

OMD EMR-eReport Patient Reconciliation Toolkit

P&P (CIS) User Guide v4



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Exporting Rostered Patients Vaccination Summary (formerly Practice Level COVID-19 Vaccination Report) from Ontario Health eReport Portal (if not already downloaded)

1. Login at Ontario Health eReport portal with your ONE ID account:
<https://providers.cancercare.on.ca/>
2. Navigate to the Practice Level COVID-19 Vaccination Report in the eReport Portal.
3. Click on "Actions" menu.
4. Select "Export" option.
5. **Select "CSV (comma delimited)"** and save to a chosen location. **Note: Exporting in Excel format will not work with the provided Excel workbook due to formatting that is applied to the file.**
6. If you are a delegate and working with multiple clinicians, select Physician (CPSO#: LastName, FirstName) from the Physician Dropdown, click "View Report" and repeat steps 2-4 for all physicians. **Note:** Be sure to identify each Physician or CPSO# in the name of the download file when saving.
7. **NOTE: These files save under the name enrolledPatientsSummary.csv**

Download the OMD EMR-eReport Patient Vaccination Reconciliation Toolkit

If you have not downloaded the toolkit already, download the file from OMD website ontariomd.ca.

Download the following file:

OMD EMR-eReport Patient Vaccination Reconciliation Toolkit – Workbook – P&P (CIS)

- This is an Excel spreadsheet designed to be used with the COVaxON Rostered Patients Vaccination Summary report to identify patients requiring initial or secondary vaccination doses.

Save this file to your desktop. We will use this in later in the steps.

Creating a Patient List Report in your EMR

- 1) Enter the Registration Module
- 2) Select Reports from the top tool bar
- 3) From the drop down menu select Report Generator

Formatting the Report

- 4) From the pop up window select the Add New icon above the Available Report Layouts
- 5) Report Orientation should be changed to Landscape to ensure all information is included
- 6) Select the following criteria by double clicking on it:

- a. Patient's Last Name, First Name
- b. Health Number
- c. Date of Birth
- d. Sex
- e. Age
- f. Home Phone Number
- g. Work Phone Number
- h. Home Cell Number
- i. Email
- j. Roster Status
- k. Rostering Provider

Report Generator: Add/Modify Report

Add New Report Layout

Report Name: Use as Report Title: Report Export File

Field Spacing: (1 to 20):

Report Orientation: Portrait Landscape

Font Size: (4 to 20):

Covaxon Ereport

Available Demographics:		Selected Demographics:	
Field Name	Wid	Field Name	Width
Current Date: Short Format	10	1 Patient's Last Name, First Name	40
Current Date: Medium Format	10	2 Health Number	10
Current Date: Long Format	30	3 Sex	2
Entered Date: Short Format	10	4 Date of Birth	10
Entered Date: Medium Format	10	5 Age	3
Entered Date: Long Format	30	6 Home Phone Number	14
Provider Number	2	7 Work Phone Number	14
Provider Name	40	8 Home Cell Number	14
Provider Billing #	20	9 Misc.: Email Address	35
2nd Provider Number	2	10 Roster Status	20
2nd Provider Name	40	11 Rostering Pvdr	25
2nd Provider Billing #	20	12	
File Number	10	13	
Last Name	30	14	
First Name	20		
Initial	2		
Patient's Full Name (Short)	30		
Patient's Full Name (Long)	40		

Header Text: Last Name, First Name; Health No.; S; D.O.B.; Age; Home Phone No.; Work Phone No.; Home Cell No.; Email Address; Roster Status; Rostering Pvdr

Approx. Max. Characters: 320 Fields Selected: 11 Total Width: 207

7) Please note that you may need to change the number of characters in the width column to ensure all information can fit on the printout. Also note that these criteria are not listed in this order in CIS. Changing the font size will allow you to fit more characters in the report.

