevance and includes links to the profile page of the listed health service provider/group/program or site/community service profile page.

Figure 2: Keyword search

For information and instructions about the Directory's other search feature, OTNhub Site finder (a **proximity search**), see the user guide Locating Ontario Health (OTN) Sites via a Directory Map. You enter an address and the Directory returns a Google map **identifying sites** located **near** that address.

To toggle between a keyword search and a site finder search, click the site finder pin 📍 in the search field.

The prompt in the search field indicates which search type is currently active.

- *Keyword search* prompt is, "Search for health service providers/groups…"
- *Site Finder* prompt is, "Find sites near…"

Figure 3: OTNhub Site finder (proximity) search

Search Tips

- Search terms are not case sensitive. The Directory sees no difference between small letters and capitals. For example, pediatric oncology is the same as Pediatric Oncology.

- Not sure how to spell a word? Use just the first few letters. The Directory assumes that each set of letters in your search query is the start of a possible word. For example, using **oto** as a search term will return people identified with the specialty **otolaryngology** as well as sites that offer **otoscope** peripherals.

- The search looks for matches beginning with the first letters of the searched fields. For example, if you type **smi** the search will find names such as **Smi**ley Robinson or Ginger **Smi**th. (It will not find We**smi**ll Aardvark or Josie Black**smi**th.)

- To search for an exact set of words in a specific order, surround the words with double quotes. For example, "cardiothoracic surgery".

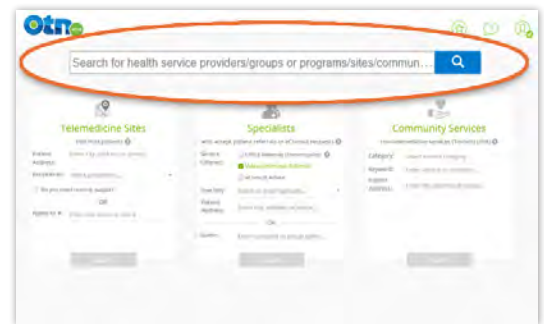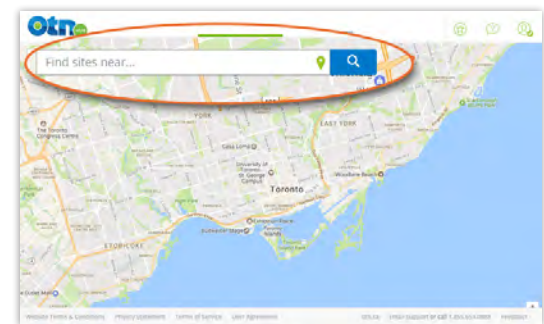- To narrow your search, use the search filters after you have an initial search result.

Directory Profile fields used in a search

When you submit a search query the Directory looks for a match in the following fields:

Healthcare Providers			
General 'keyword' Search		Specialist 'guided' Search	
Telemedicine Providers	Non-telemedicine Providers	Telemedicine Providers	Non-telemedicine Providers
• First Name • Middle Initial • Last Name • Credentials • Provider Service • Specialty • Organization • LHIN # and Name • Practice Address • Practice Phone Number • Practice Fax Number • Sites/Regions from which video referrals are accepted • Other Conditions for accepting video referrals • Specialized Areas of Practice • Secondary Service • Medical Peripherals Required at Patient Site • "About" information (e.g., affiliations, professional memberships, medical school) • Languages	• CPSO Specialty • Self-Declared Sub-Specialty • Areas of Clinical Interest • Practice Address • First Name • Middle Name • Last Name • Profession Code • LHIN • Languages • Email Address • Website • Practice Address (primary, secondary) • Organization • Contact Details • Phone • Parking Instructions • Referral Process • Only Accepted from Regions • Other Conditions • Patient Eligibility • Affiliations • Practicing Since • Professional Membership • Medical School • Graduate School • Internship • Residency • Fellowships • Publications	• CPSO Specialty • Telemedicine Service • Address • City • Postal Code • First Name • Last Name	• CPSO Specialty • Self-Declared Sub-Specialty • Areas of Clinical Interest • Practice Address Note: This search excludes General Practitioners and Family Physicians.

