Accessing a Site Profile

You can update information in the site profile if:

- You are designated as a telemedicine contact for a site and;

- The site is published in the Directory.

1. Sign in at otnhub.ca and go to the **Directory** service (Figure 4).

2. Search for the site and locate the site name in the results list and click the name to display the profile details.

   The **Profile Details** screen appears (Figure 5) with an **Edit Profile** button at the top.

3. To open the site's profile details with fields available for edit, click the **Edit Profile** button.

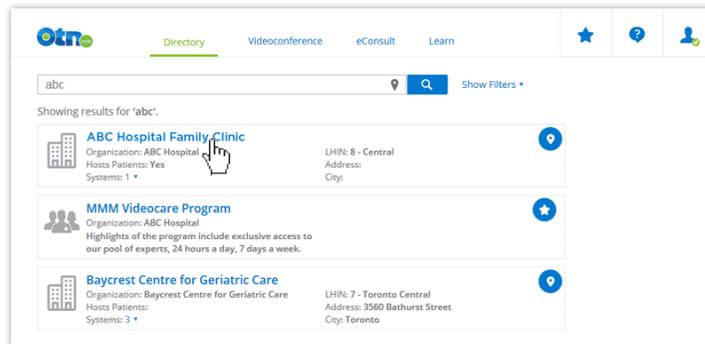   The site's **Edit Profile Details** screen appears with **Save** and **Cancel** buttons at the top.
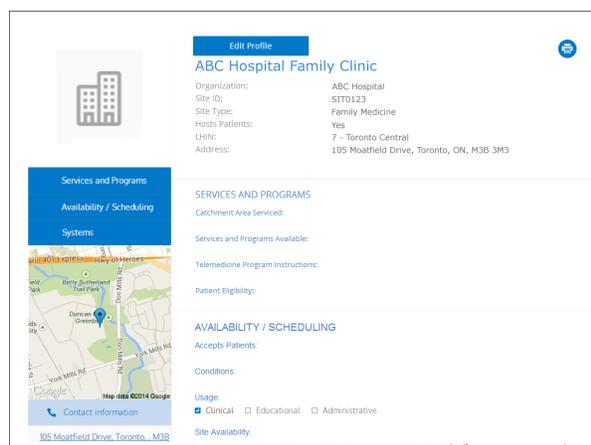

Figure 4: Directory search

Figure 5: Site profile details

Editing a Site Profile

You can edit most fields within a profile for which you have administrative rights.

If a field is not available for editing, to change the field you need to contact the OTN Customer Care Centre.

1. After you make your changes, to save and update the site's published profile, click **Save*** at the top of the form. The site information is validated and if all is okay:

    • The **Profile Details** screen reloads with a success message.

    • The updates are immediately published to the Directory. (Note: If the profile was previously not published, the act of saving publishes it to the Directory.)

    If there is an error, an error message appears and your information is not changed. Correct the error and try again.

2. If you change your mind and do not want to apply the changes, click **Cancel** at the top of the form.

Figure 6: Edit site profile details

Fields Available for Edit Within a Site Profile

In order of appearance.

Field Name	Description
Services and Programs	
Catchment Area Serviced	The geographical district(s) from which the site will accept patients/clients. For example: All of Ontario.
Services and Programs Available	List the general programs, services, or therapeutic areas of care available via telemedicine at the site. For example: Geriatric Mental Health or Cardiology.
Telemedicine Program Instructions	Describe any specific information and instructions for participating in a particular telemedicine program offered at the site.
Patient Eligibility	Describe the criteria for hosting patients. For example: Accepts only patients who are currently registered with the clinic.
Availability / Scheduling	
Hosts Patients	Select the option that best describes the site's status for accepting patients for telemedicine. If you select conditional, describe the conditions in the Conditions field.
Conditions	If there are specific conditions under which the site will accept referrals for video consults, type a description of each condition. For example: Must have family doctor.
Site Availability	If the site is available for telemedicine only on specific days or during specific times, describe the limitations. For example: Only Mondays and Wednesdays.

* Only after you change the contents of a field or add content to an empty field will the **Save** button become active (turn a darker shade of blue and can be clicked).

Field Name	Description
Scheduling Instructions	Describe any instructions required to make a telemedicine referral or schedule a telemedicine appointment with the site.
	For example: This site uses Ncompass scheduling to book patient appointment times and video systems. Ncompass is updated with all available times per system so please email the telemedicine contact to request videoconference system time.
Referral Instructions	If the site has any processes or rules in place for telemedicine events, describe them here. For example: Send referral to office for triage by consultant.
Clinical Protocols and Forms	These are procedural documents and forms for use by patient sites to help them properly prepare for and conduct a clinical session with the consultant.
	If you have documents that contain detailed clinical protocols or forms, you can:
	• Publish links to these documents in your Directory profile, which users can click to access. (If the files are available from an existing web site or Internet location.)
	• Attach files to your Directory profile, which users can view or download.
	You can add, delete or edit protocols from the **View Profile Details** page.
Healthcare Professionals Available	Select which type(s) of healthcare professionals are available at the site to support a telemedicine event. If you select Other, describe the role in the Other text field.
Telemedicine Contacts	Contact information (name, title, phone and fax) of the person(s) to be contacted regarding the telemedicine events at this site.
	The email address is a link. Click the link to open an email template within your default email service (*e.g.*, Outlook).

Field Name	Description
Systems	
System Name	A read-only field. An OTN-assigned unique character set that identifies a specific system and contains the Site ID of its parent site.
Room Name	If the room has a designated name to identify it within the site, type it here. For example, Room 321 or Clinical Studio.
Room Description	Describe the room that houses the system, such as its capacity, location, and possible uses.
Usage	Select which types of telemedicine events the site can host:
	Clinical events directly or indirectly disclose patient information.
	Educational events involve a speaker and an audience, such as conferences, workshops, interest group sessions, training programs lunch and learn sessions.
	Administrative events involve two or more parties and the content is administrative in nature, such as committees, working groups, project status reports, or interviews.
Accessibility	Select which types of accessibility the system offers.
Telemedicine Contacts	Contact information (name, phone, fax and email) of the person(s) to be contacted regarding the telemedicine events at this site.
	The email address is a link. Click the link to open an email template within your default email service (*e.g.*, Outlook).

Contact Information	
Parking Instructions	Describe any relevant information about parking at the site. If provided, this information appears under the Google map in the right navigation panel of the site's profile page.