

Frequently Asked Questions (FAQ) – Signing up for OTN Services

Pre-provisioning

1. Which category should I choose – the option for an independent role (physician, nurse, allied health) or the option for Healthcare organizations?

Choose the “independent” option if you are a physician or allied health provider with an independent practice that could include admin or other staff.

Choose the “organization” option if you represent a healthcare organization and want to apply for an organizational membership or individual provider accounts under an organization.

2. Are there fees for signing up for the OTNhub and how much would they be?

If you are a **physician or allied health provider** and want to apply for your **independent practice** that might include admin or other staff:

- OTN service is [free](#) for physicians who receive 50% or more funding from MOHLTC, a LHIN or OHIP.
- Allied health providers signing up with their own independent practice are subject to annual subscription [fees](#).
- If you don't have a [ONE® ID](#) yet, go through the ONE® ID validation process and use it to access OTN services.

If you are applying for an **organizational membership** or for individual provider accounts under an organization:

- OTN service is [free](#) for organizations that receive 50% or more funding from MOHLTC, a LHIN or OHIP.
- Other not-for-profit or for-profit organizations are subject to group subscription [fees](#).

3. How do I obtain ONE® ID credentials to access OTNhub services?

To obtain ONE® ID login credentials to access OTNhub services, healthcare providers and their delegates must go through an identity validation process. After submission of your application, you will be contacted by a ONE® ID Local Registration Agent by email/telephone to confirm or schedule your appointment and provided with the information needed to complete your identity validation via videoconference. Once completed, you will receive a ONE® ID username and password. OTN will then process your request for services within 1 to 2 business days and send email instructions on how to securely login to activate and access your OTNhub services. The entire process generally takes between 3 and 5 days, depending on the requester's availability for the ONE® ID appointment.



4. What services do I get when signing up for the OTNhub??

OTNhub.ca gives healthcare providers a single “go-to” place to connect and collaborate with their patients and peers, from anywhere to everywhere, in Ontario.

With OTNhub membership, you get access to the [Hub Directory](#) to find and connect with your peers, along with relevant telemedicine choices for [patient care](#) and [professional development](#) that can enhance your practice – all easily made available online

During provisioning

5. What are the next steps after I submit my OTNhub Sign up form?

Wait to be contacted by a ONE® ID Local Registration Agent by email/telephone (see [question #3](#) above). Once you receive a ONE® ID username and password. OTN will then process your request for services within 1 to 2 business days and send email instructions on how to securely login to activate and access your OTNhub services. The entire process generally takes between 3 and 5 days.

Post provisioning

6. How do I register for OHIP billing?

Patient care through telemedicine is billable through OHIP. Physicians submit their bills for telemedicine consultations directly to OHIP. There is no cost to patients for telemedicine services. [Get OHIP billing details here.](#)

7. How do I get additional services such as Telederm or eConsult?

Contact your OTN Account Manager or [contact OTN.](#)

8. How can I get a delegate assigned to schedule Telemedicine activity for me?

Yes, with OTNhub membership you can set up one of your staff as a Telemedicine Coordinator (TMC). TMCs get access to the [Hub Directory](#) to view and find healthcare providers using telemedicine, a [scheduling tool](#) to coordinate [patient care](#) at their organization, along with [professional development](#) opportunities in an online healthcare community

9. Are there any limitations where I or the patient need to be in to conduct Telemedicine?

You can conduct telemedicine from anywhere in Ontario where a high-speed internet connection is available. Patient encounters must be conducted from inside the province of Ontario as mandated by the Ministry of Health and Long-Term Care (both the patient and the provider must be physically within Ontario at the time of the consultation).