Ontario Health OTN

Telemedicine Sites and Systems	Group or Program	Community Services
• Site Name • Organization • Site Type • LHIN # and Name • Site ID Number (also known as OTN ID) • Address • City • Province • Postal Code • Catchment Area Serviced • Services and Programs Available • Telemedicine Program Instructions • System Name • Room Name • Medical Peripherals Available	• Group/Program Name • Organization Name • Group/Program Description • Specialties	• Service Category • Sub-Category • Service Name • Description • Languages Spoken • Language Note • Office Location(s) • Contact • Office phone, toll-free phone, TTY, crisis phone, after hours phone, fax, email, website • Area of care • Areas Served / Catchment Area • Target Population / Eligibility • Application Process • Fees

Ontario Health
OTN

Telemedicine Sites Search

Use this guided search to quickly identify sites (via search results)
or locations (via Site finder map) that host patients for telemedicine events.

This search automatically applies the filter **Sites > Hosts Patients**.

The `Search` button becomes active (turns blue `Search`) when you
provide enough search terms.

You can search in either of two ways – Address/Peripherals or
Site Name/Site ID# (the two methods cannot be used together).

Address/Peripherals search

This guided search is a **Site Finder search** and it returns search results
and a Google map showing sites located near your desired address.

You can use just an Address or both an Address and one or more
Peripherals/Nursing Support fields for your search. (You cannot search
using only Peripherals/Nursing Support.)

1. Type a few characters of a street address, postal code, or city in the
    Patient Address field. As you start typing, the system automatically
    suggests locations that match your input. Select an address from the
    suggested list of entries.

2. To fine tune the search, you can add additional options:

    i. If you want to search for only sites that have specific equipment,
        click in the **Peripherals** field. A drop-down menu appears listing
        peripheral equipment options.

        • To select one or more specific peripherals,
          click the associated check boxes.

        • To clear all selected items, click `Clear` .

        • To start the search immediately, click `Search` .

        • To save your selections and go back to the search panel,
          click `Continue` .

    ii. If you want to search for sites that offer nursing support,
        select the **Do you need nursing support** check box.

3. To start the search, click `Search` .

See OTNhub site finder search results on page 9.

Name search (site name or site ID number)

This guided search is a **keyword search** and it returns a
search results list of matching sites.

1. Type a few characters of the desired site name or the site's ID number.
    The minimum search term is 2 characters.

2. To start the search, click `Search` .

See Keyword search results on page 8.

Figure 4: Telemedicine Sites guided search panel

Figure 5: Peripheral search options

Ontario Health
OTN

Specialists Search

Use this guided search to quickly create a list of healthcare providers, groups, programs or BASE Managed Specialty Groups that offer eVisit (Videoconference) referrals or eConsult requests. For office visits, you can search for physicians in the Toronto area that accept in-office referrals.

This search automatically applies a filter based on the **Service Offered** that you select.

- Initially, you can select only one type of service offering.
- From the search results screen, you can easily change the filter to search for a different service offered.
- The selected default service is Videoconference referrals.

The ⬚Search⬚ button becomes active (turns blue ⟦ Search ⟧) when you provide enough search terms.

You can search in either of two ways – **Specialty/Patient Address** or **Name** (the two methods cannot be used together).

Specialty/Patient Address search

This keyword search returns a [search results list](#) of matching healthcare providers, groups, programs or BASE Managed Specialty Groups and a map showing the locations of the listed specialists.

Both **Specialty** and **Patient Address** fields offer similar options to fine tune your search. Click in the field and start typing your desired search term/address. A drop-down menu appears and the system automatically provides a list of items that match your input.

