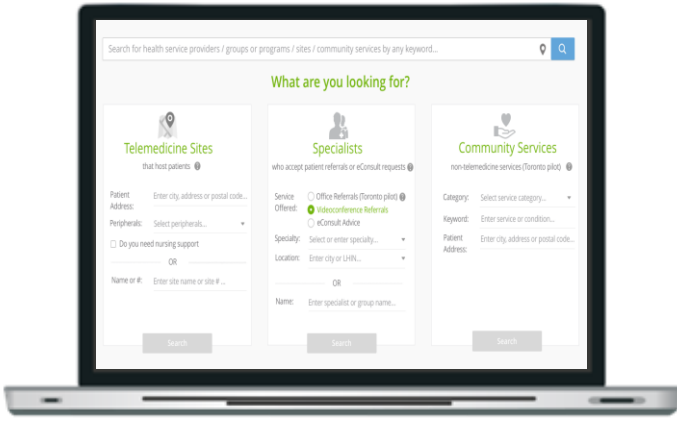




Health Services Directory for Primary Care Providers



The **Health Services Directory** is a comprehensive online directory providing primary care providers with up-to-date and complete information on **specialists** and **community service providers** within the Toronto region to support their patients.

An initiative of the Toronto Central Local Health Integration Network (LHIN) and hosted on the Ontario Telemedicine Network (OTN), the directory provides referral related information on over 3,000 specialists in the Toronto region and 10,000 specialist OTN profiles province-wide.

Benefits



Access to complete and regularly updated information on specialist and community services



Enable virtual care access for patients through the OTNHub (i.e. eConsult and eVisit)



Better understanding of specialists' scope of expertise



Availability of referral process information on specialist profiles facilitates less delay in getting a referral to the right place at any time



Enhanced referral accuracy with appropriate information on referral form

How do I get access to the Directory?

Sign-up directly through the OTNHub.ca website as an independent practitioner or hospital-affiliated physician

If you have a ONE ID, please provide your ONE ID username as part of your sign up application and indicate "Specialist and Services Directory" as your primary area of interest. If you do not have OTN membership, you can still access limited information on specialists and full information on community service providers.

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Frequently Asked Questions

Why was the Health Services Directory initiated?

This initiative began in order to provide primary care providers with a directory that could help them identify appropriate specialists and community services to support their patients. The goal is to avoid misdirected referrals and delayed access to care that can often result when access to up-to-date and complete information is a challenge. Better access to this information should facilitate patients being seen by the right specialists and should cut down on appointment no shows.

How is the Health Services Directory being delivered?

Toronto Central LHIN has partnered with OTN, UHN, eHealth Ontario, and thehealthline.ca Information Network to enhance OTN's Health Services Directory to support the region's health service providers.

Who can use the Directory?

The Directory is fully accessible by primary care providers, medical specialists and their support staff who have ONE ID account and/or are OTN members. Beginning March 21, 2019, a reduced version of the Directory will be available to individuals without ONE ID account or OTN membership

Where did the information in the Health Services Directory come from?

Specialists' profile information on the Health Services Directory was drawn from:

- eHealth Ontario's Provincial Provider Registry
- Hospital medical affairs offices
- Self-reported data from specialists at some hospitals

Use the Directory in 3 Easy Steps:

- 1 On a web browser, type <https://directory.otn.ca/#/>. Select your preferred specialty and location criteria from the Directory search landing page and click Enter
- 2 When search results are displayed, review listings of specialists and select the appropriate specialist profile
- 3 Review profile of specialist to obtain appropriate information to support pre-referral activities (e.g. contact information, referral process, etc.)



Use Case Example of a Primary Care Physician Searching for a Specialist

Dr. Smith is a primary care physician whose patient has recently injured her wrist. After an initial assessment, she decides to refer her patient to an orthopaedic surgeon for surgery as soon as possible. A quick search on the Health Services Directory surfaces Dr. Robbins—an orthopaedic surgeon. Dr. Robbins' profile indicates that he specializes in hand surgery, accepts referrals to his office, and accommodates urgent cases. In addition, his profile lists patient eligibility criteria and includes a link to a downloadable referral form. Having reviewed this information on the Directory, Dr. Smith is confident she has found the right specialist for her patient.

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