

# Colorectal Screen Activity Report (SAR): Frequently Asked Questions (FAQ)

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## Downloading and Viewing Your Screening Activity Report (SAR)

### Why do I need this Screening Activity Report (SAR)?

The SAR provides you with information on the colorectal cancer (CRC) screening status of eligible patients in your practice, including patients who may be in need of further follow-up. This report was created to support Patient Enrollment Model primary care physicians in improving CRC cancer screening rates and appropriate follow-up.

### What is the difference between the Screening Activity Report (SAR) and the Ministry of Health and Long-Term Care (MOHTLC) Target Population Services Report (TPSR)?

Similar to the TPSR, the SAR will provide a comprehensive summary of all your colorectal cancer screening activities. The SAR uses many of the same data sources and calculations as those provided in the TPSR reports that are mailed twice a year to physicians practicing in Patient Enrollment Models (PEMs). While both reports contain a view of your screening activity, the SAR report provides additional information including:

- A visual dashboard providing a quick overview of your practice in terms of CRC screening activities.
- Comparisons of your screening rates with Local Health Integration Network and provincial averages to let you know how you are performing compared to peers.
- Detailed lists of patients with their screening status (e.g. patients not yet screened, patients requiring action, including those with no known follow-up after a positive fecal occult blood test (FOBT)).

### What information is provided by the SAR?

The SAR is comprised of three reports:

1. Screening Activity Report — Dashboard
2. Screening Activity Report—Enrolled Patients Between 50 and 74 Years of Age
3. Screening Activity Report—Patients Requiring Action

The **Dashboard** is a one-page summary of the cancer screening status of enrolled patients, including the number of patients requiring action, and a comparison of your screening activity rates to other physicians in your LHIN and in the province. The **Enrolled Patients Between 50 and 74 Years of Age** report provides a complete record of all your enrolled patients in the target age range (aged 50 to 74 years) and their screening status. The **Patients Requiring Action** report identifies individual patients who require follow-up. If you do not have patients requiring follow-up, you will not see this report. Please note that your patients requiring follow-up may

include non-enrolled patients for whom you have requested a screening test in those cases where follow-up is required.

## **Where does the Screening Activity Report get its data?**

The report draws from several data sources. The Laboratory Reporting Tool (LRT) and Colonoscopy Interim Reporting Tool (CIRT) are CCO custom-built tools that participating laboratories and hospitals use to upload their fecal occult blood test (FOBT) lab results and data on colonoscopy volumes and quality measures. In addition, CCO receives feeds from the following Ministry of Health and Long-Term Care databases/sources: Claims History Database (CHDB), Registered Persons Database (RPDB), Corporate Providers Database (CPDB) and Client Agency Program Enrolment (CAPE).

## **Why has the Screening Activity Report (SAR) been moved online?**

The SAR was previously distributed in hard copy format to Patient Enrollment Model physicians. The report has been moved online so it can be accessed anytime in a safe, secure and user-friendly form. In addition, the online format allows participating physicians to assign a delegate(s) to access their SAR. By providing online access to the report, healthcare providers can now easily access information they require to improve their colorectal cancer screening rates.

## **How is the privacy of patient information protected?**

Cancer Care Ontario (CCO) has closely followed industry standard security measures in the development and operation of the online Screening Activity Report.

All users should remember that the CCO's site contains personal health information (PHI), which must be kept confidential at all times. User names and passwords must never be shared. The site must not be accessed from non-secure computer systems, such as a computer in a public library or cyber café. Protecting the privacy of patient information is a shared responsibility between CCO and the system users. Once information is downloaded from this application, users are responsible for protecting the information on their systems. This means, at a minimum, keeping your computer up-to-date, running an anti-virus scan and using encryption. For further information on encryption and computer security, please refer to the following links:

- Encryption guidance: <http://www.ipc.on.ca/images/Resources/fact-16-e.pdf>
- General safeguards guidance: <http://www.ipc.on.ca/images/Resources/fact-01-e.pdf>

Acceptance of the CCO site's terms and conditions of use is required when you first log in and by which you agree to be bound whenever you visit the site. If the terms and conditions of the site undergo a change, you will be prompted to accept them again before you proceed to your report.

