Ontario

SADIE User Guide

Delivery and Eligibility Review Branch

Health Programs and Delivery Division

Ministry of Health

In this update: SADIE x EMR

- **Prescribers can submit Exceptional Access Program (EAP) requests by launching SADIE directly from participating community-based electronic medical record (EMR) systems**
- **EAP response letters can be electronically sent to community-based EMRs**

Contact your EMR vendor to request the SADIE update and to find out how to access these features

July 2026

Ontario

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What is SADIE?

SADIE (the Special Authorization Digital Information Exchange) is a secure online digital platform for the electronic submission of Exceptional Access Program (EAP) requests. Prescribers (Ontario Nurse Practitioners and Physicians) can launch SADIE from a participating community-based electronic medical record (EMR) system. SADIE is also available to prescribers and their assigned delegates and designates via the online SADIE portal (website).

SADIE provides numerous improvements over fax to help you manage your EAP requests.

With SADIE you can…

- research EAP funded drugs and indications as well as identify reimbursement criteria.
- use smart forms to **complete an EAP request in less time** because SADIE only asks for required information.
- **submit requests electronically** for ALL EAP funded drugs, with a criteria-specific smart form for many EAP drugs and indications.
- **assign delegates** to complete and submit EAP requests on your behalf. **Designates** can prepare requests on behalf of prescribers for prescriber review and submission.
- **track the status of your EAP requests online** and access the Ministry’s response letters.
- **receive EAP response letters electronically** through your community-based EMR’s Health Report Manager (HRM). EAP response letters will continue to be faxed to the prescriber’s office.
- **provide additional information online** for requests submitted through any method (i.e., SADIE, Fax, Mail, Telephone).

- submit a request to amend an existing approval.
- self-manage your SADIE locations and user accounts.
- submit an appeal in support of a previously submitted request that the Ministry has ‘not approved’.

SADIE…

- is a secure online platform.
- is available 24x7 on your computer, tablet, or smart phone.
- **pre-populates patient details** based on Health Card Number or the information in your EMR, if launched from the patient’s EMR record.
- reviews EAP request history (patient, drugs, indications, prior approvals, and durations), determines the request type (Initial or Renewal), and presents appropriate questions.
- reduces requests for additional information. SADIE’s smart forms check for drug-specific required fields as you complete them.
- sends email notifications to prescribers/delegates when requests are ‘ready to submit,’ to designates when requests have been ‘submitted’, and to all users when Ministry responses are available to view/download.
- **provides real-time decisions** for an always-increasing number of drugs and indications.
- **can send EAP response letters directly back to the HRM module in the prescriber’s EMR.** Fax responses will continue to be provided.

The following new functionality is planned:

- HIS (Hospital Information System) Integration, delegate access to SADIE via EMR, notification management and more!

About This Guide

The guide provides a step-by-step approach to using SADIE, from logging in through to the submission and tracking of a completed EAP request. It is designed to be used by prescribers, as well as their delegates and designates. This guide refers to features and functions implemented for this current release of SADIE and will be updated as new functionality is implemented.

Symbols Used in the Guide

 This caution symbol indicates important information about SADIE that you should be aware of.

 This icon highlights important items that may be of interest to you.

This icon highlights tips and tricks that will help you in your use of SADIE and may facilitate your navigation through the platform.

 We recommend you use an up-to-date version of the Chrome browser for accessing SADIE. Other browsers, except Internet Explorer, are also supported; however, using an older version of a browser may lead to unexpected behaviour and, in some cases, impact your ability to submit a request.

Note: SADIE can also be used with mobile devices such as tablets and smart phones. Content responds to the size and orientation of the screen on which it is being viewed - the location of buttons and links will be dependent upon the size of your screen.

SADIE Users

SADIE users include the following roles:

Prescriber:

- Ontario Physicians.
- Ontario Nurse Practitioners.

Delegate:

- User who can work on behalf of the prescriber to prepare and/or submit an EAP request and set-up other delegates and designates.

Designate:

- User who can prepare an EAP request for a prescriber or delegate to review and submit.

Chapter 1 – Log in to SADIE

This chapter outlines how **prescribers**, **delegates** and **designates** can access SADIE.

Prescribers using community-based EMR: If you are a prescriber with an Ontario Health certified EMR system, go to the section of your EMR where you can launch Provincial EHR Products or Contextual Launch Services (for example, where you would access Clinical Connect or DHDR). You will be able to launch SADIE directly from your EMR by clicking the SADIE EAP button. If your EMR does not yet have SADIE as part of the Contextual Launch Services, please contact your EMR vendor for access and onboarding. At this time, only prescribers can launch SADIE participating community-based EMR systems by prescribers only.

Prescribers not using EMR, delegates and designates: As most prescribers have an OPS BPS Secure enrolled in and Medical Claims Electronic Data Transfer (MCEDT) account, the SADIE portal has leveraged this existing authentication process for an easier and more secure sign-in. If you do not have an OPS BPS Secure or MCEDT account, see OPS BPS Secure Registration for instructions on how to register for one. If you require assistance in setting up an OPS BPS Secure account, please contact Inquiry Services at 1-800-262-6524 (after the language prompts, press 2-3) or via email at SSContactCentre.MOH@ontario.ca.

Prescribers, as well as their authorized delegates and designates, can use SADIE to submit requests provided the prescriber is not retired and does not have a suspended or revoked licence.

For more information about how to access SADIE, see Appendix A – How Prescribers Access Special Authorization Digital Information Exchange (SADIE) - FAQs.

1.1. Instructions for launching SADIE from your EMR as a Prescriber

1.1.1. From your patient's EMR chart, go to the section of your EMR where you can launch Provincial EHR Products or Contextual Launch Services (such as Clinical Connect or DHDR). Click the SADIE EAP button or link. If your EMR suite does not have this functionality, please contact your EMR vendor for access and onboarding.

1.1.2. SADIE will launch in a separate window. If you have recently logged into ONE ID, no additional login or user credentials are required; otherwise, you will be prompted to use your ONE ID username and password.

1.1.3. **The SADIE Home Page** displays, and you can begin to create an EAP request.