8) Name the Report "Covaxon Ereport" and select the Save icon

Generating the Report (Patient List)

1. Select/highlight the "Covaxon Ereport" from the Available Report Layouts
2. Click the Green checkmark icon, then click on the Select Patients by Criteria button
3. Select the following criteria:

- Surname: Enter A to Z
- Age: Enter 12 to 130 (130 is to be safe that you are not missing any patients)
- Sex: M & F should be checked off
- Select Active
- If you want to only select the Rostered Patients, under Select FHN Criteria, select Patient Enrolled under Roster Status.
- In the Providers section, select Reg. Pvdr and click on the provider's name from the list to select it.
- Output: Make sure Report is checked off so that you, can review it on the screen. (Optional if you want to view on screen)

Patient Demographics Report/Label Generator

Exit

Patient Demographics Report/Label Generator

Available Report Layouts:	Type	Available Label Layouts:	Copies
Archived Patients	Report	*ECG Label	1
Babys	Report	*Lab Label	1
CB Patients	Report	*Name & DOB	1
Charts	Export	*Specimen Label	1
Current Patients	Report	*Tube Label	1

Patient Selection Criteria: [More...](#) Clear Criteria

Surname: [A] To [Z] Age: [12] To [130] In Year: Birth Month: []

Registered Between: [/ /] & [/ /] Privacy Directive: Rostered: []

Health # Billing: Code: [] Last Billed Between: [/ /] & [/ /]

Sex: M Status: Transient Active
 F Deleted Guarantor

FHN: Set FHN Selection Criteria

Providers: Reg. Pvdr Billing Pvdr Roster Pvdr
 1st 2nd 2nd Blank

No. DHIP: [] Provider Name: []

Order By Provider 0 selected

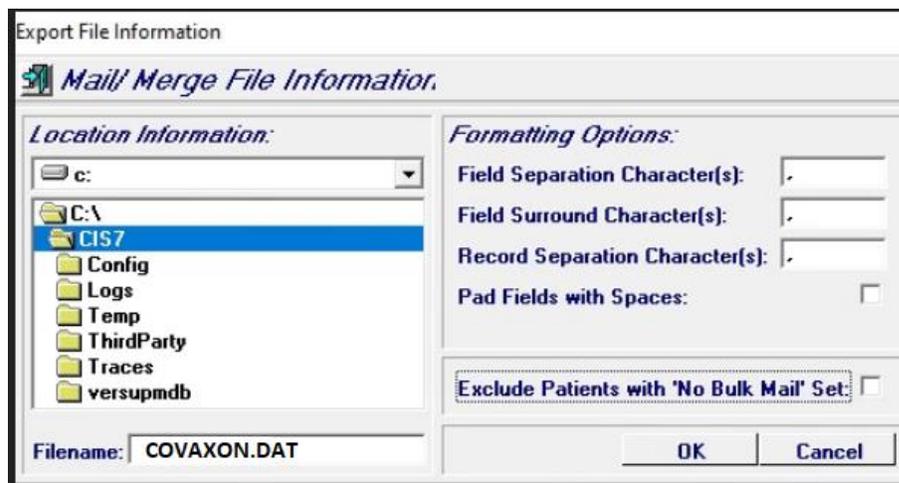
Flags: Red Blue Green White

Sort Order: Sort Item Patient Surname, First Name

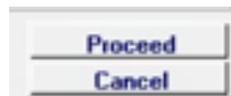
Output: Repor Mailing Labels Export File

Proceed
Cancel

- Output: Make sure Export File is checked. This will display the Export File Information pop up:
 - Filename: name the report COVAXON.CSV
 - Formatting Options:
 - Field separation characters: comma
 - Field surround characters: leave blank
 - Record Separation Characters: comma
 - Pad Field with Spaces: leave blank
 - Select the OK button



4. Then click on the Proceed button



5. Once the report is completed it will be saved to the CIS folder on the computer you are working on the C: C1S7 (usually default)
6. Search for the file named COVAXON.CSV

Remember to delete or encrypt any files on your desktop that contain PHI when you finish working with them.

Open the OMD EMR-eReport Patient Reconciliation Workbook

Double click on the OMD EMR-eReport Patient Reconciliation Workbook Excel file to open.

In the workbook there are 6 tabs.

Toolkit Instructions

Instructions for downloading the eReport, exporting an EMR Patient List and working with the data in the excel workbook.

eReport Data

Worksheet where Rostered Patients Vaccination Summary eReport data should be pasted.

Patient List Export

Worksheet where Patient List export data should be pasted. Vaccination record matches between the Patient List and the eReport data also displays on this worksheet.

