

How to Schedule OTN Events

During the BSO OTN Optimization Project we heard from many people that scheduling was a barrier to using OTN. Staff turnover, lack of time for training and the unavailability of trained Ncompass users at their site were examples of the issues identified. To help sites to overcome these barriers the *How to Schedule at OTN* job aid was created and shared during the Project. BSO staff were encouraged to have at least one person at their site trained in Ncompass but if they required assistance with scheduling their system into an event they can contact the OTN Contact Centre (1 866-454-6861). The job aid below was also created to ensure that they had the information needed to complete the scheduling.

RESOURCE: How to Schedule at OTN Job Aid

Scheduling - Ncompass

Ncompass is the OTN web based scheduling software. There are two Ncompass training courses. To register for the Ncompass training you will need to contact your OTN Regional Manager, who will submit your training request. The courses are done online and are interactive. Once you have successfully completed the online training you will be provided with a user name and password to access the service.

Non-clinical Ncompass

Non-clinical Ncompass provides learners with an introduction to the software and the features available to schedule point to point and multipoint education and administrative events. The online training modules take approximately 1.5 hours to complete. This course is a prerequisite for clinical Ncompass.

Clinical Ncompass

Clinical Ncompass training provides the user with how to set up telemedicine appointments and clinics in the software. This training also reviews the privacy features in Ncompass that protect personal health information required for clinical events. The online Clinical Ncompass course takes about 1 hour to complete.

This link is to an online Ncompass Overview which runs approximately 15 minutes:

<https://training.otn.ca/mod/resource/view.php?id=10446>