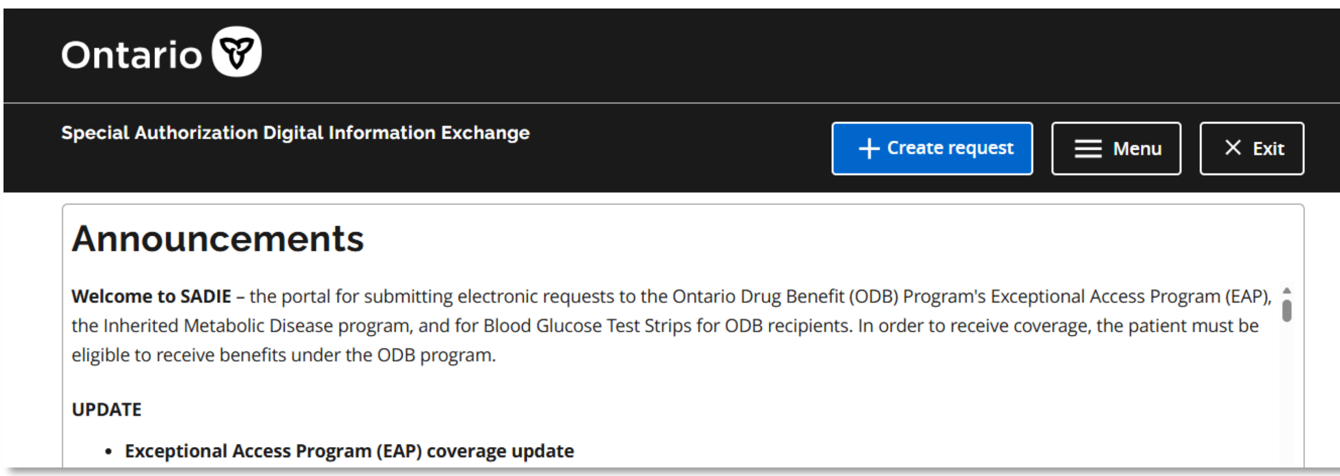


Figure 1 - Image of the SADIE Home Page

Note that the **SADIE Acceptable Use Policy** (Terms of Use) displays in these circumstances:

- The first time a user logs into SADIE

- The terms of the **SADIE Acceptable Use Policy** (Terms of Use) have changed
- 180 days or more have passed since a user last accepted the **SADIE Acceptable Use Policy** (Terms of Use)

1.1.4. If the **SADIE Acceptable Use Policy** (Terms of Use) displays, review the terms. If you agree click the **Accept** { Accept } button; the **SADIE Home Page** displays, and you can begin to create requests.

1.1.5. If you do not agree with the terms of the 'Acceptable Use Policy', click the Back { Back } button and the webpage will close. You will be taken back to the EMR.

1.1.6. All SADIE users, including delegates and designates, are individual users and must have their own individual profile (name and email address) to access SADIE. Sharing of usernames and passwords is not permitted.

1.2. Instructions for Logging in to the SADIE portal as a Prescriber

The following steps highlight the procedures a prescriber follows to log into SADIE.

1.2.1. Select the SADIE website: www.ontario.ca/sadie.

For quick access to SADIE, it is recommended to bookmark the **SADIE website:** [www.ontario.ca/sadie.](http://www.ontario.ca/sadie) (You may find that bookmarks to any other SADIE-related pages do not continue to work.)

1.2.2. Click on **SADIE Login** {  } button. The **OPS BPS Secure Login** screen displays.

1.2.3. Enter your ID (your OPS BPS Secure email address) and password and select the **Sign In** {  } button.

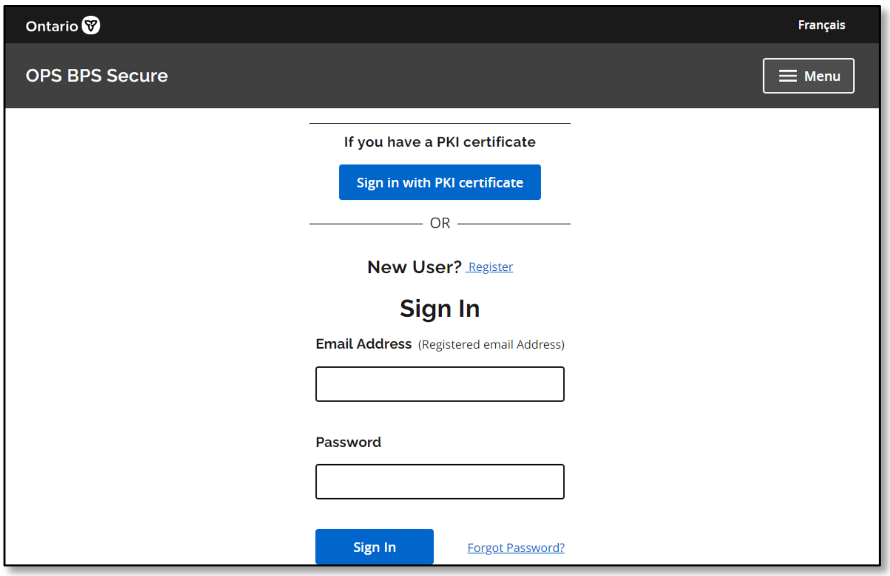


Figure 2 - Image of the OPS BPS Secure Login Screen

1.2.4. Select the **Continue** { Continue } button on the **Welcome to eBSE** screen.

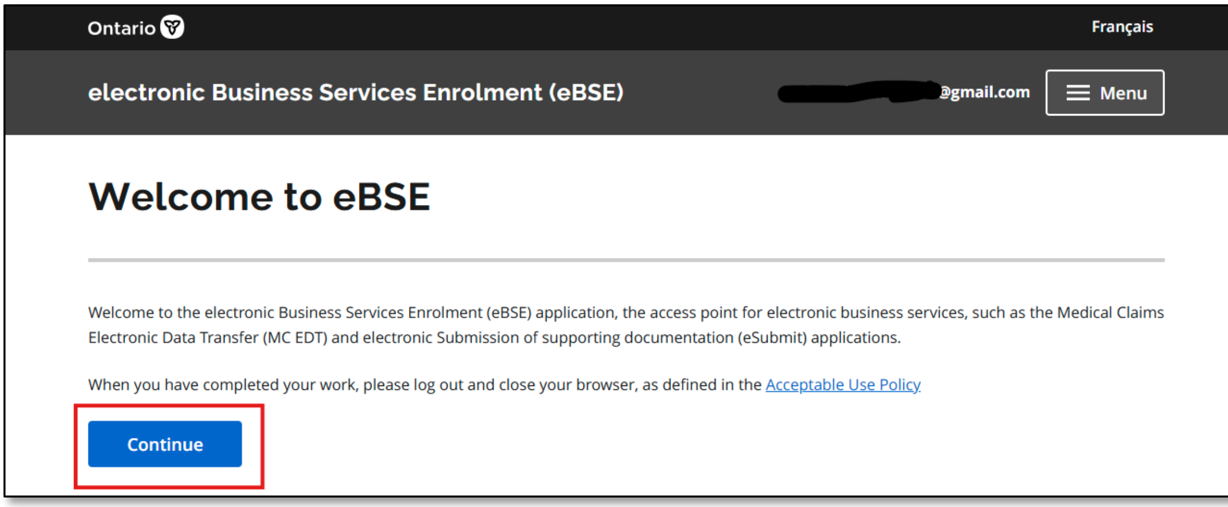


Figure 3 - Image of the Welcome to eBSE Screen

1.2.5. Select 'Special Authorization Digital Information Exchange' from the **Services** drop-down menu, and then select the **Access Service** { Access Service } button.