Support for Patient Outreach

Worksheet with access links to resources regarding communicating with patients, and support.

Resources, Tools, Support

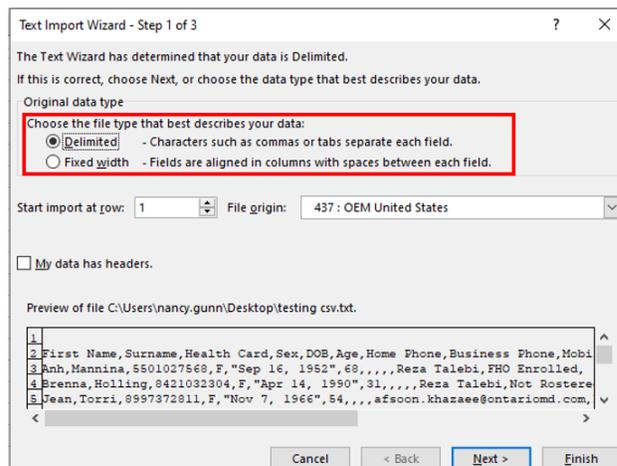
Worksheet with access links to resources for building vaccine confidence.

ONE® ID Information

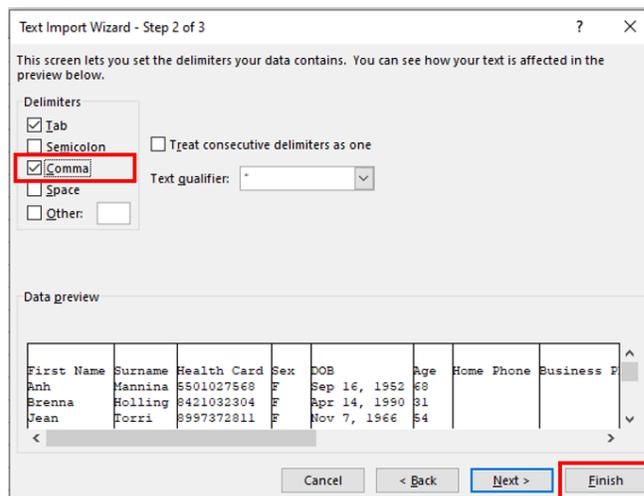
Worksheet containing information and links regarding ONE® ID Login and Registration.

Copy and Paste eReport Rostered Patients Vaccination Summary Data into the Excel Workbook.

1. Open the saved eReport with Excel by launching a blank workbook in Excel.
2. Click File > Open > Browse.
3. In the dialog window that opens, to the right of 'File Name', click the dropdown field and select 'All Files'.
4. Navigate to where the “enrolledPatientSummary” CSV file is saved, then single click on the file to select the file.
5. Click Open.
6. A Text Wizard assistant will open to help convert the file to an Excel file.
 - a. In the Text Wizard Step 1 window, ensure ‘Delimited’ is selected and click Next.



- b. In Step 2 ensure the Comma checkbox is selected under 'Delimiters' and check the Data Preview window to ensure data shows in individual columns.



- c. Click Finish.

7. From the “enrolledPatientSummary” CSV file, downloaded from Ontario Health, copy all data, excluding headers. **ONLY select all data contained in columns A to K.**

Tip: To quickly select all data, click on the first cell and while holding down SHIFT key, click on the last cell containing data.

NOTE: Copy and Paste fields using "Control C" + "Control V" functionalities. Do not paste as special values or text as the format could change.

8. Open the “OMD EMR-eReport Patient Vaccination Reconciliation Toolkit – Workbook – P&P(CIS)” and navigate to the eReport Data tab.



9. Paste all copied data into the eReport Data tab.

	A	B	C	D	E	F	G	H	I	J	K	L
1	New	Surname	Given Name	HIN	Date of Birth	Age	Vaccinations on Record	Dose	Administration Date	Vaccine	Service Delivery Location	Symptoms
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												

Paste eReport Data here.

Copy and Paste “Patient List” Data generated from your EMR into the Excel Workbook.

