



Access to OTNhub for medical students, residents, and fellows during COVID-19

Dear member,

As we strive to provide members with the most helpful and timely resources to support your important work providing patient care during the COVID-19 pandemic, we have introduced the below enhancements and services based on needs identified by our members, and the broader health care community:

Access to OTNhub for medical students, medical residents, and fellows

As these individuals are an important part of the fight against COVID-19, we now have a simple OTNhub Sign up process to enable their use of virtual care. Medical students, residents, and fellows who are part of an OTN member organization and have a ONE ID will be able to check 'Express Sign Up' on the [registration landing page](#) and proceed, choosing medical resident/fellow or medical student when prompted. Those who do not

have a valid ONE ID can request that their organization's Primary Contact for Service (PCS) signs them up, [through our webform](#).

Primary Contact for Service (PCS) self-serve enhancement to add clinical scheduling

If you are registered with OTN as a Primary Contact for Service (PCS) for your organization, the OTNhub User panel displays a "Manage Users" option. You can add clinical permissions to an existing user's account, in real-time. The change takes effect immediately after you successfully submit the request. [Please refer to the QRG for detailed instructions for this feature.](#)

Recommended Tips for colleagues signing up for OTNhub services

As part of improving the onboarding experience for new members, a new [Sign Up tip sheet](#) is now available on otn.ca with recommendations for physicians, nurse practitioners, and allied health providers. These tips have been developed based on common challenges noted for new members signing up for OTN services. We kindly request that you pass these tips on to any colleagues signing up to the OTNhub.

Internet-Based Cognitive Behavioural Therapy (iCBT) supports for patients and providers

iCBT is a short-term online program which assists people in developing strategies to alleviate symptoms of mild to moderate anxiety and / or depression. This solution can help people cope with heightened stress or exacerbation of symptoms related to COVID-19 circumstances. iCBT provides support from an online therapist and offers patients:

- work through modules
- readings and exercises
- skill building, such as coping and resilience

iCBT is available through [Morneau Shepell](#) and [Mind Beacon](#), and more details can be found on the [COVID-19 Support page on Ontario.ca](#).

Additional mental health supports currently available include [Big White Wall](#), a 24/7 peer-to-peer online support service, and [BounceBack](#), which offers online videos and telephone coaching (available through a referral). Both services support people with mild to moderate depression and anxiety.

Keeping in touch with OTN

We recommend checking our [COVID-19 page](#) on [otn.ca](#) regularly for updated information, tools and resources.

Should you have any questions about OTN services, please contact info@otn.ca.

Sincerely,
OTN