

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.

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

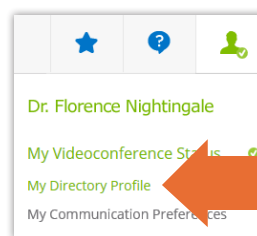


Figure 1: Profile/Self-service panel

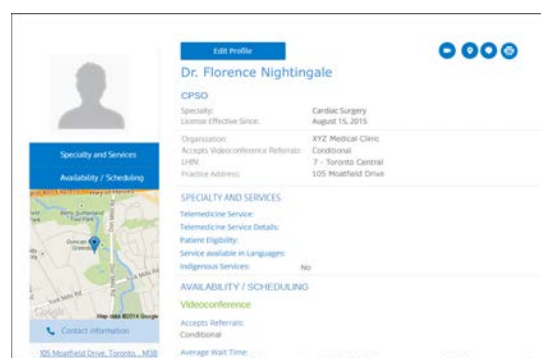


Figure 2: Person profile details with edit button



If you need administrative permissions to edit or create a person's profile, contact your organization's OTN Primary Contact or your OTN Account Manager.

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.

Note: 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](#).)

- 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 Editing Within a Person Profile

In order of appearance.

Field Name	Description
Specialty and Services	
Telemedicine Service	Select from the drop-down list one or more specialties for which you offer telemedicine services.
Telemedicine Service Details	If there is specific information about your telemedicine service that you would like to describe, type it in this field.
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.
Indigenous Services	Indicates whether you offer culturally appropriate patient services to the Indigenous population. Defaults to 'No'. When set to 'Yes', it lets First Nations/Metis communities know they can connect with you for services that consider their cultural sensitivities. Only OTN can edit this indicator. You can apply to OTN to have your profile updated with this set to 'Yes'. (See the Indigenous Services FAQ for details.)

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* 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).

Figure 3: Edit person profile details

Field Name	Description
Availability / Scheduling	
Videoconference	
Accepts Referrals	Select the option that best describes the your status for accepting patients for telemedicine videoconferencing. If you select conditional, describe the conditions in the Other Conditions field.
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: 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.

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Field Name	Description
eConsult	
These fields appear only if you are a registered eConsult user.	
Accepts Requests	Select the option that best describes your status for accepting eConsult requests. 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 request and the date you will supply a consultation response.
Only Accepted from Sites / Regions	If you will accept eConsult requests 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 requests, 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 	<ul style="list-style-type: none"> • Graduate School • Internship • Residency • Fellowships • Publications

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Field Name	Description
Contact Information	
<p>This is the contact information for your Directory Profile (that is, the profile being viewed).</p> <p>You cannot update the name, organization, or LHIN displayed here. These fields are populated using information in your OTN account. (To change the address associated with your OTN account, use the Self Service - My Account feature.)</p>	
Credentials	<p>If you want to have credentials appear after your name (in the search results list and your profile details), type the credential initials here.</p> <p>For example: MD, PhD, FRCPC</p>
Practice Address	
<p>The practice address is the physical location of the your primary office. This is the published address that is available to healthcare providers 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 your primary office. Also include here the unit, floor, suite, or apartment number of the consultant's primary office.
City	The city name where your primary office is located.
Province	The province name where your primary office is located.
Postal Code	The postal code of your primary office. For example: A3A 3A3.
Phone	The 10-digit office telephone number of your primary office. For example: 416-555-1234.
Extension	Office phone extension.
Fax	<p>The 10-digit fax number of your primary office. For example: 416-555-9876.</p> <p>This number might be used to fax patient information, therefore do not use a fax machine that is in a public area.</p>
Parking Instructions	If there are specific parking instructions for people visiting your office, describe them here.

Accessing a Site Profile

You can update information in the site profile if:

- You are the primary contact for the service or you have been granted approved administrative rights 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.

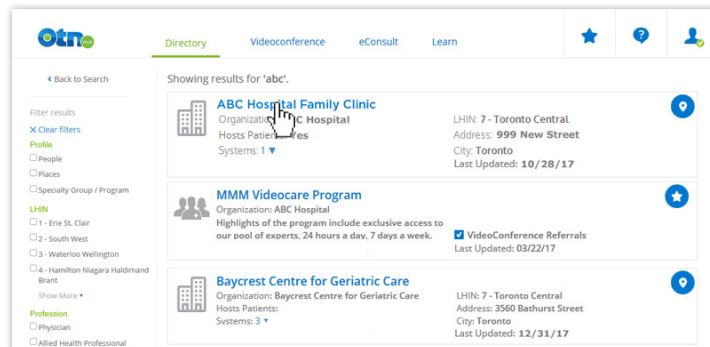


Figure 4: Directory search

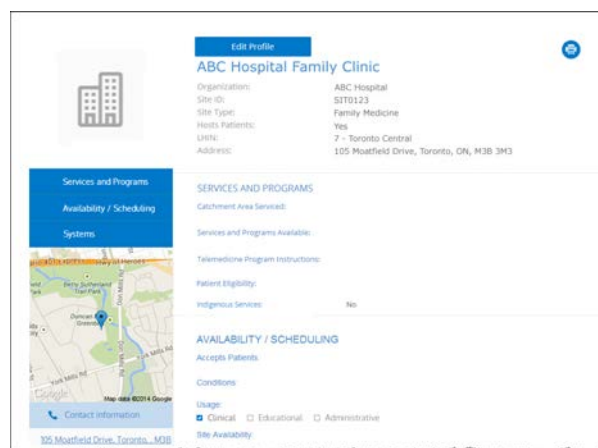


Figure 5: Site profile details



If you need administrative access to a site's profile, contact your organization's OTN Primary Contact or your OTN Account Manager.

Editing a Site Profile

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

- 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.

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

If a field is not available for editing, to change the field you need to send an email with your request to contactupdate@otn.ca.

The screenshot shows a web form titled 'ABC Hospital Family Clinic'. At the top, there are 'Save' and 'Cancel' buttons. The form is divided into sections:

- Organization Details:** Organization: ABC Hospital, Site ID: SIT0123, Site Type: Family Medicine, Accepts Patients: Yes, LHIN: 7 - Toronto Central, Address: 105 Mootfield Drive, Toronto, ON, M3B 3M3.
- SERVICES AND PROGRAMS:**
 - Catchment Area Services:** A text input field with the placeholder 'Enter LHIN, Region/District or specific sites that are applicable'.
 - Services and Programs Available:** A large empty text area.
 - Telemedicine Program Instructions:** A text input field with the placeholder 'Indicate instructions for patient.'

Figure 6: Edit site profile details

Fields Available for Editing Within a Site Profile

In order of appearance.

Field Name	Description
Services and Programs	
Catchment Area Served	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.
Indigenous Services	Indicates whether the site offers culturally appropriate patient services to the Indigenous population. Defaults to 'No'. When set to 'Yes', it lets First Nations/Metis communities know they can connect with the site for services that consider their cultural sensitivities. Only OTN can edit this indicator. You can apply to OTN to have the site profile updated with this set to 'Yes'. (See the Indigenous Services FAQ for details.)

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* 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
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 be able to walk up four stairs.
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.
Scheduling Instructions	Describe any instructions required to 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.
Clinical Protocols and Forms	Clinical protocols are procedural documents and forms provided by healthcare providers, sites, or programs. These protocols can be instructions, explanations, or questionnaires intended to help the patient or referring physician understand what is required for a clinical telemedicine session. This in turn helps the healthcare provider and the host site to properly prepare for and conduct the session. A site might have general protocols but can also have protocols that apply to specific consultants who present at the site. 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.
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).

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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.