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ConnectingOntario Clinical Viewer

Document Download Scenarios

Version: 1.0

Ontario
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Downloading Documents

This guide outlines four scenarios in which users of the ConnectingOntario Clinical Viewer can view and download patient documents, depending on the web browser used and the type of download file.

Viewing Behavior Scenarios

Scenario 1 (No Download Required for Internet Explorer and Chrome Browsers)

In this scenario, only one tab is displayed in the Document Viewer, and the document is displayed directly on that tab, as shown in *Figure 1*.

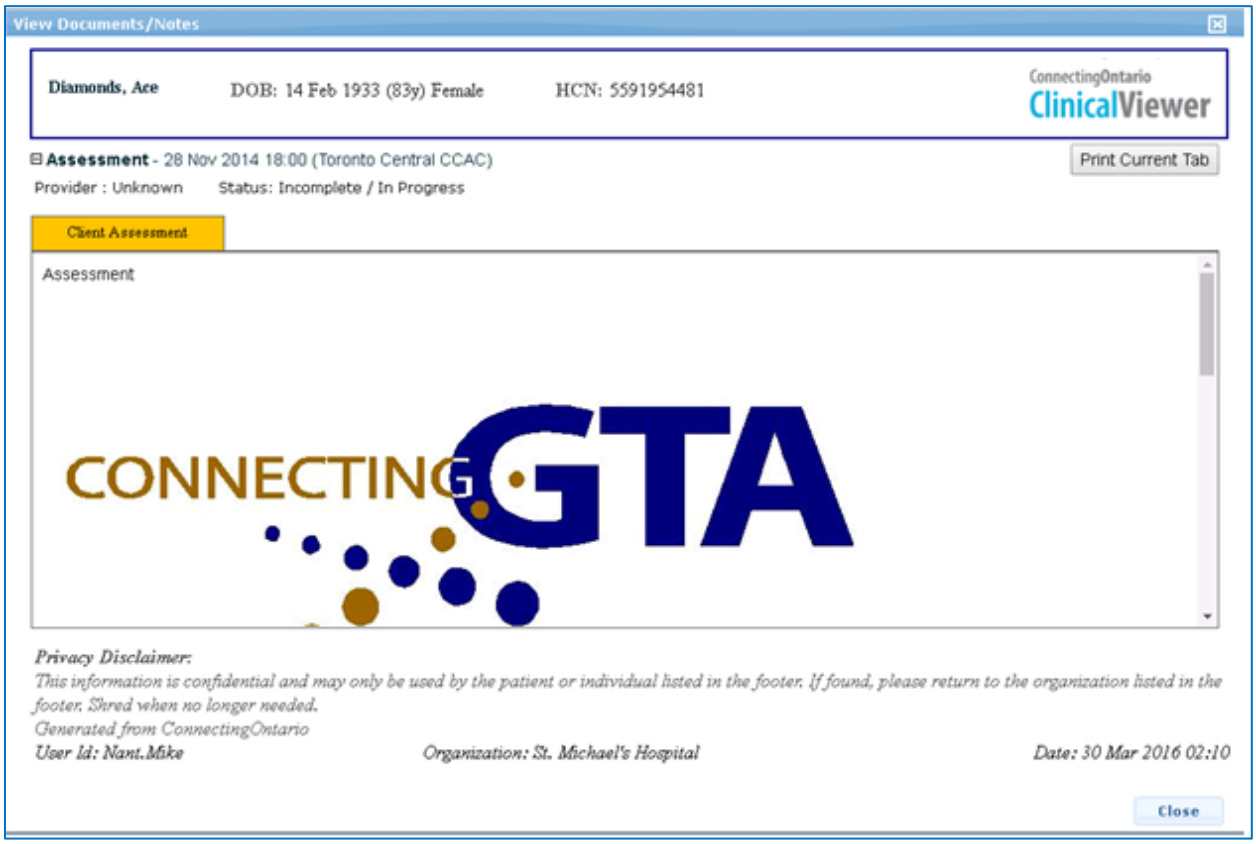

Figure 1: Document Viewer for Scenario 1

Scenario 2 (Using external plugin)

A second scenario depends on the specific plugins an organization chooses to employ as well as browser security settings. This scenario depicts what the user may see when external plugins are in place, in which two tabs are displayed in the Document Viewer. Clicking on the second tab will display the document directly in the second tab. In *Figure 2*, the first tab is selected and its contents displayed.