1. Select a type of **Service Offered**.

2. To search for a specific **Specialty**, click in the field and select one or more items from the drop-down list.
    - To clear all selected items, click ⟦ Clear ⟧ .
    - To start the search immediately, click ⟦ Search ⟧ .
    - To save your selections and go back to the search panel, click ⟦ Continue ⟧ .

3. If you want to find a specialist near a specific address, type a few characters of the street address, postal code, or city in the **Patient Address** field. As you start typing, the system automatically provides locations that match your input. Select an address from the suggested list.

4. To start the search, click ⟦ Search ⟧ .

Name search (consultant or program)

This keyword search returns a [search results list](#) of matching healthcare providers, groups, programs or BASE Managed Specialty Group.

1. Select a type of **Service Offered**.

2. Type a few characters of the desired name.
    The minimum search term is 2 characters.

3. To start the search, click ⟦ Search ⟧ .

Specialty/Address (keyword) search

Name (keyword) search

Figure 6: Specialists guided search panel

Figure 7: Specialty and address search options

Community Services Search

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

Use this guided search to quickly create a list of community services that offer **non-telemedicine services** and a map showing the locations of the listed services. (For this current pilot, all locations will be in the Toronto Central LHIN.)

Figure 8: Community Services guided search panel

The Search button becomes active (turns blue Search) when you provide enough search terms. You can search using any of the following combinations:

- A category with one or more keywords and/or a patient address.
- One or more keywords.
- A patient address.

This search returns a results list and map of matching non-telemedicine, health-related services.

1. To view a list of categories, click in the **Category** field. Click a category name to view sub-categories.
   - To select one or more specific sub-categories, click the associated check boxes.
   - To clear all selected items, click Clear .
   - To start the search immediately, click Search .
   - To save your selections and go back to the search panel, click Continue .

2. If desired, type one or more words in the **Keyword** field.

3. If you want to find services near a specific address, type a few characters of the street address, postal code, or city in the **Patient Address** field. As you start typing, the system automatically provides locations that match your input. Select an address from the suggested list.

Figure 9: Category and address search options

4. To start the search, click Search .

See

Ontario Health
OTN

Viewing Search Results

In addition to the search results, a **filter panel** appears on the left. You can fine tune the results by selecting search filters.

- For a **keyword search**, the initial search results appear with no filters applied.
- For a **guided search**, some filters are pre-applied. For example, if you searched using the "Telemedicine Sites" guided-search panel, the filter "Sites > Hosts Patients" is selected.

Keyword search results

A keyword search occurs when you use specific words or phrases in the search field.

Results appear as a list and can include:
- healthcare providers
  (both telemedicine and non-telemedicine)
- telemedicine sites
- groups
- programs
- BASE Managed Specialty Groups
- non-telemedicine community services

The results appear in order of relevance, which depends on your search options. Generally, telemedicine-related results appear before non-telemedicine results.

For information about the way the results are sorted, click 🛈 beside the **Sorted By** field.

For sites in the search results, to view a summary of the systems at that site, click the **Systems** drop-down arrow. This allows you to see at a glance all available systems and which peripherals are available for each system at the site.

To return to the Directory search page,
click **< Back to Search** at the top of the filters panel.