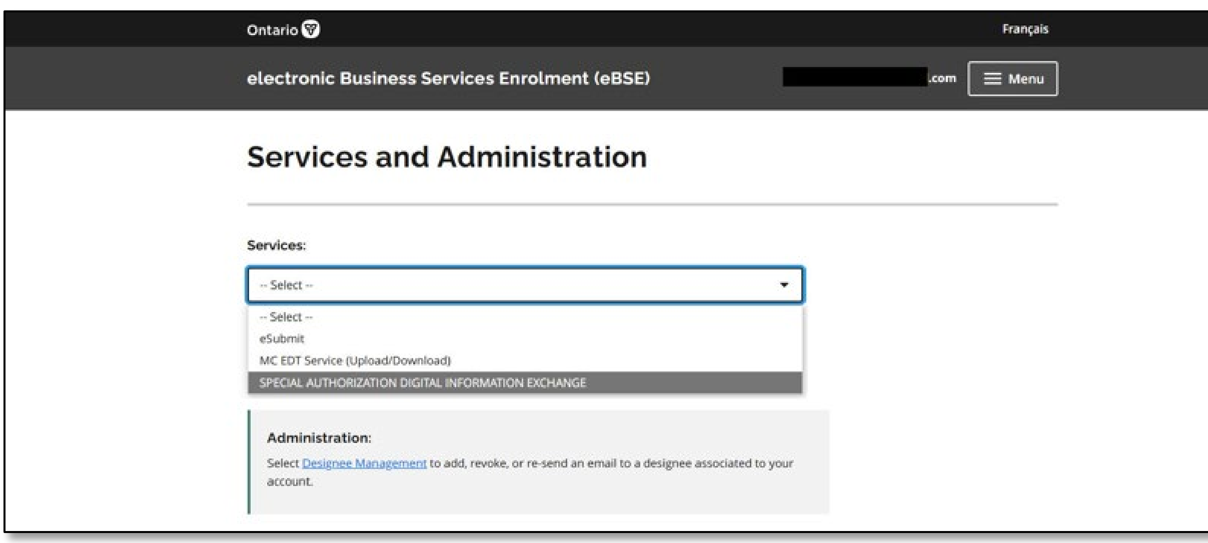


Figure 4 - Image of the Services and Administration Screen

1.2.6. Select the ‘Exceptional Access Program (EAP)’ link from the **Program Selection** screen.

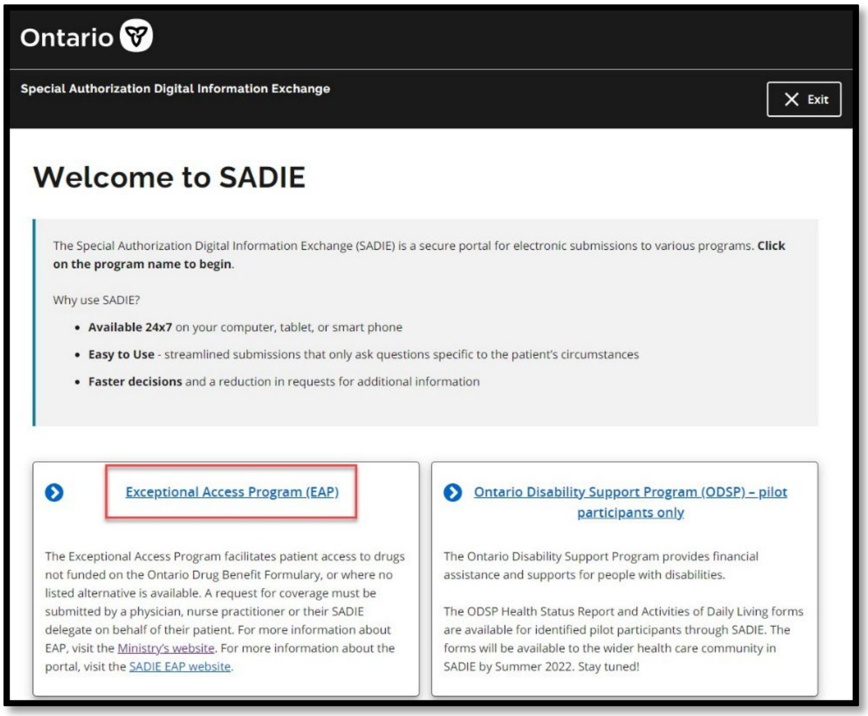


Figure 5 - Image of the Program Selection Screen

1.2.7. **The SADIE Home Page** displays, and you can begin to create requests.

Note that a prescriber that has been set-up as a designate for another prescriber must select either ‘Myself’, or the prescriber they are supporting from the Working on Behalf of drop-down menu. (See Step 1.3.5 in the next section for more details.)

Note that the **SADIE Acceptable Use Policy** (Terms of Use) displays in these circumstances:

- The first time a user logs into SADIE

- The terms of the **SADIE Acceptable Use Policy** (Terms of Use) have changed
- 180 days or more have passed since a user last accepted the **SADIE Acceptable Use Policy** (Terms of Use)

1.2.8. If the **SADIE Acceptable Use Policy** (Terms of Use) displays, review the terms. If you agree click the **Accept** { Accept } button; the **SADIE Home Page** displays, and you can begin to create requests.

1.2.9. If you do not agree with the terms of the 'Acceptable Use Policy', click the Back { Back } button and the **Program Selection** screen displays. Select a program by clicking on a program link, or use the **Exit** { Exit } **button** and Logout { Logout } link to log out to ensure your SADIE session ends.