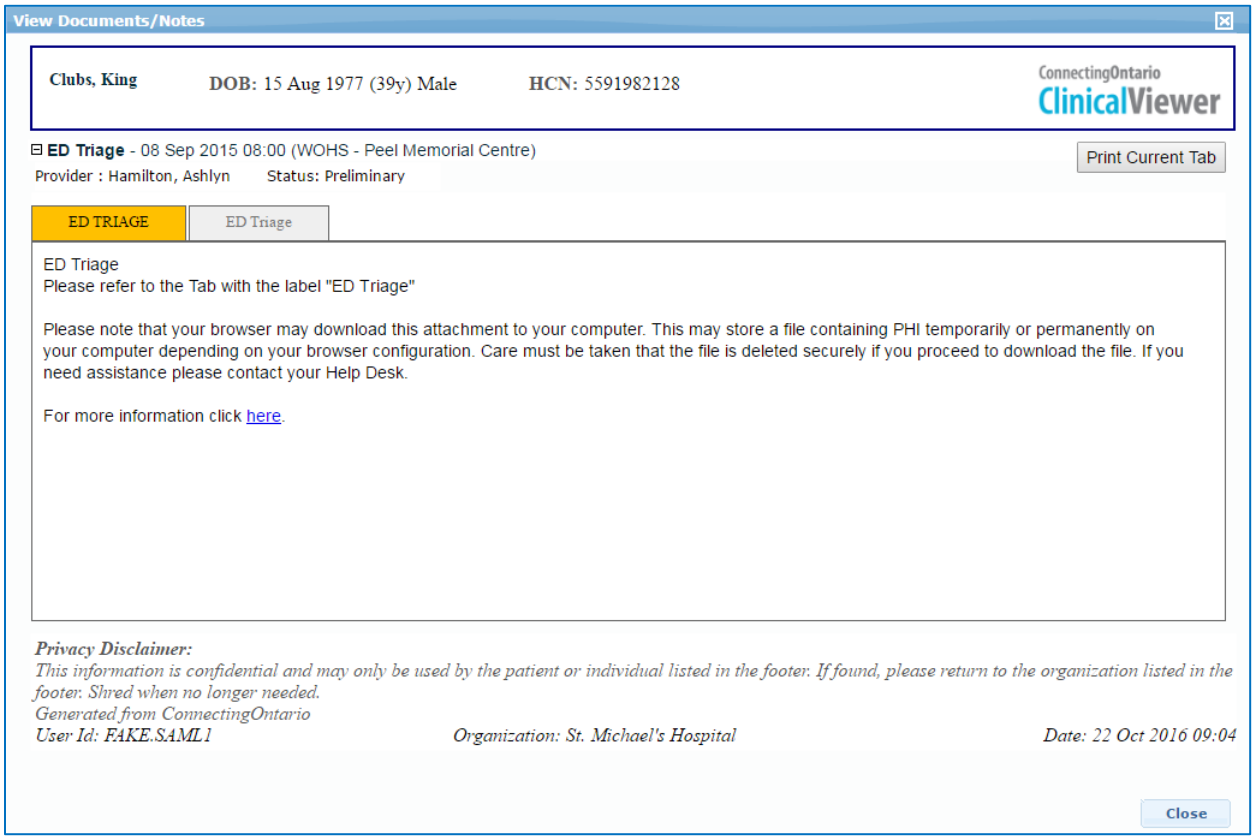

Figure 2: Document Viewer for Scenario 2, First Tab

Figure 3 shows the second tab has been selected and the document is displayed.

