Using the Calendar & Events List

From the **Calendar**, you can:

- View a monthly calendar and see at a glance which days of the month include eVisit events.
- Select a specific date.
- View a daily list of your eVisit events.
- Search for a specific event.

From the **Events List** you can:

- Start a call or schedule an eVisit (using the Create Event and Book Patient Site buttons)
- Select an event to view the event details.

From the **Event Details** you can:

- See all participating systems and patient/guest information.
- Access the OTNinvite Host and Guest URLs.
- See the audio connection information.

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For further assistance and technical support, contact Ontario Health (OTN) Technical Support

Phone: 1-855-654-0888 Email: techsupport@otn.ca





Using the Calendar

The Calendar displays a month at a time. Days that contain one or more eVisit events appear highlighted. The date highlighted with a green circle indicates which date appears in the Events List.

- - The home page includes both a **monthly calendar** and an **Events List**.
 - The calendar displays the current month and the Events List displays the current day's eVisit events.
 - When the calendar first appears, the current date is highlighted with a green circle. (If you select a different date in the month, the selected date is highlighted with a green circle.)
 - · Days that include an eVisit appear in bold blue text.
- 2. To change the date for the **Events List**, do the following:
 - i. To move forwards or backwards one day at a time use the navigation links at the top of the Events List.
 - To view the **next** day, click >.
 - To view the **previous** day, click **<** .
 - ii. To move forwards or backwards one month at a time use the navigation links at the top of the Calendar.
 - To view the next month, click >.
 - To view the previous month, click \(\mathcal{\zeta} \).
 - · To view an events list for a specific day in a month, click the desired date. (The selected date appears highlighted with a green circle.)
 - iii. While viewing an Event Details panel, to return to the monthly calendar view, click the **Calendar** link in the top-left of the Event Details panel or click the date title in the Events List.
- 3. To view patients (or guests) attending the eVisit, click **Show Patients** at the top of the Events List.
- **4.** If you schedule for other systems (that is, you are a delegate), to view a delegator's Events List, click the **Schedule for** drop-down field and select a name. (Names are sorted alphabetically by last name.)
- **5.** To print a report of the day's events, click **Print Events List** in the top-right of the **Events List** panel.
- **6.** To check the most recent status for all listed events, click the **Refresh Participants Status** link at the top of the list. (Appears only on the current date - not on past or future dates.)



Figure 4: Delegator drop-down



Figure 5: Print events list report

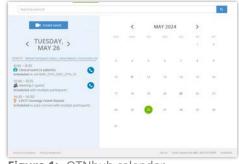


Figure 1: OTNhub calendar

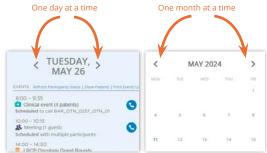


Figure 2: Date change options



Figure 3: Show/hide patients in events list



Figure 6: Refresh status



Using the Events List

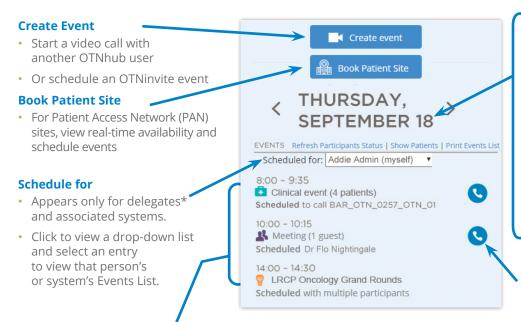
The Events List displays, by day, all of your scheduled eVisit events. From this list you can start a video call scheduled for that day, change the date, or drill down to see an event's details.

Each event entry in the calendar displays information similar to that shown below. However, depending on whether it is a clinical, learning, or meeting event, the details might differ.

An event appears in the Events list if:

- It is a scheduled event that involves your eVisit (Videoconference) system or you are a consultant, organizer, requestor or presenter in the event.
- You made a direct call using your eVisit (Videoconference) system.

If you schedule for other systems (that is, you are a delegate), you can view your associated system's (your delegator's) Events List.