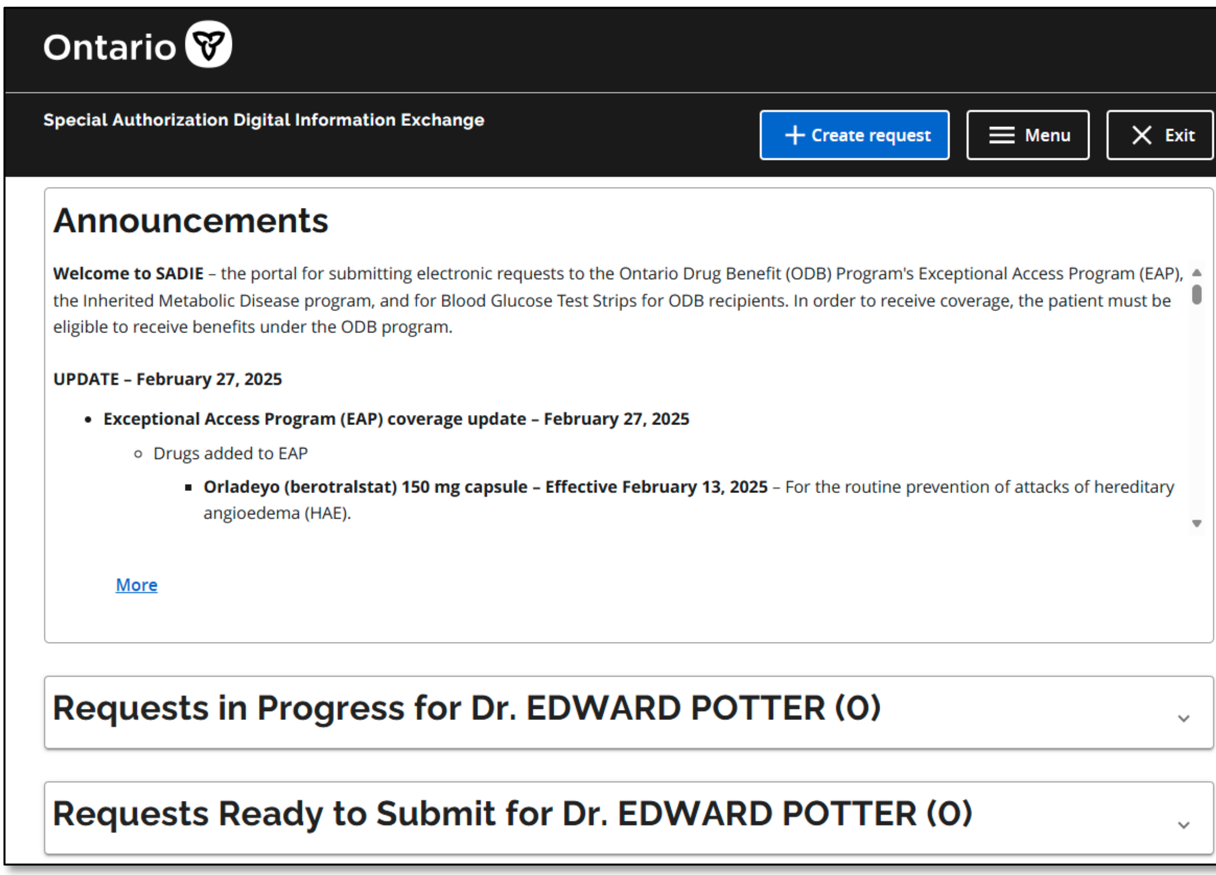


Figure 6 - Image of the SADIE Home Page

1.3. Instructions for Logging in to the SADIE portal as a Delegate or Designate

Delegate and designate profiles can be created by a prescriber or their delegate, to prepare EAP requests on the prescriber's behalf.

Setting up a delegate or a designate to use SADIE is a two-step process requiring the prescriber. Both steps must be taken before they can access SADIE on behalf of a prescriber. Prescribers using SADIE launched from their EMR must have their own OPS BPS Secure Account in order to add delegates or designates.

- Step 1: The prescriber must register a delegate/designate to use the OPS BPS Secure service (see Chapter 12).
- Step 2: The prescriber, or an existing delegate, must add the new delegate's/designate's profile into SADIE (see Chapter 13).

Once both steps are complete and the delegate/designate has been set-up, they follow these steps to log into SADIE.

1.3.1. Select the **SADIE website**: www.ontario.ca/sadie.

For quick access to SADIE, it is recommended to bookmark the SADIE website: www.ontario.ca/sadie. (You may find that bookmarks to any other SADIE-related pages do not continue to work.)

1.3.2. Click on the **SADIE Login** { SADIE Login } button. The **OPS BPS Secure Log in** screen displays.

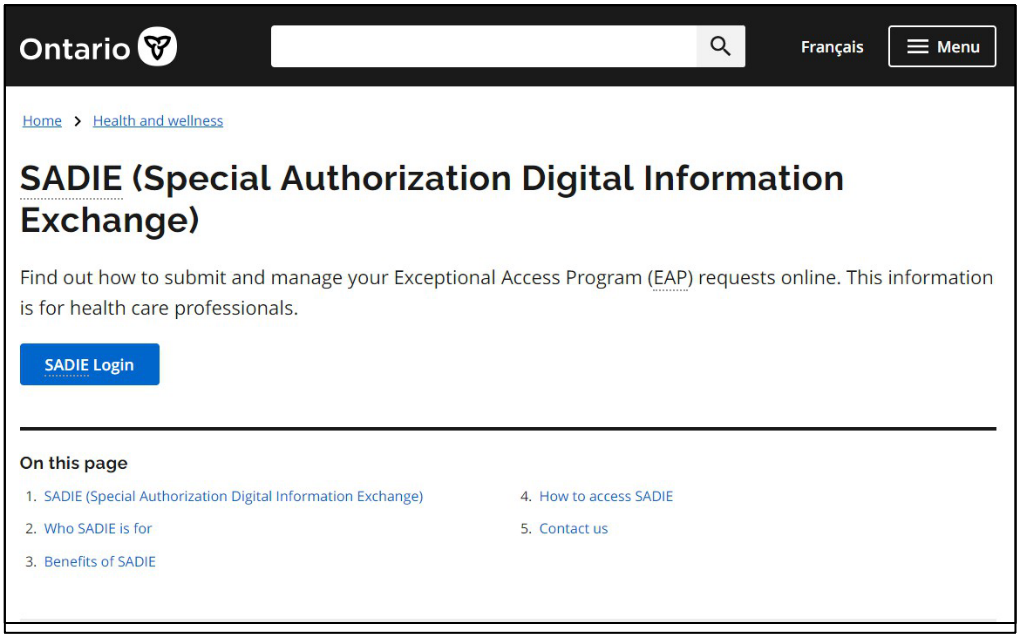
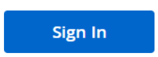