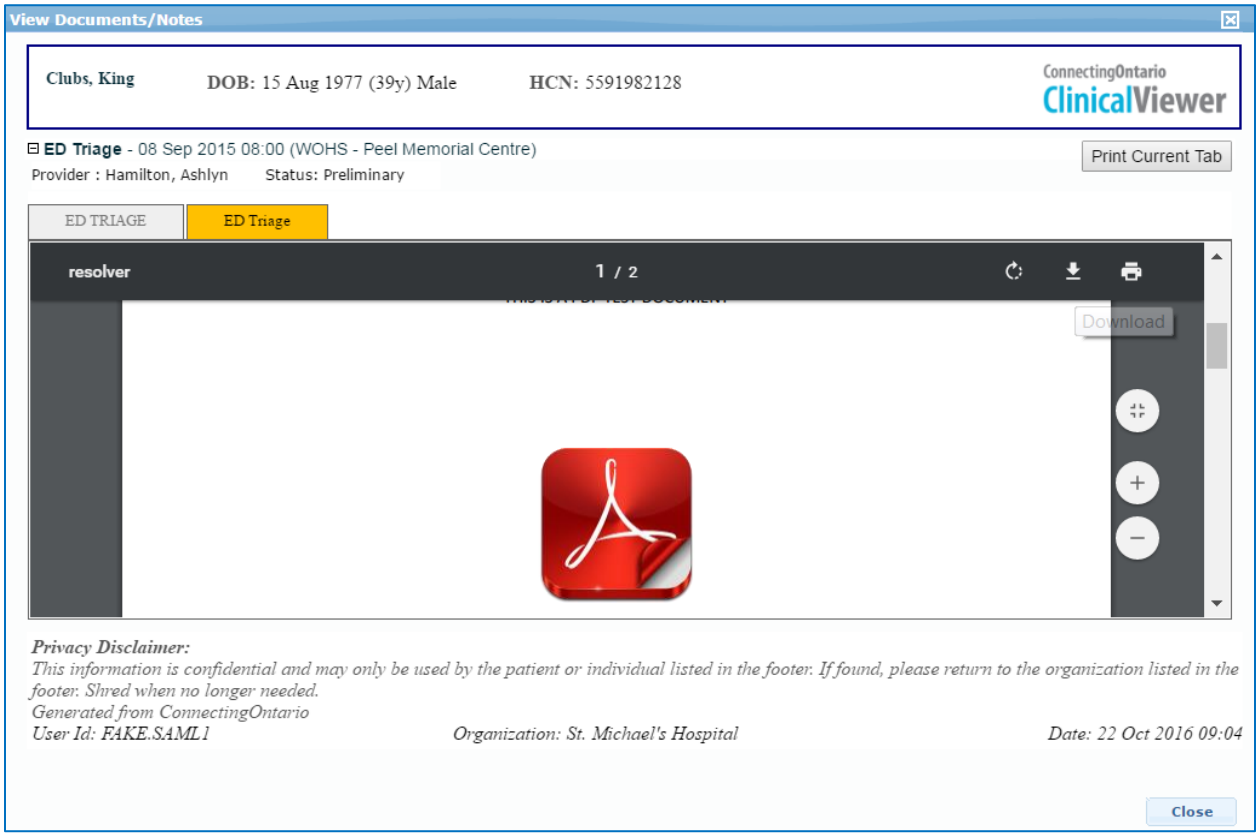

Figure 3: Document Viewer for Scenario 2, Second Tab

Scenario 3 (Download Required – for Internet Explorer Browser only)

For users employing the Internet Explorer (IE) browser, viewing a document in ClinicalViewer requires a download. Two tabs are displayed in the Document Viewer, as in *Figure 4*.