Summary event details

Event category

Clinical , meeting , or learning .

Start and end times

- In 24 hour format.
- For scheduled events, the time includes setup time.

Event title

- For *meeting and learning* events, the title supplied by the event organizer.
- For *clinical* events, an organizer supplied title (or the default 'clinical event') and the **number of patients** to be seen or discussed.
- · An active link click to view Event Details.

Patient Names

 By default, names are hidden. To show all patient names for the events, click the Show/Hide link at the top of the list.

Event status & connection method

- Scheduled, cancelled, pending, or complete (no status).
- If it is a one-on-one call, the other system is listed.
- If it is set to auto-connect, a note to that affect appears. (If it is a multi-point call, you should wait for the auto-connect. If it is a one-on-one call, you can wait for the auto-connect or self-connect using the call button.)

Refresh Participant Status

- Appears only on the current date. (That is, not on past or future dates.)
- Click to view participant status for events (the number of participants waiting or connected).

Show / Hide Patient Names

 Click to show or hide the patient/guest names within the Events List. (By default, patient names are hidden each time you log in to OTNhub.)

Print Events List

Click to print a formatted report that lists all of the day's events.

Call button

- Appears only on the scheduled date of an event. (That is, not on past or future events.)
- Click to start a call with the scheduled system. You will not have to fill out a call settings panel because all settings were supplied when the event was scheduled.
- The button appears on the scheduled date of the event and is active throughout that day.
- If the button is grey (), the event is not yet fully scheduled and is 'pending' (e.g., requires system approvals or requires patient confirmation).

*Delegate-scheduled OTN events

- A "delegate" schedules on behalf of another OTN member or OTN room-based system.
- For information about OTNinvite events scheduled by a delegate, see the OTNinvite by Delegate nquick reference guide.



Searching for an Event

You can search for a specific event, using the Event ID. The Event ID is included in the subject line of the Video eVisit invitation email.

You can also search for an Event ID using Ncompass. See next page.



Searching via OTNhub Videoconference



The search finds only those events that you scheduled or where you are associated with a system in the event. The search looks for an exact match. Therefore, do not use a partial number for your search.

- 1. Sign in at otnhub.ca and access the Videoconference service.
- **2.** Enter the complete **Event ID** in the search field at the top of the calendar.
- **3.** Click the **Search** button (or press Enter on your keyboard. Search results appear in the left panel (replacing the Events List).
- **4.** To view the Event Details, click the desired event in the search results.



Figure 7: Search field



Figure 8: Search results

Searching via Ncompass

1. Sign in at otnhub.ca and click the **Schedule** link in the top banner of any OTNhub service.

The Ncompass service opens in a new tab/window.

2. Type the complete Event ID* in the Quick Search "Enter Event ID" field (at the top of the left navigation panel) and click \supseteq .

The Ncompass Event Details page appears.

- You can see the date, time, and consultant.
- If the event includes a "guest via email (OTNinvite)", the guest details are hidden.
- 3. To view the guest details, take note of the date, time, and consultant **name** and then return to the <u>OTNhub Calendar</u> and locate the event.

To learn more about using Ncompass, visit the Training Centre's **Scheduling** Support

site.



Figure 9: Accessing Ncompass



Figure 10: Quick Search fields

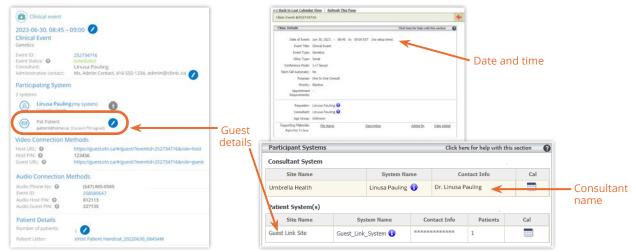


Figure 11:OTNhub Event Details

Figure 12: Ncompass Event Details

^{*} Ncompass looks for an exact match. Therefore, do not use a partial number for your search. If no match is found, Ncompass displays an error message.



