

Using an EMR

1. What OTNhub services can I access from an EMR?

From an EMR toolbar, you can access eConsult.
All other OTNhub services are currently under construction.

2. Who can access eConsult to create cases from an EMR?

A physician who already has access to OTNhub can access the same OTNhub account from a certified EMR using their ONE ID[®]. For a list of certified vendors, click [here](#).

3. I'm an OTNhub user and have access to one of the certified EMR vendors but I am not a physician. Can I access OTNhub from the EMR?

Unfortunately, not at this time. Send in your [feedback](#), as we want to hear from you if you would like to see this feature in the future.

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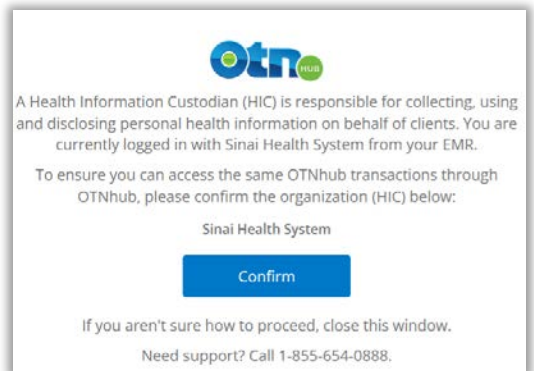
Privacy and Security

1. Why do I get prompted to select an organization when trying to access eConsult from my EMR?

The collection of Personal Health Information (PHI) requires a Health Information Custodian* (HIC) for all clinical transactions in OTNhub. We want you to choose which HIC should be associated with your EMR organization.

To ensure OTNhub can always retrieve the OTNhub account that corresponds with your EMR login and organization, we require you to make the appropriate OTNhub – HIC correlation. This task can be done only by the EMR user.

If you are not sure which HIC to choose, contact Ontario Health (OTN) Customer Experience Support at 1-855-654-0888 (option 2) or techsupport@otn.ca.



2. I chose the wrong HIC. How can I correct this?

Contact Ontario Health (OTN) Customer Experience Support at 1-855-654-0888 (option 2) or techsupport@otn.ca.

* Your organization must be a Health Information Custodian (HIC) within the meaning of the [Personal Health Information Protection Act, 2004 \(PHIPA\)](#). A HIC is defined as an individual or organization who has custody or control of personal health information (PHI) as a result of, or in connection with performing their powers or duties in health care.

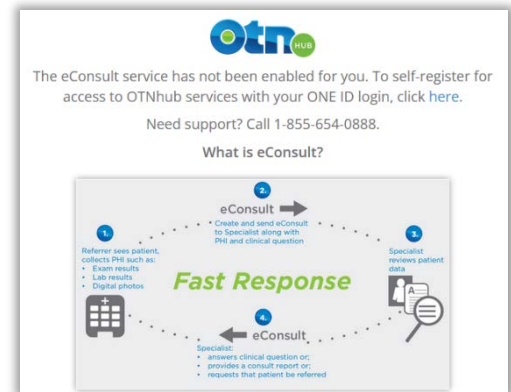
First time accessing eConsult via EMR - Understanding error messages

Below are answers about error messages that might appear the first time you try to access eConsult from an EMR. In all cases, contact Ontario Health (OTN) Customer Experience Support at 1-855-654-0888 (option 2) or techsupport@otn.ca.

1. **Message: The eConsult service has not been enabled for you. To self-register for access to OTNhub services with your ONE ID login, click [here](#).**

Why and what do I need to make this work?

- Access must be authorized by an OTNhub member organization's primary contact for OTNhub service.
- You do have OTNhub access, and you expected to be able to login to eConsult from your EMR



2. **Message: We are not able to retrieve other OTNhub account(s). If you aren't sure how to proceed, close this window.**

OTNhub recognizes that you have an OTNhub account. However, there are one or more technical issues preventing the retrieval of your account.

Contact Ontario Health (OTN) Customer Experience Support at 1-855-654-0888 (option 2) or techsupport@otn.ca to investigate the issue and find a resolution.

