

## Stakeholder Communication - Informational

# Online access to COVID-19 lab test results for Health Care Providers

**Action to be taken: Distribute this message to health care providers at your organization**

If you are an authorized Ontario health care provider with access to one of the provincial viewers ([ClinicalConnect™](#), [ConnectingOntario ClinicalViewer](#) and [eHealth Portal](#)) or an electronic medical record system (with OLIS to EMR) or Hospital Information System (HIS) integration, you can access novel coronavirus (COVID-19) lab test results stored in [Ontario Laboratories Information System \(OLIS\)](#) in near real-time.

92% of all laboratory tests performed in Ontario are represented in OLIS, including COVID-19 tests. The Digital Services business unit of Ontario Health is collaborating with laboratories performing COVID-19 tests to successfully submit their results into OLIS.

Ordering health care providers and labs are reminded to ensure complete patient identifiers, including Ontario Health Card Number (HCN), are captured when submitting lab orders and test results to OLIS to enable the capture and display of all test results. Outlined below are details on accessing COVID-19 lab test results in each of the provincial viewers.

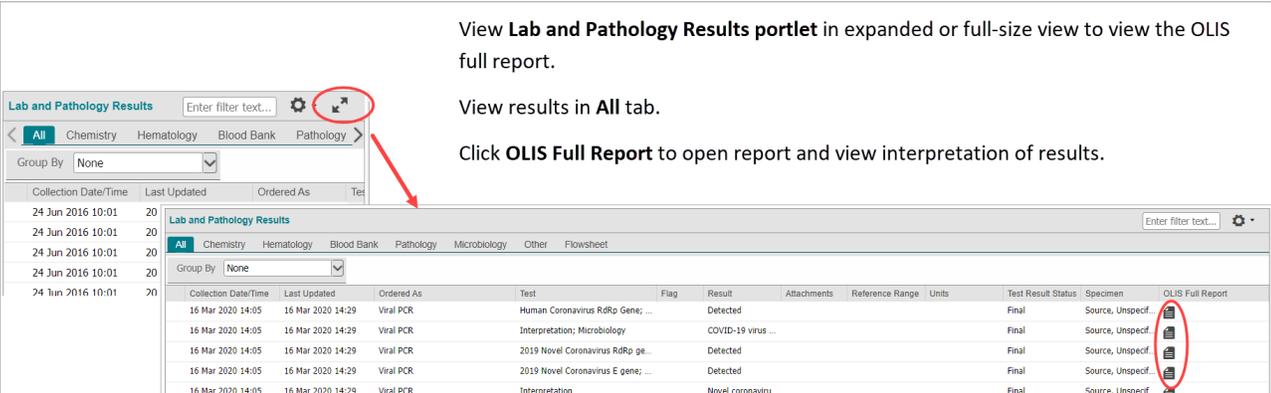
## ConnectingOntario ClinicalViewer (used in Greater Toronto Area and northern and eastern Ontario)

COVID-19 lab tests display in the Lab and Pathology Results portlet. In order to see lab info your organization must be authorized for OLIS access and the patient must have an Ontario HCN. Due to differences in lab submissions, some results may not appear in the Microbiology tab.

View **Lab and Pathology Results** portlet in expanded or full-size view to view the OLIS full report.

View results in **All** tab.

Click **OLIS Full Report** to open report and view interpretation of results.