Viewing Event Details

The **Event Details** page is where you can review the details and access more information about the event as described below:

- Learning or Meeting Videoconference on page 7.
- Clinical Videoconference on page 11.

While viewing an Event Details panel, to return to the monthly calendar view, click the Calendar link in the top-left of the Event Details panel or click the date title in the Events List.

Learning and Meeting Events

Learning events involve a speaker and an audience, such as conferences, workshops, interest group sessions, training programs, or lunch and learn sessions.

Meeting events involve organizational, operational, or management content such as committees, working groups, project status reports, or interviews.

Clinical Events

A clinical event is a videoconference that directly or indirectly discloses patient information.

A patient might be present or might not be present, but their medical condition is discussed for purposes of determining care.



Learning or Meeting Videoconference

Field (in order of appearance)	Description	
Event Summary		
Resend, Cancel, & Copy buttons	These buttons appear only for events created via the OTNhub. To copy or cancel Ncompass-created events, use the Ncompass Schedule service.	
Print Event Details	Click to print a formatted report that contains all of the event details.	
Call button	On the day the event is scheduled to start a Call button* appears at the top-right of the panel.	
	Click to join the videoconference.	
Category	Identifies whether the videoconference is a: • Meeting 🎎 event or Learning 💡 event.	
Date and Time	The event's scheduled date (YYYY-MM-DD), and the start and end times in 24 hour format (HH:MM).	
	For scheduled calls, the time includes Setup time, which occurs before the event's official start time. For example, if an event starts at 8:00 a.m. with 10 minutes setup time, the reservation on your system begins at 7:50 a.m.	
Event Title	If provided by the event organizer, the event's title.	
	If no title was provided, the default 'Learning Event', or 'Meeting' appears	
Additional Indicators:	If the event will be webcast , an indicator appears at the top right of the details panel.	
WebcastAuto	 Click the webcast indicator to open the <u>OTN Webcast</u> <u>Centre</u> in a new browser window. 	
connect	Available only for multi-point events.	
	If the event will be auto-connected , it is noted at the top right of the details panel.	
	 If you missed the auto-connect call, you can try reconnecting yourself by using the event's Call \(\mathbb{\capa}\) button*. 	
Event ID	A unique number assigned to every event.	
	If you need to contact the event's organizer or OTN Customer Care Centre, quote this number to identify the event.	
	Click the linked number to open the event's Ncompass a calendar in a new browser tab/window.	
Event Status	Identifies whether the event is scheduled or cancelled.	

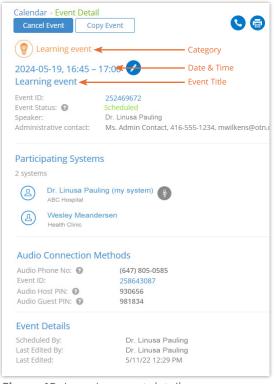


Figure 13: Learning event details

 $f{\star}$ The Call button is active throughout the day of the event.

Field (in order of appearance)	Description
Speaker / Chair	The name of the person (or people) who will conduct the meeting, teach the course, or present to the participants. ("Speaker" appears for Learning events; "Chair" appears for Administrative events.)
Presenter	The name of the person (or people) who will conduct the meeting/teach the course/ host the event and present to the participants.
Administrative contact	Information identifying the person to contact for questions about the event. The host or their delegate can update this information.
	To add or change Administrative Contact information, click and follow the on-screen prompts.
Description	If provided by the event organizer, this is additional information about the event. For example, a brief explanation about the event's subject and intended audience.
Support Materials	Displays any files that the event requestor has attached to the event, such as document or graphic files. Each file name is an active link so you can view or download the file.
	Support materials are applicable only to events scheduled using Ncompass or TSM.
Participating S	ystems
Туре	Identifies what type of system the participant uses: OTN member (i.e., personal user [PCVC]) OTN room-based system Guest via email (OTNinvite)
	Non-OTN system (<u>standards-based</u> ₹)
Name	 For an OTN member or system, the system and organization names. For a member (personal system), the contact's preferred name appears (e.g., Dr. Smiley Robinson). For a room-based system, the system name appears (e.g., TOR_OTN_1234_01). Click the linked name to open the Directory range in a new browser tab/window. For personal systems, the system contact's profile.
	For room-based systems, the system's site profile.
	For Guest via email (OTNinvite) participants, the name and email address of the invited participant.
	 To change the guest name or email, click and follow the on-screen prompts. For Non-OTN systems, the name and email address of the person responsible for the system.
Host System	ldentifies the participant who is the host/consultant for the event.