1. In Excel, Click File> Open> Browse.
2. Open the CIS folder on the C:CIS7

3. Double Click on the COVAXON.CSV file
4. A Text Wizard assistant will open to help convert the file to an Excel file. Follow the same steps as outlined in step 6 (a) and (b) above.
5. Copy all data from the "Patient List" generated from your EMR
6. Navigate to the OMD Excel workbook
7. Click on the Patient List Export tab and paste the data under the GREEN Headers. **Copy and Paste fields using "Control C" + "Control V" functionalities. Do not paste as special values or text as the format could change.**

Patient List Data Extracted from P&P											Data from eReport Practice Level COVID-19 Vaccination Report			
First Name	Surname	Health Card	Sex	DOB	Age	Home Phone	Work Phone	Home Cell Phone	Email Address	Roster Status	Rostring Provider	Vaccine	Administration Date	Dose
												Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport
												Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport
												Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport
												Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport
												Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport
												Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport
												Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport
												Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport

Paste Patient List Data here.

View the Data.

1. Once all data has been inserted, stay on the Patient List Export tab to reconcile your patient list. (You should see eReport data auto-populate on the right side of the spreadsheet once you have pasted the EMR patient data into the Patient List Export tab.)
2. If your patient received a vaccine, the most recent vaccination information will be listed on the right side of the spreadsheet. (Under the YELLOW headers)
3. You will be able to view the specific Vaccine Received, Date Administered and Dose Number.
4. If the patient has received 3 doses, the row will turn blue. If the patient has received 2 doses, the row will turn green. If the patient has received 1 dose, the row will turn yellow. Rows of rostered patients in the eReport without any dosage reported will turn red and display 'Vaccination Record Not Found'. Rows of non-rostered patients will remain white and display 'Patient is Not Rostered to You in eReport'.

Patient List Data Extracted from P&P											Data from eReport Practice Level COVID-19 Vaccination Report			
First Name	Surname	Health Card	Sex	DOB	Age	Home Phone	Work Phone	Home Cell Phone	Email Address	Roster Status	Rostring Provider	Vaccine	Administration Date	Dose
Antonetty	Erlinda	1804703536	F	1957-07-09	64	289-098-9876			afooon.khazae@ontariomd.com	John, Smith		PFIZER-BIONTECH COVID-19 VACCINE mRNA	17-Dec-20	1
NOBLE	DONNA	1213372544	F	1955-05-01	66	289-202-1313	905-		dnoble@noemail.com	John, Smith		PFIZER-BIONTECH COVID-19 VACCINE mRNA	30-Jun-21	2
JOHNSON	SANDRA	1390760756	F	1957-03-28	64	289-232-0934	289-098-9876	416-888-8888	sandy@noemail.com	John, Smith		PFIZER-BIONTECH COVID-19 VACCINE mRNA	08-Jan-21	3
SUBWAY	EAT FRESH	1000547354	M	1980-11-16	40	416-123-4567	289-202-1313	416-623-1249	test@email.com	John, Smith		PFIZER-BIONTECH COVID-19 VACCINE mRNA	07-Jan-21	1
JARED	LILLIE	1416576118	F	1983-10-05	37	416-822-7979	289-232-0934			John, Smith		MODERNA COVID-19 VACCINE mRNA	07-Jan-21	3
KROY	WENDY	2202483897	F	1985-08-09	36	705-789-0888	416-123-4567	705-123-4567	w.kroy@noemail.com	John, Smith		Vaccination Record Not Found	Vaccination Record Not Found	Vaccination Record Not Found
TESTING	LISA	4567891017	F	1960-06-15	61	905-555-6666				John, Smith		Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport	Patient is Not Rostered to You in eReport
LISA	LISATEST	2414665185	F	1980-02-18	41	905-555-9988				John, Smith		PFIZER-BIONTECH COVID-19 VACCINE mRNA	17-Dec-20	3
HARMON	ANDREW	1804703535	M	1984-03-01	37	289-098-9876			harmon@noemail.com	John, Smith		Vaccination Record Not Found	Vaccination Record Not Found	Vaccination Record Not Found
Sacher	Suzette	1020460903	F	1989-11-18	31	289-202-1313			ss@noemail.com	John, Smith		PFIZER-BIONTECH COVID-19 VACCINE mRNA	30-Jun-21	1
Abdulmataan	Wilfred	5501027568	M	1955-05-13	66	289-232-0934				John, Smith		Vaccination Record Not Found	Vaccination Record Not Found	Vaccination Record Not Found
Ahnes	Robbie	8421032804	M	1952-01-14	69	416-123-4567			705-789-0888	afooon.khazae@ontariomd.com	John, Smith	PFIZER-BIONTECH COVID-19 VACCINE mRNA	08-Jan-21	3
Ahni	Carmel	8397372811	F	1955-12-07	65	416-822-7979			905-555-6666	dnoble@noemail.com	John, Smith	PFIZER-BIONTECH COVID-19 VACCINE mRNA	07-Jan-21	1
Akerman	Raquel	1000547352	F	1964-11-15	56	705-789-0888			905-555-9988	sandy@noemail.com	John, Smith	MODERNA COVID-19 VACCINE mRNA	07-Jan-21	3
ANDA	RAVI	803583201	M	1955-07-22	66	905-555-6666			test@email.com	John, Smith		Vaccination Record Not Found	Vaccination Record Not Found	Vaccination Record Not Found