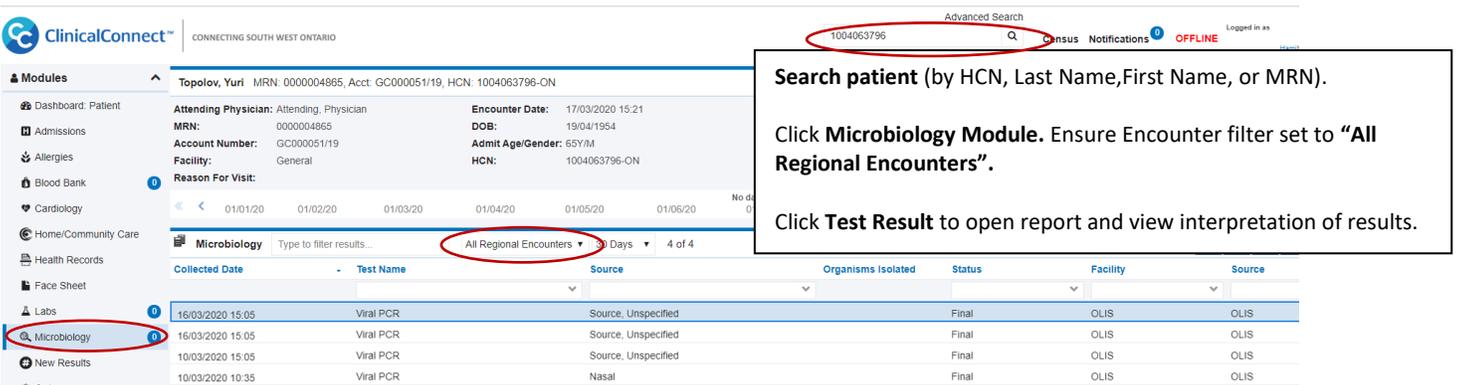
Collection Date/Time	Last Updated	Ordered As	Test	Flag	Result	Attachments	Reference Range	Units	Test Result Status	Specimen	OLIS Full Report
16 Mar 2020 14:05	16 Mar 2020 14:29	Viral PCR	Human Coronavirus RdRp Gene; ...	Detected					Final	Source, Unspecif.	
16 Mar 2020 14:05	16 Mar 2020 14:29	Viral PCR	Interpretation; Microbiology		COVID-19 virus ...				Final	Source, Unspecif.	
16 Mar 2020 14:05	16 Mar 2020 14:29	Viral PCR	2019 Novel Coronavirus RdRp ge...	Detected					Final	Source, Unspecif.	
16 Mar 2020 14:05	16 Mar 2020 14:29	Viral PCR	2019 Novel Coronavirus E gene; ...	Detected					Final	Source, Unspecif.	
16 Mar 2020 14:05	16 Mar 2020 14:29	Viral PCR	Interpretation		Novel coronavirus...				Final	Source, Unspecif.	

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## ClinicalConnect™ (used in south west Ontario)

COVID-19 lab test results display in the Microbiology module with two possible ‘Sources’ as described below. Patient must have an Ontario HCN and a visit at an acute care facility, or Home & Community Care Services, in south west Ontario for their COVID-19 result to be viewable in the ClinicalConnect’s Microbiology module.



**Search patient (by HCN, Last Name, First Name, or MRN).**

**Click Microbiology Module.** Ensure Encounter filter set to **“All Regional Encounters”**.

**Click Test Result** to open report and view interpretation of results.

Collected Date	Test Name	Source	Organisms Isolated	Status	Facility	Source
16/03/2020 15:05	Viral PCR	Source, Unspecified		Final	OLIS	OLIS
16/03/2020 15:05	Viral PCR	Source, Unspecified		Final	OLIS	OLIS
10/03/2020 15:05	Viral PCR	Source, Unspecified		Final	OLIS	OLIS
10/03/2020 10:35	Viral PCR	Nasal		Final	OLIS	OLIS

‘Source Systems’ for COVID-19 results:

- **OLIS:** for COVID-19 results from labs contributing these results to OLIS (in order to see results, your organization must be authorized for OLIS access)
- **A hospital in south west Ontario:** for COVID-19 tests ordered and entered into Hospital Information Systems (HIS) at acute care facilities in south west Ontario. Note: In some cases, **results for the same test** may appear from both OLIS & a hospital’s HIS. An example of this is shown below:

