OntarioMD.ca Portal User Guide

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Creation Date: May 28, 2017

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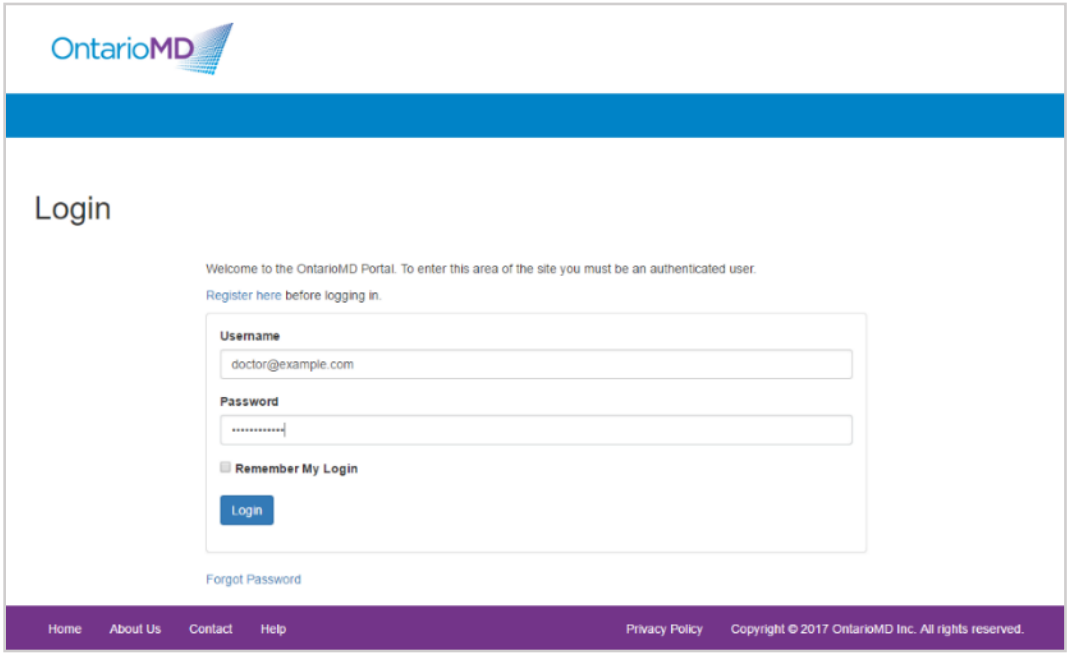
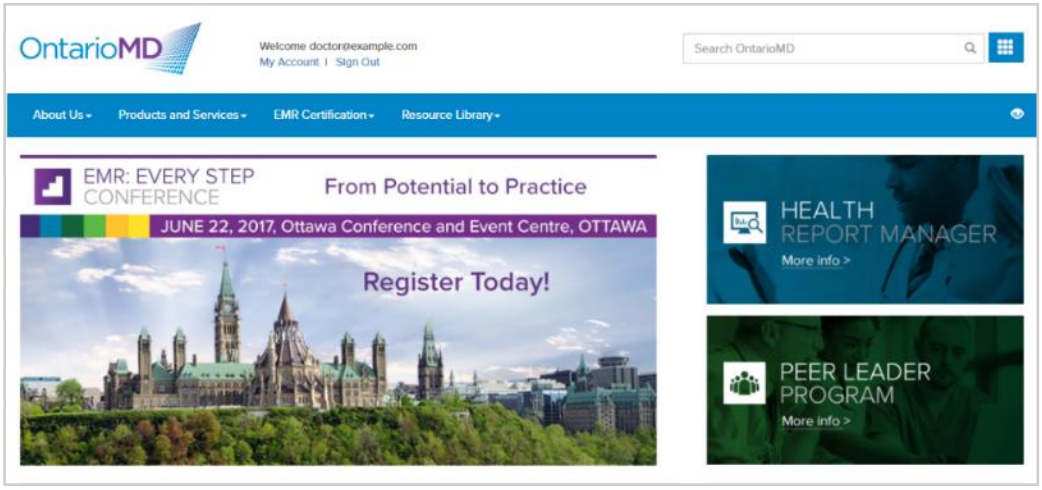
Sign In

Click on the Sign In link at the top of any page on the website.

Type in your username (the email address provided in your OntarioMD.ca profile) and your password.



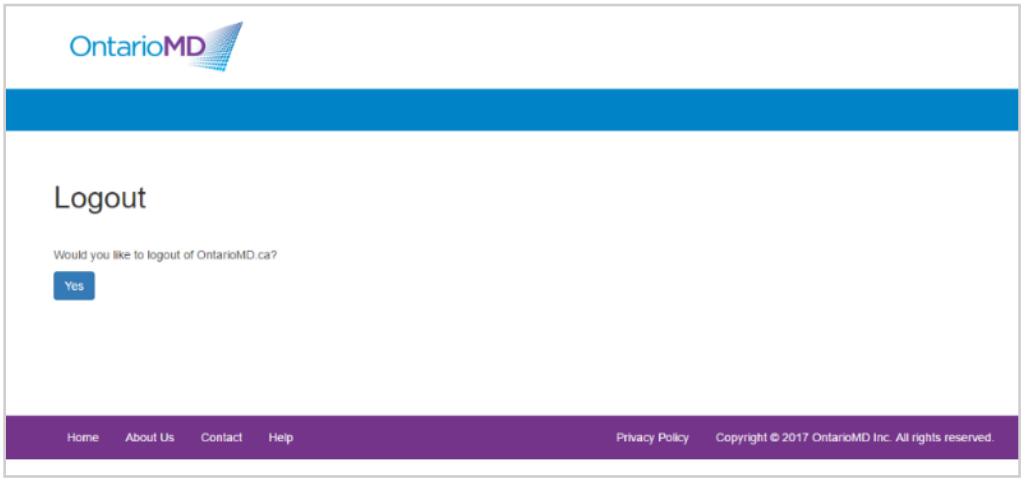
You will be taken back to the last page you were on when you clicked on the Sign In link. Note that the header displays your username and links for Account Management and Sign Out.



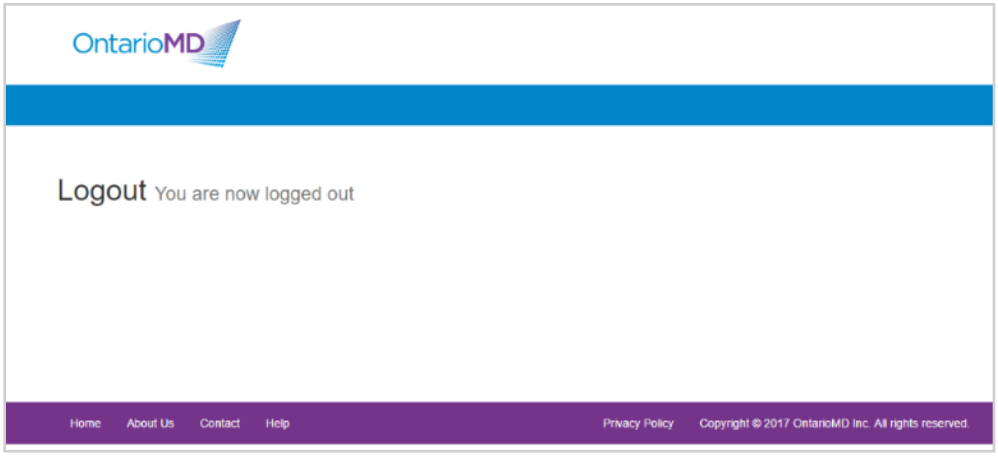
Sign Out

Click on the Sign Out link on the header of any page on the website.

On the following screen, click on the Yes button to confirm your sign out.



You will see a confirmation that you have been signed out of your account. You may click on the OntarioMD logo in the header or any of the links in the footer to return to the unauthenticated website.



Physician Accounts

Registration

What you need before you start

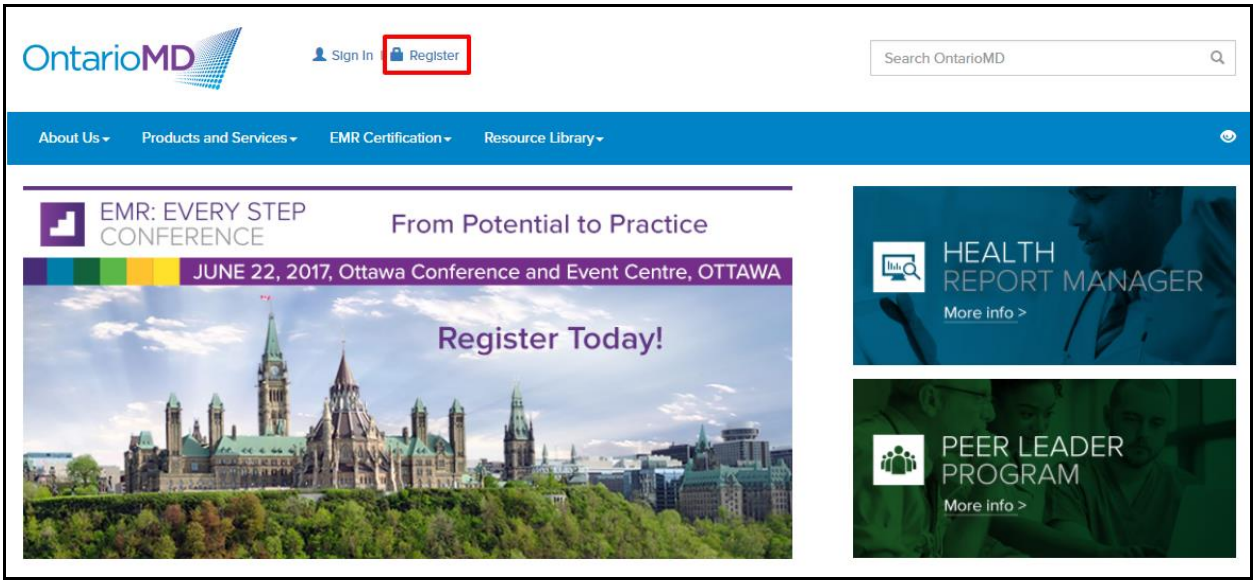
To sign up with the OntarioMD Portal you need the following:

- Your OMA number
  (if you do not know your OMA number, contact OntarioMD Support for assistance: 1 866 339 1233 or support@ontariomd.com)
- Your date of birth
- An email address

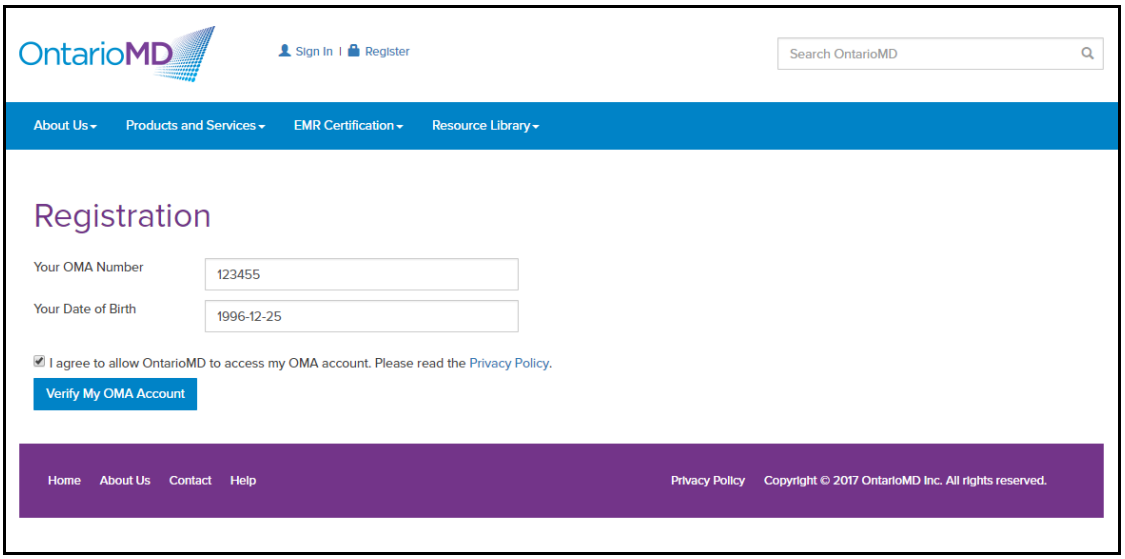
To enroll in Secure Services, you will also need your PIN, supplied to you by the OMA. If you do not have a PIN from the OMA please contact them at: 1 800 268 7215 or info@oma.org)

Start registration process

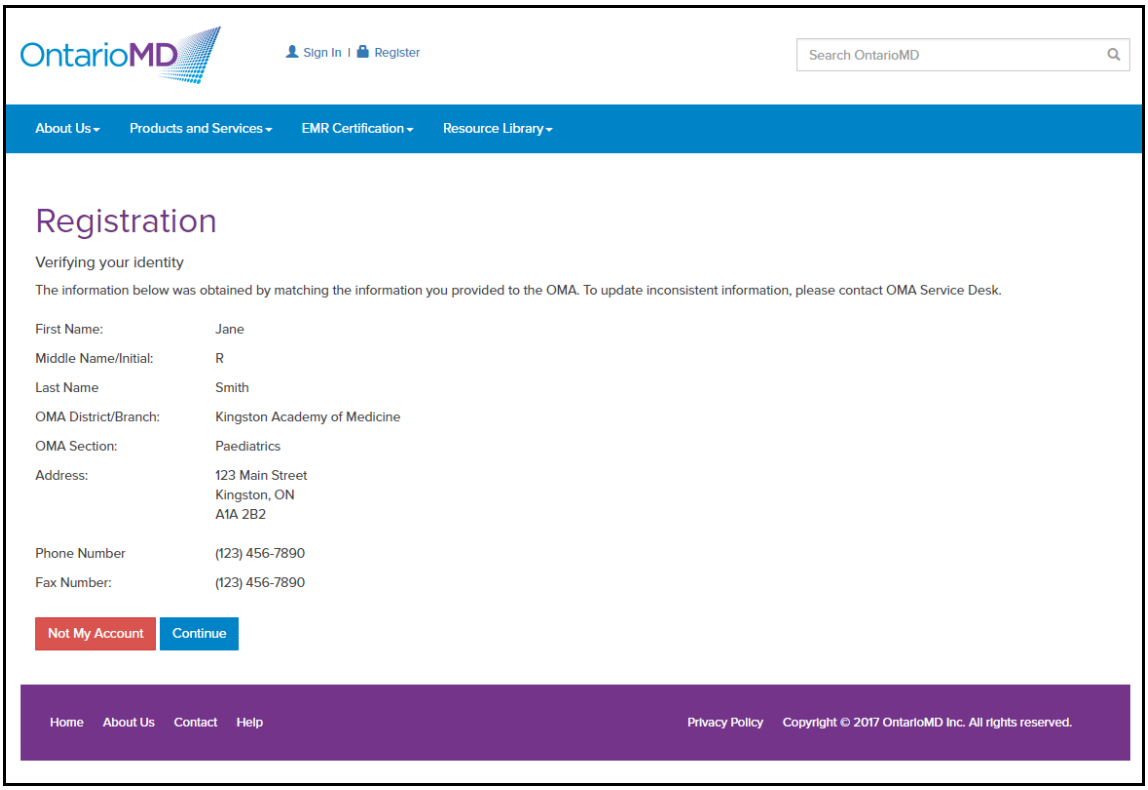
1. Visit the OntarioMD Portal by entering www.OntarioMD.ca in your browser's address bar. Click on the Register link at the top of any page on the website.



2. Type your OMA number, select your date or birth, click to agree to the Privacy Policy, then click the Verify My OMA Account button.