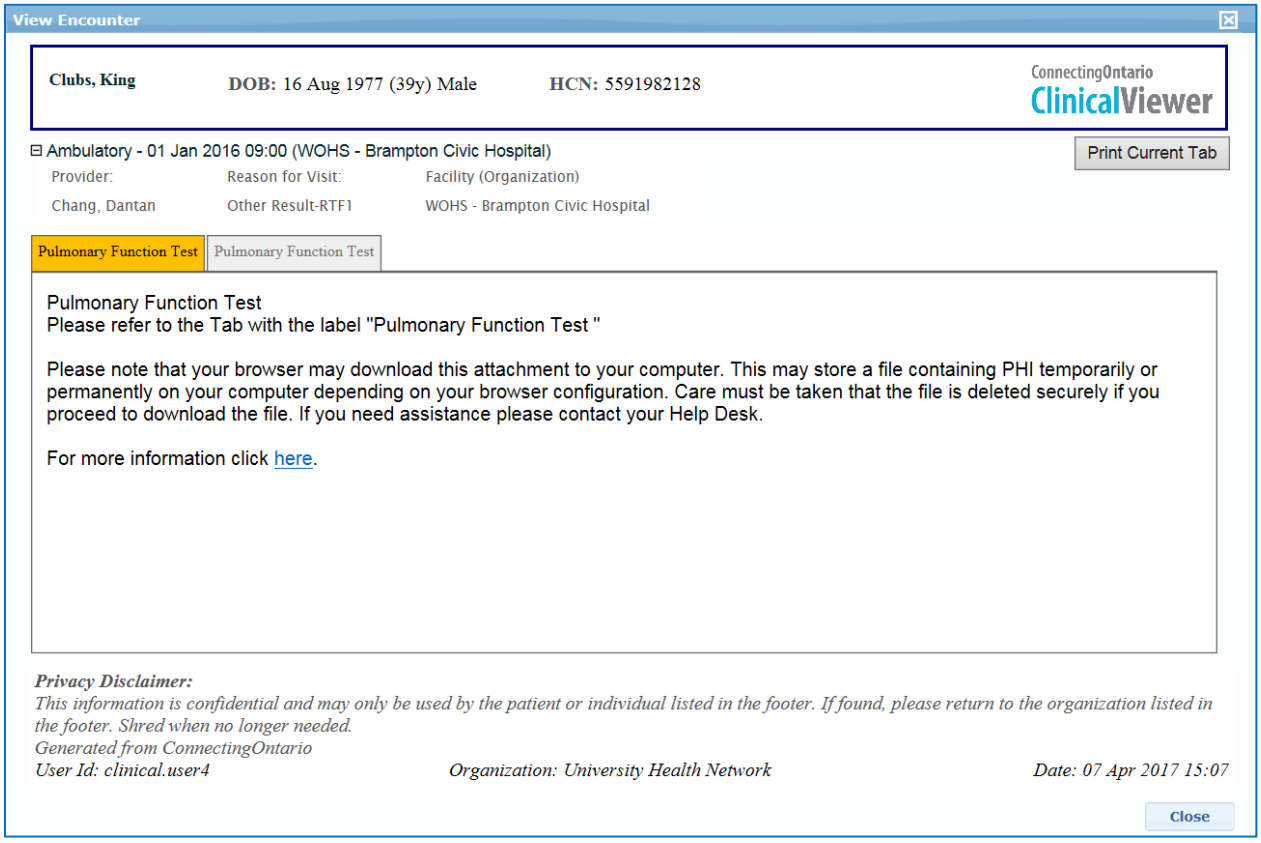

Figure 4. Document Viewer for Scenario 3 (in IE11), First Tab

Clicking on the second tab prompts the File Downloader window, as shown in *Figure 5*, in which the user may be presented with the option to **Open**, **Save**, or **Save as**, depending on the security settings of the browser.

