

Access to patient health information from Hamilton Health Sciences

On June 4, 2022, Hamilton Health Sciences (HHS) moves to a modern hospital information system called Epic. The state-of-the-art platform will collect, store, manage and transmit a patient's electronic medical record.

As HHS gets ready for this major transformation to improve the patient experience, providers and health care workers outside HHS that receive clinical information electronically may experience some delays in receiving important information, such as results, discharge summaries, clinical letters and other documents.

What does this mean for you?

- Reports from HHS will be typed in a format providers will be familiar with from other hospitals already using Epic.
- Some documents including emergency department and clinic notes, admissions, discharge summaries, consults and more will be in PDF format only, except documents from our diagnostic imaging departments, which will remain as text.
- Your access to certain documents and results may be impacted during our go-live period (starting June 4). There could be some delays retrieving patient information.
- Depending on the resource you use to access electronic information, you may experience delays as short as 2 days or potentially up to 2-3 months. A summary of these changes is outlined in the Table below:

Data Source	Data released by
Connecting Ontario	Hold on data stream until 30 September
HRM	Data flow resumes June 6 th
ClinicalConnect	No interruption in service
eCHN	Data flow resumes June 20 th
e-Notifications	Data flow resumes June 6 th
OLIS	Data flow resumes June 6 th
DI-R	Data flow resumes June 6 th

Those who receive communication by FAX will continue to do so, with no planned interruption.

What you need to do

The best way to ensure continuous access to results generated at HHS, in real time, is through ClinicalConnect.

If you have a private practice outside of our sites and are not yet a "Sole Practitioner Participant" in ClinicalConnect, you may submit an application to use ClinicalConnect to support your delivery of care to patients you see outside of HHS.

Review the application requirements and submit your Participation Agreement to avoid any service disruptions. Detailed instructions on how to apply to become a ClinicalConnect Sole Practitioner Participant are [available here](#). Contact the ClinicalConnect Program Office at info@clinicalconnect.ca or by phone at 905-577-8270 ext. 1 for questions.

For all other questions, please email odyssey@hhsc.ca.

Learn more about Epic by visiting hamiltonhealthsciences.ca.