

OneTHP Go-Live

Frequently Asked Questions

Patients & Families

1. What is happening? What is OneTHP?

On October 10, 2020, THP launched a new, modern digital health record that improves patient care and helps us fight COVID-19. The new system uses Epic, an industry leader in electronic health record software. OneTHP is the name of the project to implement this new system and work has been underway for several months.

2. What does the new hospital information system do?

The Epic system will improve the experience for our patients and users by having all of a patient's health information in one place. It allows care providers to access and exchange patient information at the point of care in real-time to make important health care decisions.

3. How will patients/families be affected?

Patient health information will be in one place so the entire care team can access the same information, making care safer, better and to inform health care decisions.

4. Will my care be affected?

You will receive the same high quality care from THP and we're working to ensure the change is seamless for patients. It may just take a few extra minutes to enter your health information and we thank you for your patience as we transition to using the new system.

5. Who are the people in the jackets and what are they doing?

The people you may see in blue jackets and green t-shirts all across the hospital are part of the THP support team helping staff with the transition to the new system. These individuals are supporting our health care teams 24-7 for the next few weeks as they adjust to using the new health record.

6. Why is everyone looking at my record? How are you ensuring my privacy?

To make sure you have the best care possible, the THP care team needs to collect information about you. The new system uses the latest technology to securely store, organize and access patient records while maintaining patient privacy. THP remains committed to protecting patient privacy and follows strict rules about the collection, use and disclosure of your information set out in Ontario's Personal Health Information Protection Act (PHIPA). THP also has a number of policies in place for physicians, employees, consultants, volunteers and students that address confidentiality and privacy, security and release of records. For more information on protecting your privacy, visit our website at thp.ca.

7. Will my clinic visit take longer than usual?

We are working very hard to make the transition to the new digital health record seamless to patients. However, it may take slightly longer for your visit in the early days while we transition to this new system. Thank you for your patience and understanding as we move to a faster, safer and better way to manage your health information.

8. Why are you doing this now, during a pandemic?

THP originally planned to go live with this new system in July 2020, but paused the project to focus on responding to the COVID-19 pandemic. Moving ahead with the system now will make care and care management better and put THP in an even stronger position to continue to manage the pandemic going forward.

9. Why are you launching this during Thanksgiving weekend?

We chose October 10 to implement the new digital health record so it would be in place to manage a second wave of COVID-19. We believe this will help improve patient care in our fight against COVID-19.

10. Do you have plans to include a patient portal (MyChart) as part of your new system so patients can view their own health record?

MyChart is an excellent tool for patients to access their health record. At THP, the first step in modernizing our hospital information system has been to connect information across our multiple sites so we have one digital patient record. This process involved two years of reorganizing our processes and workflows. In the next year, we will work to make sure the system is stable, and that we are getting the full benefits of the system. We will be considering the creation of a patient portal along with other tools to support patient care. Your health record is currently available through THP's Health Information Management department. Due to COVID-19, THP has temporarily restricted public walk-in access for health records. Details on the process to access your record are available on our website at thp.ca, under My Health Record, by calling (905) 848-7181 or sending an email to ReleaseOfInformation@thp.ca.