

ConnexOntario Web Application Overview

ConnexOntario's method for manually updating and maintaining Mental Health, Drug & Alcohol, and Problem Gambling treatment information required extensive manpower and removed the ability to provide real-time information.

Any alterations to this information must be communicated / submitted to ConnexOntario for consideration. Due to the nature of this organizations significant volume of information changes, significant administration was required to ensure information accuracy.

The goal of the web-based system was to remove agency communication barriers and instil transparency in the treatment community. The change management process allowed users to make data changes via a temporary holding site; ConnexOntario Information Services would receive an Email to a specially designed Inbox to accept / decline the agencies changes as required.

Agency information is analyzed in real-time via an online reporting system to allow accurate timely decisions. System wide messages replace bulk email announcements and allow for enhanced agency collaboration.

About ConnexOntario

Funded by the Ontario Ministry of Health and Long-Term Care ConnexOntario Health Services improve access to alcohol and drug, gambling and mental health services for Ontario residents

The Drug and Alcohol Registry of Treatment (DART)

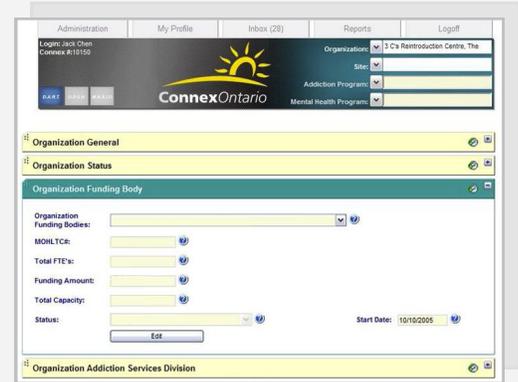
Provides information and referral to alcohol and drug treatment services in Ontario.

The Ontario Problem Gambling Helpline (OPGH)

A province-wide information and referral service with interpretation available in more than 140 languages.

Mental Health Service Information (MHSIO)

Provides comprehensive information about mental health services and supports across Ontario.



At a Glance

- *Significantly reduces errors and maintenance cost*
- *Allows the information source to make changes and removes the middle-man*

Key Benefits

- *The automated system reduced paper based change requests, telephone communications and emails*
- *Increased call center efficiency and decreased call center wait & hold times*
- *Provided a central collaboration space for all parties involved*
- *eConnect success allowed ConnexOntario to expand*

Why IES Group?

IES Group has over a decade of experience implementing complex software modeling & reporting systems empowering quick real-time information based decisions.