Figure 7 - Image of the SADIE Login Button on the Ministry's SADIE Website

1.3.3. Enter your ID (your OPS BPS Secure email address) and password and select the **Sign In** {  } button.

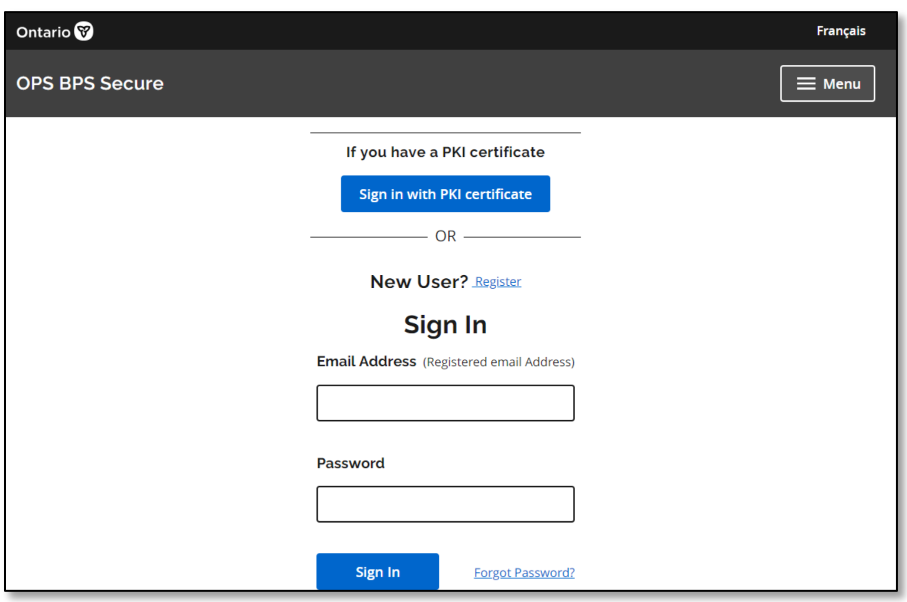


Figure 8 - Image of the OPS BPS Secure Login Screen

1.3.4. Select the **Continue** { Continue } button on the **Welcome to eBSE** screen.

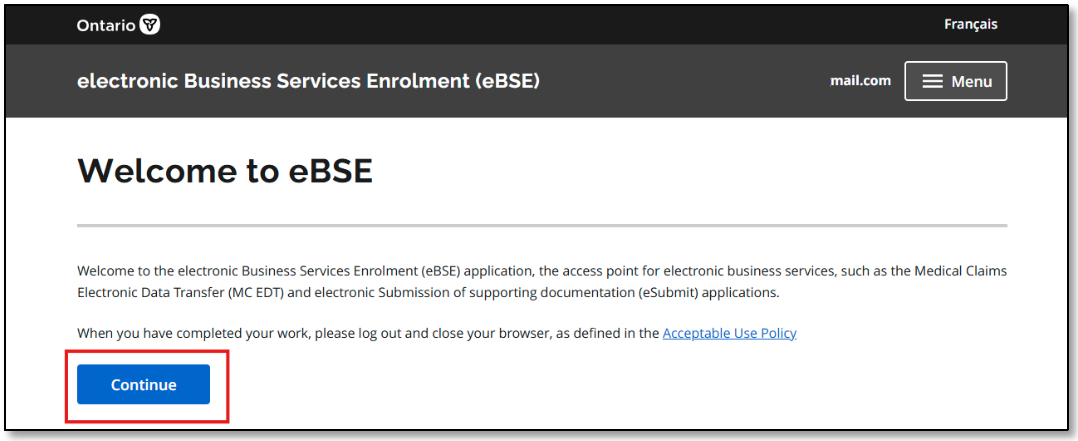


Figure 9 - Image of the Welcome to eBSE Screen

1.3.5. Select the prescriber you are supporting from the **Working on Behalf** of drop- down menu.

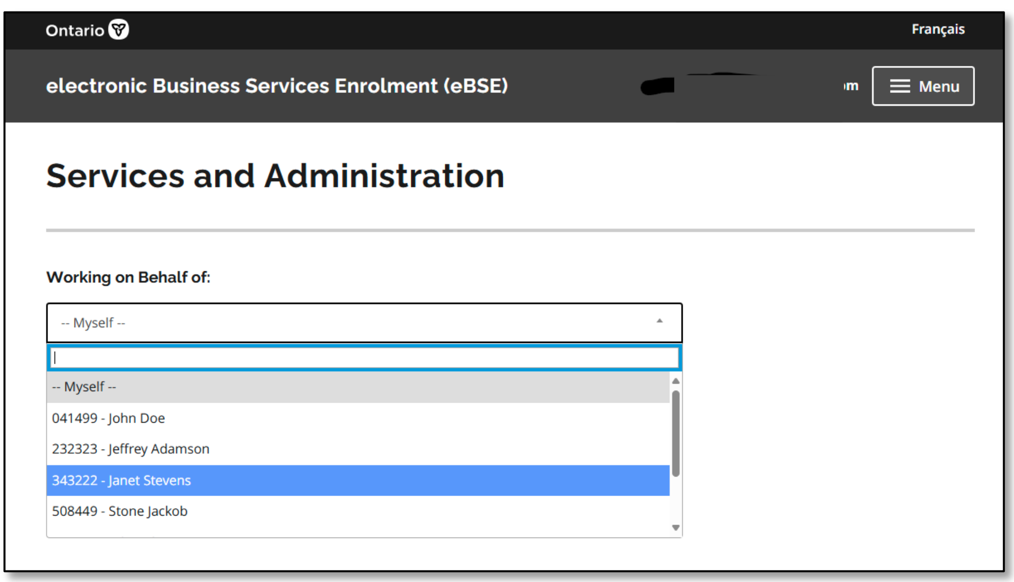


Figure 10 - Image of the Services and Administration Screen (Working on Behalf of Drop-down)

Note that a prescriber that has been set-up as an OPS BPS Secure designee for another prescriber can select the ‘Myself’ option from the **Working on Behalf** of drop-down menu, if they are creating their own requests.

1.3.6. Select ‘Special Authorization Digital Information Exchange’ from the **Services** drop-down menu and select the **Access Service** { Access Service } button.