5. **Note: Information from the Ontario Health Rostered Patients Vaccination Summary Report contains vaccination information on ONLY those patients rostered to you. If your patient is NOT rostered to you, you will not see any vaccination information for this**

patient. Non-rostered patients should be contacted directly to gather vaccination information.

6. Use this list to identify patients requiring initial or secondary doses. See the Resources, Tools, Support tab for more resources on communicating with your patients, billing, and support.

Resources, Tools and Support

Support for Patient Outreach

Thank you for helping our patients receive the COVID-19 vaccine, your efforts in reaching out to our patients is valued and will help end the pandemic. As you know many of our patients have been able to schedule their vaccinations. However, there are some patients, around 10-15%, who are likely to accept an offer of vaccination if we reach out to them. There are other patients who may have questions about whether this vaccine is right for them. This is why your role is so important to the vaccination effort as you can help patients who will accept an invitation of vaccination and connect those patients with questions to their family physician who can make a personal recommendation. It is important to note that not all patients are open to receiving the COVID vaccine and that their choice to decline this offer is accepted.

Ontario Health is supporting us with a list of patients who have received the COVID vaccine. Please use the tools provided in the toolkit that OntarioMD has created with them to find your unvaccinated patients and contact those 12 years and older. Please note some patients may be listed as unvaccinated who have recently received the vaccine.

In addition to local vaccine clinic popups and primary care offices that are offering COVID-19 vaccine, patients can be directed to the Provincial Government booking site <https://covid-19.ontario.ca/book-vaccine/> or pharmacy locations that are offering vaccination <https://covid-19.ontario.ca/vaccine-locations>

For patients who need a telephone number to assist with booking, they can call The Provincial Vaccine Information Line at 1-888-999-6488

Creating Key Messages

Creating a script that is customized for each physician practice is encouraged so that there is an agreement around what the outreach communications will include. The following key messages have been provided as sample messaging.

What patients need to hear	What patients need to know
<ul style="list-style-type: none"> Vaccinating for COVID-19 is a personal choice. 	<ul style="list-style-type: none"> They are eligible for the first dose of the COVID vaccine.

<ul style="list-style-type: none"> • Being unsure about the decision to vaccinate is normal and that the family physician and team are here to help you. • The family physician and team are a trusted source of information. • The family physician and team have been educating themselves on the COVID-19 vaccine. • The family physician and team are specialists in you. They know your history, family, circumstances and are able to make recommendations for you about COVID vaccine. 	<ul style="list-style-type: none"> • If they are ready to vaccinate, booking an appointment is through: The provincial booking website, through a participating pharmacy, or (in some cases) through a family physician office. • If they have questions about the vaccine that may be able to answer common questions about the vaccine. • If they have concerns or would like the physician to help them make a decision about the vaccine, an appointment can be booked.
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Common questions patients may ask.

It is helpful to review the list of common questions before outreaching to patients to prepare yourself to respond. The Centre for Effective Practice [website](#) maintains a list of frequently asked questions and these are updated regularly. It is important to remember that if you are not sure about a response to a patient question that it is ok to say you don't know that answer and either follow up later or suggest having this discussion with their family physician.