Field (in order of appearance)	Description		
Video Connect	Video Connection Methods		
This section appears	This section appears only when there are one or more 'guest via email' or non-OTN system participants.		
Host URL	The host's link address for the virtual 'room' where the videoconference will take place. This is a unique link for each videoconference.		
	If you are the host for the event, use this link to access the videoconference. Until the host joins, all other participants remain in the virtual "waiting room".		
	If you are a delegate and you will also attend the event, open the invitation email and use the Start eVisit link to join the videoconference (or the Guest URL in the event details).		
	You can use the Host link to test your videoconference setup, up to and including the day of the event.		
Host PIN	The eVisit (Videoconference) app uses this PIN to identify who is hosting the event. Each event can have only one host.		
	When the host enters the videoconference using the Host PIN, it signals eVisit to connect all active participants.		
Guest URL	For all participants who are not the host, the link for the virtual 'room' where the videoconference will take place. This is a unique link for each videoconference.		
	This is an active link that can be used to test the participant's videoconference setup before the day of the event.		
Guest PIN	The PIN set by the event's creator to add an extra layer of security to the event.		
	Only appears if a PIN has been set by the event's creator.		
	When a PIN is set, the invitee must enter it before they can join the videoconference.		
	The PIN is not included in the invitation email and the person sending the invitation must give the PIN to the participant in a separate communication.		
Non-OTN	Appears only when a participating system is a non-OTN system.		
System	The participant can use this alias to dial in to the event using their standards-based videoconferencing solution.		
Audio Connection Methods			
Audio Phone No	The phone number to be used by participants who cannot join via video and participate via audio line only.		
Event ID	A unique number assigned to every event.		
	When joining via audio, enter this number followed by the appropriate PIN.		
Audio Host PIN	A six digit number to be used by the host, if they will join via audio only.		
Audio Guest PIN	A six digit number to be used by guest participants, if they will join via audio only.		

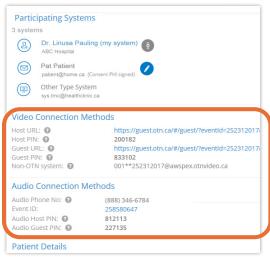


Figure 14: Connection methods

Field (in order of appearance)	Description
Guest Details	
Guest Handout	Appears only for events created via OTNhub. A link to open a new browser window with a printer-friendly summary of the event details.
Event Details	
Audit information	The name of the person who scheduled the event and the name and date for when the event was last updated.