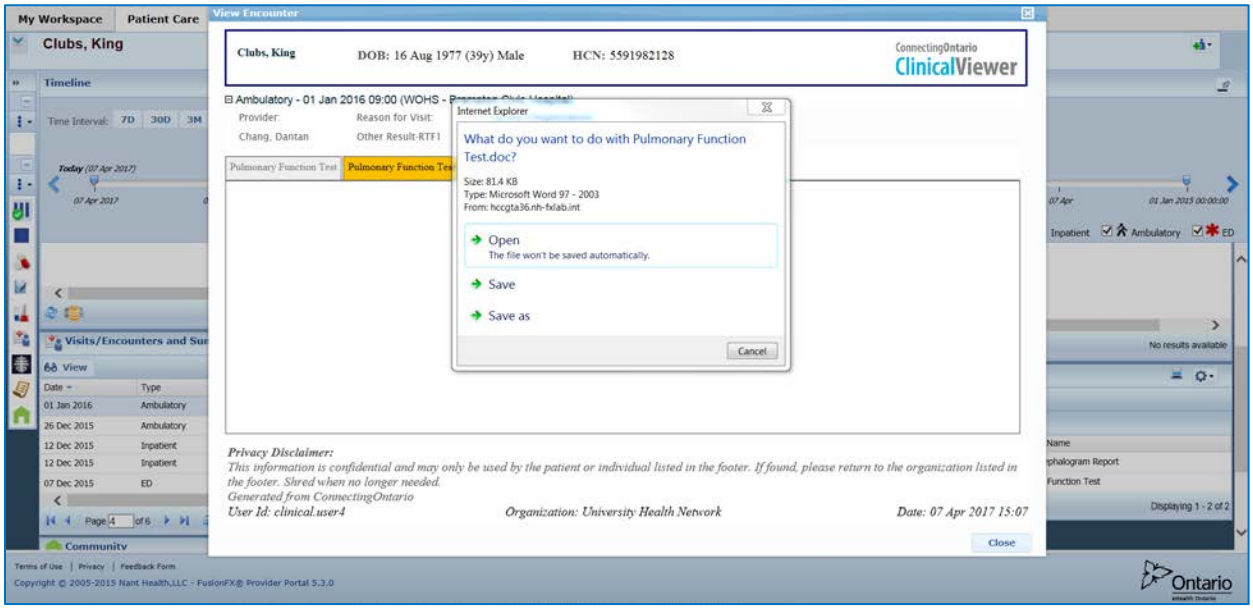

Figure 5: Document Viewer for Scenario 3 (in IE11), File Download

Scenario 4 (Download Required – for TIFF files in Chrome Browser only)

If using a Chrome browser, the user is required to click on a link if the document image is not visible, as shown circled in red in *Figure 6*.