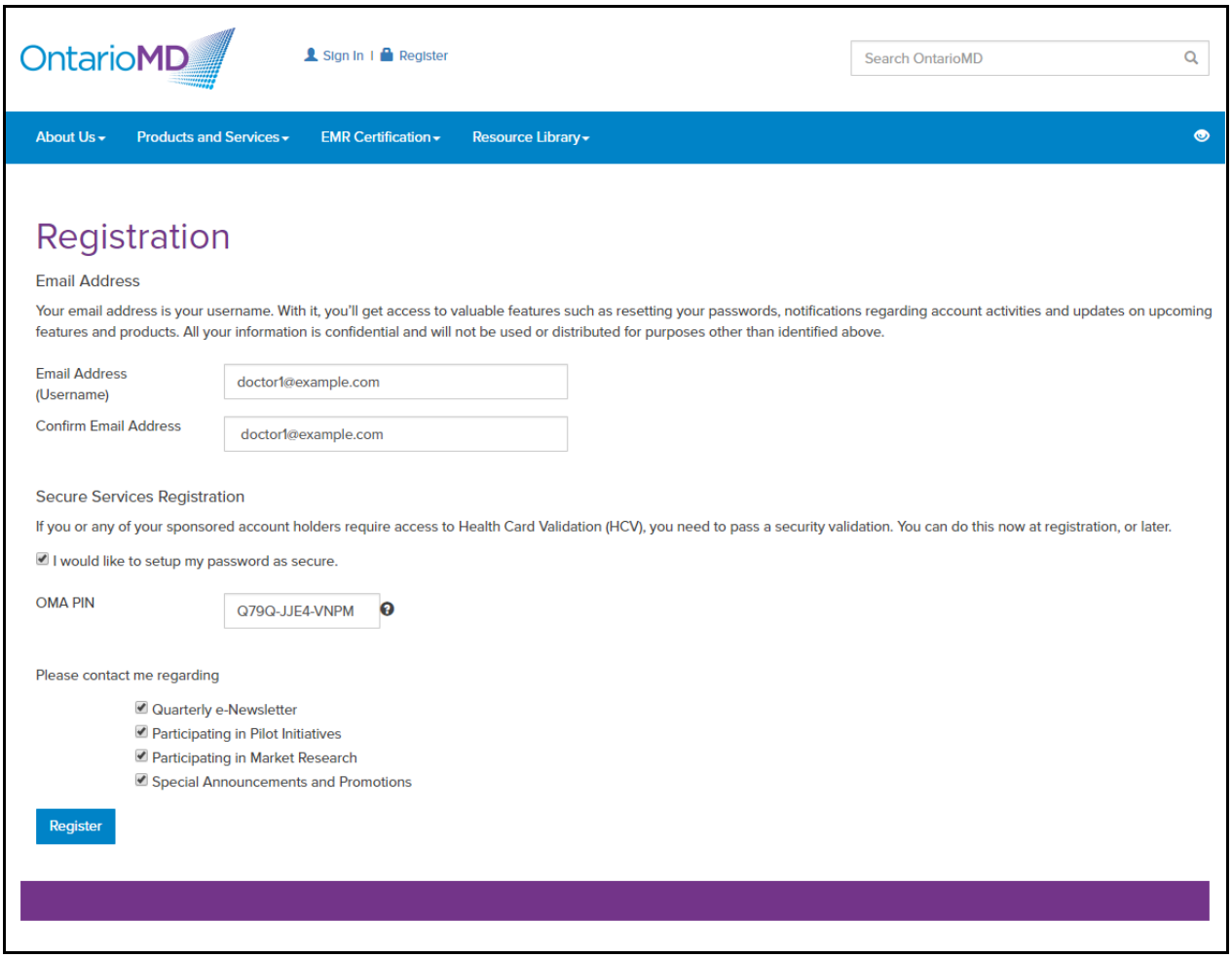
3. Next, review the information about you as drawn from the OMA, then click Continue.



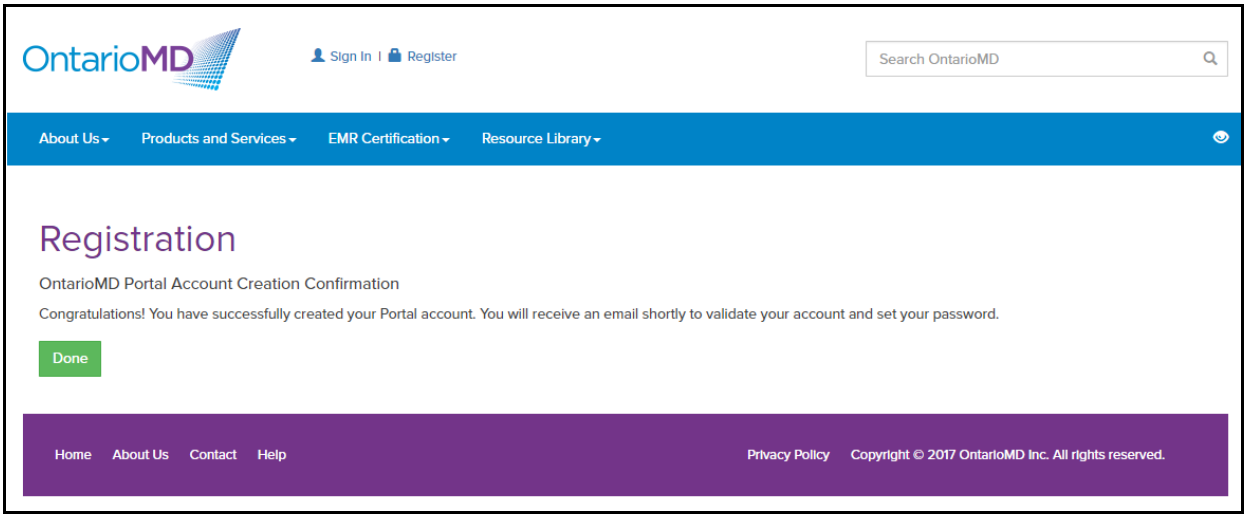
Create your profile and register for Secure Services

1. Enter the email address you would like to have associated with your OntarioMD Portal account. You will need to enter your email address a second time to confirm it is correct. Your email address will also be the username you will use to log in with.

2. If you or any of your staff require access to Health Card Validation (HCV), you need to pass a security validation by entering your OMA provided PIN.
3. Click on the Register button.

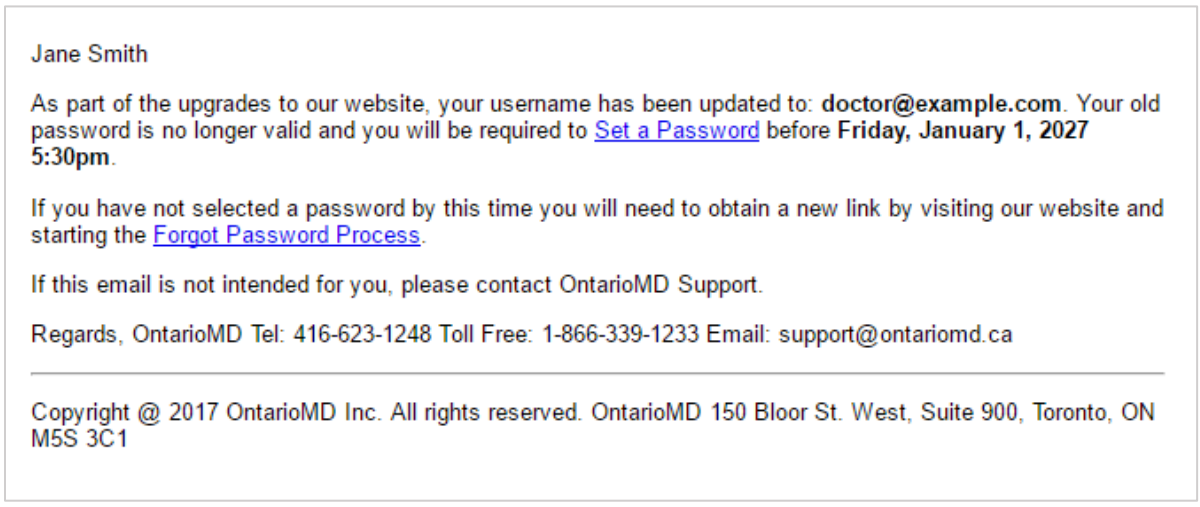


4. You will see a confirmation that your account has been created and an email has been sent to set your password.



Set your password

1. Check your email for a welcome email with the subject line: *Your new account at OntarioMD.ca.* Click on the Set a Password link.



Jane Smith

As part of the upgrades to our website, your username has been updated to: **doctor@example.com**. Your old password is no longer valid and you will be required to Set a Password before **Friday, January 1, 2027 5:30pm**.

If you have not selected a password by this time you will need to obtain a new link by visiting our website and starting the Forgot Password Process.

If this email is not intended for you, please contact OntarioMD Support.

Regards, OntarioMD Tel: 416-623-1248 Toll Free: 1-866-339-1233 Email: support@ontariomd.ca

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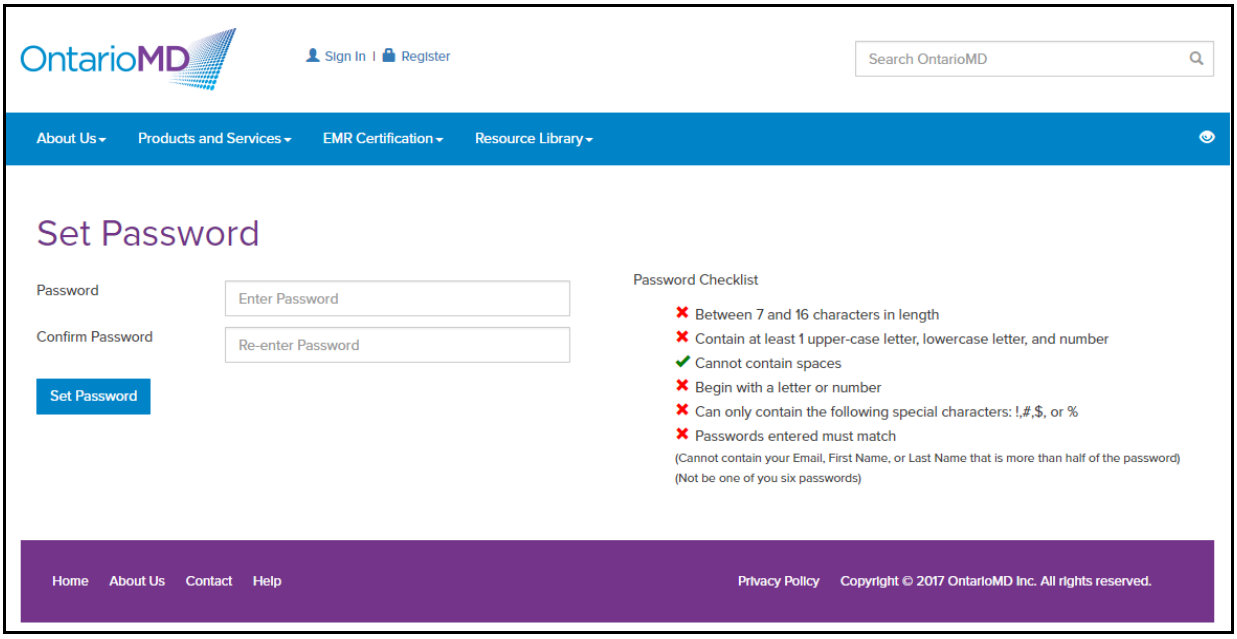
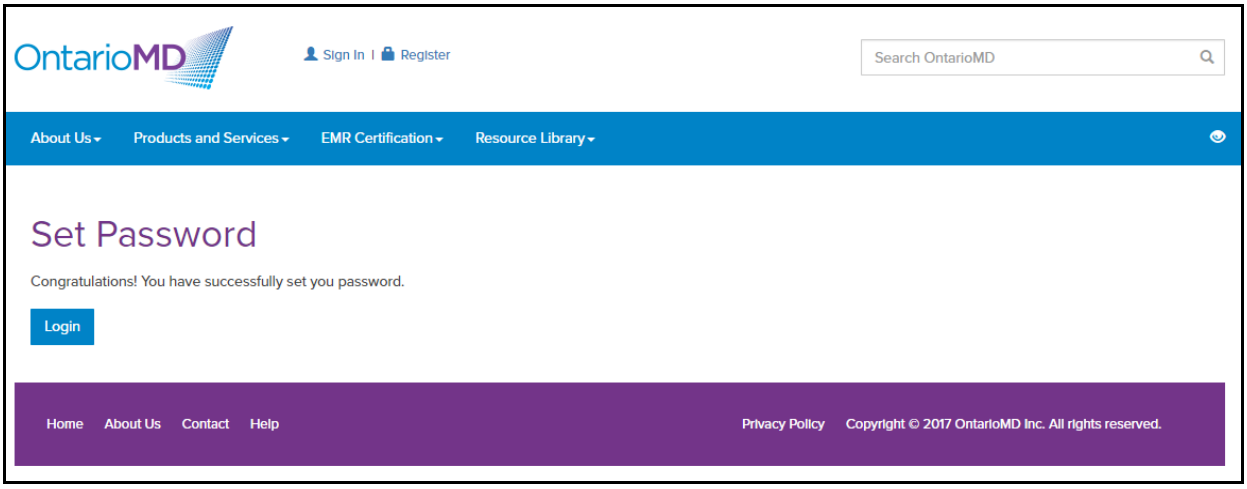
2. Select a password that meets all security rules listed in the Password Checklist. Enter your password again in the second box to confirm your selection. Click on the Set Password button.



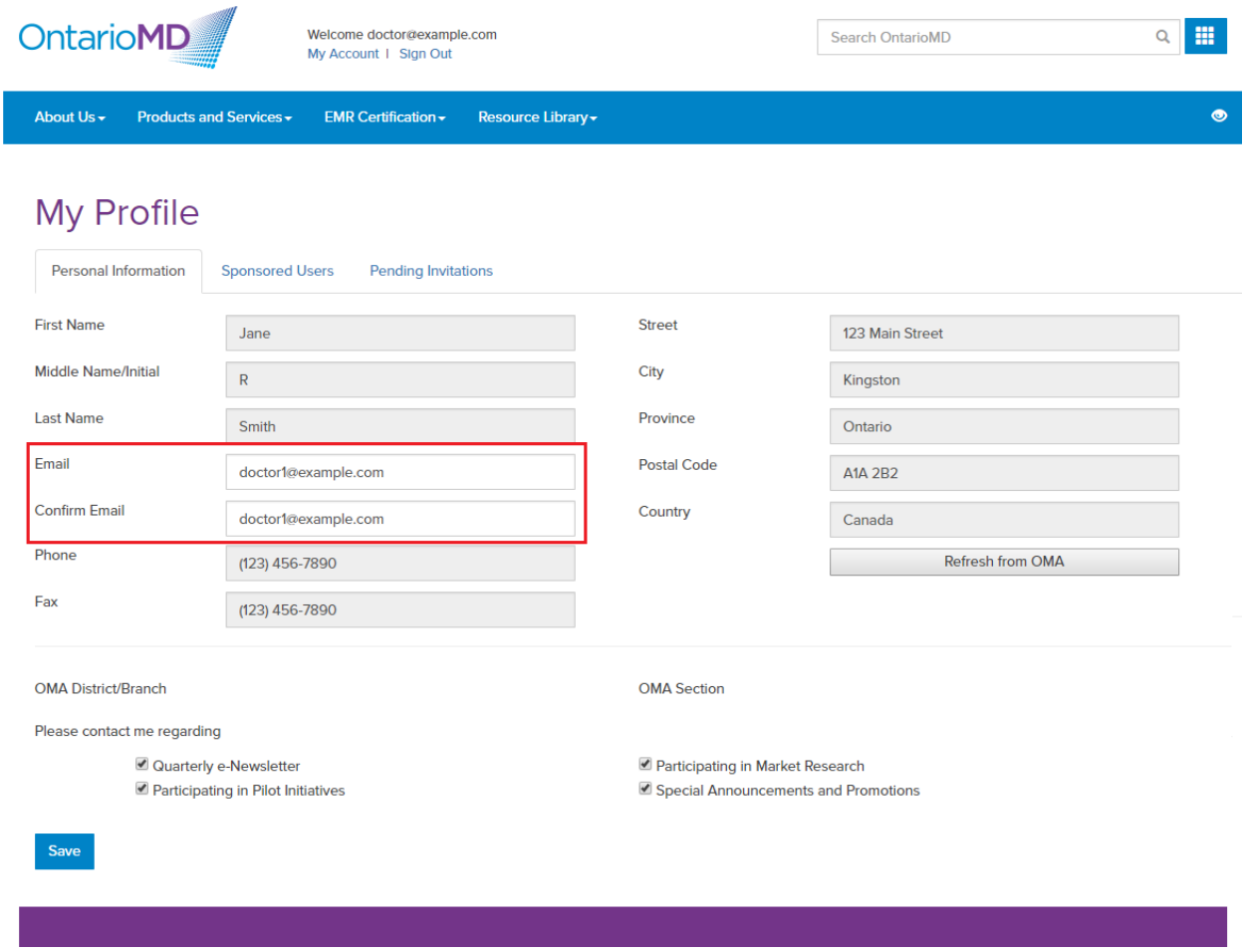
3. You will see a confirmation that your password has been set. You may now login to the Portal.



