

COVaxON Report: FREQUENTLY ASKED QUESTIONS

1. About the COVaxON Report:

- Why is the COVaxON Report only available to patient enrolment model primary care providers?

The data we collect is associated with a patient's enrolment status. This information can be easily collated for physicians who have enrolled patients.

There are significant gaps in the data for patients who are not enrolled with a physician, and it can be difficult to determine which physician a non-enrolled patient belongs to.

- Why is the Screening Activity Report only available online?

The report is exclusively online to keep it safe, secure and accessible at any time in a user-friendly format.

- Are there benefits to using the COVaxON if I already use my electronic medical record?

Yes. The COVaxON Report can aid your electronic medical record activities by providing you with:

- a double check of patients who may need a follow-up for COVID-19 vaccine
- an aggregate report displays the list of patients that have been vaccinated with COVID-19

2. Using the COVaxON Report

- How do I print my COVaxON Report?

To print your reports, select "Actions" and "Print" from the report navigation bar.

Before you print the report from Excel, you will first need to set your printing preferences (e.g., size, layout, page orientation) to accommodate the report's size.

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- How do I change the sort order of the report to something more meaningful?

Within the COVaxON Report application, any column with a bi-directional arrow beside the column header can be clicked to sort by that column or to reverse the sort order if already sorted. By default, all detailed reports are sorted by administration date.

- How do I export my COVaxON Report to Microsoft Excel or CSV?

To export your reports, select “Actions” and “Export” from the report navigation bar and select “Excel” or “CSV (comma delimited)”.

Open the downloaded file when prompted or check your “Downloads” folder for a downloaded file of your report in the selected format.

- Where does the COVaxON Report get its data?

The data sources used for the COVaxON report are Client Agency Program Enrolment (CAPE) and COVaxON. Ontario Health receives these feeds from the Ministry of Health databases.

3. Understanding the Data

- What does the date mean on the COVaxON Report?

Ontario Health must select a cut-off date when producing the report, submitting it for quality assurance and releasing it for distribution. This date is displayed at the top of all reports. Any data received after the cut-off date is not included in the COVaxON Report.

- How are patients identified in the COVaxON Report?

The patients identified on the list above have been selected based on PEM enrollment data from Ministry of Health as of the first of the month.

4. Report Limitations

- Why are patients that appear in my EMR not appearing on this report?

These records reflect the data available as of the report cut-off date.

We acknowledge there may be limitations to the report and physicians may have additional information that Ontario Health is unaware of or cannot collect. Please consider this report a supplement to other clinical tools that are part of your regular practice.

- Can Ontario Health remove a patient from my report?

At this time, we are unable to remove patients from your report. We acknowledge that this report has limitations. Consider this report a supplement to other clinical tools being used in your practice.

Because the COVaxON Report is available in an Excel format, your report can be modified for your own purposes once you have downloaded it to your system. You are free to add or remove rows, or edit the content of cells to make your report more consistent with your own patient records. These sorts of changes, which contain personal health information or personal information, are for your practice's use only, and should not be sent to Ontario Health.

- What should I do if I'm having trouble viewing my COVaxON Report?

You may have difficulty viewing the report if you are not using current versions of your operating software or web browser. The report is optimized for access on recent Windows and Macintosh operating systems, as well as recent versions of Microsoft Edge, Mozilla Firefox, Google Chrome and Safari. You may have to upgrade to a more recent software or browser version or accept a compatibility message before being able to download the reports.

The Excel version of your COVaxON Report is formatted for current versions of Microsoft Office (the spreadsheet is in an .xlsx format). Versions older than Excel 2007 may not be able to open the report.

- Can I view the COVaxON Report on my smartphone or tablet?

No, the report is not configured or supported for viewing on smartphones or tablets. The website and the report have been developed specifically for viewing on a laptop or desktop computer.

- Why am I getting an error message when trying to access the COVaxON Report?

If you receive an error message after you have logged in to the COVaxON Report website, a time out is the most likely reason. Please try to log in again as a first step.

Physicians will get an error message in the following situations:

- The physician is not in the patient enrolment model.
- The physician did not have any eligible patients as of the report cut-off date.

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- 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 who have assigned that person as a delegate.
- The physician did not have any eligible patients as of the report cut-off date.
- The physician chosen does not have patient enrolment model status.
- The site has timed out for security reasons.
- The site is under maintenance.