Documenting the Interaction

Recording the response to the patient outreach (telephone call) is an important step so the family physician and other team members can support any follow up conversations. Each clinic may have a different process for documenting the outreach and many will use their Electronic Medical Record to do so. **It is recommended that, at a minimum, the status of the conversation is recorded in a standardized manner.**

- **COVID Vaccine Outreach Declined** – means that the patient has declined to receive the vaccine and declined to talk to the family physician about the decision.
- **COVID Vaccine Outreach Accepted** – means the patient has accepted the offer to be vaccinated and is booking an appointment.
- **COVID Vaccine Outreach Hesitant** – means the patient has declined to receive the vaccine but has accepted an appointment to speak to the physician about concerns.
- **COVID Vaccine Outreach Incomplete** – means that the outreach occurred but resulted in voicemail or unanswered phone.

Sample Scripts

The following sample script has been created using the above key messages and may be used or adapted.

Voicemail

Hi, this is <name> calling for <Patient name>. I am calling from Dr. <name> office. Dr. <name> thinks the COVID vaccination is important for your health has asked me to reach out to you to offer any assistance in helping you get your COVID vaccination. You are eligible for your vaccination now and you can book

through the Provincial Government booking site, a local clinic or a local pharmacy. If you have any questions about whether this vaccine is right for you, please call our office at <### ## ##> and we can schedule a telephone call with Dr. <name>. If you have already received or scheduled your vaccination, there is no need to call us back. Have a good day.

If the Telephone answered

Hi, this is <name> calling may I speak to <Patient name>. I am calling from Dr. <name> office. Dr. <name> thinks the COVID vaccination is important for your health has asked me to reach out to you to offer any assistance in helping you get your COVID vaccination. Do you have a few minutes to talk about this?

If there is a Negative Response

That is fine. Dr. <name> just wanted you to know that you are eligible for the vaccine and that if you had any questions about whether the vaccine was right for you that we could schedule an appointment to discuss. Please feel free to call us if you need any support.

If there is a Positive Response

That is great, we have been thinking a lot about the vaccine and its importance in protecting our patients. Do you have any questions about the vaccine that I can help you with?

<[Respond to questions about how to book an appointment](#); [address any mis-information](#); schedule appointment with physician for specific recommendation>

<Record outcome of call in the EMR – Left a message, First/Second dose completed, First/Second dose booked, Declines offer, follow up appointment booked or unable to contact>

Resources, Tools and Support for Building Vaccine Confidence

- 1. COVID-19 vaccination in Canada: an educational series for primary care professionals (Ontario College of Family Physicians & Dept of Family & Community Medicine) - Eligible for Mainpro+® credits.**

<https://www.dfc.m.utoronto.ca/covid19-vaccination-modules>

Learn How to:

- Communicate how the approved vaccines work, their safety and efficacy, and who should receive them.
- Counsel special populations on the benefits and risks of the vaccine.
- Employ evidence-informed strategies to build vaccine confidence among patients and address common concerns.

- 2. Primary Care COVID-19 Immunization Toolkit** - Developed through the [University of British Columbia’s Primary Care Innovation Support Unit](#) and supported by College of Family Physicians of Canada, Centre for Effective Practice and 19tozero.ca

<https://covidtoolkit.ca>

Learn How to:

- Engage Vaccine Hesitant Patients

- Plan a vaccine clinic for your office, should you choose to do so.

3. Centre for Effective Practice COVID-19 Vaccination Micro-site

<https://tools.cep.health/tool/covid-19-vaccines/>

- Vaccines at a glance
- Patient resources (including Multilingual information, newsletter and social media content)
- Ensuring patient confidence in vaccines > COVID-19 vaccines for children
- Emerging evidence: COVID-19 vaccines for children

4. Vaccine Hesitancy Guide – Developed by the University of Calgary’s School of Public Policy

<https://www.vhguide.ca>

Learn How to:

- Have better clinical conversations about vaccines.
- Differentiate common types of vaccine hesitancy that primary care clinicians may see.
- Browse through these types to help identify the sources of your patients’ hesitancy and find advice and resources on how to address them.