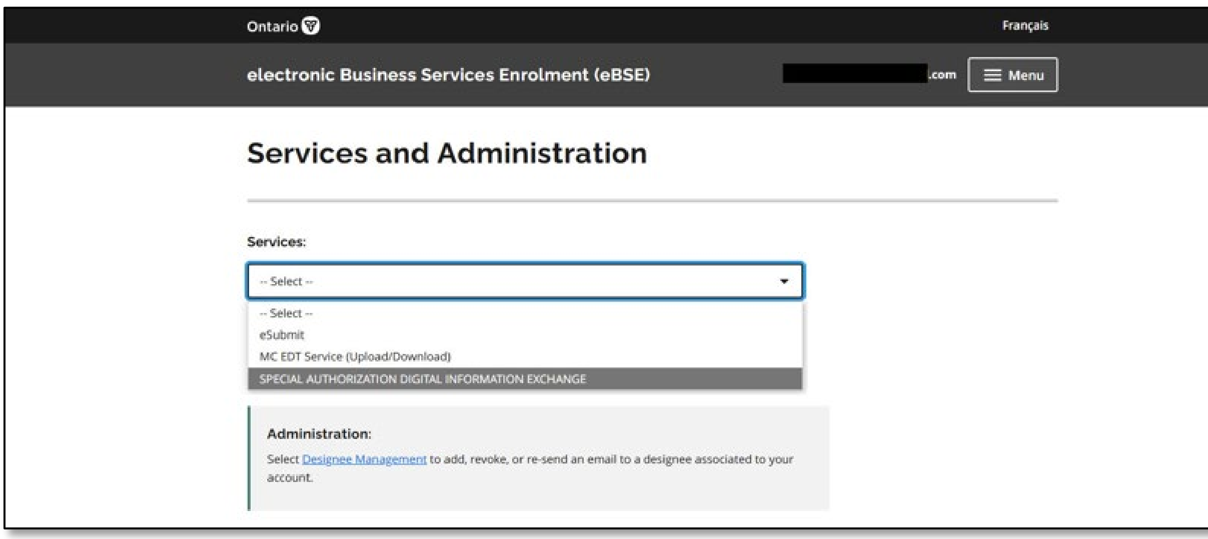


Figure 11 - Image of the Services and Administration Screen (Services drop-down)

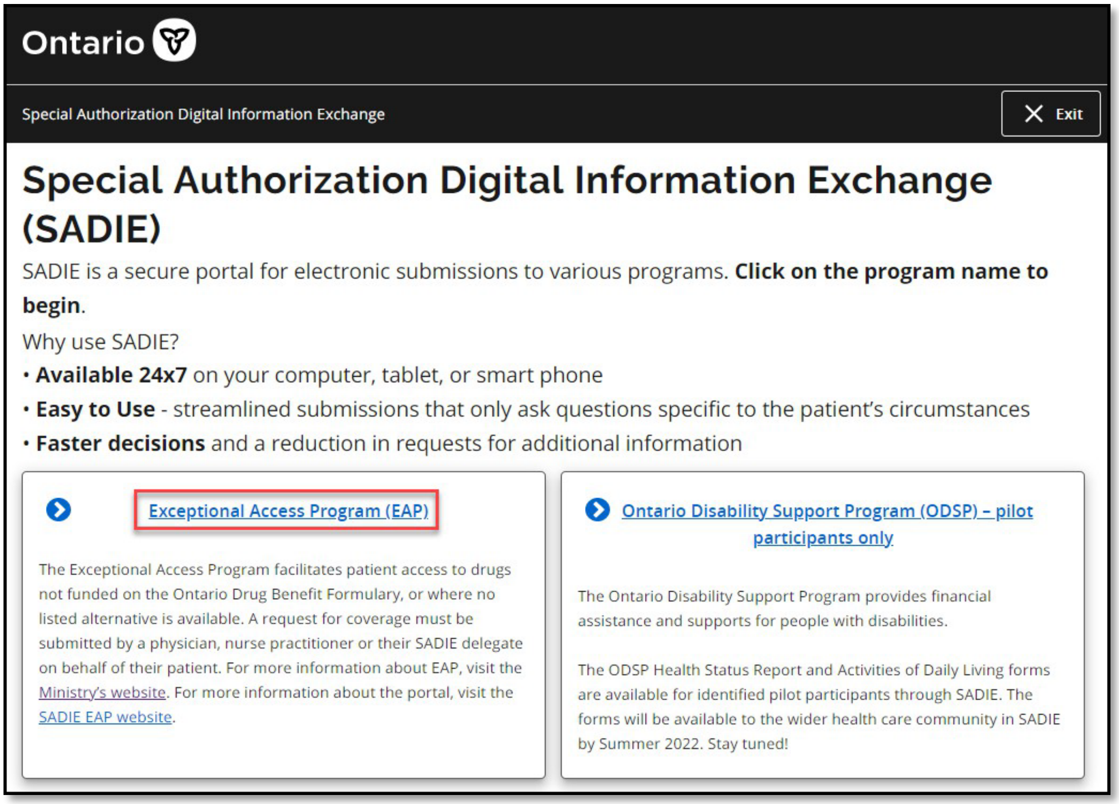


Figure 12 - Image of the Program Selection Screen

1.3.7. Select the 'Exceptional Access Program (EAP)' link from the **Program Selection** screen.

1.3.8. The **SADIE Home Page** displays, and you can begin to create requests.

Note that the **SADIE Acceptable Use Policy** (Terms of Use) will display the first time a user logs into SADIE, and when it has been 180 days or more since the terms were last accepted. The **SADIE Acceptable Use Policy** (Terms of Use) also displays when there has been a change to the terms of the agreement. See Step 1.1.4 for steps required to review and accept the **SADIE Acceptable Use Policy** (Terms of Use) if in agreement.

Chapter 2 – SADIE Home Page

This chapter describes the key features of the SADIE Home Page. Once you have accepted the 'Acceptable Use Policy', you will be directed to the **SADIE Home Page**. On this screen you can view four main sections:

1. **SADIE Banner**
   - Links and buttons for quick navigation.
2. **Announcements** section
   - Updates and information about SADIE and the Exceptional Access Program.
   - Information in this section will change regularly.
3. **Requests in Progress** list
   - A listing of SADIE requests that are in progress and have yet to be submitted to the Ministry.
4. **Requests Ready to Submit** list
   - A listing of SADIE requests that are available to be reviewed and submitted by prescribers or delegates, that designates have marked as ready for a prescriber to review and submit to the Ministry.