Clinical Videoconference

Field (in order of appearance)	Description
Event Informat	tion
Resend, Cancel, & Copy buttons	These buttons appear only for events created via the OTNhub. To copy or cancel Ncompass-created events, use the Ncompass Schedule service.
Print Event Details	Click to print a formatted report that contains all of the event details.
Call button	On the day the event is scheduled to start a Call button* appears at the top-right of the panel.
	Click to join the videoconference.
Category	Identifies that the videoconference is a clinical event 📵.
Date and Time	The event's scheduled date, start and end times.
Time	For scheduled calls, the time includes Setup time, which occurs before the event's official start time. For example, if an event starts at 8:00 a.m. with 10 minutes setup time, the reservation on your system begins at 7:50 a.m.
	You can change these fields up until 11:59 p.m. of the event's scheduled date. To update, click ? and follow the on-screen prompts.
Title	If provided by the event organizer, the event's title. If not provided, the title is 'Clinical Event'.
Event Type	Identifies the general subject matter. (E.g. cardiology).
or Therapeutic Area of Care (TAC)	This is set by the event type in the consultant's Videoconference Service settings. (See <u>Managing Your eVisit Service Settings</u> .)
Event ID	A unique number assigned to every event.
	If you need to contact the event's organizer or OTN Customer Care Centre, quote this number to identify the event.
	If you are registered for Ncompass, click the linked number to open the event's <u>Ncompass</u> event details in a new browser tab/window.
Event Status	For events scheduled using OTNhub, the status can be 'scheduled' or 'cancelled'.
	For events scheduled with a PAN site or using Ncompass, the status can be 'scheduled', 'cancelled', or 'pending'.
	A pending status means that the host site has not yet confirmed all the patient appointments.
Consultant	The name of the medical professional that the patient will see or that will lead the discussion.
Administrative contact	Information identifying the person to contact for questions about the event. The host or their delegate can update this information.
	To add or change Administrative Contact information, click 🗸 and follow the on-screen prompts.
Support	Appears only for events scheduled using Ncompass.
Materials	Displays any files that the event requestor has attached to the event, such as document or graphic files.
	Each file name is an active link so you can view or download the file.

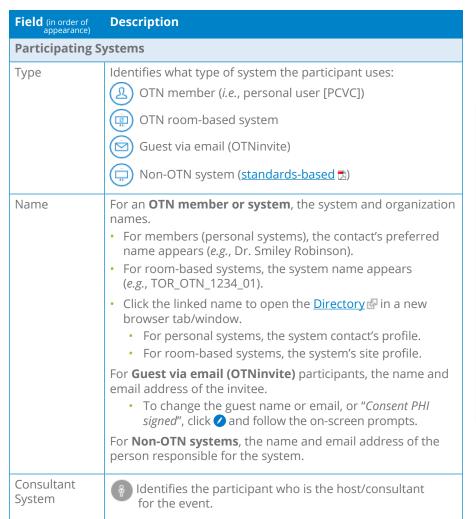
Calendar > Event Detail
Cancel Event Copy Event **9** Clinical event Category 2024-04-06, 16:00 - 16:45 ___ Date & Time Clinical Event Event Title Genetics -Event Type (TAC) 250175513 Event Status: 📵 Scheduled Consultant: Dr, Linusa Pauling
Administrative contact: Ms. Admin Contact, 416-555-1234, admin@clinic.ca Participating Systems 2 systems Dr. Linusa Pauling (my system)

ABC Hospital Pat Patient
pat.patient@email.ca (Consent PHI signed) Video Connection Methods Host URL:
https://guest.stagingotn.ca/#/guest/?eventId
Host PIN:
123456 Guest URL: 1 https://guest.stagingotn.ca/#/guest/?eventId Audio Connection Methods Audio Phone No: 3 (647) 805-0585 260272917 993579 Audio Host PIN: (2)

Figure 15: Clinical Consult Details

Continued next page...

 $[\]star$ The Call button is active throughout the day of the event.