- When you return to the Directory search page, all fields are reset. (That is, your previous search options are cleared and you can start a new search.)
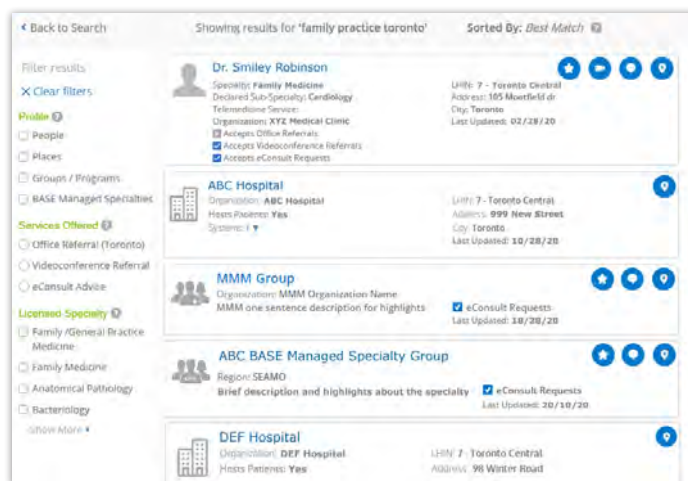
See also Results List Items on page 13.
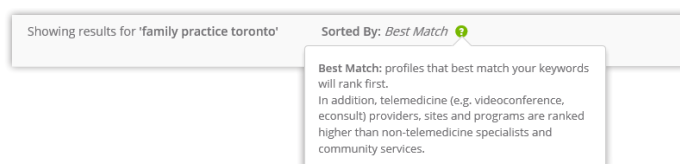

Figure 10: General keyword search results list

Figure 11: Sort order information

Figure 12: "Site" search result with systems displayed

OTNhub site finder search results

The site finder search occurs when you use a site finder search 📍 or the guided search Telemedicine Sites—Address.

Results appear as pins on a map and in a search results list.
*   Site pins 🏢 indicate sites found near your target location.
*   A red pin 📍 indicates the target location used for your search.

The results include sites that:
*   Are published in the Directory.
*   Offer clinical, educational, or administrative telemedicine events.

To view the **address popup** for a site, move your mouse over its site pin on the map.

To view a site's **profile details**:
*   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 **change the search area**, use the Google map features:
*   Zoom in or out.
*   Pan up/down/left/right (*i.e.*, north/south/east/west).
*   Enter a new full or partial address in the search field.

To get directions from your target location to a site identified on the map, click the site pin (to view the site popup) and then click its **Directions** link ↱ .

A new tab/window opens showing a Google map of the location with Google's direction tools.

Generic OTNhub site finder search results are sorted by proximity to your target location, the closest at the top, followed by sites increasingly far away.

Guided "Telemedicine Sites" search results include only sites that host patients. In addition:
*   Sites are sorted first by type (*e.g.*, first hospitals, followed by clinics, then public facilities) and then proximity.
*   To change the sort order (proximity only or site type and proximity), click the **Sort By** drop-down field and select your desired sort order.

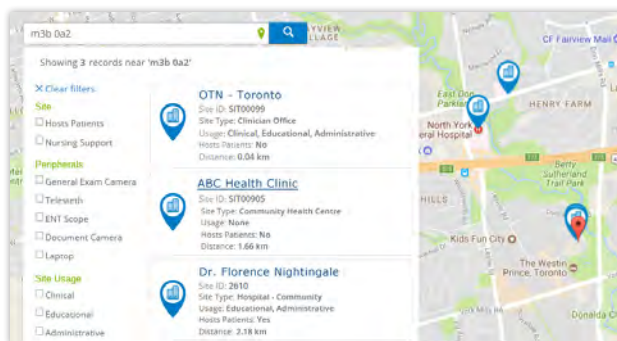To return to the Directory search page, click the Directory link in the top navigation bar.

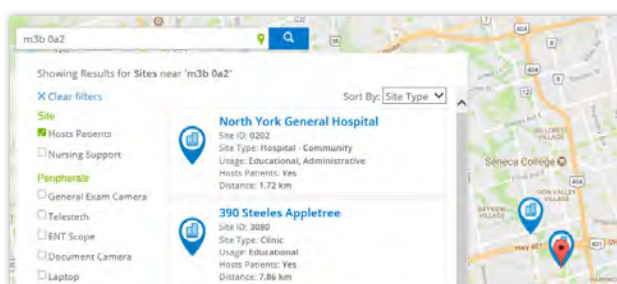**Figure 13:** Proximity search results: Generic site finder