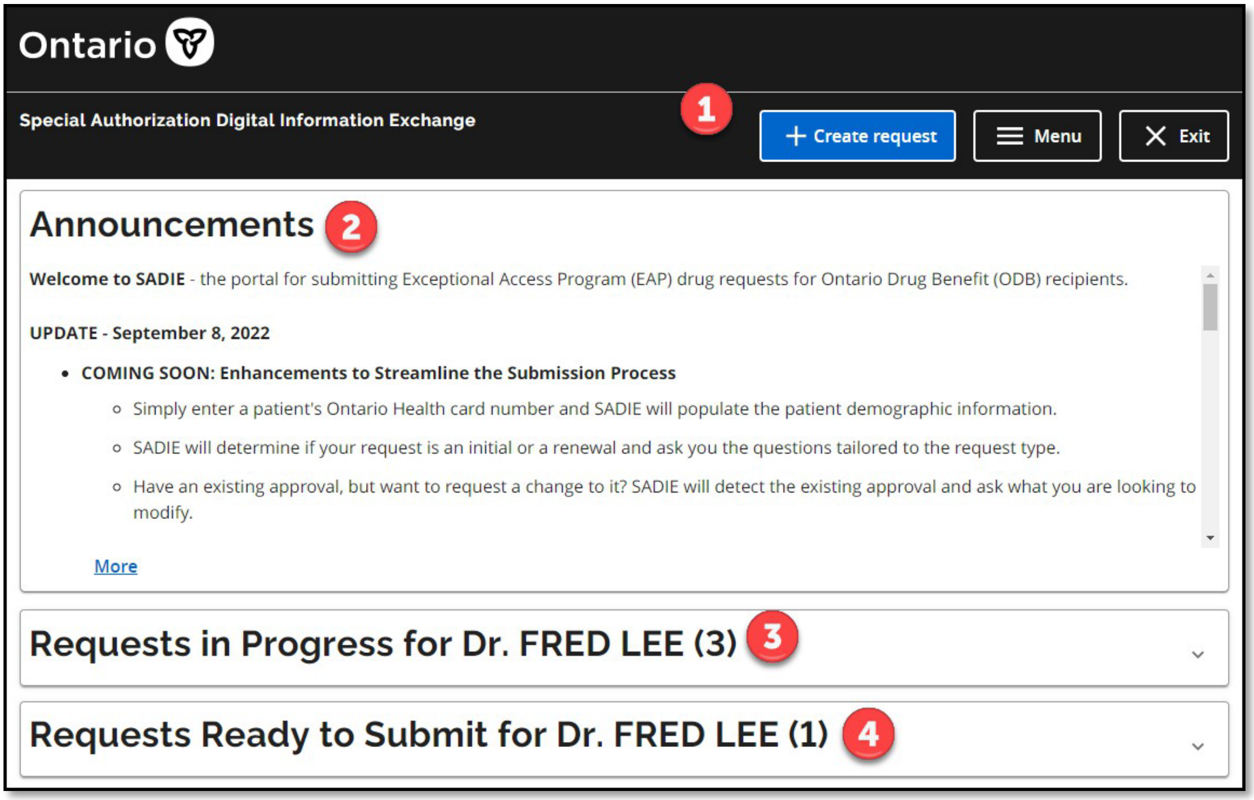


Figure 13 - Image of the SADIE Home Page

2.1. SADIE Banner

The first section is the **SADIE Banner** which is displayed across the top portion of all SADIE screen pages. It contains the following navigation buttons on the upper right section of the banner:

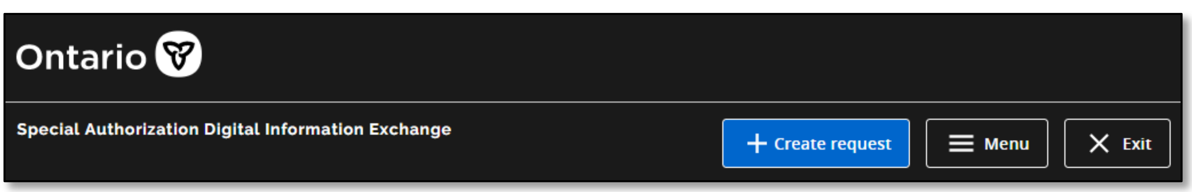


Figure 14 - Image of the SADIE Banner

- The **+ Create Request** { + Create request } button is used to begin a new request.
- The **Ontario Logo** { Ontario } is used to navigate to the Ontario.ca website which will take you out of the SADIE application.
- The **Menu** { Menu } button is used to access links to create a request, view details for submitted requests, and to view/edit SADIE account user profiles and locations.

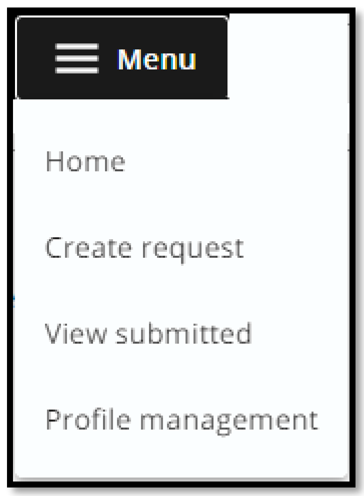


Figure 15 – Image of Menu Options

- The **Home** { Home } link is used to return to the **SADIE Home Page** from any SADIE page.
- The **Create Request** { Create request } link is used to create a new request.
- The **View Submitted** { View submitted } link is used to view the **Submitted Requests Awaiting Ministry Decision** list, as well as the **Submitted Requests with Ministry Decision** list.
- The **Profile Management** { Profile management } link is used to view/edit SADIE account

user profiles and locations.

Note: The **Profile Management** { Profile management } link in the **Menu** options is only available when a prescriber or their delegate is logged in.

- The **Exit** { Exit } button is used to Exit SADIE.
  - When exiting the SADIE portal, you can choose to return to the **Program Selection** screen, navigate to the **Ministry of Health (MOH) Services** screen, or log out entirely.
  - When exiting SADIE launched from an EMR, clicking Exit will close the SADIE window and log you out of the SADIE session.

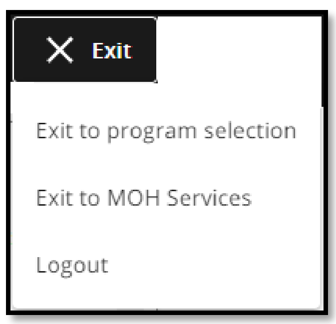


Figure 16 – Image of Exit Options when using the SADIE portal

When using the SADIE portal, it is recommended that you always use the **Exit** { Exit } button and **Logout** { Logout } link in the banner to log out to ensure your SADIE session ends. As an additional precaution, it is recommended that you close your browser after you log out of SADIE.

Select the **Exit to MOH Services** { Exit to MOH Services } link to return to the **Services and Administration** screen.

