



DPV Decommissioning Questions & Answers

Will my other ONE ID enrollments stay active after DPV is decommissioned?

Yes. Enrolments to other applications/services under your ONE ID account (e.g., OLIS, eNLB) are not impacted by the decommissioning of DPV.

Are the provincial viewers the only ways to view information from the DHDR?

Yes, ClinicalConnect™ and ConnectingOntario ClinicalViewer are the two portals where the DHDR information can be accessed.

What alternatives are available during downtimes for the DHDR or for the provincial viewers?

Organizations are expected to follow their standard downtime procedures and are advised to have procedures in place in the event of a downtime for the provincial viewer(s) and for the DHDR as deemed necessary. No other solutions alternatives are available to access the DHDR.

Is it possible to restrict a user's access to only the medications (i.e., DHDR) information in the provincial viewers?

Organizations are responsible for access to the provincial viewers (ClinicalConnect and ConnectingOntario ClinicalViewer). Both provincial viewers provide access to the full provincial electronic health record and do not have functionality to remove access to subsets of information.

If an organization wishes to restrict access for certain users in ConnectingOntario ClinicalViewer, it is possible for users to set up a default custom view such that only certain portlets (e.g., medications) display upon log-in. This is done on an account/user basis. Note that this does not prevent the user from accessing other information. Similarly in ClinicalConnect, users can set up their Patient Dashboard such that only certain modules of data (e.g. Pharmacy module, which includes data from the DHDR) display in that view.

Related user guides are provided below:

ConnectingOntario ClinicalViewer: [How to personalize your view tip sheet](#)

ClinicalConnect: [How to Customize Your Patient Dashboard](#)

In the provincial viewers, can I view and print a summary or grouped view of the Dispensed Medications similar to what is in DPV?

In ConnectingOntario ClinicalViewer, the Medications portlet does not have a grouping function. However, any filtering or sorting applied, displayed/added columns in the portlet will be printed for the selected time interval. Enhancements are being planned to create greater similarity to what is available in DPV for both the user interface and print out, including a grouping function. While the ConnectingOntario ClinicalViewer does not have all the same features of DPV, the DHDR provides access to greater information, both historical and in breadth such as controlled substances.

In ClinicalConnect, users can sort and filter data from the DHDR in rolled-up/grouped views. Summary reports, similar to those found in the DPV, are also available and can be printed when required.

As an LRA, can I continue to enrol and revoke enrolments to DPV?

Management of DPV accounts (e.g., adding, suspending, revoking enrolments) on eHealth Portal were disabled on December 19, 2019. DPV revoke requests can be sent to Ontario Health's Registration Agents at registration.agents@ehealthontario.on.ca for users that no longer require access to DPV. However, this is not a required action as all accounts will be disabled upon termination of DPV.

Who can I contact for assistance or more information?

Contact Ontario Health Service Desk at 1-866-250-1554 or servicedesk@ehealthontario.on.ca