Figure 14: Guided search results: Telemedicine Sites—address
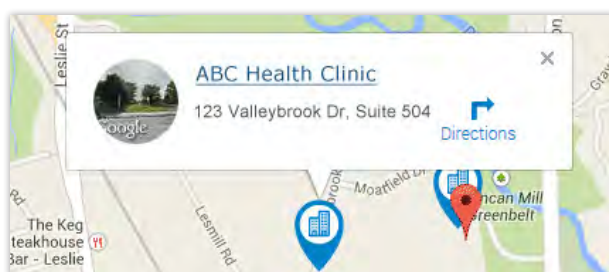

Figure 15: Site pin with address pop-up

Figure 16: Site finder search results item

Specialist search results

The specialist guided search is a keyword search. However, it has different filters applied, depending on the type of service you select—Videoconference, eConsult, or Office referrals.

A search summary appears at the top of the results screen and includes the number of results, your search criteria and the sort order.

Results appear as a list in order of relevance, which depends on your search options and includes a map with location pins for each search result.

To return to the Directory search page, click **< Back to Search** at the top of the filters panel.

- When you return to the Directory search page, all fields are reset. (That is, your previous search options are cleared and you can start a new search.)

Telemedicine services (Videoconference or eConsult)

Both of these guided searches filter for the virtual health care service you selected (Videoconference or eConsult) and include all types of providers (*e.g.*, physician, nurse, allied health professional, etc.).

The results are sorted by **profile completeness**.

- Profiles with more detailed Videoconference/eConsult referral information will rank first.
- In addition, providers who have shorter wait times, and have recently updated their profiles will rank higher.

Office Referral service (Non-telemedicine)

This guided search filters for only physicians (excluding general and family physicians) whose practice is in the Toronto Central LHIN.

The results are sorted by **wait time**.

- Providers who are accepting patients and have shorter office referral wait times will rank first.
- In addition, providers who have recently updated their profiles will rank higher.
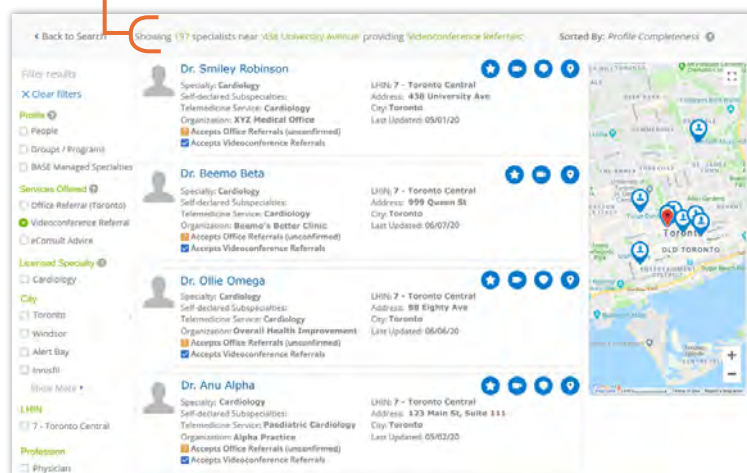
Continued next page…

Search summary

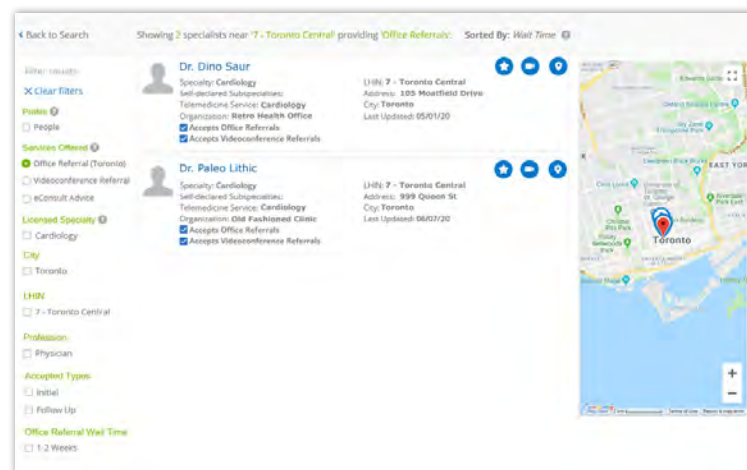**Figure 17:** Specialist search - Videoconference service filter

Figure 18: Specialist search - Office referral service filter

Using a Specialist Search Results Map

A map appears to the right of the search results list and each entry in the list appears as a pin on the map.

