

Updating a Directory Profile

These instructions describe how to access and update your OTN **directory profile** for a site or your personal directory entry. This is the information published in OTN's Directory and available for searching and viewing by all registered directory users.

You can update your own profile and any other **person or site profile** for which you have administrative permissions.


The Directory also includes 'Specialty Group' and 'Program' profiles. A specialty group is made up of specialists who share a program/group assigner. This assigner receives cases and distributes them to specific specialists within the program/group. A designated administrator [manages specialty group profiles](#).

Notes:

- (1) Your 'directory profile' is not the same as your OTN 'account information'. (Account information is for OTN internal purposes only and is not available to the public. There are separate instructions for [updating your account information](#).)
- (2) You can add, delete or edit [Clinical Protocols and Forms](#) from the **View Profile Details** page.

Accessing Your Directory Profile

If you are registered to use the Directory and you have a published profile, you can access your profile using the **My Directory Profile** link included in the profile/self-service panel.

1. Sign in at otnhub.ca, click the **Profile** link () in the top right banner.

A **Profile/Self-Service** panel appears.

2. Click the **My Directory Profile** link in the panel.

Your **Profile Details** screen appears (Figure 2) with an **Edit Profile** button at the top.

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

Your **Edit Profile Details** screen appears with **Save** and **Cancel** buttons at the top.

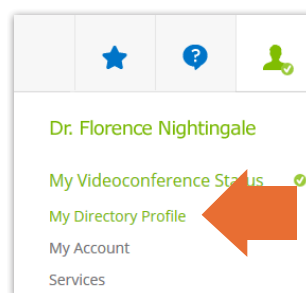


Figure 1: Profile/Self-service panel

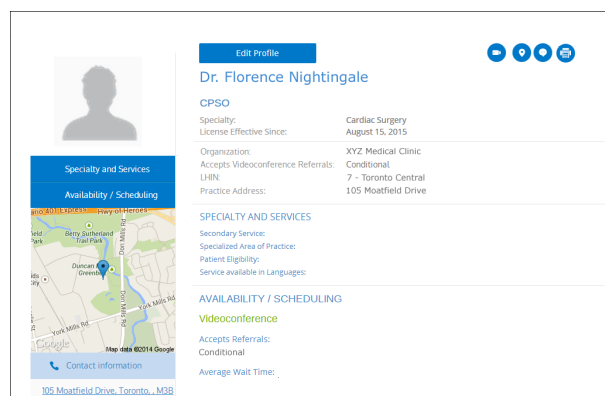


Figure 2: Person profile details with edit button

Editing a Person Profile

You can edit most fields within your own **Directory profile**, with the following exceptions:

- To update CPSO fields, you need to contact the [The College of Physicians and Surgeons of Ontario](#).
- To update other read-only fields, you need to contact the OTN Customer Care Centre.

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- After you make your changes, to save and update your published profile details, click **Save*** at the top of the form. Your 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 your profile was previously not published, the act of saving publishes it in the Directory.)

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

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

Fields Available for Edit Within a Person Profile

In order of appearance.

Field Name	Description
Specialty and Services	
Secondary Service	If you offer a service different from and in addition to your primary service, select the type from the drop-down list.
Specialized Area of Practice	Describe any specialized areas of practice.
Service available in Languages	If you offer service in other languages besides English, list them here. For example: French or Tagalog.
Patient Eligibility	Describe any specific criteria for patients that can be referred to you. For example: Only pediatric patients.
Availability / Scheduling	
Videoconference	
Accepts Referrals	Select the option that best describes the consultant's status for accepting patients for telemedicine videoconferencing. If you select conditional, describe the conditions in the Other Conditions field.

* 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).

The screenshot shows a web form for editing a person's profile. At the top, there are 'Save' and 'Cancel' buttons. The profile is for 'Dr. Florence Nightingale'. Under 'CPSO', the specialty is 'Cardiac Surgery' and the license is effective since 'August 15, 2015'. A note states: 'To update your CPSO information please contact College of Physicians and Surgeons of Ontario'. The organization is 'XYZ Medical Clinic'. It also shows 'Accepts Videoconference Referrals: Conditional', 'LHIN: 7 - Toronto Central', and 'Address: 105 Moatfield Drive'. The 'SPECIALTY AND SERVICES' section includes a 'Secondary Service' dropdown menu set to 'Pediatrics', a 'Specialized Area of Practice' field, 'Service available in Languages', and 'Patient Eligibility' with an example: 'Example: Only pediatric patients.'. The 'AVAILABILITY / SCHEDULING' section includes a 'Videoconference' section with an 'Accepts Referrals' field.