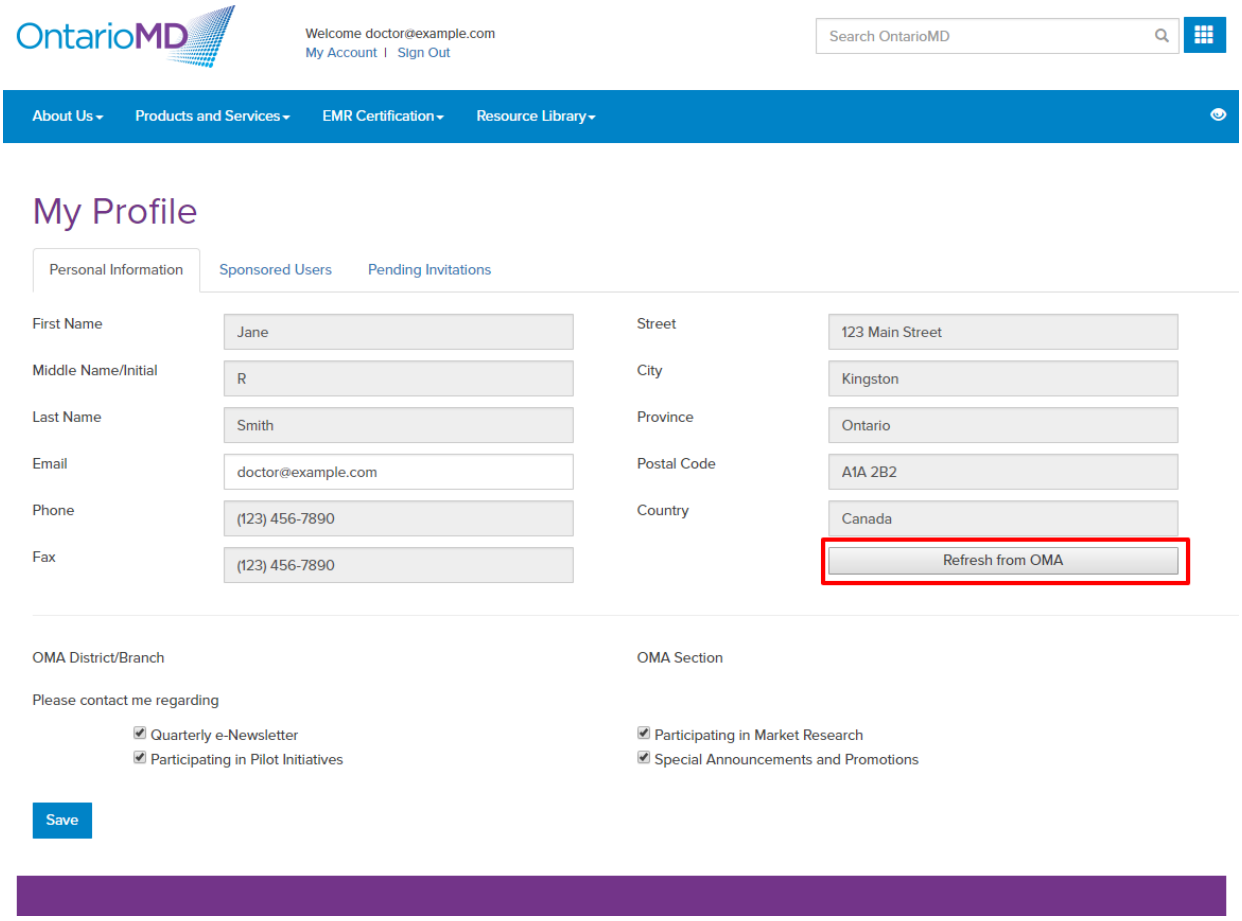
Account Management

Change your email address/username

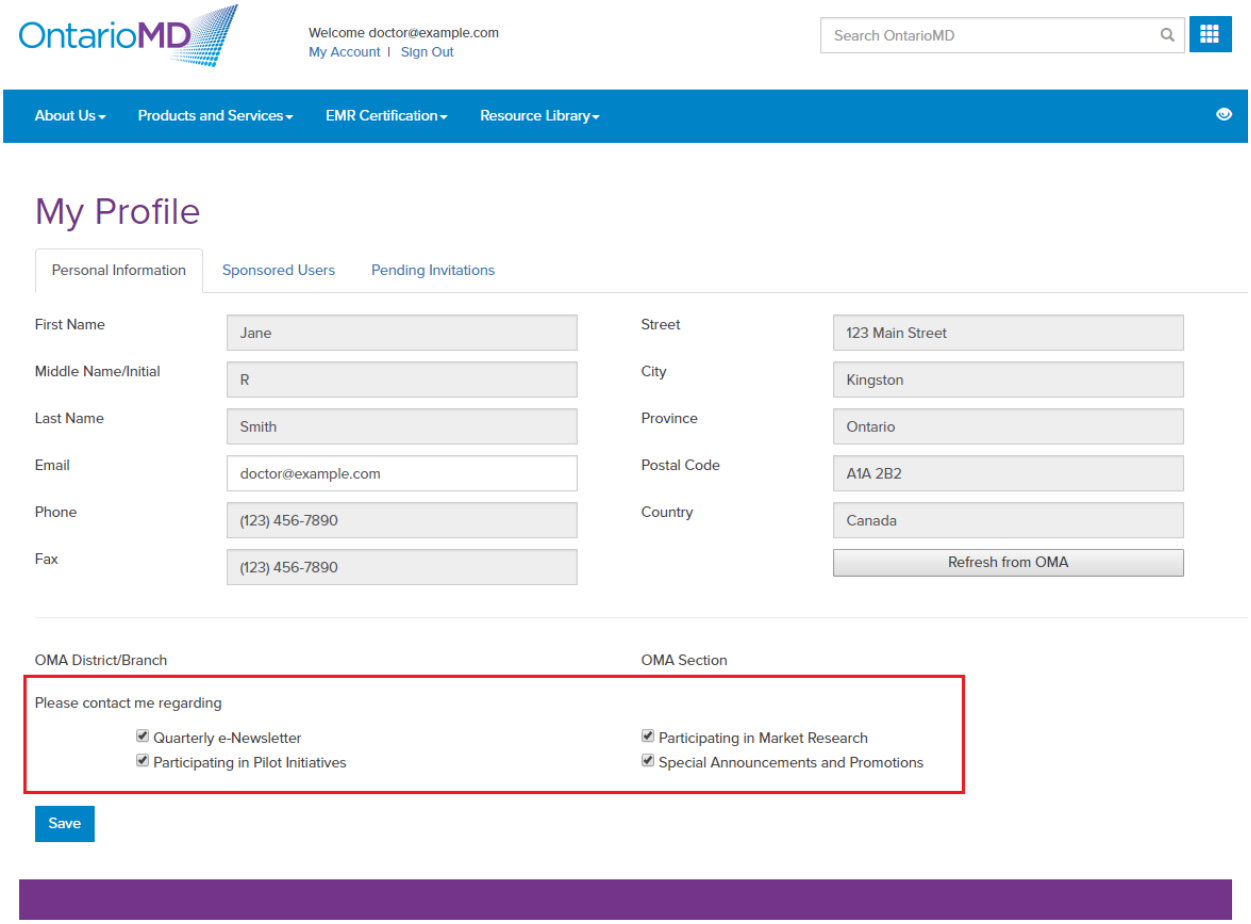
1. Log into your portal account and click on the My Account


OntarioMD
Welcome doctor@example.com
My Account | Sign Out
Search OntarioMD
About Us
Products and Services
EMR Certification
Resource Library
My Profile
Personal Information
Sponsored Users
Pending Invitations
First Name
Jane
Middle Name/Initial
R
Last Name
Smith
Email
doctor1@example.com
Confirm Email
doctor1@example.com
Phone
(123) 456-7890
Fax
(123) 456-7890
Street
123 Main Street
City
Kingston
Province
Ontario
Postal Code
A1A 2B2
Country
Canada
Refresh from OMA
OMA District/Branch
OMA Section
Please contact me regarding
Quarterly e-Newsletter
Participating in Pilot Initiatives
Participating in Market Research
Special Announcements and Promotions
Save

Update name and contact information



Update communication preferences

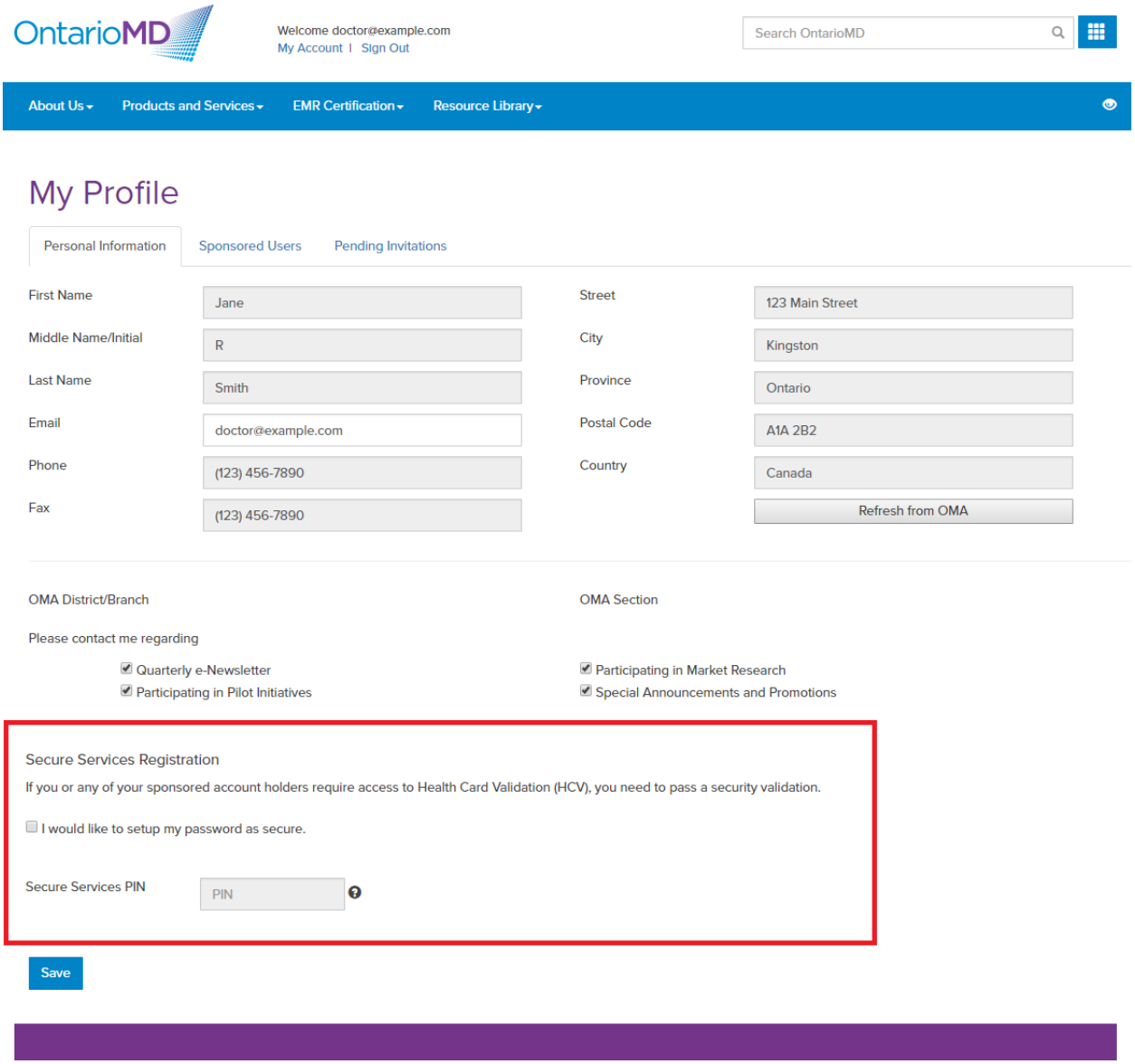


Sign up for Secure Services

If you did not sign up for Secure Services during your registration, you may do so at any time by signing in to your account and clicking on the My Account link at the top of the page.

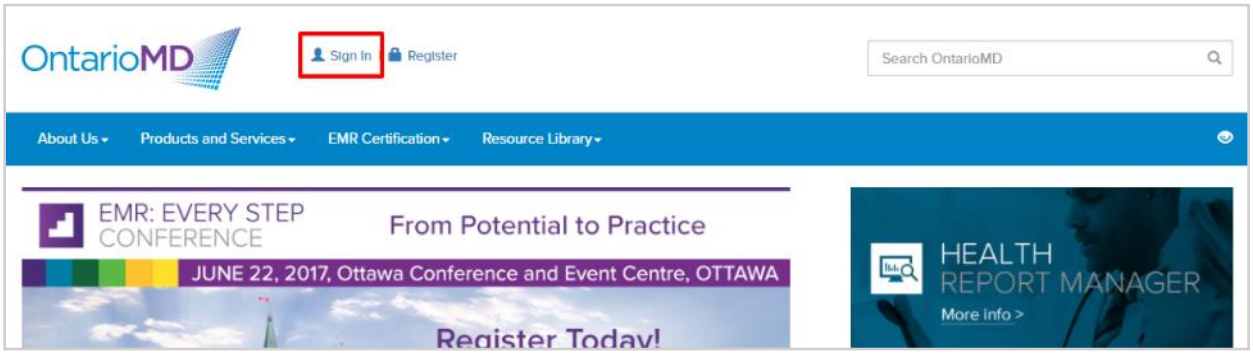
Click on the box next to “I would like to set up my password as secure” under the Secure Services Registration section.

Enter your OMA provided PIN number. If you do not have a PIN, please contact the OMA.