Physicians and delegates will be locked out of the system and will get an error message after 5 failed login attempts with an incorrect password. If this occurs, call Ontario Health at 1-866-250-1554 (8:30 A.M. to 5:00 P.M., Monday to Friday) or email service desk at OH-DS_servicedesk@ontariohealth.ca.

5. ONE® ID Login and Registration

- What is ONE® ID and why is Ontario Health eReport COVaxON report using ONE® ID?

ONE® ID is Ontario's digital identity and access management service with robust systems and processes that allow health care providers to securely access electronic health care applications using a single electronic credential. ONE® ID's identity validation process and security safeguards ensure that only authorized professionals can gain access to Personal Health Information (PHI). Upon authorization, your ONE® ID credentials can help you gain access to a growing variety of other provincial data sources and reports including ConnectingOntario, ClinicalViewer, cSWO ClinicalConnect, Ontario Telemedicine Network (OTN), Ontario Lab Information System (OLIS), and Panorama.

- How do I sign up for ONE® ID?

For CPSO members, the primary method to obtain a new ONE® ID account is by logging in through the CPSO Portal. If you do not yet have a ONE® ID account, log in to the CPSO Members Portal to self-register for a ONE® ID account here: <https://my.cpso.on.ca/>.

For instructions on completing your ONE® ID self-registration, refer to the [ONE® ID CPSO Registration Guide](#).

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- I forgot my ONE® ID Login ID. What should I do?

If you have lost or forgotten your ONE® ID Login ID, you can follow these steps:

1. Go to the ONE® ID login page: <https://oneid.ehealthontario.ca/login>.
2. Select the "Forgot Login ID" link.
3. Enter your first name, last name, and date of birth.
4. Next, you will be prompted to verify your identity by answering 2 of 3 online challenge questions selected during your registration. Note: Answers are case-sensitive.
5. Your Login ID will be displayed. Click "Proceed to Login" to log in to your account.

Note: If you require further assistance with accessing your ONE® ID account, please call the Ontario Health Digital Support Desk at 1-866-250-1554 or email OH-DS_servicedesk@ontariohealth.ca for assistance.

- I forgot my password or it is expired. How do I reset my password?

If you have lost or forgotten your temporary password, you can follow these steps:

1. Go to the ONE® ID login page: <https://oneid.ehealthontario.ca/login>.
2. Select the "Forgot Password" link.
3. Enter your Login ID (e.g. firstname.lastname@oneid.ca) and date of birth.
4. Next, you will be prompted to verify your identity by answering 2 of 3 online challenge questions selected during your registration. **Note:** Answers are case-sensitive.
5. Create a new password.

Note: If you require further assistance with accessing your ONE® ID account, please call the Ontario Health Digital Support Desk at 1-866-250-1554 or email OH-DS_servicedesk@ontariohealth.ca for assistance.

- How do I update my ONE® ID profile?

To maintain your ONE® ID account and keep your information current, you can login to <https://oneid.ehealthontario.ca> to access your My Profile page and update your information.

In the top panel of the *My Profile* page, your Preferred and Legal First and Last Names are displayed, along with your ONE® ID Login ID, Gender and Date of Birth. These fields cannot be modified by you. If any of the information is incorrect or requires updating, please contact your Local Registration Authority (LRA) or the Ontario Health Digital Support Desk.

You can, however, change your own contact email address, phone number and preferred language, at any time.

6. Authorizing a Delegate

- What is a delegate and what are the advantages of authorizing a delegate?

A delegate is a member of your primary care team (e.g., a nurse, an office manager or a clinic staff member) who is authorized to access your COVaxON Report. A delegate is set up with their own unique ONE®ID account and is given permission from a physician to download and view the report. By authorizing delegates, the tasks involved can be shared among team members.

- As a physician, how can I authorize a clinical staff member or office administrator to access my COVaxON Report?

Delegates must first be registered with Ontario Health by sending an email to ONEIDBusinessSupport@ehealthontario.on.ca. Registration appointments will be scheduled based on location and/or the date of your request.

To appoint a delegate, visit eHealth Ontario, log in, select "Manage your delegates" located at the bottom of the screen, and then search for the delegate's account by their login ID.

The COVaxON Report includes patient personal health information. As a health information custodian, you have an obligation under the privacy law to protect that information from unauthorized collection, use and disclosure. This includes ensuring timely revocation of access to the report by people who should no longer be your delegates (e.g., they no longer work in your office).