

CARD READER INTEGRATION INITIATIVE FOR *TREAT SYSTEM*

Information and implementation guide

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OHIP CARD READER INTEGRATION MANUAL AND TRAINING GUIDE

The purpose of this document is to provide detail information on action items required to successfully implement the card readers into PDS compliant systems for the organizations and HSPs.

(Description of Key Roles and Contacts are enclosed in Appendix A.)

PRODUCT INFORMATION:

MagTek Centurion Magnetic Card Reader is a USB-connected device designed for reading magnetic stripe cards. For detailed technical specifications, installation instructions, and pricing, refer to the CDW product page linked: [MagTek Centurion Magnetic Card Reader](#).



Product Name	MagTek Centurion Magnetic Card Reader USB
Compatibility	USB interface
Power Source	Draws power from the USB connection (no external power required)
Connection Type	USB (Universal Serial Bus)
Drivers/Software	Typically plug-and-play, no additional drivers required for basic functionality on most operating systems
Card Compatibility	Reads magnetic stripe cards (typically used for credit/debit cards, ID cards, etc.)
Security Features	Built-in encryption to protect card data during transfer.
User Manual	SureSwipe Support - MagTek
Manufacturer	MagTek
Additional Features	LED indicator lights for status (e.g., power, data transfer)
Warranty	Manufacturer warranty information (usually included with product documentation)

PURPOSE AND OBJECTIVE:

The primary purpose of using the health card reader is to securely access and retrieve personal health information stored on health cards. The collection of Ontario Health Information Plan (OHIP) card information is an important mechanism for supporting the implementation of PDS. Collecting OHIP at the MHA sector can improve the care clients receive by integrating clinical information to ensure informational continuity and more efficient delivery of services. It can also increase operational efficiency for providers within the MHA sector and streamlining health system planning at the provincial level. To enable more efficient and accurate data collection, CMHA Ontario plans to provide OHIP card readers

to Community (MHA) organizations that (1) are using a PDS compliant system and (2) have begun the process of onboarding to the PDS.

CMHA Ontario plans to provide OHIP card readers to the MHA Sector organizations to enable more efficient and accurate data collection. Here is how they generally work and considerations for their use:

Functionality: Health card readers are equipped with technology that can scan and interpret data encoded on health cards. This data often includes personal information such as the individual's name, date of birth, health card number, version code, issue date, and expiry date., which is crucial for accessing client's file in your CMS system.

Data Collection: When a health card is inserted or scanned, the reader extracts the necessary information and transfers it to a CMS system. This allows healthcare providers to quickly access patient information without manual entry, streamlining administrative processes.

Integration: For organizations considering the implementation of health card readers, it's essential to ensure organizations are using a PDS compliant system and (2) have expressed interest in onboarding to the PDS. Integration capabilities vary among different vendors.

User Training: CMS Vendors and CMHA will be providing the training materials for staff members on how to use health card readers. This includes understanding how to operate the device, basic functionality with the card readers, and troubleshooting common issues.

COMMUNICATING THE NEW APPROACH TO STAFF

Key Messages for Management to convey to Staff:

- Staff should ask all clients if they have an OHIP card at their point of intake (staff can reference the information in Appendix A if clients have questions about why they are being asked about OHIP)
- Staff should emphasize that OHIP collection is voluntary, even if a client has an OHIP card, but that it is helpful for improving services in the MHA Sector.
- If a client does not have an OHIP card or has one and declines to show it to branch staff, the client should not be denied services. In this scenario, services should be provided to the client as per usual. MHA staff should use this opportunity to offer clients information on the benefits of having an OHIP card for accessing other types of health services and can direct the client to apply for an OHIP card if they are eligible.
- If a client has an OHIP card and agrees to share it with MHA staff, MHA staff can collect the OHIP card number using the OHIP card reader by scanning the card and updating the client file manually with any additional information.

(Canadian Mental Health Association Ontario [CMHA ON] (Nov 2020). *Community Business Intelligence, OHIP Data Collection and Card Reader Rollout in CMHAs.*)

CHECKLIST TO FOLLOW ON CONNECTING HEALTH CARD READER

Following this checklist will help ensure that you can successfully connect and use a health card reader with your device, facilitating secure access to important health information when needed.

