OTNhub Scheduling: Benefits and Considerations

OTNhub offers two different ways to schedule video visits – the Videoconference service or the Ncompass Scheduling service. You access both services by logging in at otnhub.ca.

More information and instructions about using these services are available at training.otn.ca.
- Ncompass Scheduling Support
- OTNhub Video Visit Support

Review the tables below to see which service best meets your needs.

Comparing General Features

Scheduling Feature	OTNhub	Ncompass
Invite guests via email (e.g., patient or non-OTN colleague)	✅	❌
Invite non-OTN standards-based solution via email	✅	❌
Capture patient information	❌	✅
Request a webcast when creating an event	❌	✅*
Request an audio line when creating an event	❌	✅*

* Webcasts and audio lines can be added to OTNhub-scheduled events when no email invitees are participating.
   To request an audio line, contact OTN Technical Support (1-855-654-0888 or techsupport@otn.ca)
   or use the Ncompass "*Request Scheduling Assistance*" feature.

Comparing Scheduling Actions

Scheduling Action	OTNhub	Ncompass
Creating an OTNinvite	✅ Can be scheduled in the OTNhub.	❌ Cannot be scheduled in Ncompass.
Add a webcast.	🟡 Can be added in Ncompass, when only OTN systems are involved (no email invitee).	✅ Best to create in Ncompass.
Request audio lines.	🟡 Can be added by OTN staff, when only OTN systems are involved (no email invitee).	✅ Best to create in Ncompass and use Assistance Requested feature for OTN staff to add audio line.
Patient at host site with room-based video system (RBVC) and someone is at home (OTNinvite)	✅ Best created in the OTNhub.	❌ OTNinvite cannot be added to events created in Ncompass.
Schedule connections with a non-OTN, standards-based videoconference solution	🟡 Can be created in the OTNhub without requiring assistance from OTN, where coordination with the non-OTN site has already occurred. Connection details (dial-in to the event via a dialing alias such as H.323, E.164, or SIP URI or via Pexip link) are provided in the email invitation sent by the OTNhub.	🟡 If assistance is required to coordinate and schedule with a non-OTN group (e.g., in another province), best created in Ncompass as a Clinical Point-to-Point event and use the Request Assistance feature.

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Scheduling Action	OTNhub	Ncompass
Health care provider uses RBVC to see patients at host sites but also sees patient from their homes (OTNinvite) during a clinic.	✅ To keep from switching between an OTNhub account on a laptop and a room-based videoconference system (RBVC), schedule RBVC to OTNinvite connections in the OTNhub to minimize disruption during a clinic.	✅ Schedule RBVC to patient host sites in Ncompass. ❌ OTNinvite cannot be added to events created in Ncompass.
All participants use OTN systems and are known and coordinated with, and no edits are required. Event does not include OTNinvite guests.	✅ Can be scheduled in the OTNhub.	🟡 Can be scheduled in Ncompass, but more steps are required.
Create event to allow participants to self-register.	🟡 Can be scheduled in the OTNhub and then modified in Ncompass, but only with all OTN system participants (no email invitees). Users can unregister only after the event access has been changed to "Only the Requestor can register systems."	🟡 Best created in Ncompass as a Non-Clinical Multipoint. Cannot include OTNinvite guests.
The patient host site is unknown or has not been communicated and coordinated with.	❌ Cannot be coordinated in the OTNhub. No communication happens with sites. No visibility into their availability.	✅ Can use the Directory to locate the best site for a patient, then use Ncompass, with notification features and availability calendars, to coordinate with patient host sites.
Reconnecting an event	🟡 When only OTN systems are involved (no email invitee), support can be provided with reconnecting and troubleshooting. If an email invitation was sent from the OTNhub (OTNinvite or non-OTN system), minimal support is provided to non-members. OTNinvite provides a backup option to join the event.	🟡 Support with troubleshooting and reconnecting to events is provided to members. Audio lines can be added to mitigate connection issues.
When coordinating an event but not all participants are known, or have not all been confirmed (e.g., patient host site not yet booked).	🟡 Can be scheduled in the OTNhub but events cannot be left in draft or pending sites. Cannot modify participants from the OTNhub	✅ Best created in Ncompass as it can be left in draft or pending site. Participants can be modified after the event has been created and/or scheduled. Cannot include OTNinvite guests.
Creating a large learning/meeting event where not all participants are finalized.	🟡 Can be scheduled in the OTNhub but events cannot be left in draft or pending sites. Cannot modify participants from the OTNhub	✅ Best created in Ncompass. Can edit/add participants after the event has been scheduled. Cannot include OTNinvite guests.
Create a non/clinical event with any combination of connections (e.g., OTN user, RBVC, OTNinvite)	✅ Can be scheduled in the OTNhub	❌ OTNinvite cannot be scheduled in Ncompass. Non-OTN connections can only be added to Ncompass events by OTN staff.
Add patient demographics.	❌ Patient demographics are not included in OTNhub-created events.	✅ Patient demographics are always included in clinical point-to-point events and can be included in point-to-point Ncompass clinics.