- A red location pin 📍 indicates the target location (e.g., the patient address you entered or the first service listed in the search results).

- Blue location pins 📍 indicate entries in your search results.
  - When you *move your mouse over* a blue pin, a temporary pop-up with the location's name and address appears.
  - When you *click a blue pin*, the pin turns reddish 📍 and a stable pop-up appears with the name and address. (To close it, click the X in the pop-up.)

To view a specialist's **profile details**:

- On the results map, click its pin (to view the address popup) and then click the name in the popup.

  or

- In the results list, click the specialist's name.

- For information about specialist profiles, see Viewing Profile Details 🔗.

To open a Google map of the location, click its pin (an address popup appears) and then click its **Directions** link 🠖. A new tab/window opens showing a Google map.

To return to the Directory search page, click **< Back to Search** at the top of the filters panel.

- When you return to the Directory search page, all fields are reset. (That is, your previous search options are cleared and you can start a new search.)
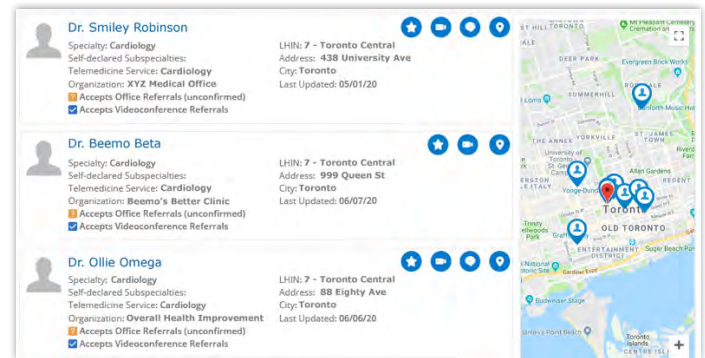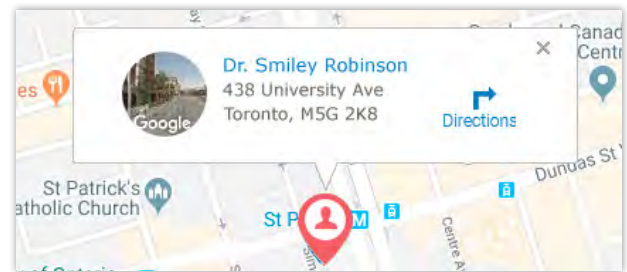

Figure 19: Search results list with map

Figure 20: Location pin with address pop-up

Community Services search results

Note: Community services search is a pilot project and currently contains information only from the Toronto Central LHIN.

The search results include a list of matching non-telemedicine community services, a map showing their locations, and a set of filters.

A search summary appears at the top of the screen with the number of results, your search criteria and the sort order.

The search results' sort order depends on your search criteria.

- If you searched using an address, results are sorted by proximity to your target location, the closest at the top, followed by those increasingly far away.

- If you searched using a keyword, results appear in order of relevance, which depends on your search options.

A map appears to the right of the search results list and each entry in the list appears as a pin on the map.

- A red location pin 📍 indicates the target location (e.g., the patient address you entered or the first service listed in the search results).

- Blue location pins 🙂 indicate community services that appear in your search results.

  - When you *move your mouse over* a blue pin, a temporary pop-up appears with the service name and address.

  - When you *click a blue pin*, the pin turns reddish 🙂 and a stable pop-up appears with the service name and address. (To close it, click the X in the pop-up.)