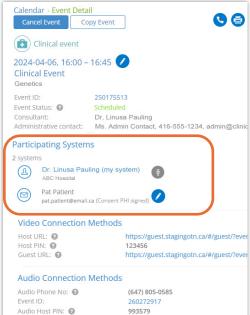


Figure 16: Clinical Consult Details - Participating Systems

Field (in order of appearance)	Description		
	Video Connection Methods		
This section appears	s only when there are one or more 'guest via email' or non-OTN system participants.		
Host URL	The host's link address for the virtual 'room' where the videoconference will take place. This is a unique link for each videoconference.		
	If you are the host for the event, use this link to access the videoconference. Until the host joins, all other participants remain in the virtual "waiting room".		
	If you are a delegate and you will also attend the event, open the invitation email and use the Start eVisit link to join the videoconference (or the Guest URL in the event details).		
	You can use the Host link to test your videoconference setup, up to and including the day of the event.		
Host PIN	The eVisit (Videoconference) app uses this PIN to identify who is hosting the event. Each event can have only one host.		
	When the host enters the videoconference using the Host PIN, it signals eVisit to connect all active participants.		
Guest URL	For all participants who are not the host, the link for the virtual 'room' where the videoconference will take place. This is a unique link for each videoconference.		
	This is an active link that can be used to test the participant's videoconference setup before the day of the event.		
Guest PIN	The PIN set by the event's creator to add an extra layer of security to the event.		
	Only appears if a PIN has been set by the event's creator.		
	When a PIN is set, the invitee must enter it before they can join the videoconference.		
	The PIN is not included in the invitation email and the person sending the invitation must give the PIN to the participant in a separate communication.		
Non-OTN	Appears only when a participating system is a non-OTN system.		
System	The participant can use this alias to dial in to the event using their standards-based system.		
Audio Connect	tion Methods		
Audio Phone No	The phone number to be used by participants who cannot join via video and participate via audio line only.		
Event ID	A unique number assigned to every event.		
	When joining via audio, enter this number followed by the appropriate PIN.		
Audio Host PIN	A six digit number to be used by the host, if they will join via audio only.		
Audio Guest PIN	A six digit number to be used by guest participants, if they will join via audio only.		

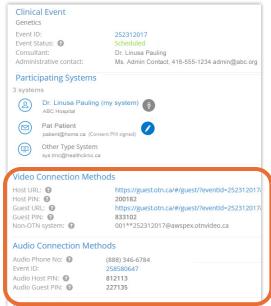


Figure 17: Clinical event details **Connection Methods**

Patient Details		
Number of	Appears for only clinical events.	
Patients 🖊	The number of patients that will be seen or discussed during the videoconference.	
	If you scheduled a standard event using OTNhub, you can change the Number of patients at any time by clicking / beside the number and then type a new number, and submit.	
	If you scheduled the event with a PAN site or using Ncompass, to change the number of patients, click the Event ID to open the clinic in Ncompass and edit there.	
Patient Letter or Guest Handout	Appears only for events created via OTNhub. A link to open a new browser window with a printer-friendly summary of the event details.	
	This summary can be printed and given to the patient/guest prior to their scheduled eVisit.	
Patient Information	Appears for only clinical events scheduled using Ncompass or scheduled with a PAN site.	
	Viewing patient information is also limited to users with clinical access*.	
	Demographic information for patients who are scheduled and confirmed in the event (<i>i.e.</i> , who are not pending or cancelled).	
	 If you are the consultant, you will see all the patient information listed. 	
	 If you are at the patient site, only patients scheduled for your specific system appear. Other scheduled patients appear as *****. 	
Event Details		
Appointment Requirements	If provided by the event creator, describes what type of assessment might be required in advance of the appointment or any other notes related to the event	
Scheduled By	The name of the person who scheduled the event.	
Last Edited By	The name of the person who lasted edited the event.	
Last Edited	The date and time when the event was last updated (mm/dd/yy HH:MM AM or PM.)	

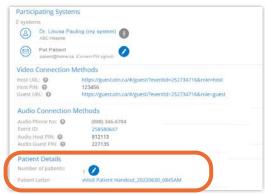


Figure 18: OTNhub-scheduled event

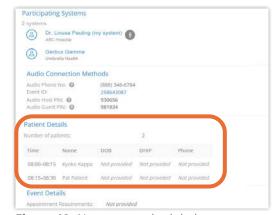


Figure 19: Ncompass-scheduled event

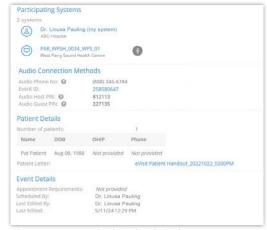


Figure 20: OTNhub-scheduled Patient Host Site (PAN) event

^{*} Users with non-clinical access will see patient information as asterisks (***). For example, if a consultant's delegate (someone who schedules on their behalf) does not have "clinical" permissions, even if they schedule the event, they will see only masked patient information in the OTNhub event details.