my.CareConnect Portal Enhancements (mCCPE): Release Version 1

Context

my.CareConnect Portal Enhancements - Release Version 1.0 includes changes to streamline the worksite and user registration process; improvements to the user experience; introduce new role-based functionality; automated email and in-portal notifications; a database transformation; and new technical infrastructure to support future enhancements. This document will also describe any known issues and remediation plan for the issues.

Change Summary

mCCPE Release version 1.0 will include updates to the following areas:
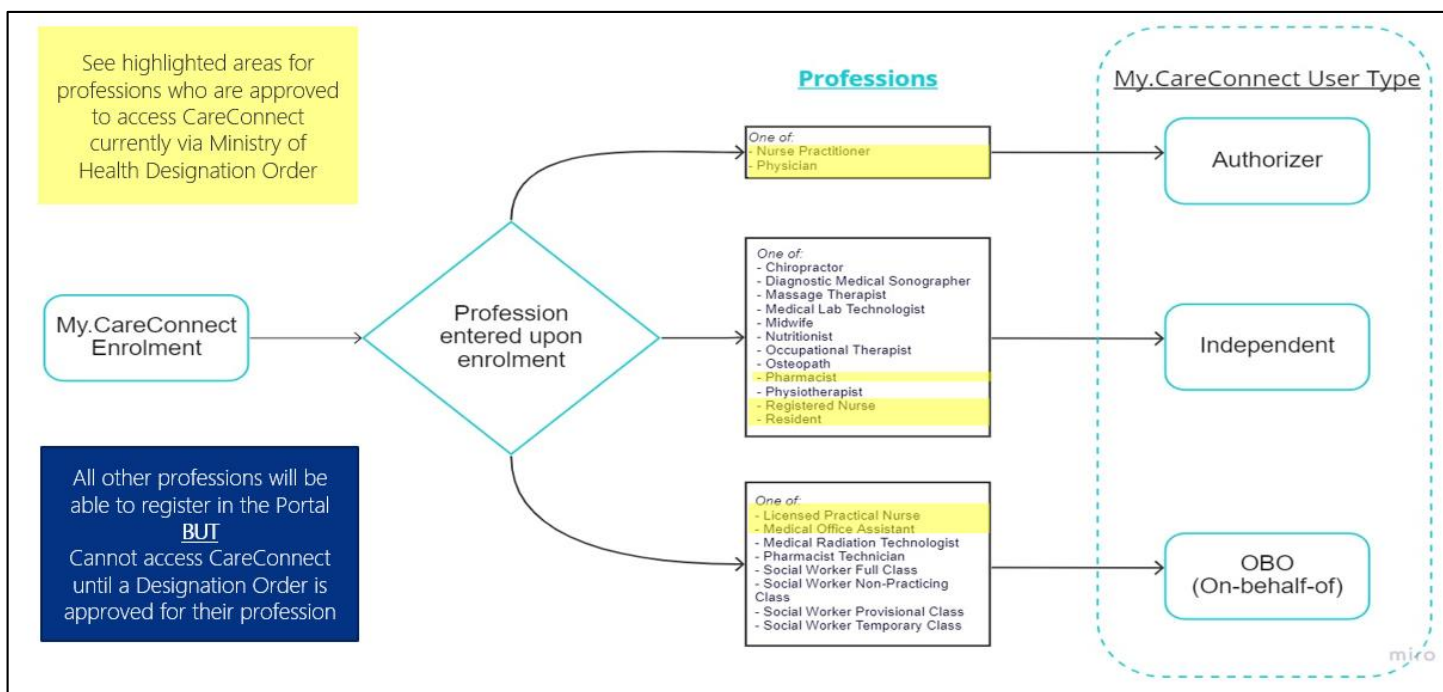
1. Account Registration: **NEW** Professions and User Types
2. Worksite Search: **NEW** Worksite ID and Enhanced Worksite Address Search Functionality
3. Worksite Enrolment
4. Worksite Management: **NEW** Worksite Administration functionality
5. Manage My Account/Preferences
6. CareConnect Application Access
7. Integration of HPCAA (Health Professional CareConnect Access Agreement)
8. Automated Emails and Portal Notifications
9. **NEW** 'Need Help?' Section

mCCPE future updates will include:

1. A fix to the password re-sent functionality
2. A fix to ensure a Group Site Administrator cannot remove their own access without assigning at least one new Group Site Administrator to the worksite
3. A fix to enable printing and downloading of the Heath Professional CareConnect Access Agreement (HPCAA)

Updates in Release 1

1. **Account Registration: NEW Professions and User Types**
   - **NEW** user types and professions have been added to the portal to better support user registration (see image below):