Figure 3: Edit person profile details

Field Name	Description
Average Wait Time	Select the approximate time between the date when you receive a referral request and the date an appointment can be booked.
Accepted Types	Select whether you will see only first-time patients or only patients for follow-up appointments or both.
Only Accepted from Sites / Regions	If you will accept videoconference referrals only from specific areas, identify them here. For example, a LHIN number, region or district name, or specific site name or number.
Other Conditions	If there are specific conditions under which you will accept referrals for video consults, describe each condition. For example: Must have family doctor.
Availability	If you are available for video consults only on specific days or during specific times, describe the limitations. For example: Only Mondays and Wednesdays.
Scheduling Instructions	If you have any processes or rules in place for scheduling a video consult, describe them here. For example: Use the OTN referral form. All referrals will be faxed to the telemedicine contact fax number below. Call the telemedicine contact for inquires regarding this intake process.
Clinical Instructions	If you have any processes or rules in place for your clinical 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: <ul style="list-style-type: none"> • 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.
Telemedicine Contacts	Contact information (name, phone, fax, and email) of the person to be contacted regarding the video consult. The email address is a link. Click the link to open an email template within your default email service (e.g., Outlook).
Patient Site Requirements	Support and Resources <ul style="list-style-type: none"> • If you require that the patient site have specific support or resource requirements for a video consult, describe your requirements. • For example: Nursing support required for the full duration of the consult. Or patient physical assessment is required, specifically, medications list, height and weight measurements.

Field Name	Description
eConsult	
These fields appear only if you are a registered eConsult user.	
Accepts Requests	Select the option that best describes the consultant's status for accepting eConsult referrals. If you select conditional, describe the conditions in the Other Conditions field.
Average Response Time	Select the approximate time between the date when you receive a referral request and the date an appointment is booked.
Only Accepted from Sites / Regions	If you will accept eConsult referrals only from specific areas, identify them here. For example, a LHIN number, region or district name, or specific site name or number.
Other Conditions	If there are specific conditions under which you will accept eConsult referrals, type a description of each condition. For example: Must have family doctor.
Instructions for Sending Requests	If you have special requirements for your eConsult requests, describe them here. For example: Provide full patient history.
Additional Information	
If you want to publish information about your medical qualifications and professional memberships, you can describe them using these fields.	
<ul style="list-style-type: none"> • Practicing Since • Affiliations • Professional Memberships • Medical School • Graduate School • Internship • Residency • Fellowships • Publications 	
Contact Information	
You cannot update the name, organization and LHIN displayed as contact information in your directory profile. These fields are populated using information in your OTN account. To change your name, organization or LHIN, send an email with your request to contactupdate@otn.ca .	
Credentials	If you want to have credentials appear after your name (in the search results list and your profile details), type the credential initials here. For example: MD, PhD, FRCPC

Field Name	Description
Practice Address	
<p>The practice address is the physical location of the consultant's primary office. This is the published address that is available to healthcare practitioners searching the Directory and is used to generate the Google map accessed from the Directory.</p> <p>Note: Although it might be the same address as that used in your OTN account, changing the address for your profile will not update your OTN account address. To change the address associated with your OTN account, use the Self Service - My Account feature.</p>	
Address	The street name and civic number of the consultant's primary office. Also include here the unit, floor, suite, or apartment number of the consultant's primary office.
City	The city name where the consultant's primary office is located.
Province	The province name where the consultant's primary office is located.
Postal Code	The postal code of the consultant's primary office. For example: A3A 3A3.
Phone	The 10-digit office telephone number of the consultant's primary office. For example: 416-555-1234.
Extension	Office phone extension.
Fax	The 10-digit fax number of the consultant's primary office. For example: 416-555-9876. This number might be used to fax patient information, therefore do not use a fax machine that is in a public area.
Parking Instructions	If there are specific parking instructions for people visiting the office, describe them here.