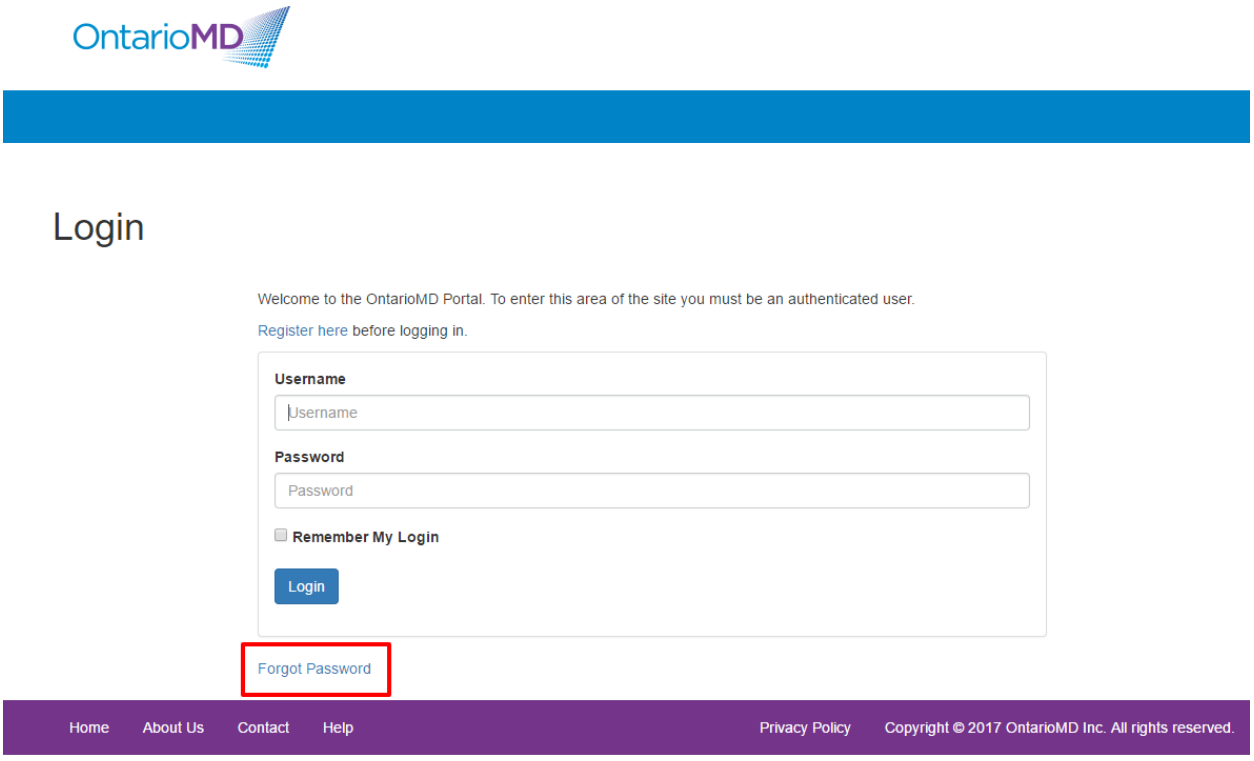


Reset your password

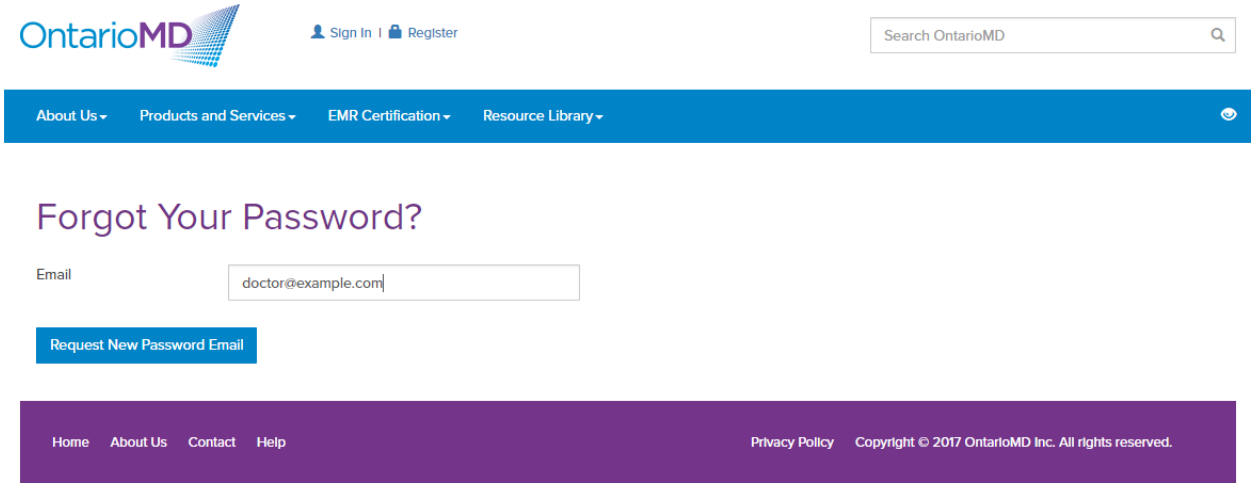
If you have forgotten or would like to reset your password, please start the password reset process by clicking on the Sign In link at the top of the website. If you are already logged in, please log out before you start this process.



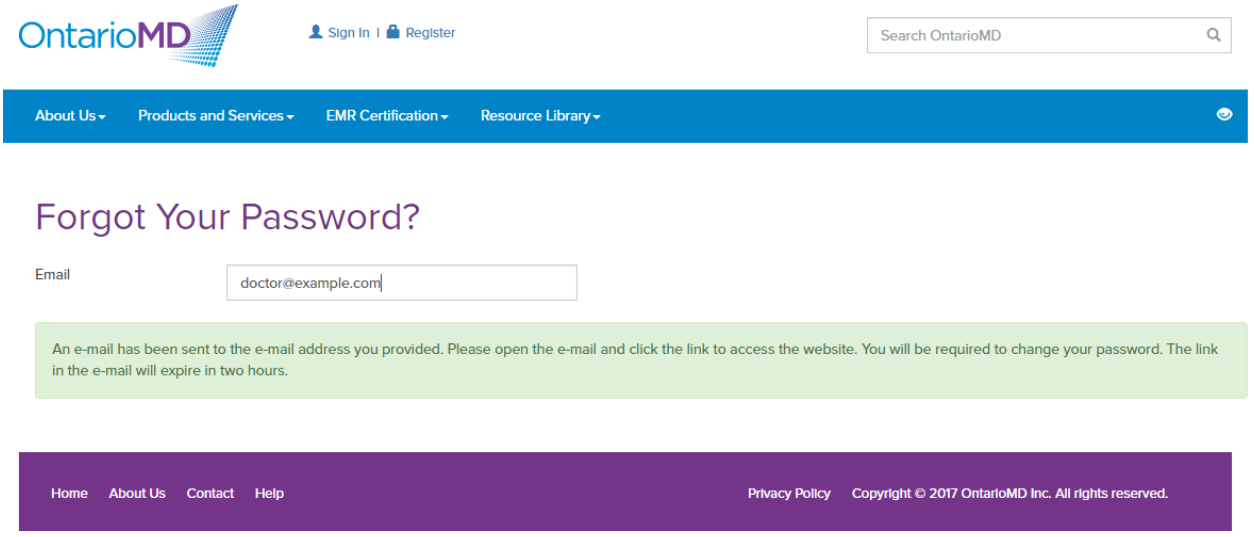
Click on the Forgot Password link below the login form.



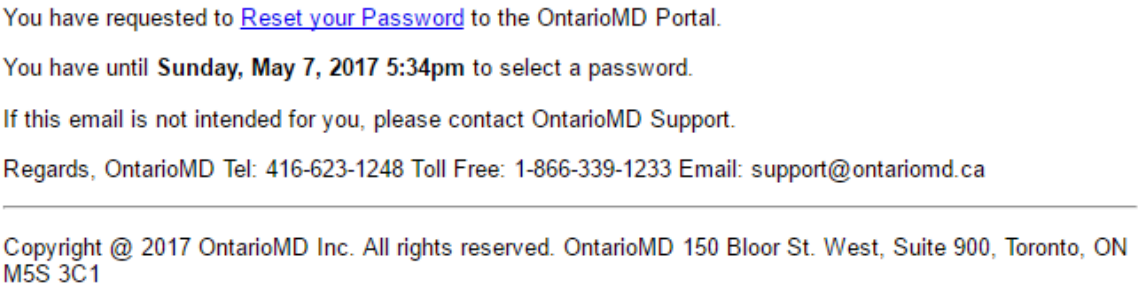
Type in the email address associated with your OntarioMD Portal account.



You will see a confirmation that an email has been sent to the email address associated with your account.



Check your email for an email with the subject line: Password Reset Request. Click on the Reset your Password link



You have requested to Reset your Password to the OntarioMD Portal.

You have until **Sunday, May 7, 2017 5:34pm** to select a password.

If this email is not intended for you, please contact OntarioMD Support.

Regards, OntarioMD Tel: 416-623-1248 Toll Free: 1-866-339-1233 Email: support@ontariomd.ca

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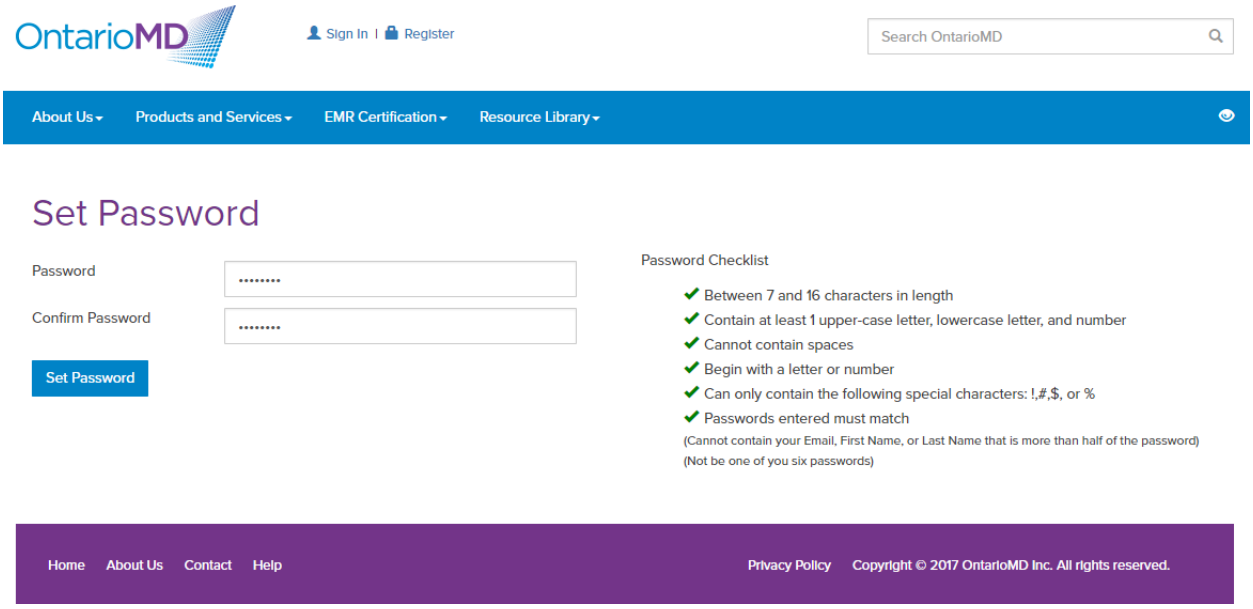
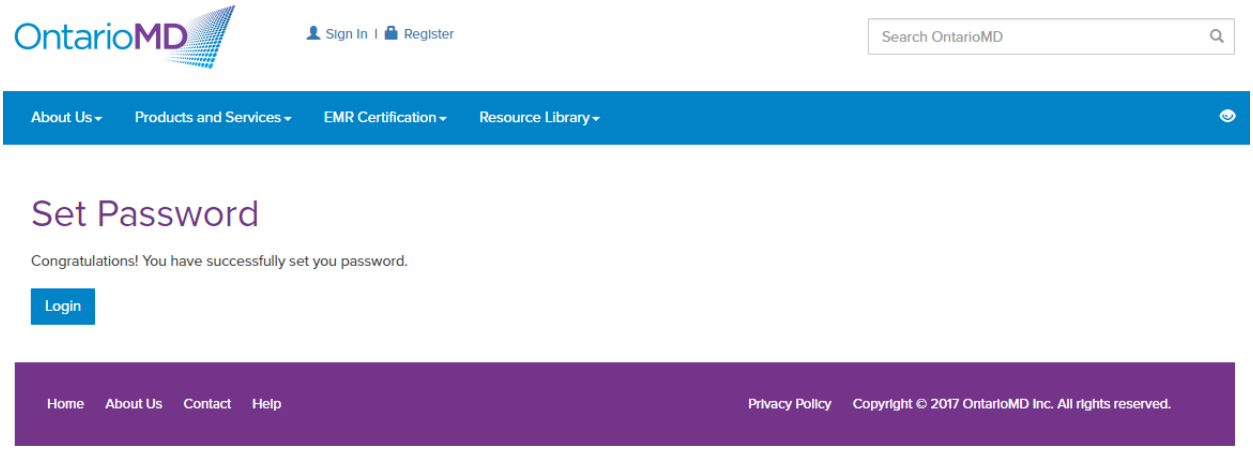
Select a password that meets all security rules listed in the Password Checklist. Enter your password again in the second box to confirm your selection. Click on the Set Password button.



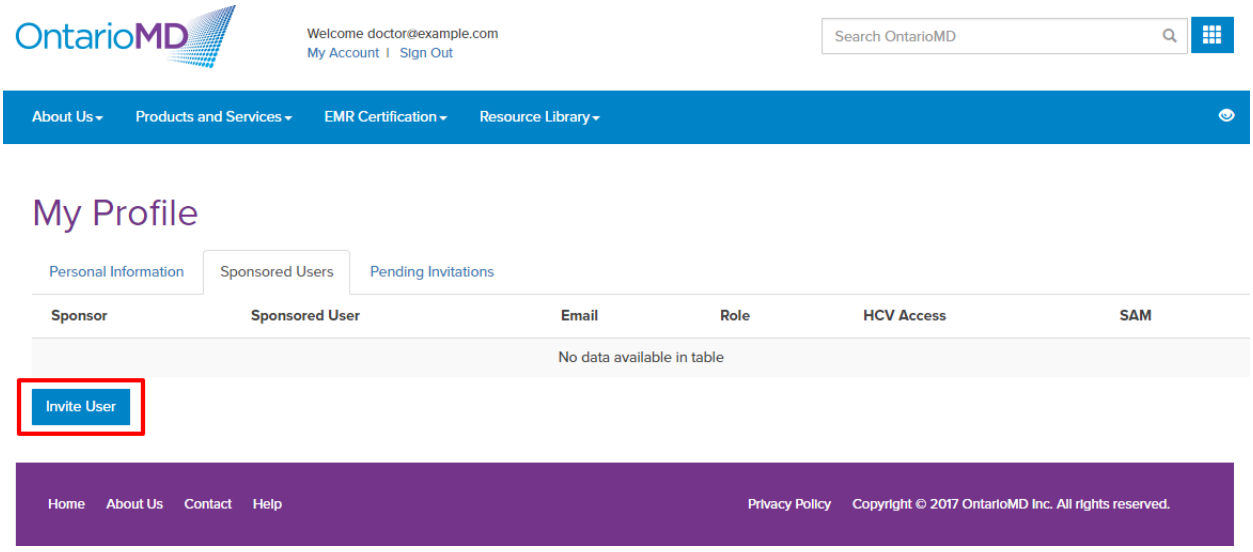
You will see a confirmation that your password has been set. You may now login to the Portal.

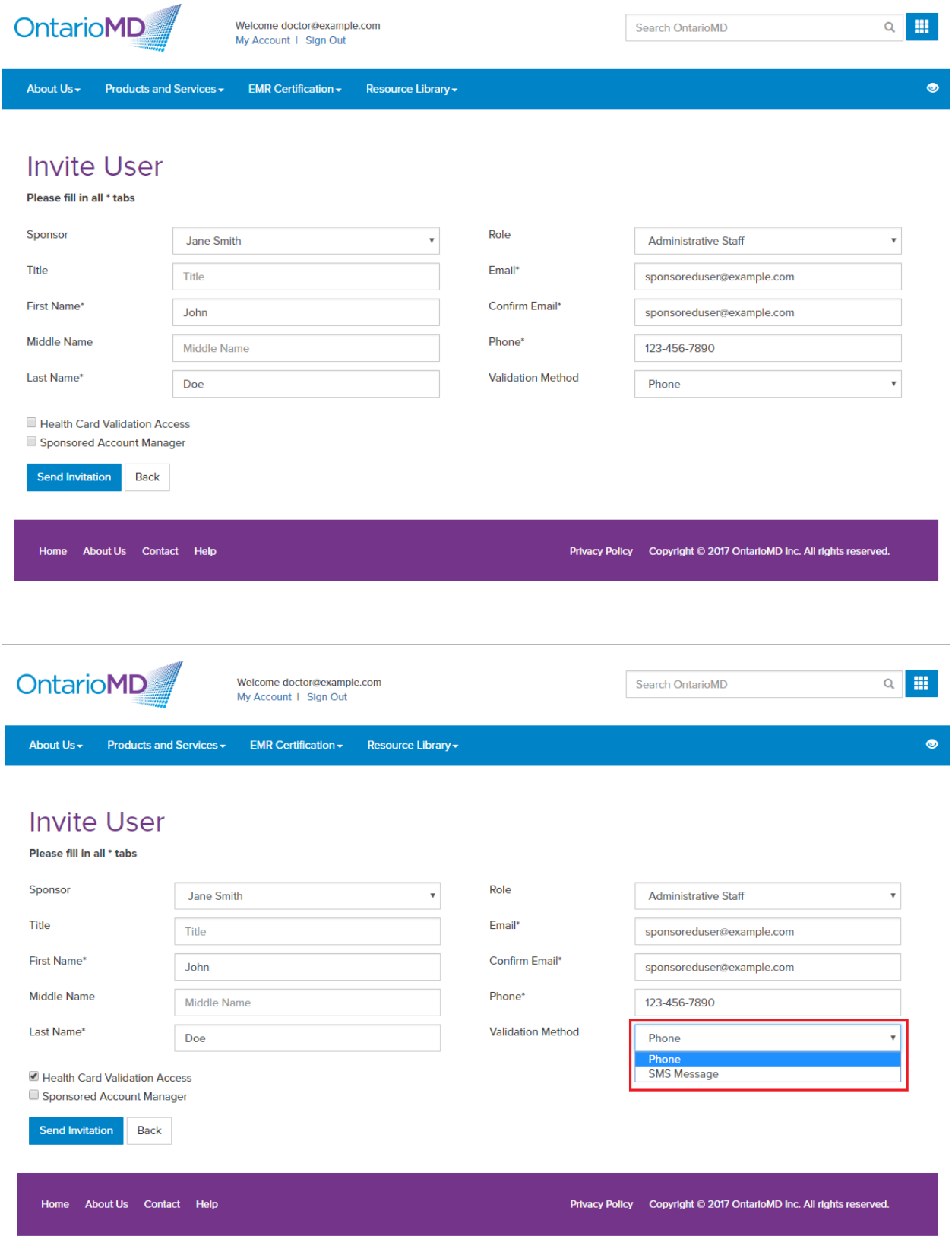


Manage Sponsored Users

Physicians can create their own Portal account. But Sponsored Accounts must be created by a physician user who has already created a Portal account. Sponsored users can be designated a Sponsored Account Manager (SAM), then s/he can thereafter create other Sponsored Accounts.