See highlighted areas for professions who are approved to access CareConnect currently via Ministry of Health Designation Order

My.CareConnect Enrolment

All other professions will be able to register in the Portal **BUT** Cannot access CareConnect until a Designation Order is approved for their profession

Profession entered upon enrolment

Professions

One of:
- Nurse Practitioner
- Physician

One of:
- Chiropractor
- Diagnostic Medical Sonographer
- Massage Therapist
- Medical Lab Technologist
- Midwife
- Nutritionist
- Occupational Therapist
- Osteopath
- Pharmacist
- Physiotherapist
- Registered Nurse
- Resident

One of:
- Licensed Practical Nurse
- Medical Office Assistant
- Medical Radiation Technologist
- Pharmacist Technician
- Social Worker Full Class
- Social Worker Non-Practicing Class
- Social Worker Provisional Class
- Social Worker Temporary Class

My.CareConnect User Type

Authorizer

Independent

OBO (On-behalf-of)

2. **Worksite Search: NEW Worksite ID and Enhanced Worksite Address Search Functionality**
   Worksite Search has been enhanced to reduce likelihood of duplicate clinics being created and to make the search functionality more user friendly:
   - **NEW** Worksite ID: allows users to find their worksite based on a unique worksite identifier (provided to them by colleagues at their clinic) – see How to Register a Worksite for CareConnect Access
   - Enhanced Worksite address search: Worksite search via Canada Post has been enhanced to improve the accuracy of the search

3. **Worksite Enrolment**
   - **NEW** Worksite E-Mail Address field
   - Revised list of Worksite Location Types and Sub-Types:
     Note: Updates include additional questions to identify the Worksite Location Sub-Type upon selection of the Worksite Location Type.
     - Community Based Private Practice
     - Home Office
     - First Nations Health Authority Facility
     - Health Authority Clinic
     - Community Pharmacy
     - Long Term Care Facility (non-Health Authority)
     - No Clinical Apps (Services Card Registration only)
     - Other
   - Updated list of EMRs/Information Systems:

- o Accuro
- o Collaborative Health Record (CHR)
- o HWNG
- o iClinic
- o Jane
- o Juno
- o Kroll
- o MedAccess
- o MOIS
- o Mustimuhwc EMR
- o Myle
- o Nexxys
- o OSCAR
- o OSCAR Pro
- o Osler
- o Plexia
- o Point Click
- o Profile
- o WinRx
- o Wolf
- o Other
- **NEW** question "Is this a licensed community Pharmacy?" Available Answers: Yes or No
- Removal of PPN questions: CareConnect is now available via the internet pathway meaning clinics are no longer required to be on the PPN to access CareConnect from their private worksite.

4. **Worksite Management: NEW Worksite Administration Functionality**
   - **NEW** Worksite Administration Functionality - See Frequently Asked Questions
   - Removed "Status of Clinic: Pending Approval for Access to CareConnect" message from worksite header
   - Relabeled field headers in the Worksite Active and Inactive Member pages
     - o Active Members module
       - Physicians re-labeled to Authorizers
       - Staff re-labeled to On-behalf-Of Users
       - **NEW** Independent section
       - **NEW** Non-Clinical section
       - **NEW** Group/Site Administrator section
     - o Inactive Members module
       - Inactive Physicians re-labeled to Inactive Authorizers
       - Inactive Staff re-labeled to Inactive On-behalf-Of Users
       - **NEW** Inactive Independent section

- **NEW** Group/Site Administrator section

5. **Manage My Account/Preferences**
   Updates to field titles (from 'your' to 'my) to improve user experience.

6. **CareConnect Application Access**
   Users now only need to request access to CareConnect once, rather than create a separate request through each worksite they are linked to.

7. **Integration of HPCAA (Health Professional CareConnect Access Agreement)**
   Authorizer and Independent users can now complete the HPCAA as part of the my.CareConnect Enrolment process.

8. **Automated Emails and Portal Notifications**
   - Emails will be sent to users automatically from the portal upon:
     - my.CareConnect account registration
     - Worksite creation
     - CareConnect access request
     - User contact information updates
     - User requesting access to a worksite
     - Group Site Administrator approval of worksite access
     - Invite to join a worksite
     - User added as a Group Site Administrator
     - User requesting sponsorship from an Authorizer
   - Portal notifications to let users know:
     - There are requests to manage in the portal
     - They have been invited to join a worksite
     - A user has requested to join the worksite they manage
     - Their CareConnect Application Enrolment Request has been submitted
     - An On-behalf-of user is requesting sponsorship

9. **'Need Help?' Section**
   - Support hours listed
   - Link to CareConnect support website
   - Support email listed
   - my.CareConnect portal version number and release date listed to support users with issue logging