## **Can I get Screening Activity Reports (SARs) for any type of cancer?**

Currently, the SAR covers colorectal cancer only, however, it will be expanded to include breast and cervical cancer in the future.

## **Why is the date mentioned on the Screening Activity Report (SAR) different from the date on which I accessed it?**

For preparation of the SAR, Cancer Care Ontario must select a cut-off date, and no data received after that date is included in the report. The date indicated on the report is the cut-off date and not the date of access by the user. The SAR was created to support Patient Enrollment Model primary care physicians as of the cut-off date.

## **Registering/Managing Access to Your Screening Activity Report (SAR)**

### **How can PEM primary care physicians register to access the Screening Activity Report (SAR)?**

If you are interested in receiving your SAR online and are not yet registered, you must first contact eHealth Ontario at [ONEIDBusinessSupport@ehealthontario.on.ca](mailto:ONEIDBusinessSupport@ehealthontario.on.ca). Registration appointments will be scheduled based on location and/or the date of request.

### **What is ONE®ID and why is CCO using eHealth Ontario's ONE®ID application?**

ONE®ID is an identity and access management service with robust systems and processes that enable healthcare providers to access eHealth services in a trusted and secure manner. ONE®ID is part of a province-wide electronic health strategy to reduce the number of IDs and passwords a user must manage and remember to access service. In the future, your ONE®ID identification and password will enable you to access a growing variety of provincial data sources and reports.

### **How do I know if I am in a Patient Enrollment Model (PEM)?**

The Screening Activity Report (SAR) was created to support PEM primary care physicians in improving CRC cancer screening rates and appropriate follow-up. You are in a PEM if you practice in one of Ontario's family practice models for facilitating comprehensive patient care. These family practice models include the following:

- Comprehensive Care Model
- Family Health Group
- Family Health Network
- Family Health Organization

## Can I access the Screening Activity Report (SAR) if I am not in a Patient Enrollment Model (PEM)?

The Screening Activity Report (SAR) was created to support PEM primary care physicians in improving CRC cancer screening rates and appropriate follow-up. Physicians who are not in a PEM will get an error message and will not be able to access the SAR. Delegates will also get an error message and will not be able to access the SAR of their sponsoring physician if they do not have PEM status.

## Can I view the Screening Activity Report (SAR) on my smartphone?

No. The SAR report is not configured to be viewed on smartphones. You can only view the website and the Screening Activity Report on a laptop or desktop.

## How do I view and print my Screening Activity Report (SAR)?

Once you are logged in to the SAR website you will be presented with a list of reports. The report names are links to the actual report. You can open the report by clicking on the link then saving the file to your computer.

## How can I authorize someone else, such as my administrator, to use the Screening Activity Report (SAR) website?

You may authorize other users, referred to as delegates, to access your SAR. Delegates must first be registered with eHealth Ontario by contacting [ONEIDBusinessSupport@ehealthontario.on.ca](mailto:ONEIDBusinessSupport@ehealthontario.on.ca). Registration appointments will be scheduled based on location and/or the date of request.

Once delegates are registered, you can add or change delegates that will have access to your SAR by logging into your ONE®ID account and using the ONE®ID Identity and Access Management System or by contacting eHealth Ontario by phone 1-866-250-1554 or email [servicedesk@ehealthontario.on.ca](mailto:servicedesk@ehealthontario.on.ca).

## What type of password should I choose?

At registration, the system will automatically provide a randomly generated temporary password. When you first log in, you will be asked to choose a permanent password. The permanent password should be at least eight characters in length and must contain at least one of each of the following:

- Upper case characters (A–Z).
- Lower case characters (a–z).
- Base 10 digits (0–9).

The password may contain non-alpha-numeric characters, including "<space>," "!", " \$," "#," "/", " \," " |," " \_" or "%." You cannot use "&." The same character cannot make up more than

half of the password. Your user name or legal/preferred names also should not comprise more than half of the total characters in the password.

### **What is the purpose of the verification/security challenge questions created when I register for eHealth Ontario ONE®ID?**

The ONE®ID registration process includes providing answers to two verification/security challenge questions during the face-to-face registration with the eHealth Ontario representative and answers to three more questions during the online process to complete registration.

