



Kaniatarowanéhne Kaniatarí:io Ata'karitéhtshera Raotinèn:ra

## The Great River Insider

A Newsletter for Primary Care Providers of the Great River Ontario Health Team

### MARCH 2026

- PRIMARY CARE SURVEY
- UPCOMING PCN EVENT
- OHT STEERING COMMITTEE VACANCIES
- HEALTH CARE CONNECT & CONNECTED CARE CLINIC
- AND MORE

## Primary Care Providers Survey: Tell Us How We Are Doing!

Please share this survey with all **family physicians, nurse practitioners, and allied health professionals** in your organization.

### Ontario Health and the Great River OHT value your feedback!

The survey takes just 5–7 minutes and will provide important insights to help us improve how the Great River OHT and Primary Care Network (PCN) support your practice.

Help us serve you better! [Click here to complete the survey.](#)

Print and post the [QR code poster](#) in your clinic to share with your colleagues.



## Be the Voice of Primary Care in Your OHT!

The Great River Ontario Health Team has reserved two seats for primary care clinicians (physicians and/or nurse practitioners) at the OHT decision-making table (Steering Committee). It's crucial that priorities and funding decisions are co-led by clinicians like you to ensure they align with your needs. The commitment is 2 hours monthly (day and time TBD). It is a paid role if you are not compensated by your home organization for participation.

If you're interested in getting involved, please contact [d.plourde@cscestrie.on.ca](mailto:d.plourde@cscestrie.on.ca).



## SAVE THE DATE! JUNE 3 – PRIMARY CARE NETWORK (PCN) EVENT

Join us on June 3 from 1:00–8:00 p.m. (dinner included) at the McIntosh Inn in Morrisburg for our next PCN session. The agenda will feature presentations from the PCN Nurse, Chronic Disease Nurse, and Best Care programs, along with an interactive discussion to understand how these programs can be offered in your practice to support integrated care for patients with cardiac and lung conditions. As we build a Health Home Neighbourhood model of primary care across the OHT, we need to hear from you about the opportunities and challenges for your practice and your patients. More details will be shared soon—stay tuned!

## Health Care Connect & Connected Care Clinic: Strengthening Access to Primary Care in Our Region

Tired of relentless calls and requests from patients and others to accept new patients? Overwhelmed by the work involved in maintaining a waitlist at your office? The OHT is working with our Primary Care Network (PCN) and partners to take on this administrative burden for you and your staff.

The OHT staff are attending community events to support individuals who are not attached to get on the **Health Care Connect** waitlist and the OHT and PCN are launching a coordinated intake for new patients through the **Connected Care Clinic**, set to launch in spring 2026. By taking on the administrative tasks of building a chart and doing the initial nursing assessment for unattached people in our communities, we aim to make it easier for practices that have extremely limited or no capacity, to consider taking a few individuals with their prebuilt charts.



**Check WhatsApp for updates.** If you are not yet a member of the “Great River Primary Care Network” group chat, reach out to [s.cadorette@cscestrie.on.ca](mailto:s.cadorette@cscestrie.on.ca) or to [mcrabtree@wdmh.on.ca](mailto:mcrabtree@wdmh.on.ca).

### YOU ASKED FOR CENTRAL INTAKE: ACCESSCSS MAKES CONNECTING PATIENTS WITH COMMUNITY SERVICES EASIER

#### Simplify referrals to Ontario East services for older adults and people with disabilities

AccessCSS fits in your OCEAN, eFax, or Carerove workflow



**AccessCSS** works like other coordinated intake services in our region, offering a single referral point to **over 60 Community Support Service providers** across Ontario Health East. Navigators assist older adults, seniors, and adults with disabilities—as well as their caregivers—to find the support they need to stay safe, independent, and healthy at home.

*“Even as a provider, I struggled to get services for my parents as they were aging and needing more and more support. AccessCSS is a game changer for family physicians and nurse practitioners, because now I can just make a referral to AccessCSS, and they will call the patient and work with them to figure out what they need.”* — Dr. Marilyn Crabtree, Family Physician and Clinical Lead, Great River OHT ([click here to watch the video](#))

## eREFERRAL ONBOARDING

Referring is simple through the Ocean eReferral Network, which is now Ontario's provincial solution for referrals and central intakes as it expands over the coming years. If you're not yet on Ocean eReferral (it's free!), contact [contact@ereferralontarioeast.ca](mailto:contact@ereferralontarioeast.ca) to get started.

The Ontario East eReferral team recently joined teams from across the region for a Lunch & Learn webinar on March 24. Hosted by our colleagues from the Ottawa West Four Rivers OHT, the session provided practical insights to help participants across Ontario East make the most of the eReferral platform. The recording link will be posted in the [PCN WhatsApp chat](#) when available.



## WABANO EXPANDS

Wabano welcomes **an additional physician and nurse practitioner**, along with new team members. They're also building a **Primary Care Outreach Team**, bringing services like vaccines and screenings into the community. To qualify, patients must be First Nations, Inuit, or Métis, have a valid OHIP card, and attend appointments at Wabano. Please share with anyone seeking Ottawa-based Indigenous primary care services. [Click here to access the registration link.](#)



## NEW WEBINAR SERIES

The eReferral team at Amplify Care is also hosting a series of webinars ideal for primary care clinicians, community specialists, and referral management staff seeking a high-level overview of how to send and/or receive and manage Ocean eReferrals using the Ocean portal (web access) or right from the electronic medical record (EMR), with sessions available for users of Accuro QHR, TELUS PS Suite, and OSCAR Pro. Register for the webinar that suits your needs [here](#).

## FIRST AI AMPLIFIED NEWS PULSE IS HOT OFF THE PRESS

If you're a clinician and/or responsible for clinical operations, digital transformation, or exploring AI-enabled tools in healthcare, AI Amplified is designed for you: Each issue delivers concise, practical stories that cut through the noise and focus on what's working right now. Interested in receiving future issues – the sign-up form can be found in the [AI hub!](#)

## MAINPRO-ACCREDITED CYBERSECURITY TRAINING

**Protect Your Clinic Data from Hackers and Cybercriminals!**

Shield, Amplify Care's cybersecurity and privacy training program, is now accredited for up to **12.5 Mainpro credits!** Designed for busy clinicians, Shield is self-paced and practical, helping healthcare teams to strengthen cybersecurity and privacy practices while earning recognized continuing professional development credits. The program also includes ongoing learning through monthly phishing simulations to help reinforce good habits over time. Get started with Shield [here](#).