

Updating Scheduling Permissions

An organization's Ontario Health (OTN) **Primary Contact for Service (PCS)** supports the delivery of virtual health care services within their organization and can manage the scheduling permissions for their-registered users.

If you are registered with Ontario Health (OTN) as a 'primary contact' for your organization, the OTNhub User panel displays a "Manage Users" option.

The instructions below describe how an organization's PCS can manage scheduling permissions for their active, Ontario Health (OTN)-registered users.

For instructions about other Ontario Health (OTN) user management features available to a PCS, refer to the user guides [Using the Dashboard](#), [Exporting User Lists](#) and [Deactivating a User](#).

Ability to schedule a clinical event*

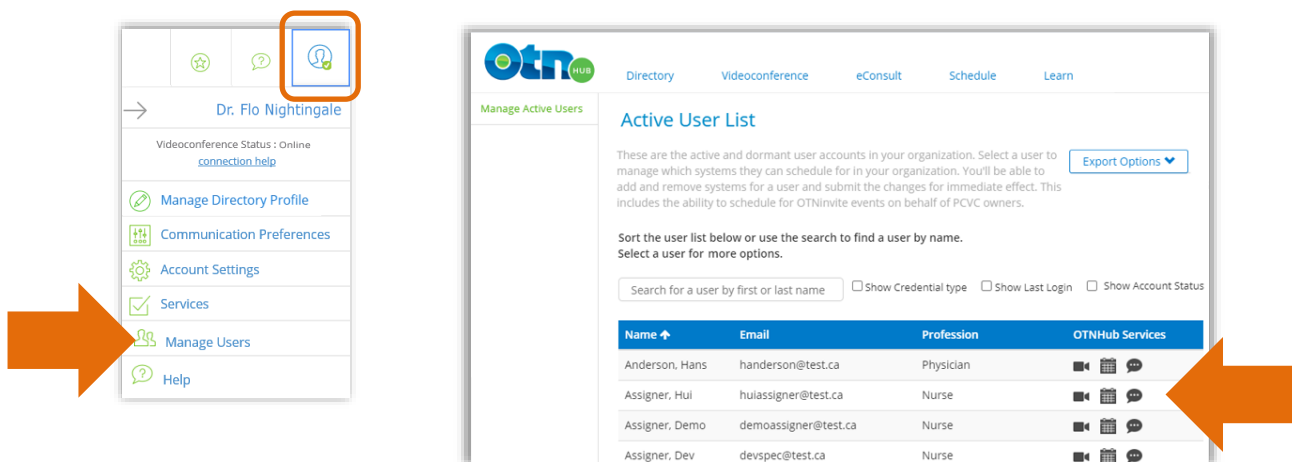
You can add and remove clinical permissions to a user's account. When given scheduling permissions, a user has access to health information in Ontario Health (OTN)'s virtual care applications (for example, Ncompass, eVisit (Videoconference)). *When scheduling*, they can add patients to an event. *When viewing events for their systems*, they will see the associated patient information. (Without clinical permissions, the patient information is hidden, it appears as asterisks.). The change takes effect immediately after you successfully submit the request.

Add or Remove System Associations

You can add and remove eVisit (PCVC) or room-based systems to a user's account. When a user is associated with a system, they become a delegate for that system. They can schedule the system for videoconference events using the OTNhub eVisit (Videoconference) or Ncompass applications. The system will appear in their Ncompass calendars, the Ncompass "My Systems" drop-down list and their OTNinvite "Schedule on behalf of" drop-down list. The change takes effect immediately.

Accessing the Manage Users Feature and Locating a User

1. Sign in at otnhub.ca and click the **User Panel** link (👤) in the top-right banner and then click **Manage Users**.
2. Locate the desired user in the **Active User List**. To filter the listed names, search for a user by typing at least two characters in the **Search for a user** field. To view the user details, click the user's name.



* Delegate access to personal health information in the OTNhub is permitted only for the purpose of providing, or supporting the provision of, healthcare to patients. Any collection, use (including access to or viewing), disclosure or retention of personal health information by delegates in relation to their use of OTNhub is deemed to be on behalf of the member (organization or solo practitioner), and is subject to the Personal Health Information Protection Act, 2004.

Managing OTNhub Accounts

You can change scheduling permissions only for “active” users and for one user at a time.

If the user currently has clinical scheduling permission, a blue check mark appears beside the **Ability to schedule a clinical event** field (see #2 in the image below).

To add or remove clinical scheduling permission (step #2) or to add or remove system associations (step #3), follow the instructions below.

1. While viewing the **User Details**, scroll down to the section below the list of **OTNhub services**.
2. To permit the selected user to *schedule clinical events* and see patient information, select the **Ability to schedule a clinical event** check box. To remove the permission, clear the **Ability to schedule a clinical event** check box.

3. To *add or remove system associations*, within the **Add/Remove System Associations** list, click the system name to select or clear each target system.

To expand a site and view all its associated systems, click beside the site name.

- When a site name includes the word “(Virtual)”, its associated systems are eVisit accounts (PCVC).
- When a blue check mark appears beside the system name, the user is associated with that system.

4. To initiate the request, click .

A confirmation screen appears.

5. Review the information to ensure it is correct.

6. To **confirm** the change and immediately update the user’s account, click .

If all is okay, the screen reloads, and a success message appears.

The changes take effect immediately.

< Back to all users

Manage scheduling permissions for OTNinvite or videoconference events in your organization. Here you can:

- 1) Add / remove the ability to schedule a clinical event
- 2) Add / remove scheduling permissions for PCVC or room-based systems within your organization
- 3) Deactivate a user (temporary or permanent)

Phil Barnes

Email: phil@test.ca Profession: Allied Health Professional
Credential type: OTN Last login: 04/24/2020 (account is active)

OTNhub services:
Non OTNhub services like Telesteth, Telestroke and others are not displayed here.

- eVisit (PCVC, Room-Based, OTNinvite)
- Scheduling
- eConsult

Phil Barnes has the following scheduling permissions. Select the checkbox to make a change: **2**

Ability to schedule a clinical event

Add / Remove System Associations:
Expand a site (plus) to view all systems

- ABC Hospital (1/4)
 - TOR_ABC_5555_ASYS_01 (0/1)
 - TOR_ABC_5555_ASYS_02 (0/1)
- ABC Clinic (Virtual) (1/2)
 - Anu Alpha
 - Phil Barnes

[Deactivate this user](#)

Change(s) to Scheduling Permissions and/or Access - Please Confirm

Please confirm your changes.

Name	Email	Profession
Phil Barnes	phil@test.ca	phil@test.ca

List of the added systems (1).

Name	Site Name
Anu Alpha	ABC Clinic (Virtual)