5. Ontario Medical Association Webinar on Vaccine Confidence Slaying the Myths and Spreading the Facts

<https://www.youtube.com/watch?v=rBldXEEZH9Q>

ONE® ID Login and Registration

- **What is ONE® ID and why is Ontario Health eReport COVaxON report using ONE® ID?**

ONE® ID is Ontario’s digital identity and access management service with robust systems and processes that allow health care providers to securely access electronic health care applications using a single electronic credential. ONE® ID’s identity validation process and security safeguards ensure that only authorized professionals can gain access to Personal Health Information (PHI). Upon authorization, your ONE® ID credentials can help you gain access to a growing variety of other provincial data sources and reports including ConnectingOntario, ClinicalViewer, cSWO ClinicalConnect, Ontario Telemedicine Network (OTN), Ontario Lab Information System (OLIS), and Panorama.

- **How do I sign up for ONE® ID?**

For College of Physicians and Surgeons of Ontario (CPSO) members, the primary method to obtain a new ONE® ID account is by logging in through the CPSO Portal. If you do not yet have a ONE® ID account, log in to the CPSO Members Portal to self-register for a ONE® ID account here: <https://my.cpso.on.ca/>.

For instructions on completing your ONE® ID self-registration, refer to the [ONE® ID CPSO Registration Guide](#).

- **I forgot my ONE® ID Login ID. What should I do?**

If you have lost or forgotten your ONE® ID Login ID, you can follow these steps:

1. Go to the ONE® ID login page: <https://oneid.ehealthontario.ca/login>.
2. Select the "Forgot Login ID" link.
3. Enter your first name, last name, and date of birth.
4. Next, you will be prompted to verify your identity by answering 2 of 3 online challenge questions selected during your registration. **Note:** Answers are case-sensitive.
5. Your Login ID will be displayed. Click "Proceed to Login" to log in to your account.
Note: If you require further assistance with accessing your ONE® ID account, please call the Ontario Health Digital Support Desk at 1-866-250-1554 or email OH-DS_servicedesk@ontariohealth.ca for assistance.

- **I forgot my password or it is expired. How do I reset my password?**

If you have lost or forgotten your temporary password, or it has expired, you can follow these steps:

1. Go to the ONE® ID login page: <https://oneid.ehealthontario.ca/login>.
2. Select the "Forgot Password" link.
3. Enter your Login ID (e.g., <mailto:firstname.lastname@oneid.ca>) and date of birth.
4. Next, you will be prompted to verify your identity by answering 2 of 3 online challenge questions selected during your registration. **Note:** Answers are case-sensitive.
5. Create a new password.
Note: If you require further assistance with accessing your ONE® ID account, please call the Ontario Health Digital Support Desk at 1-866-250-1554 or email OH-DS_servicedesk@ontariohealth.ca for assistance.

- **How do I update my ONE® ID profile?**

To maintain your ONE® ID account and keep your information current, you can login to <https://oneid.ehealthontario.ca> to access your My Profile page and update your information.

In the top panel of the My Profile page, your Preferred and Legal First and Last Names are displayed, along with your ONE® ID Login ID, Gender and Date of Birth. These fields cannot be modified by you. If any of the information is incorrect or requires updating, please contact your Local Registration Authority (LRA) or the Ontario Health Digital Support Desk.

You can, however, change your own contact email address, phone number and preferred language, at any time.

Authorizing a Delegate

- **What is a delegate and what are the advantages of authorizing a delegate?**

A delegate is a member of your primary care team (e.g., a nurse, office manager or clinic staff member) who is authorized to access your COVaxON Report. A delegate is set up with their own unique ONE®ID account and is given permission from a physician to download and view the report. By authorizing delegates, the tasks involved can be shared among team members.

- **As a physician, how can I authorize a clinical staff member or office administrator to access my COVaxON Report?**

Delegates must first be registered with Ontario Health by sending an email to ONEIDBusinessSupport@ehealthontario.on.ca. Registration appointments will be scheduled based on location and/or the date of your request.

To appoint a delegate, visit eHealth Ontario, log in, select "Manage your delegates" located at the bottom of the screen, and then search for the delegate's account by their login ID. For more assistance, please see the video on 'Appointing a Delegate in ONE® ID' located under the 'Support Videos and Info' tab.

The COVaxON Report includes patient personal health information. As a health information custodian, you have an obligation under the privacy law to protect that information from unauthorized collection, use and disclosure. This includes ensuring timely revocation of access to the report by people who should no longer be your delegates (e.g., they no longer work in your office).