Invite a Sponsored User




OntarioMD
Welcome doctor@example.com
My Account | Sign Out
Search OntarioMD
About Us
Products and Services
EMR Certification
Resource Library
Invite User
Please fill in all * tabs
Sponsor
Jane Smith
Role
Administrative Staff
Title
Title
Email*
sponsoreduser@example.com
First Name*
John
Confirm Email*
sponsoreduser@example.com
Middle Name
Middle Name
Phone*
123-456-7890
Last Name*
Doe
Validation Method
Phone
Health Card Validation Access
Sponsored Account Manager
Send Invitation
Back
Home
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Help
Privacy Policy
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OntarioMD
Welcome doctor@example.com
My Account | Sign Out
Search OntarioMD
About Us
Products and Services
EMR Certification
Resource Library
Invite User
Please fill in all * tabs
Sponsor
Jane Smith
Role
Administrative Staff
Title
Title
Email*
sponsoreduser@example.com
First Name*
John
Confirm Email*
sponsoreduser@example.com
Middle Name
Middle Name
Phone*
123-456-7890
Last Name*
Doe
Validation Method
Phone
Phone
SMS Message
Health Card Validation Access
Sponsored Account Manager
Send Invitation
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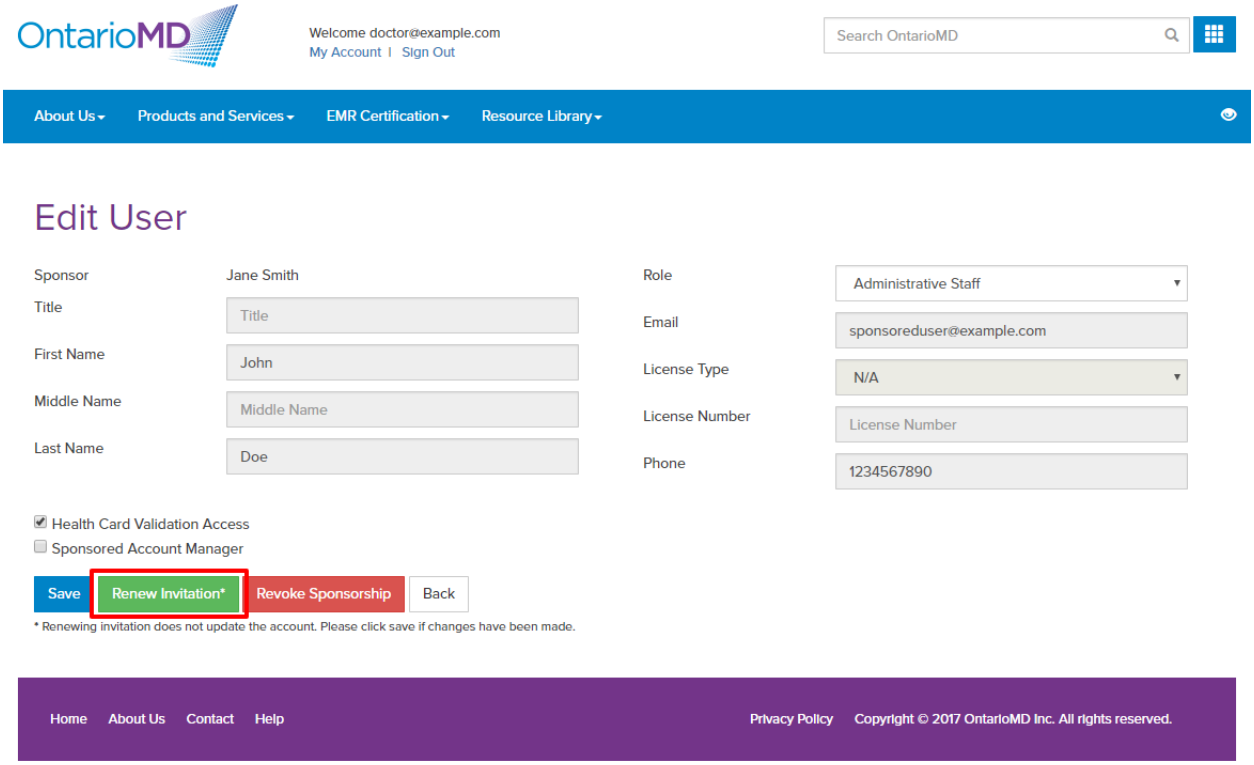
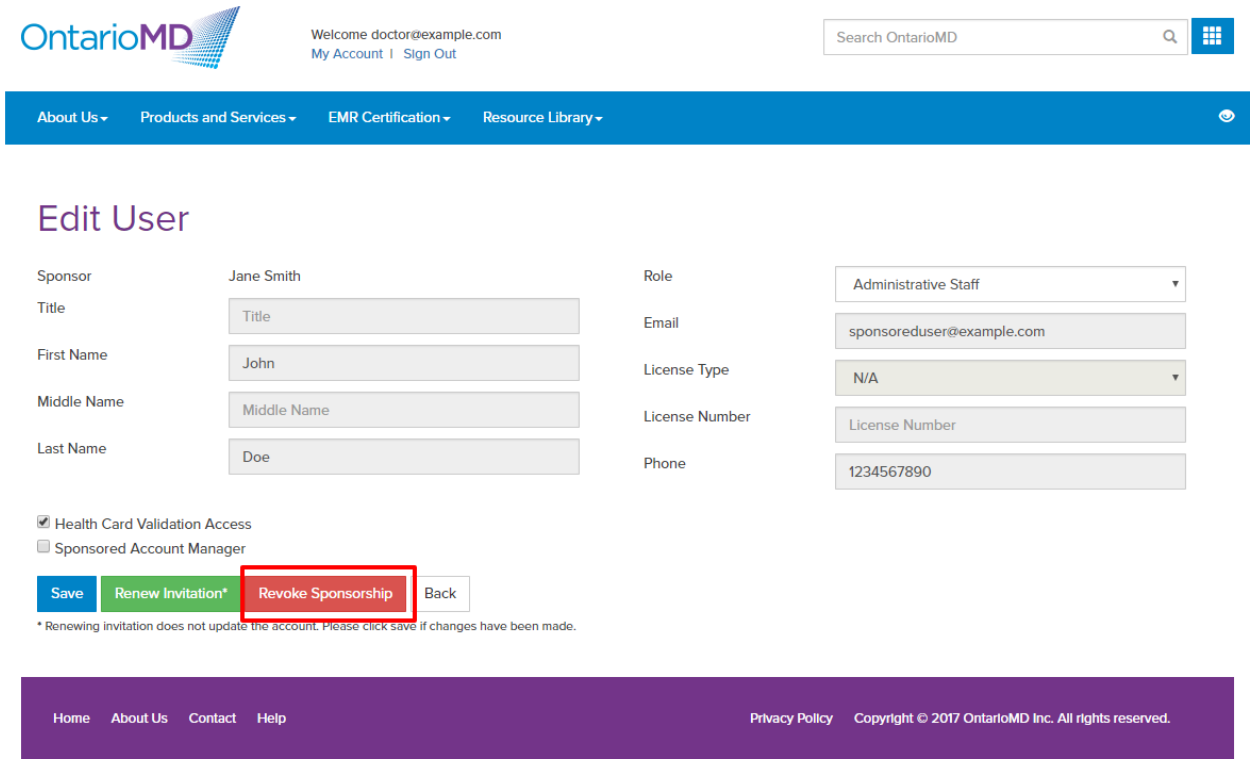
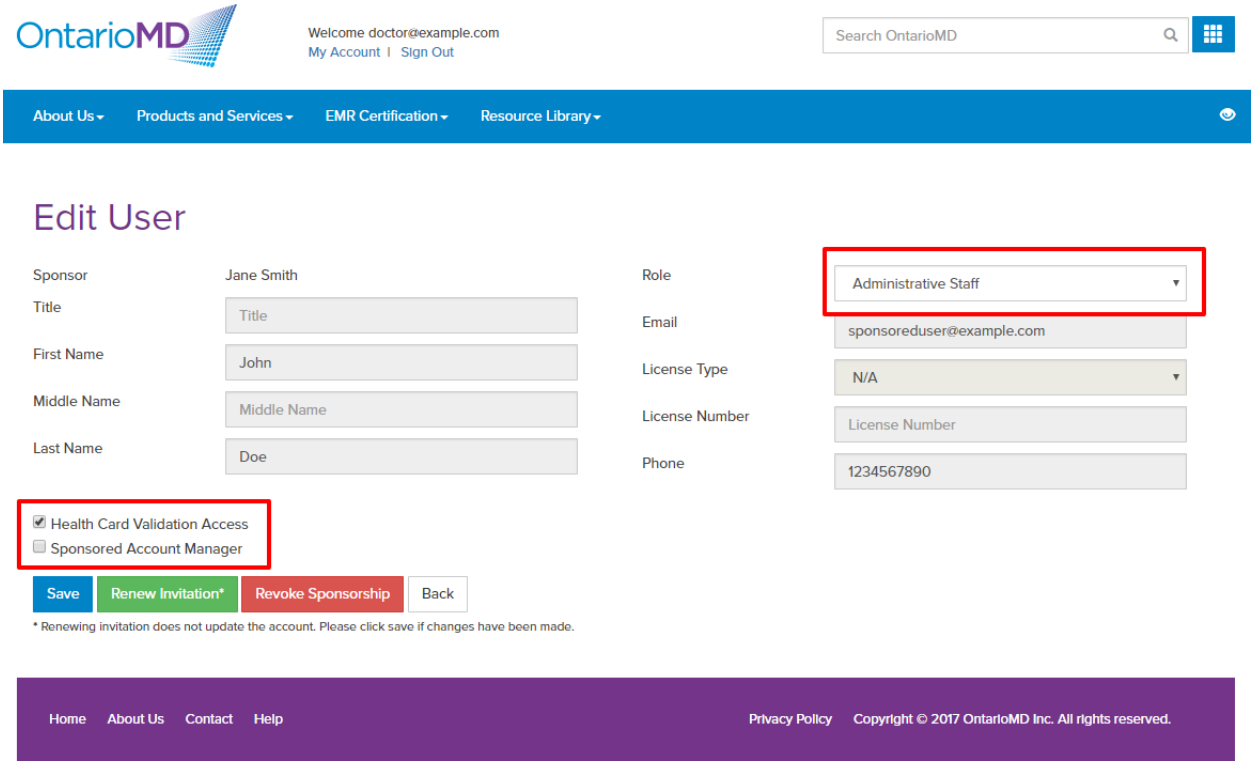
Renew an invitation