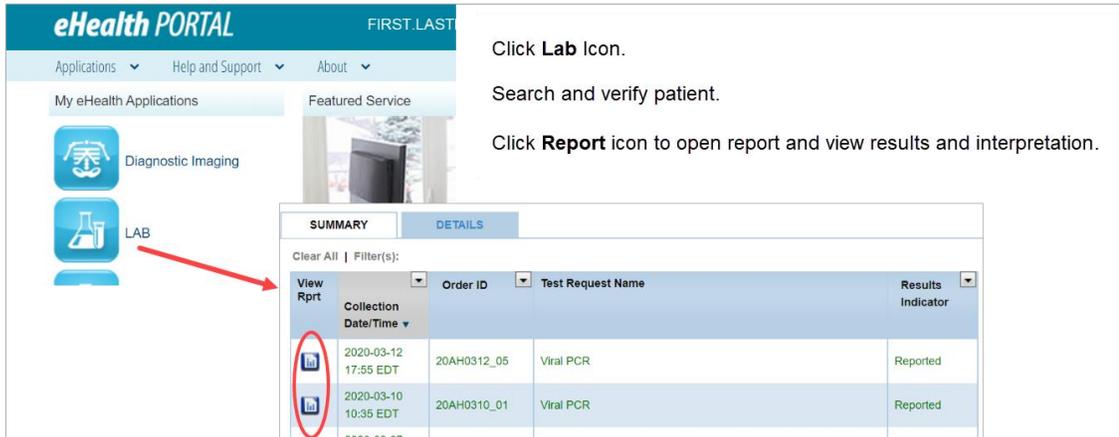
Collected Date	Test Name	Specimen Source	Organisms Isolated	Status	Facility	Source
02/03/2020 00:00	Viral PCR	Throat		Final	OLIS	OLIS
02/03/2020 00:00	Viral PCR	Nasopharynx		Final	OLIS	OLIS
02/03/2020 17:35	NOVEL CORONAVIRUS 2019	THROAT		RES	JURAVINSKI HOSPITAL	HHS
02/03/2020 17:35	NOVEL CORONAVIRUS 2019	NASOPHARYNGEAL SWAB		RES	JURAVINSKI HOSPITAL	HHS

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## eHealth Portal (used across Ontario)

You must be authorized for OLIS information access. The Lab icon does not display if you do not have access. To see OLIS information, the patient must have an Ontario HCN.



The screenshot shows the eHealth Portal interface. On the left, there are icons for Diagnostic Imaging and LAB. A red arrow points from the LAB icon to a table of test results. The table has columns for View Rprt, Collection Date/Time, Order ID, Test Request Name, and Results Indicator. Two rows of data are visible, both with 'Reported' results.

Click **Lab** icon.

Search and verify patient.

Click **Report** icon to open report and view results and interpretation.

View Rprt	Collection Date/Time	Order ID	Test Request Name	Results Indicator
	2020-03-12 17:55 EDT	20AH0312_05	Viral PCR	Reported
	2020-03-10 10:35 EDT	20AH0310_01	Viral PCR	Reported

## Who to Contact for Assistance

### ONE ID

- If you have forgotten your ONE® ID Login ID or Password, click the Forgot Login ID/Forgot Password link on the [ONE ID Login screen](#)
- To maintain your ONE® ID account and keep your information current, log in to <https://oneid.ehealthontario.ca> to access the My Profile page

### ConnectingOntario ClinicalViewer

- To request access: contact the Local Registration Authority (LRA) at your organization
- For information on how to use ConnectingOntario ClinicalViewer, click [here](#).
- For assistance or issues, contact your help desk and for other inquiries or non-urgent assistance contact: [Connecting.Ontario@ehealthontario.on.ca](mailto:Connecting.Ontario@ehealthontario.on.ca)

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## ClinicalConnect

- To request access: contact the ClinicalConnect Local Registration Authority (LRA) at your organization
- For information about how to view data in ClinicalConnect's Microbiology Module, click [here](#)
- If you require additional assistance: [info@clinicalconnect.ca](mailto:info@clinicalconnect.ca)

## eHealth Portal

- For help and information on how to use eHealth Portal, click [here](#)
- If you require additional assistance: Ontario Health (Digital Services) Service Desk at 1-866-250-1554 or [servicedesk@ehealthontario.on.ca](mailto:servicedesk@ehealthontario.on.ca)

## OLIS to EMR users (e.g., Telus, QHR Technologies Inc, OSCAR)

- For EMR assistance: contact your EMR vendor
- For information, click [here](#)
- For non-urgent assistance, such as how to sign up for OLIS, contact Ontario MD: [support@ontariomd.com](mailto:support@ontariomd.com)

## Technical issues for ConnectingOntario ClinicalViewer, eHealth Portal, ONE ID, OLIS

- Contact Ontario Health (Digital Services) Service Desk at 1-866-250-1554 or [servicedesk@ehealthontario.on.ca](mailto:servicedesk@ehealthontario.on.ca)

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