To view a community service's **profile details**:

- On the results map, click its pin (to view the address popup) and then click the name in the popup.

  or

- In the results list, click the service's name.

- For information about community service profiles, see Viewing Profile Details⤢.

To open a Google map of the location, click its pin (an address popup appears) and then click its **Directions** link ↱ Directions . A new tab/window opens showing a Google map.

To return to the Directory search page, click **< Back to Search** at the top of the filters panel.

- When you return to the Directory search page, all fields are reset. (That is, your previous search options are cleared and you can start a new search.)
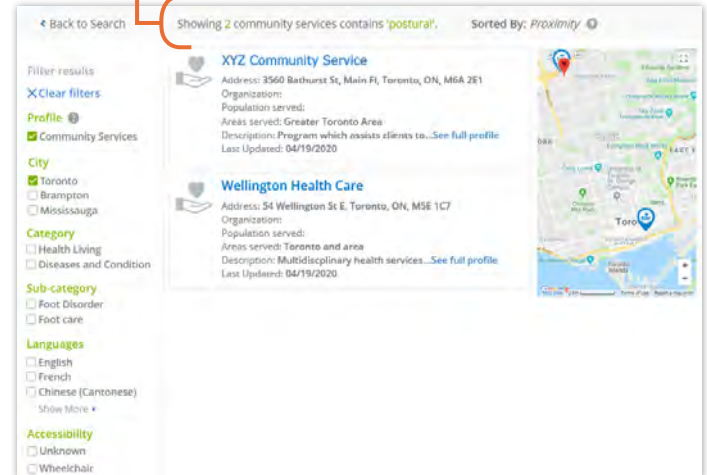
Search summary

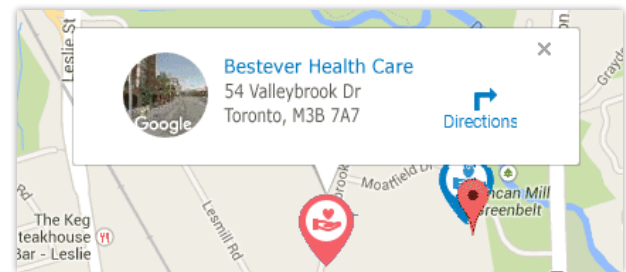**Figure 21:** Community service search results

Figure 22: Location pin with address pop-up

Results List Items

Each item in a search results list provides you with summary information and several action buttons.

Healthcare Provider / Specialist

Each person listed in the search results includes identifying information about the person and any available action buttons. Which action buttons appear depends on which Ontario Health (OTN) services you are registered for.

Profile Link: The person's name is a link to view their profile details

Profile type icon

Dr. Smiley Robinson
Specialty: **Family Medicine**
Declared Sub-Specialty: **Cardiology**
Telemedicine Service:
Organization: **XYZ Medical Clinic**
☒ Accepts Office Referrals
☑ Accepts Videoconference Referrals
☑ Accepts eConsult Requests

LHIN: **7 - Toronto Central**
Address: **105 Moatfield dr**
City: **Toronto**
Last Updated: **02/28/20**

< 7 km

Distance from "Patient Address"

Appears only for "specialist" searches that include an address in the search criteria

Basic information about the person and their telemedicine services

Action Buttons

⭐ Add the person to your Favourites list

📹 Start a videoconference call with the person

💬 Create and submit an eConsult request to the person

📍 View a Google map of the person's location

Telemedicine Site

Each place that appears in the search results list represents a site with systems registered on the Ontario Health (OTN) network. Each result includes identifying information about the site, its systems and any available action buttons. Which action buttons appear depends on which OTNhub services you are registered for.