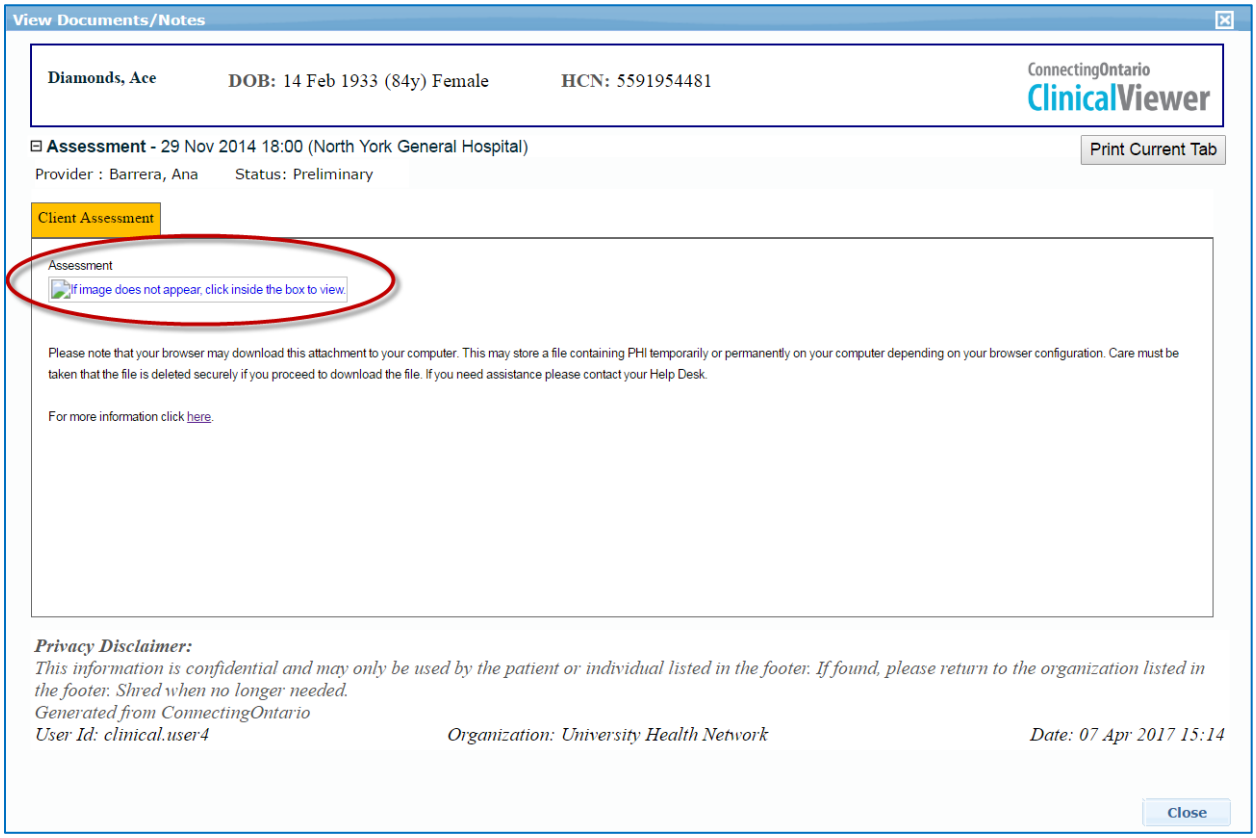

Figure 6: Document Viewer for Scenario 4 (in Chrome), First Tab

A second tab is then displayed as well as an Attachment file in the lower-left portion of the screen (circled in red in *Figure 7*). The user must click this in order to open the downloaded document.

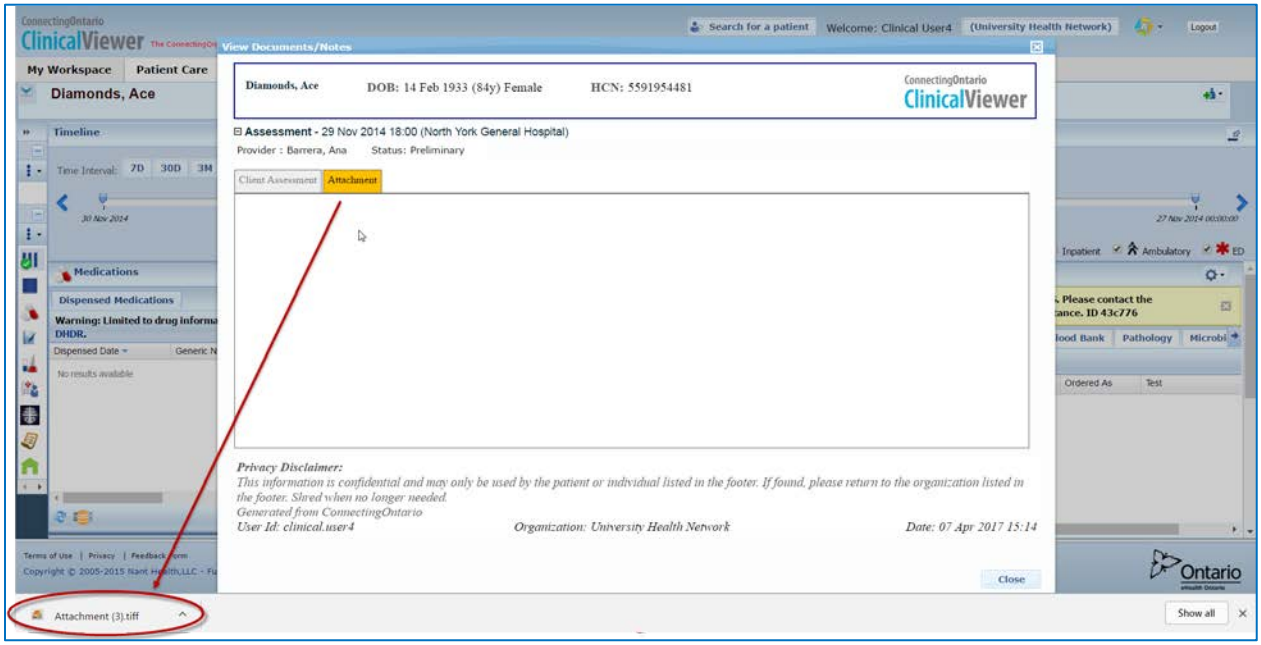

Figure 7: Document Viewer for Scenario 4 (in Chrome), File Download

Privacy Disclaimer on Downloads

In cases where a document must be downloaded locally, a privacy disclaimer is displayed to the user on the initial tab as follows (*Figure 8*):