S.NO	IMPLEMENTATION STEP	DESCRIPTION	RESOURCE	STATUS
1	Ordering Card reader	Complete the Request Form or send an email to pds_support@ontario.cmha.ca for more information.	Online form and email	<input type="checkbox"/>
2	Compatibility check	Verify that the health card reader is compatible with your device (computer, tablet, or smartphone) in terms of operating system, USB, device specifications. Contact the CMS vendor or manufacturer (CDW) of the card reader for clarification on compatibility if needed.	Product Manual from Mfg., Training Guide, and Vendor Support	<input type="checkbox"/>
3	Connection Type	Ensure your device has the corresponding port for USB type of connection.	USB Port	<input type="checkbox"/>
4	CMS Updated Version	Make sure that your current CMS version is compliant with card reader	Connect with Vendor	<input type="checkbox"/>
5	Turning On Functionality	Upon receiving the card reader, please raise a ticket with your vendor to activate its functionality.	Email or raise ticket to your vendor	<input type="checkbox"/>
6	Connect to Device	Plug the health card reader into the appropriate port on your device securely.	OHIP Health Card	<input type="checkbox"/>
7	Recognition and Authentication	Once connected, wait for your device to recognize the health card reader. Follow any prompts on your device's screen for authentication and access permissions.		<input type="checkbox"/>
8	Access Health Information	After connecting, access the health information stored on the card using your CMS system which is integrated with the health card reader.	PDS compliant CMS system	<input type="checkbox"/>
9	Getting started with the card reader	Follow the steps from the guide to navigate through the card reader scanner options in your CMS system.	PDF guide	<input type="checkbox"/>
10	Proper Ejection	Before disconnecting the health card reader, ensure you safely eject it from your device to prevent data corruption.		<input type="checkbox"/>

Frequently Asked Questions (FAQ):

1. Does the Card Reader need additional drivers to be installed prior to connecting it to the device?

Ans: No, card readers do not need any additional drivers to be installed.

2. How long does it take to activate the card reader functionality?

Ans: In TREAT, the activation process, from ticket submission to implementation in an organization's environment, currently takes between 2 to 4 months.

3. Are there any fees associated with ordering card readers?

Ans: No, card readers are provided free of charge by Ontario Health as a one-time purchase. In the future, if you require additional card readers for your organization, you will need to purchase them independently.

4. Is training required for staff to use the health card reader effectively?

Answer: Yes, training is essential to ensure staff understand how to operate the health card reader, interpret the data retrieved, and integrate this information into the CMS system accurately. Please connect with the TREAT team to schedule a 1:1 training session on card reader integration.

5. What steps should we take if the health card reader malfunctions or encounters technical issues?

Answer: If you experience technical issues with the health card reader, first consult the user manual or troubleshooting guide provided by the manufacturer. If the problem persists, contact technical support through your CMS Vendor or IT department to raise a ticket. The vendor will work to resolve the issue promptly. For vendor contact information, please refer to Appendix A.

6. What types of health cards can the reader handle, and how does it verify client information?

Answer: Health card readers can only handle OHIP Health Cards provided by the Government of Ontario. The reader verifies client information by reading encoded data on the card, such as the client's first and last name, date of birth, health card number and version code.

7. How can we ensure a smooth transition and adoption of the health card reader system among our staff and patients?

Answer: Plan for comprehensive training sessions for staff, communicate the benefits of the system to clients, provide user-friendly instructions for client use, and offer ongoing support to address any concerns or issues that arise during the transition period.

Appendix A

Key Roles & Contacts:

Client Management System Vendor – Will facilitate the development and implementation of the technical solution within your client management system. They are your main contact for technical issues pertaining to testing, go-live and regular CBI Data Uploading.

CMHA Ontario PDS Leads – Overseeing the comprehensive implementation of health card readers across the entire province, taking charge of integrating the card readers into the CMS system and providing full support throughout the integration process.

<p>Client Management System Vendor Contact</p>	<p>CRMS: Naomi Hurtubise naomi@crms-software.com</p> <p>Helpdesk (CRMS) support@crms-software.com</p> <p>EMHWare: Jamal Tekleweld jtekleweld@emhware.com</p> <p>Vitalhub (Treat): Ryan Sia ryan.sia@vitalhub.com</p> <p>Vitalhub (Caseworks): George Evink George.Evink@vitalhub.com</p> <p>Helpdesk (Vitalhub) help@vitalhub.com.</p>
<p>CMHA Ontario Leads</p>	<p>PDS Support email: pds_support@ontario.cmha.ca</p> <p>Saif Shaik Abdul sshaikabdul@ontario.cmha.ca</p>