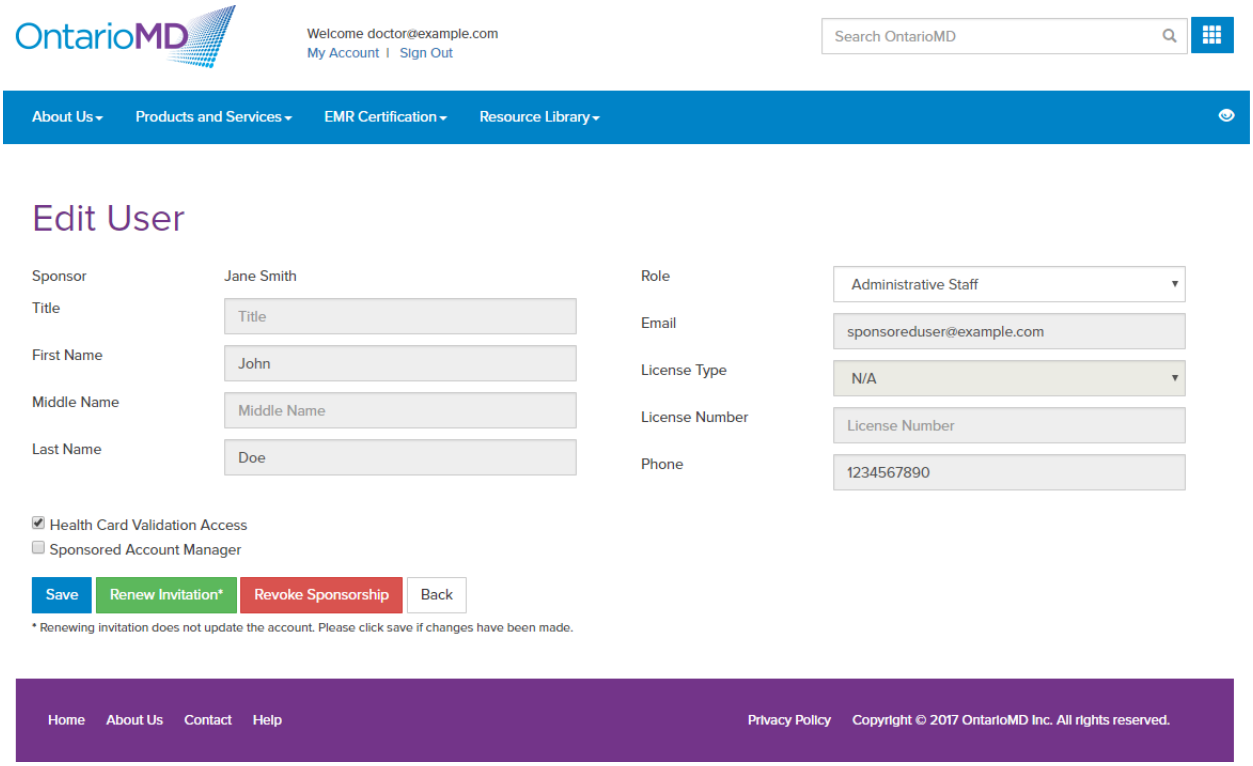
Revoke Sponsorship



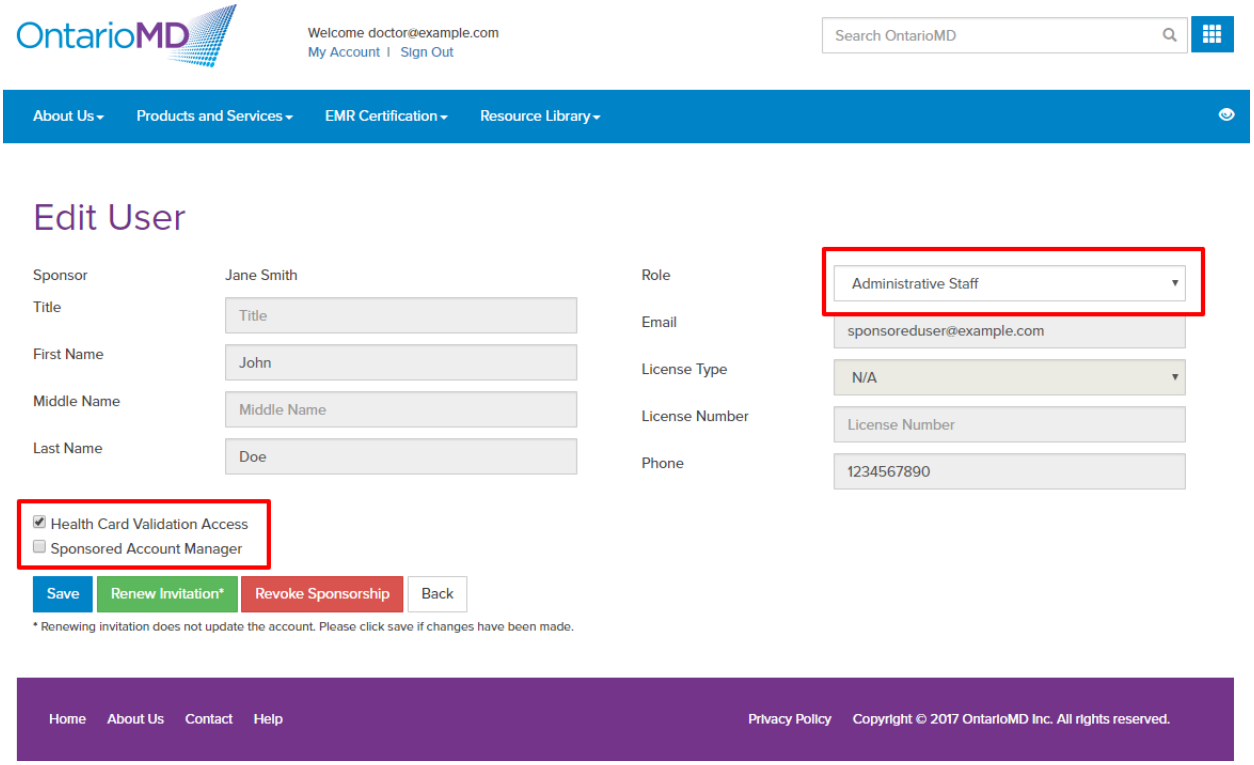
Edit a Sponsored User's role



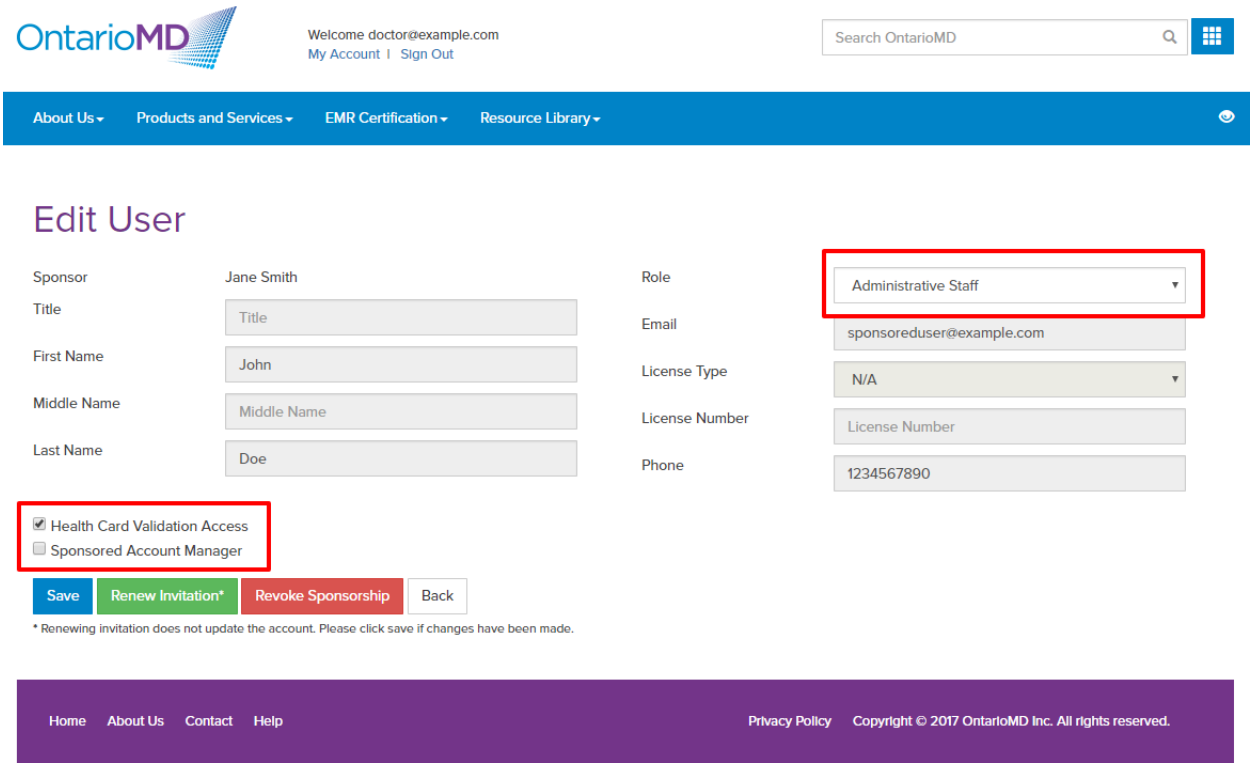
Edit Sponsored User's phone number



Granting access to HCV



Granting Sponsored Account Manager (SAM) rights to a Sponsored User



Sponsored Accounts

Physicians can create their own Portal account, however, Sponsored Accounts must be created by a physician user who has already created a Portal account. If a physician would like to grant their staff members access to Secure Services, such as Health Card Validation, or portal applications such as the EMR Progress Assessment, they must send a sponsorship invitation. Sponsored users can also be designated a Sponsored Account Manager (SAM), then s/he can thereafter create other Sponsored Accounts.

Registration

If you are not a physician or a nurse practitioner lead, you must be sponsored by one to register for a Portal account. A sponsoring physician or nurse practitioner lead must send you a sponsorship invitation to initiate the process.

Accept a sponsorship invitation

Dear John Doe

You are invited to become a sponsored user for Jane Smith on the OntarioMD Portal (www.ontariomd.ca).

Please accept the request to proceed with this sponsorship request.

Please note that you will receive a phone call or SMS text message to verify your identity.

If this email is not intended for you, please contact OntarioMD Support.

Regards, OntarioMD Tel: 416-623-1248 Toll Free: 1-866-339-1233 Email: support@ontariomd.ca

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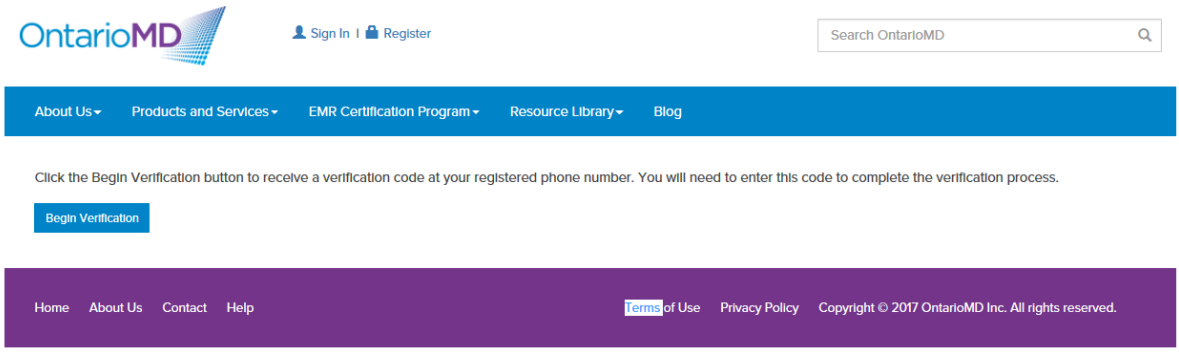
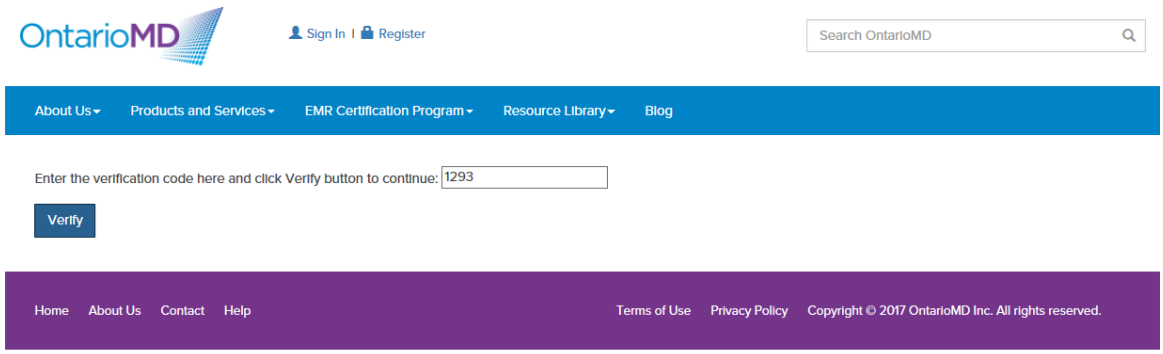
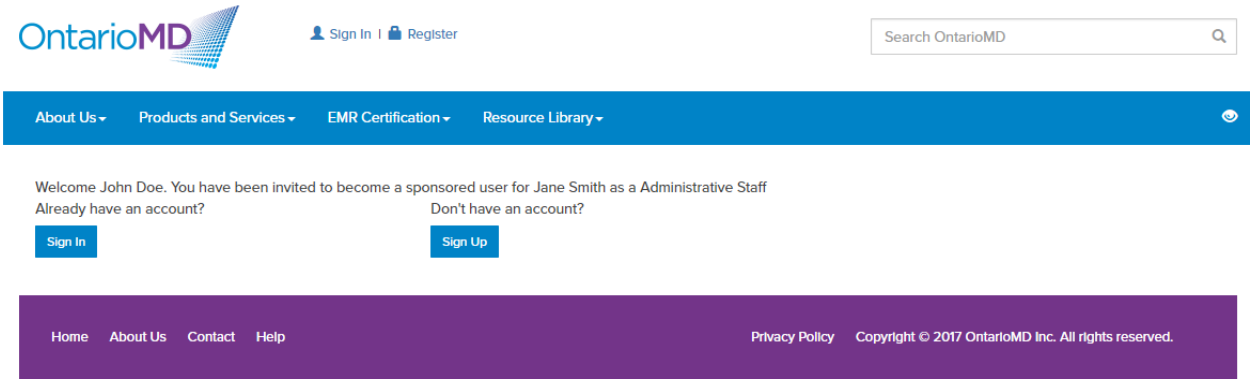
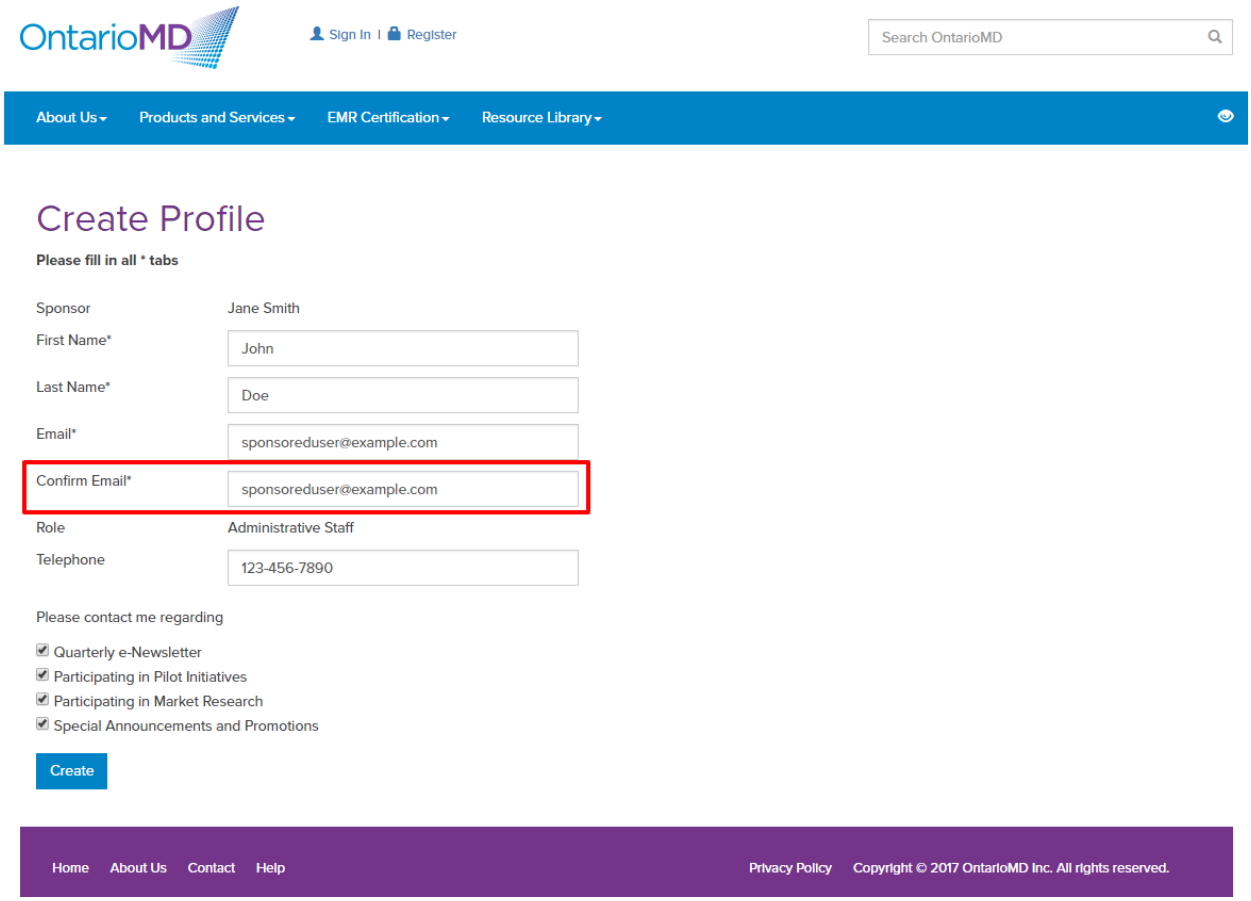