> *Please note that your browser may download this attachment to your computer. This may store a file containing PHI temporarily or permanently on your computer, depending on your browser configuration. Care must be taken that the file is deleted securely if you proceed to download the file. If you need assistance, please contact your Help Desk.*
>
> *For more information, click here.*

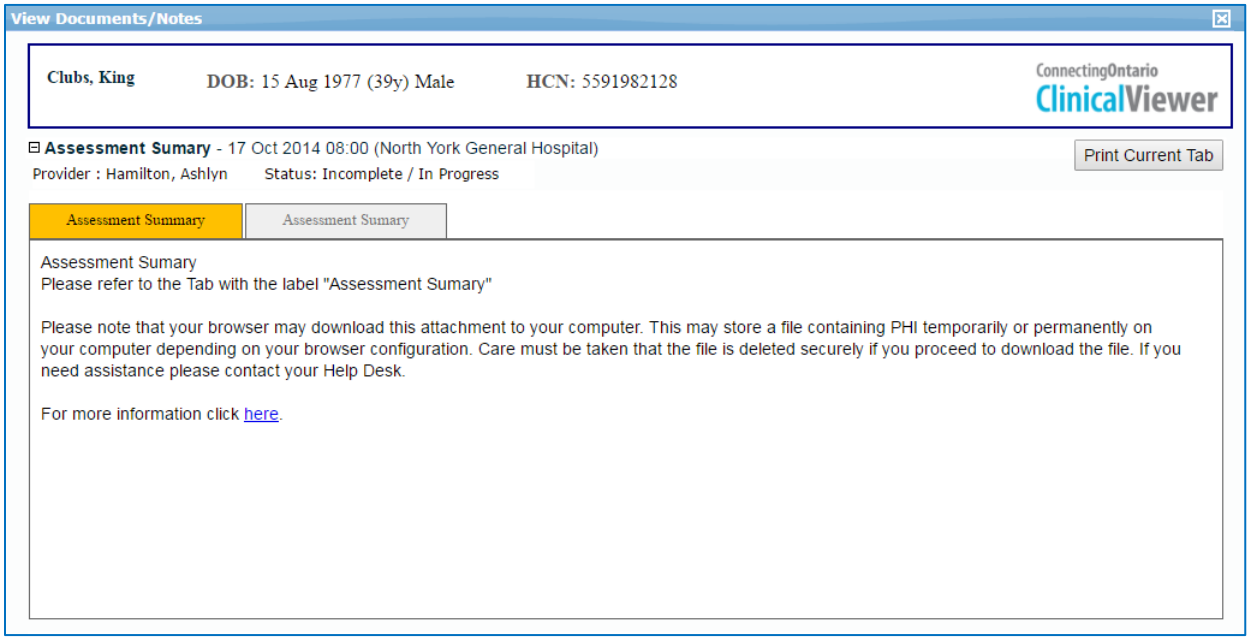

Figure 8: Document Viewer with Privacy Disclaimer for Downloading Documents

The "here" link should open a new browser window and take the user to the following URL: https://www.connectinggta.ca/browserhelp.

Viewing Behavior of different File Types

As well as the type of browser used, the download functionality also depends upon the type of file the user is trying to view or download. *Table 1* outlines the scenarios that apply to each file type.

Table 1: File Type Scenarios

File Type	Internet Explorer	Chrome
JPEG Image	Scenario 1	Scenario 1
GIF Image	Scenario 1	Scenario 1
HTML Document	Scenario 1	Scenario 1
TIFF Image	Scenarios 1 or 4	Scenarios 4
PDF Document	Scenarios 2, 3	Scenarios 2, 3
DOC/RTF Document	Scenarios 3	Scenarios 3

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