Profile Link: The site's name is a link to view its profile details

View a Google map of the site's location

ABC Hospital
Organization: **ABC Hospital**
Hosts Patients: **Yes**
Systems: 2 ▲

LHIN: **7 - Toronto Central**
Address: **999 New Street**
City: **Toronto**
Last Updated: **10/28/18**

Name	Room	Support & Peripherals	Clinical	Actions
TOR_OTN_0257_OTN_01	Room 1	🩺	No	⭐ 📹
TOR_OTN_0257_OTN_02	Room 2	📷 🩺 👂 📄	No	⭐ 📹

Show or hide the system information

Support & peripherals available for the system

🍱 Nursing support
📷 General exam camera
🩺 Telesteth
👂 ENT scope
📄 Document camera

Action Buttons

📹 Start a videoconference call with the system

⭐ Add the system to your Favourites list

Ontario Health
OTN

Group, Program, or BASE Managed Specialty Group

Each result includes identifying information about the group/program/specialty and its available action buttons.

• A **group** represents several specialists who are in a group with a designated group assigner.

• A **program** represents a structured form of clinical interaction within a healthcare environment.

• A **BASE Managed Specialty Group** is a group of consultants working within a regional or provincial managed service and responding to eConsult requests for a given specialty or subspecialty (*e.g.*, pediatric cardiology).

For more information about profile types, see Viewing Profile Details🗗.

Profile Link: The group/program/specialty name is a link to view its profile details

Basic information about the group/program/specialty

OTNhub services offered by the group/program/specialty

Action Buttons

⭐ Add the group/program to your Favourites list🗗

💬 Create and send an eConsult case🗗 to the group

Community Service

Each result includes identifying information about the community service.

For the current pilot, a community service is a non-telemedicine healthcare-related service located in the Toronto Central LHIN - 7.

Profile Link: The name is a link to view their profile details🗗

Profile type icon

Basic information about the community service

Distance from "Patient Address"

Appears only for searches that include an address in the search criteria

Filtering Search Results

You can narrow your search by using filters. For example, you can choose to search for just people who are physicians and are also accepting telemedicine referrals.

You can apply multiple filters.

Guided searches automatically apply some filters (Telemedicine Sites, Specialists, Community Services). For example, when using the "Telemedicine Sites" search panel, the "Sites > Hosts Patients" filter is selected.

Filters appear in groups. For example, Location, Site Usage, Wait Times, etc.

Which filters appear in a group depends on your search results. For example:

• The 'location' filters group includes only those cities that apply to the entries in your search results.

• The 'specialty' filters group includes only those specialties practiced by people in your search results.
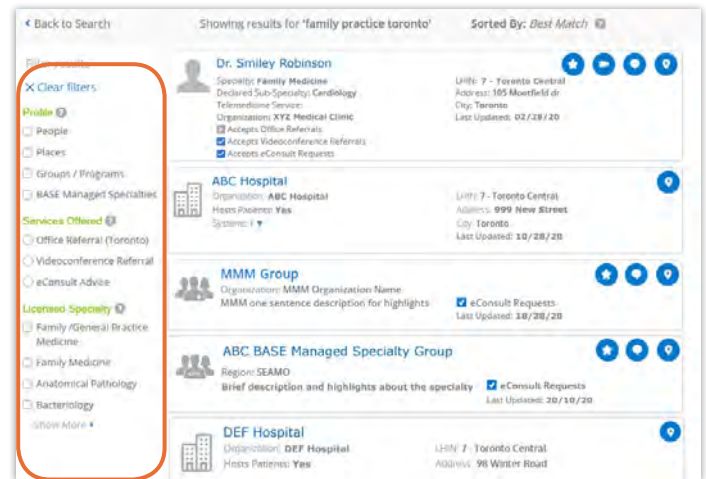

Figure 23: Filters panel with search results

Setting Search Filters

To apply one or more filters, click the check box beside the filter name.

The search results list immediately refreshes and displays only those records that match the applied filter(s).

Clearing Search Filters

1. To remove a single filter, clear the check box beside the filter name.

The search results list immediately refreshes and displays only those records that match the applied filter(s).

2. To remove all filters, click **X Clear filters** at the top of the filters list.

The search results list immediately refreshes and displays an unfiltered search results list.