Create a profile




OntarioMD
Sign In | Register
Search OntarioMD
About Us
Products and Services
EMR Certification
Resource Library
Create Profile
Please fill in all * tabs
Sponsor
Jane Smith
First Name*
John
Last Name*
Doe
Email*
sponsoreduser@example.com
Confirm Email*
sponsoreduser@example.com
Role
Administrative Staff
Telephone
123-456-7890
Please contact me regarding
Quarterly e-Newsletter
Participating in Pilot Initiatives
Participating in Market Research
Special Announcements and Promotions
Create
Home
About Us
Contact
Help
Privacy Policy
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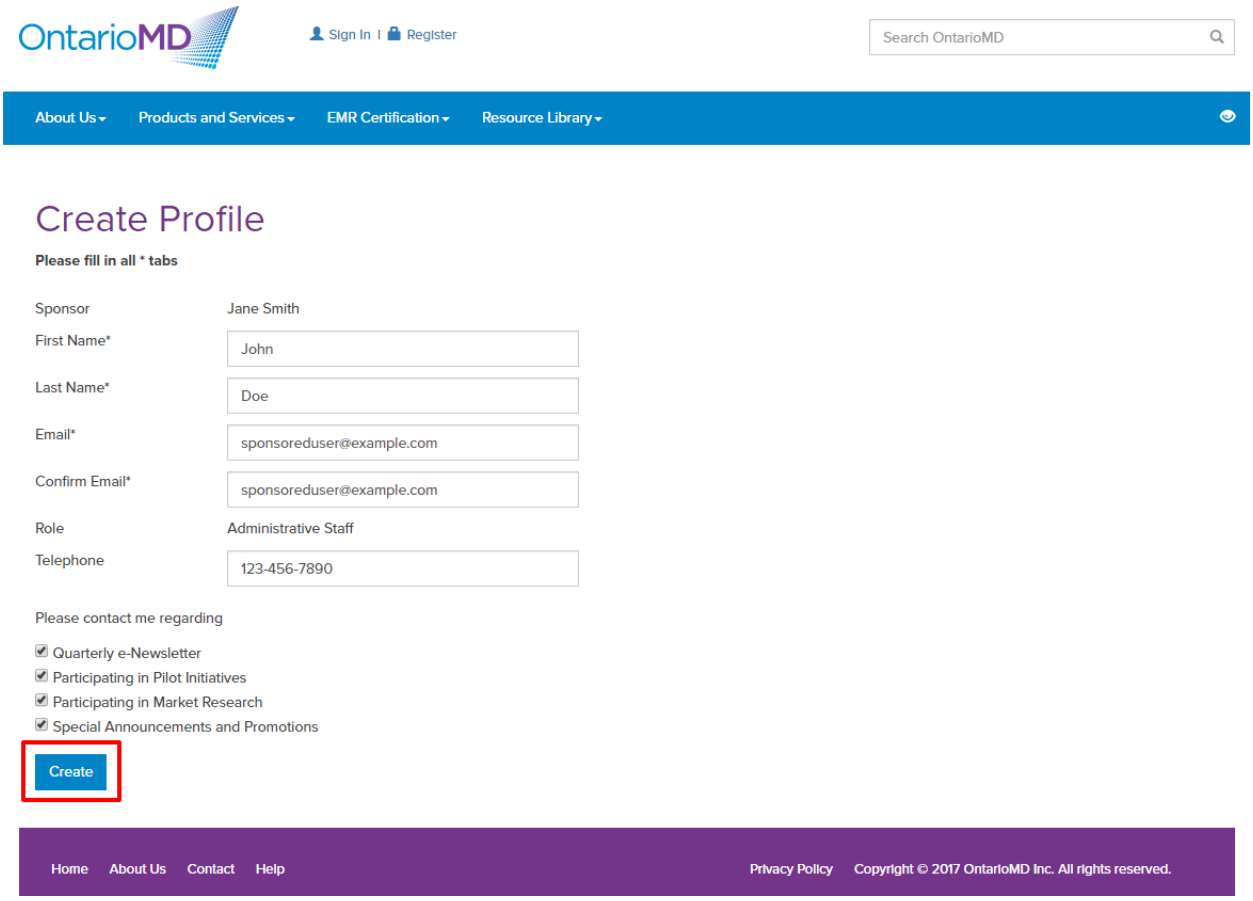
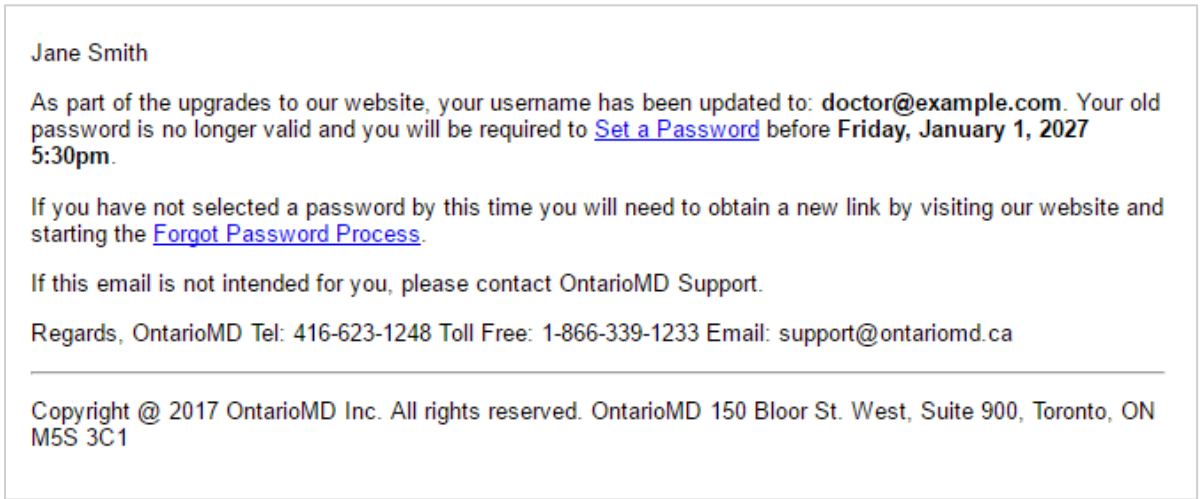


Set your password

Check your email for a welcome email with the subject line: *Your new account at OntarioMD.ca.* Click on the Set a Password link.



Jane Smith

As part of the upgrades to our website, your username has been updated to: **doctor@example.com**. Your old password is no longer valid and you will be required to Set a Password before **Friday, January 1, 2027 5:30pm**.

If you have not selected a password by this time you will need to obtain a new link by visiting our website and starting the Forgot Password Process.

If this email is not intended for you, please contact OntarioMD Support.

Regards, OntarioMD Tel: 416-623-1248 Toll Free: 1-866-339-1233 Email: support@ontariomd.ca

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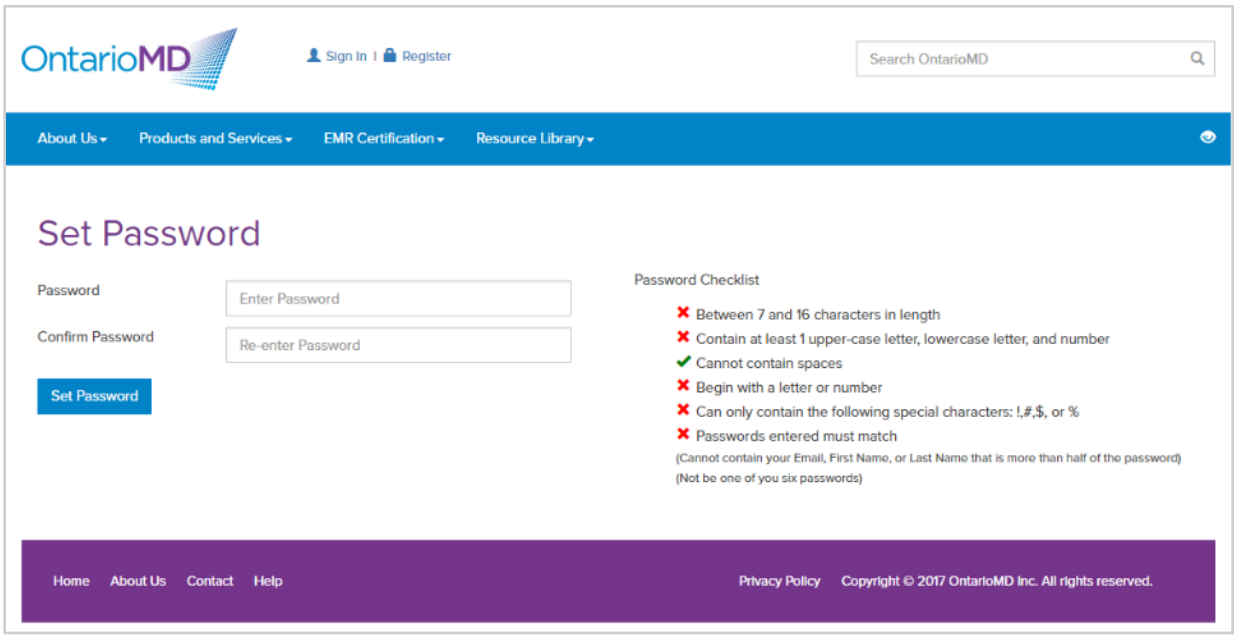
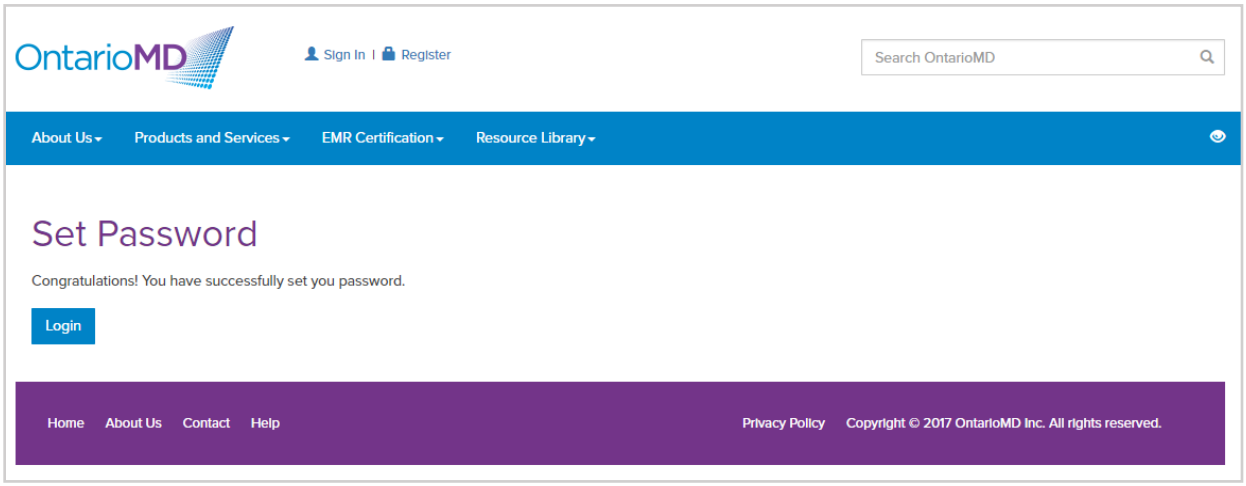
Select a password that meets all security rules listed in the Password Checklist. Enter your password again in the second box to confirm your selection. Click on the Set Password button.

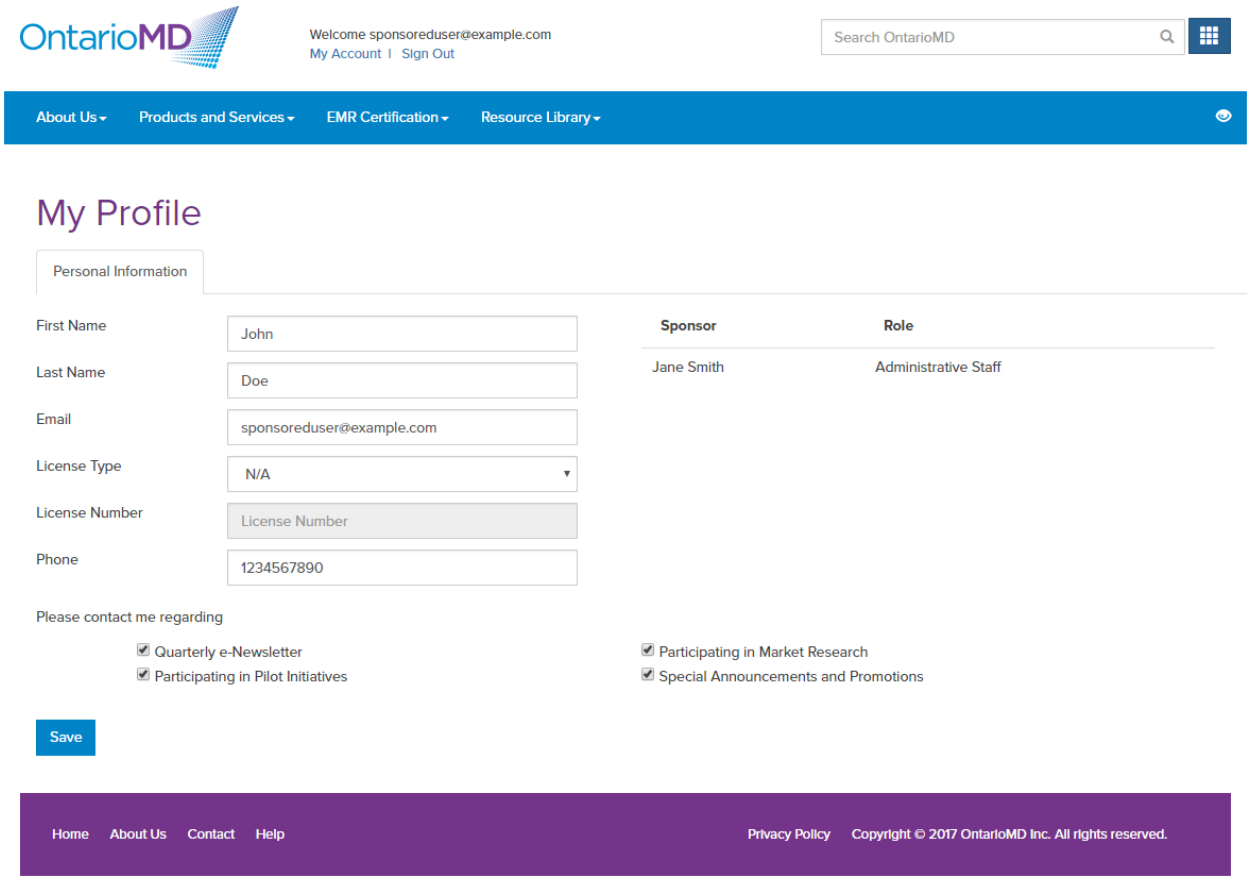


You will see a confirmation that your password has been set. You may now login to the Portal.

