

OTNhub Directory: Suggesting an Update

The **Suggest an Update** feature lets you submit to a Directory profile's administrator, a comment or suggestion for an enhancement or correction to a published profile. For example, if you notice an out-of-date phone number or an incomplete list of available languages.

Your suggestion will not appear immediately on the profile, but is sent to the profile administrator for their review.

You can suggest an update for:

- Person profiles that offer virtual care (e.g., video visits or eConsult).
- Site profiles that have an assigned administrator.

1. To access the suggestion form, click the **Suggest an Update** link at the top of the profile screen.
2. Select new values or provide new data in the applicable fields.
3. In the **Notes for profile administrator** field at the bottom of the form, describe why you think these updates are important.
4. To submit your suggestions, click **Submit** at the bottom of the form.

When you submit a suggestion, a success message briefly appears on screen and OTNhub sends you an email notification as a record of your submission.

The profile administrator(s):

- Receive an email notifying them that a suggestion has been submitted.
- See an indicator on their OTNhub banner telling them there are updated suggestions to review.
- Can review the suggestion and then approve or reject it.



Figure 1: Person profile



Figure 2: Site profile

A screenshot of the 'Suggest an update' form for Dr. John Smith. The form includes a header with the OTN logo and navigation links. Below the header is a 'Suggest an update' section with a placeholder for a photo and a 'Suggest an update' link. The form contains several fields for profile information: Salutation (Dr.), First Name (John), Middle Name, Last Name (Smith), Credentials (MD), CPSO Specialty (Cardiology), CPSO License Effective Since (March 4, 1982 (35 years)), Gender (Male), Languages (English), Languages Note (Can get interpreter if sufficient notice), LHM (7 - Toronto Central), Email (johnsmith@clinic.ca), and Website (www.abchealth.ca). Below these fields is a 'Notes for profile administrators' section with a text area for providing an explanation for the suggested update. At the bottom of the form are 'Submit' and 'Cancel' buttons. An orange arrow points to the 'Submit' button with the text 'Submit suggestion or cancel'. Another orange arrow points to the 'Notes for profile administrators' text area with the text 'Provide an explanation for the suggested update'.

Figure 3: Suggest an update form

Fields Available for Update Suggestions

Person Profiles

General Section	Telemedicine Services	eConsult	Videoconference Referrals	Telemedicine Practice Address
<ul style="list-style-type: none"> • Languages • Email • Website 	<ul style="list-style-type: none"> • Telemedicine Service • Telemedicine Service Details 	<ul style="list-style-type: none"> • Patient Eligibility • Only Accepted from LHINs/Regions • Other Conditions 	<ul style="list-style-type: none"> • Average Wait time • Accepted Types • Patient Eligibility • Only Accepted from Sites/Regions • Availability • Scheduling Instructions • Clinical Instructions • Other Conditions 	<ul style="list-style-type: none"> • Practice Address • City • Province • Postal Code • Phone • Extension • Fax • Parking Instructions

Site Profiles

Services and Programs	Availability/Scheduling
<ul style="list-style-type: none"> • Catchment Area Serviced • Services and Programs Available • Telemedicine Program Instructions • Patient Eligibility 	<ul style="list-style-type: none"> • Hosts Patients • Conditions • Site Availability • Scheduling Instructions • Referral instructions