



Centre for Prehospital Care

Health Sciences North

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memo

To: Northeast Paramedic Service Chiefs and Deputy Chiefs
CC: Helene Cameron, Field Manager, North Field Office
Steve O'Neil, a/Senior Field Manager, North Field Office
From: Nicole Sykes, HSN CPC Regional Manager
Re: Paramedic Portal of Ontario Launch to Service Operators
Date: April 23, 2020

In follow-up to our launch of the new Paramedic Portal of Ontario to Paramedics in February, as well as the demonstrations provided to several leaders in Paramedic Services in February and March, we are now pleased to launch the new functionalities available to you. There is a new modern look and feel to enhance the ease of navigation from the main page with the use of quick links and drop down menus.

You will now have access to view each of your Paramedic's transcript, which will provide you an update on their educational activities as well as allow you to view their certification details from the demographic page. Additional new features include the ability to submit new certification requests through the system as well as submit reactivation requests and submit any clinical inactivity requests. Video instructions for each of these features are available under the Tutorial section and written instructions are available under Resources "Training Materials for Service Operators" both accessible on the [Paramedic Portal Ontario Homepage](#).

The certification is now by Service, which allows us to provide each Paramedic with a certification letter specific to their Service including individual certification date, certification level, deactivation date, reactivation date and auxiliary directives specific to the Service. You also have the ability to view historical information through the certification letter module.

More features will become available in the coming months such as reporting, printing certification letters all at once, viewing course attendance, as well as pending confirmations of new certifications submitted through the system.

If you would like additional training, please do not hesitate to send a request for training to cpcsupport@hsnsudbury.ca.

This is just another step to improve our current system and provide a seamless approach in the management of Paramedic certification and education through HSN CPC.

If you have any questions, please do not hesitate to contact me.