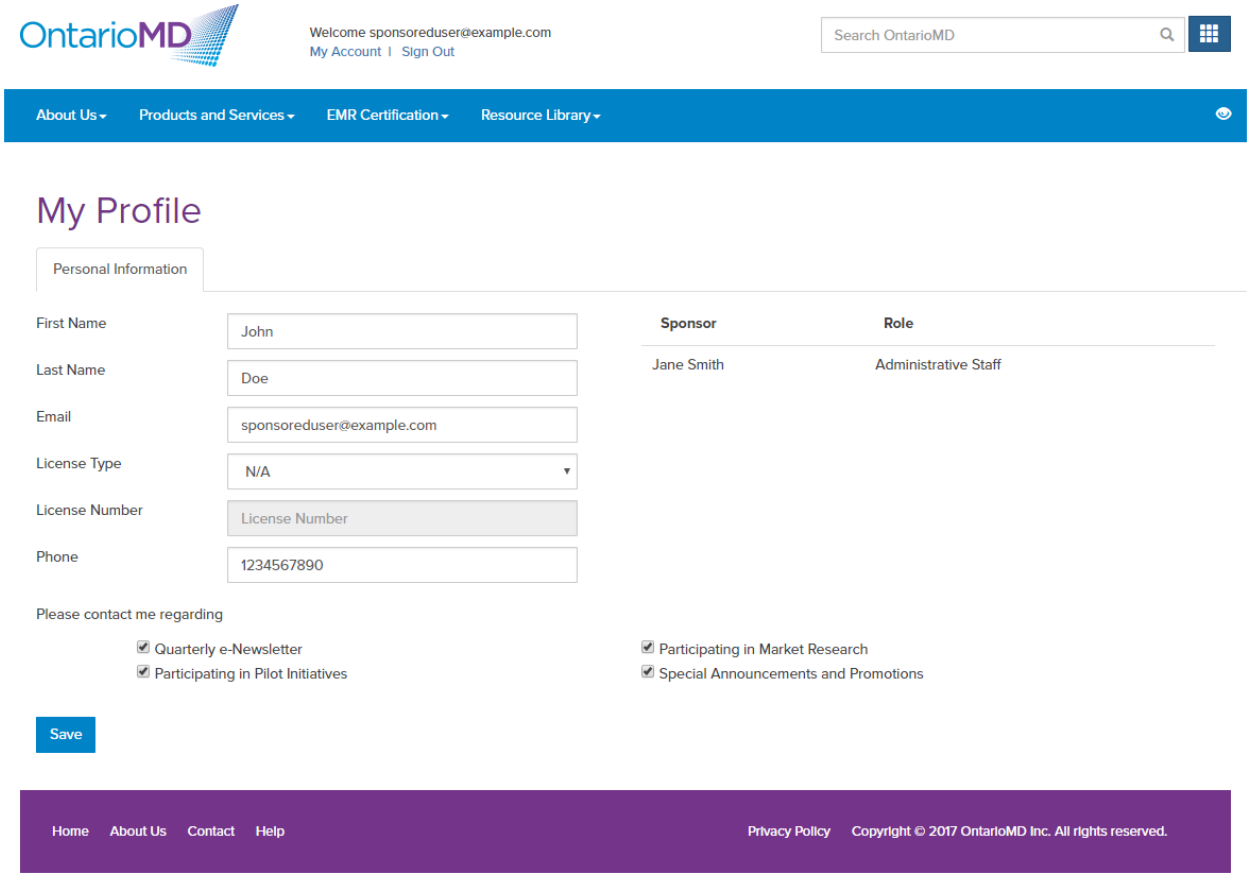


Account Management

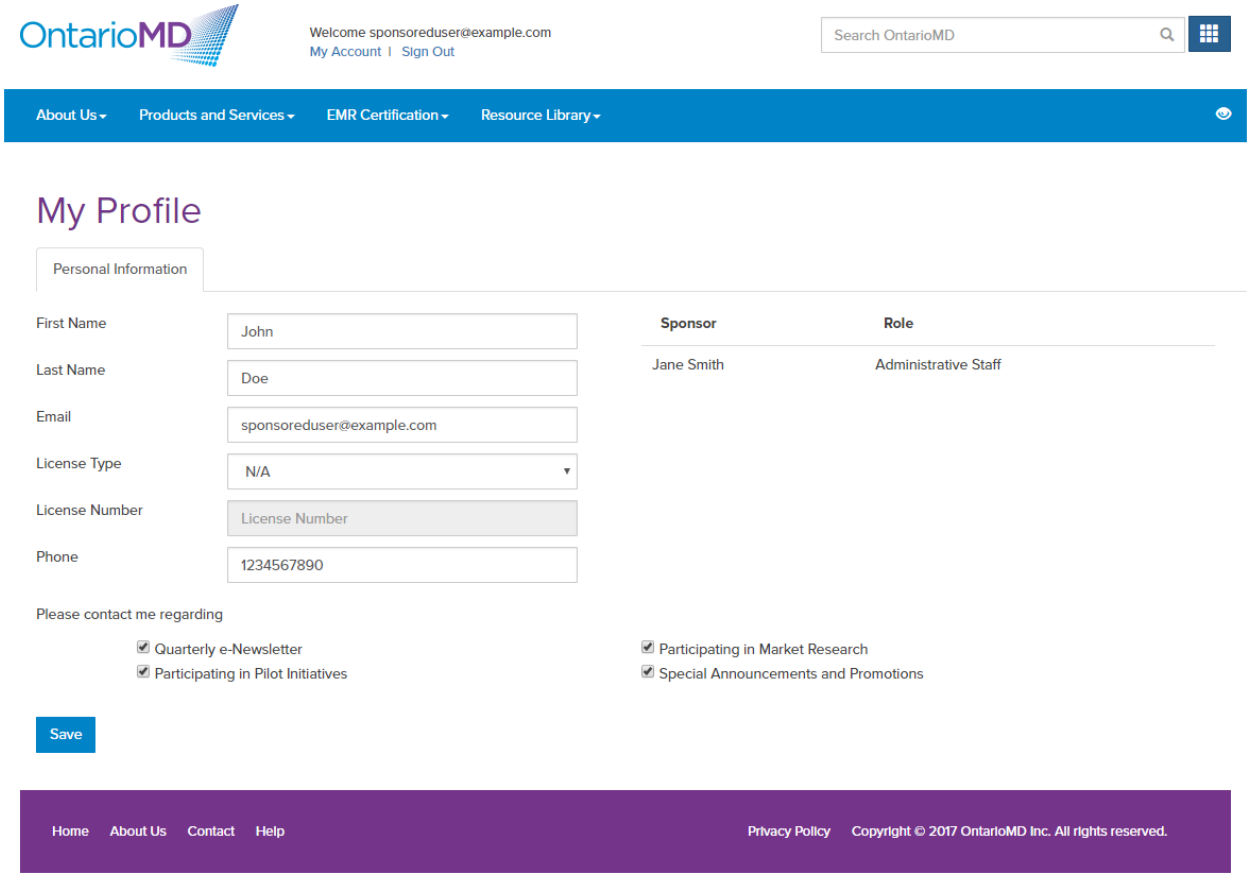
Change your email address/username



Update name and contact information

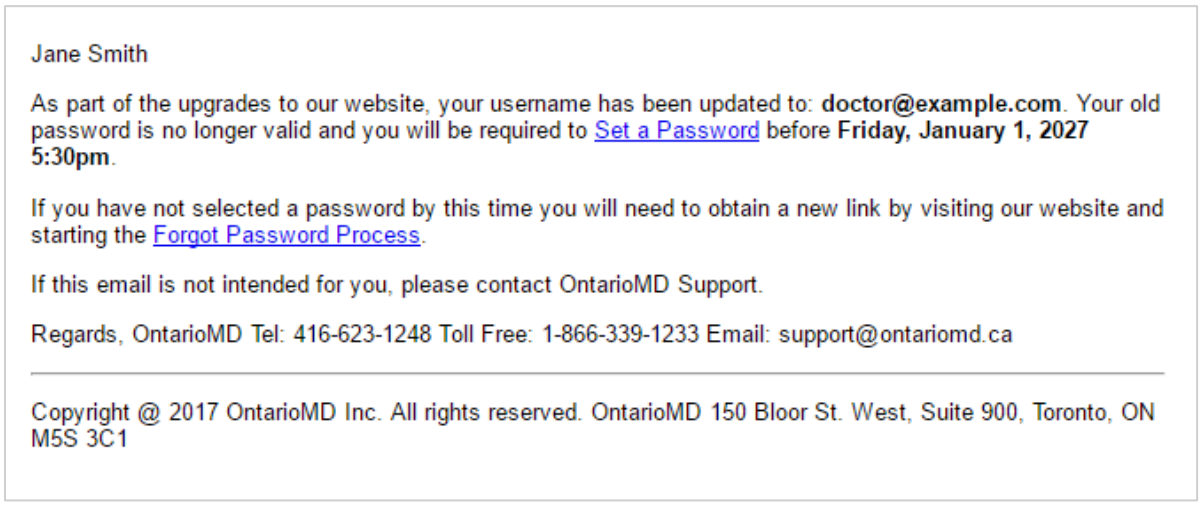


Update communication preferences



Reset your password

Check your email for a welcome email with the subject line: *Your new account at OntarioMD.ca.* Click on the Set a Password link.



Jane Smith

As part of the upgrades to our website, your username has been updated to: **doctor@example.com**. Your old password is no longer valid and you will be required to Set a Password before **Friday, January 1, 2027 5:30pm**.

If you have not selected a password by this time you will need to obtain a new link by visiting our website and starting the Forgot Password Process.

If this email is not intended for you, please contact OntarioMD Support.

Regards, OntarioMD Tel: 416-623-1248 Toll Free: 1-866-339-1233 Email: support@ontariomd.ca

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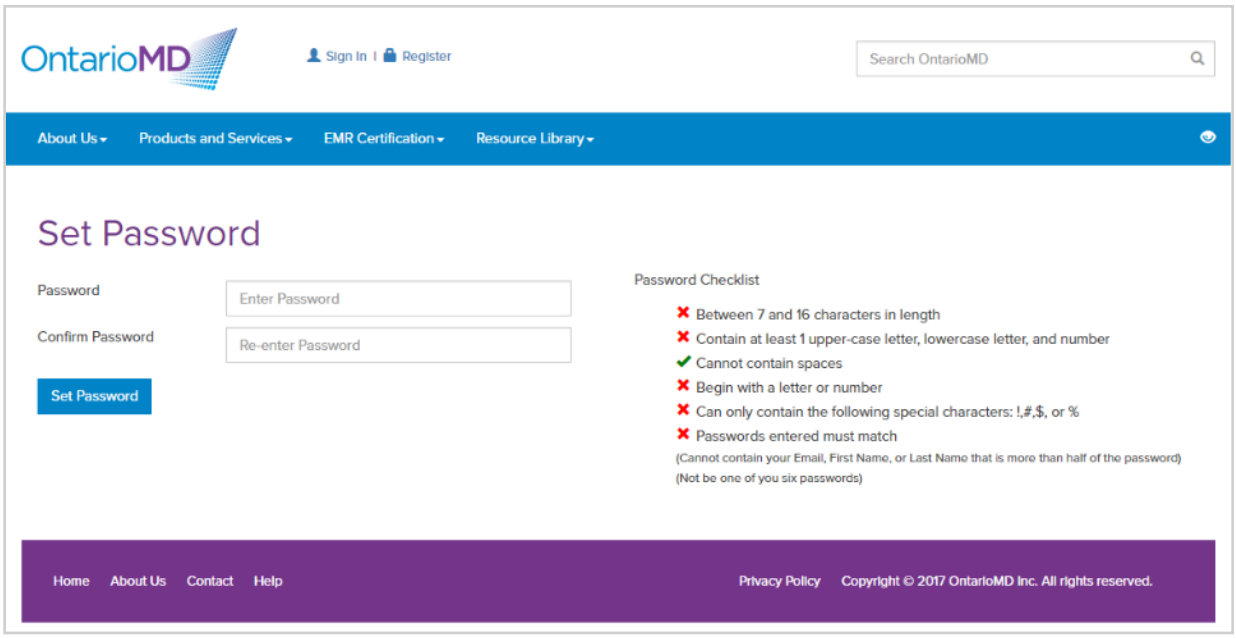

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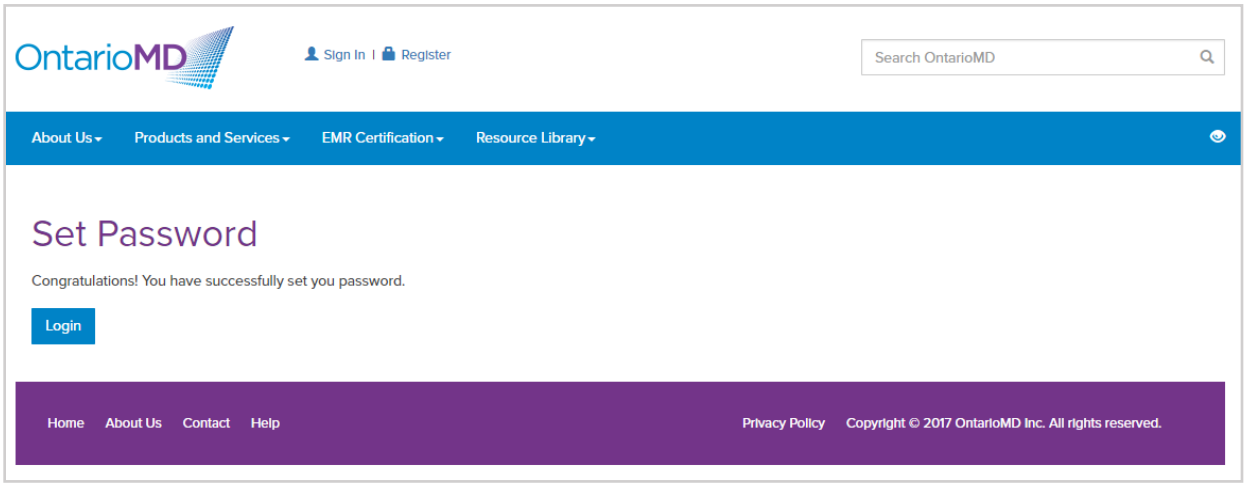


Health Card Validation Basic

About Health Card Validation

Health Card Validation (HCV) Basic is a free Secure Service offered by OntarioMD in partnership with the Ministry of Health and Long-Term Care (MOHLTC). It allows users to validate the eligibility of a patient's health card against the Ministry databases in real time. The Web enabled service is provided through the OntarioMD.ca Portal and is available to all registrants on the Portal.

HCV Basic service:

5. Allows users to validate health cards with the Ministry in real-time
6. Returns a Response Code which indicates the patient's health card status and OHIP

- eligibility
- Returns a Service Response Code and the last Date of Service, if any
- Displays all returned response code descriptions to the user

HCV Basic service does not:

- Return any personal health information (PHI)
- Provide the corrected or updated health number
- Return new or updated version code
- Guarantee payment of any claim submitted for providing a health care service to
- Patients

Health Card Validation Support

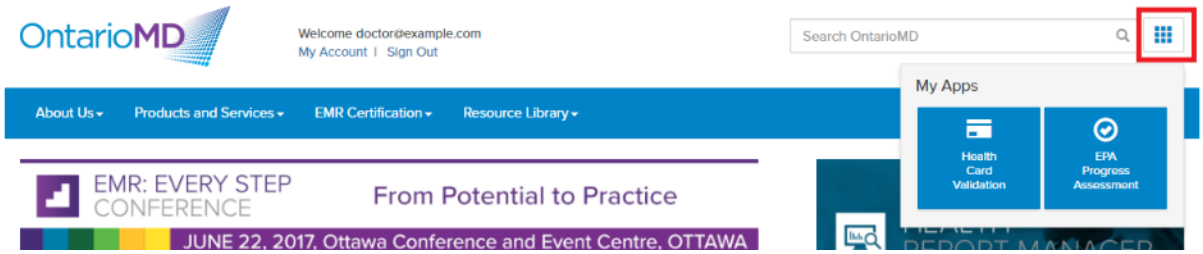
The Health Card Validation Basic service is available 24 hours a day, seven days a week. If you have any questions, please contact Support at 1.866.339.1233 or hcvsupport@ontariomd.com. Support is available during regular business hours 9AM to 5PM Monday to Friday.

Before You Start

1. You need a personal computer with Internet access.
2. You need to have an OntarioMD.ca Portal account.
3. You need to be registered for Secure Services.
4. Staff may be granted access to the Health Card Validation service by their sponsoring physician or a Sponsored Account Manager (SAM).
5. Optionally, you may use a card reader.

Using Health Card Validation

1. After signing in to the Portal, click on application launcher in the top right corner of the website header.



2. Health Card Validation will launch in a new browser tab or window. Hover over the help icons on this page if you have any questions.

3. Type in the 10-digit Health Number. You can either enter the number manually or swipe the health card through a card reader. The Health Number is a required filed and it should be: a. exactly 10 digits, as they appear on the face of a health card b. numbers only.

4. Type in the Version Code. If you are using a card reader, the version code will be populated as soon as you swipe the health card. The Version Code should be: a. 1 or 2 characters. Old red and white health cards may not have a version code; hence it is not a required field b. alphabets only

5. Type in the 6-digit Physician's Billing Number (also known as "OHIP Billing Number" or "Claim Submission Number (CSN)"). The Billing Number is a required filed and it should be: a. exactly 6 digits (a shorter billing number, e.g. 12345, should be entered as 012345) b. numbers only c. the "Solo CSN" and not the "Group CSN"

6. If you want to verify a patient's eligibility for a fee service, select the "Fee Service" checkbox and the section will be enabled. Select Specialty and then the related Fee Service Code from the dropdown options.

7. Click the Submit Request button. Your request is now submitted to MOHLTC and Response Code, Service Response Code and the last Date of Service (if existed) are returned upon successful transaction. Detailed code descriptions are displayed upon hovering over the help icon beside the codes.

Note that OntarioMD has no information about the validity of the returned response codes. For information on the response codes please refer to the MOHLTC Health Card Validation Reference Manual.

There are three colour scheme categories for the response code: green, yellow and red, depending on the eligibility status of a health card.

- **Red** (code range between 0 and 49) – indicates the health card is NOT valid; cardholder is NOT eligible or without assigned eligibility;
- **Green** (code range between 50 and 59) – indicates a valid health card; cardholder is eligible;
- **Yellow** (code range between 60 and 89) – indicates health card is NOT valid; cardholder is eligible.

Card Readers that work with Health Card Validation

The following card readers have been tested to populate the Health Number and Version Code fields with a swipe:

- Unitech K2724
- POSH MX53 – USB

Physicians have reported success using the following additional card reader:

- MAGTEK 21040140 – USB If you have tried a different card reader that worked with the Health Card Validation service, please email its make and model to hcvupport@ontariomd.com