For security reasons, you may occasionally be asked to verify your identity by providing answers to the security questions you chose. Over time, profiles of users will be created; hence, the user may be challenged if logging in at an unusual time based on previous login patterns. The user may also be challenged if the user's computer is not recognized by the system, if the system is being accessed from outside Ontario, or if logging in from a geographical location that is too far from the previous login in relation to the time between logins. Access may be blocked if accessing from an anonymized (hidden) IP address or your computer/IP address/location is deemed to be risky.

In the situation where you have attempted to log in with an expired password, providing answers to these questions will allow you to retrieve your password immediately rather than contacting technical support. If you cannot remember the answers to the online challenge questions, you can call the eHealth Ontario service desk at 1-866-250-1554 so your identity can be validated and you can be issued a temporary password.

### **How do I edit my eHealth Ontario ONE®ID profile?**

Log in to your ONE®ID account (<https://oneid.ssha.ca>) to access the profile management application where you can change attributes of your profile.

## **Troubleshooting**

### **What should I do if my eHealth Ontario ONE®ID password has expired?**

For greater security, all passwords expire after 90 days. You will not be able to access the site until you create a new password. If your password has been expired for **180 days or less**, you are able to reset your password online by accessing account management using your expired password and answering the challenge questions. You can access account management by logging into your ONE®ID account (<https://oneid.ssha.ca>). You will not be able to change your password through CCO's website.

If your password has been expired for **181 days or more**, the account is locked. You must call eHealth Ontario at 1-866-250-1554 or email their service desk at [servicedesk@ehealthontario.on.ca](mailto:servicedesk@ehealthontario.on.ca) to have the password reset.

**Please note:** for the Winter 2013 iteration of the Screening Activity Report only, an exception was made to simplify the password reset process. This exception allows all users to reset their password online regardless of how long the password had been expired. In the future, the above outlined process for password resets will apply.

## Why can't I view my Screening Activity Report (SAR)?

Reports must be downloaded to your computer before opening and viewing. The minimum technical requirement to open reports on your computer is Adobe Acrobat Reader version 5.0. If you are using later versions (i.e., above the minimum requirements) you may be prompted to accept a compatibility message before being able to download the reports. If you are using earlier versions of the software, you may have difficulty downloading the reports until you upgrade to the minimum requirements.

You may also have difficulty viewing online help or downloading the reports if you are using a non-compatible web browser or operating system. The SAR is optimized for access on recent Windows and Macintosh operating system versions, as well as recent versions of Internet Explorer, Mozilla Firefox, Google Chrome and Safari. A complete list of desktop operating systems and associated browsers tested for compatibility with the report is available in the SAR User Guide.

## Why am I getting an error message when trying to access the Screening Activity Report (SAR)?

Physicians will get an error message in the following situations:

- The physician is not in a patient enrollment model (PEM). See FAQ #12.
- The site has timed out for security reasons.
- The site is under maintenance.

Delegates will get an error message in the following situations:

- There are no physicians for a delegate. See FAQ #11.
- The physician chosen does not have PEM status. See FAQ #12.
- The site has timed out for security reasons.
- The site is under maintenance.

If you receive an error message after you are logged in to the SAR web site, a time out is the most likely reason. Please try to login again as a first step.

Please note that physicians and delegates will be locked out of the system and will get an error message after five failed log in attempts with an incorrect password.



## Whom do I contact for help in using the site or the report?

For any queries related to the site or the report please contact the Cancer Care Ontario Screening Contact Centre at 1-866-662-9233 (Monday to Friday 8.30 a.m. to 5.00 p.m.) or by email at [primarycare@cancercare.on.ca](mailto:primarycare@cancercare.on.ca). Please do not send sensitive information (PHI/PII) using this email address.

If your query is related to logging in, your password, changes to your ONE®ID profile or delegate(s), please call eHealth Ontario at 1-866-250-1554 (24 hours a day, seven days a week) or email their service desk at [servicedesk@ehealthontario.on.ca](mailto:servicedesk@ehealthontario.on.ca).

If you are interested in registering to access your SAR online, contact [ONEIDBusinessSupport@ehealthontario.on.ca](mailto:ONEIDBusinessSupport@ehealthontario.on.ca). Registration appointments will be scheduled based on location and/or the date of request.

## Whom do I contact for help if I have questions regarding my billing claims?

Please contact the OMA toll free at **1-800-268-7215** for all of your billing-related inquiries.