Select the Exit to program selection { Exit to program selection } link to return to the Prog**ram Selection** screen.

2.2. Announcements Section

The second section on the **SADIE Home Page** is the **Announcements** section, which provides updates on SADIE and the EAP, as well as Ministry notices and tips for using SADIE, including links to online support resources. The **Announcements** section is updated regularly. You can view all the information in this section by either clicking the arrow on the right side of the screen and scrolling down, or by selecting the **More** link, as shown below:

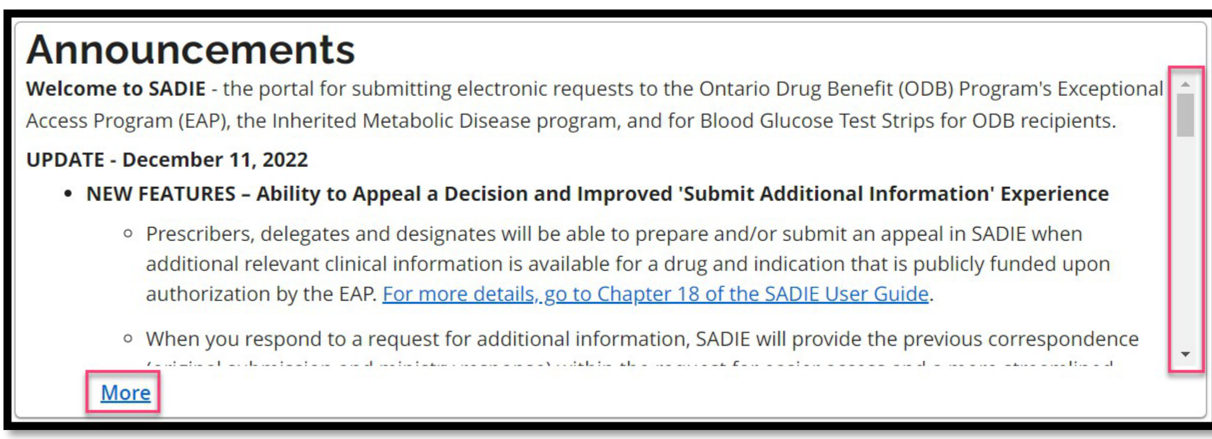


Figure 17 – Image of the Announcements Section on the Home Page

2.3. Requests in Progress List

The third section on the **SADIE Home Page** is the **Requests in Progress** list, where SADIE requests that are yet to be submitted to the Ministry are listed. In this list, prescribers and delegates can view all draft SADIE requests for all locations, regardless of who created them.

Designates can view all draft SADIE requests, regardless of who created them, for locations to which they have access.

You can collapse this list by clicking the arrow on the right side of the screen, and you can filter the requests by typing details into the filter field, as shown below.

Note: The **Requests in Progress** list includes four types of requests: (1) ‘New’ EAP requests, (2) ‘Additional Information’ (see Chapter 16 for further details), (3) ‘Amendment’ (see Chapter 9 for further details), and (4) ‘Appeal’ (see Chapter 18 for further details).

For more details about the Requests in Progress list, see Chapter 3.

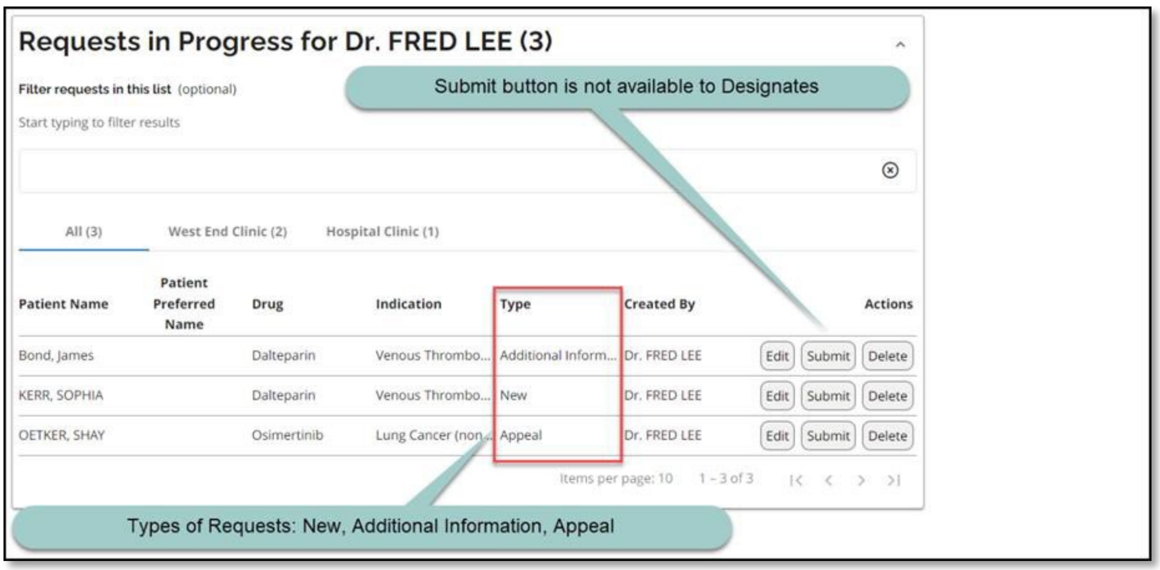


Figure 18 – Image of the Requests in Progress List

Note: The **Submit** { Submit } button in the **Requests in Progress** list is only available to prescribers and delegates.

Designates can send a request to a prescriber by selecting the **Edit** { Edit } button to open a request, and then selecting the **Send to Prescriber** { Send to Prescriber } button to move the request to the **Requests Ready to Submit** list for the prescriber or their delegate to review and/or submit to the EAP program.

2.4. Requests Ready to Submit List

The fourth area on the **SADIE Home Page** is the **Requests Ready to Submit** list. This is where SADIE requests that designates have prepared for a prescriber to review and submit to the Ministry are listed. In this list, prescribers and delegates will see all SADIE requests prepared for their review by designates. Designates will see all SADIE requests prepared for the prescriber or their delegate to review, regardless of who created them, for locations to which they have access. You can collapse this list by clicking the arrow on the right side of the screen, and you can filter the requests by typing details into the filter field.

Note: The **Requests Ready to Submit** list includes four types of requests: (1) ‘New’ EAP requests, (2) ‘Additional Information’ (see Chapter 16 for further details), (3) ‘Amendment’ (see Chapter 9 for further details), and (4) ‘Appeal’ (see Chapter 18 for further details).

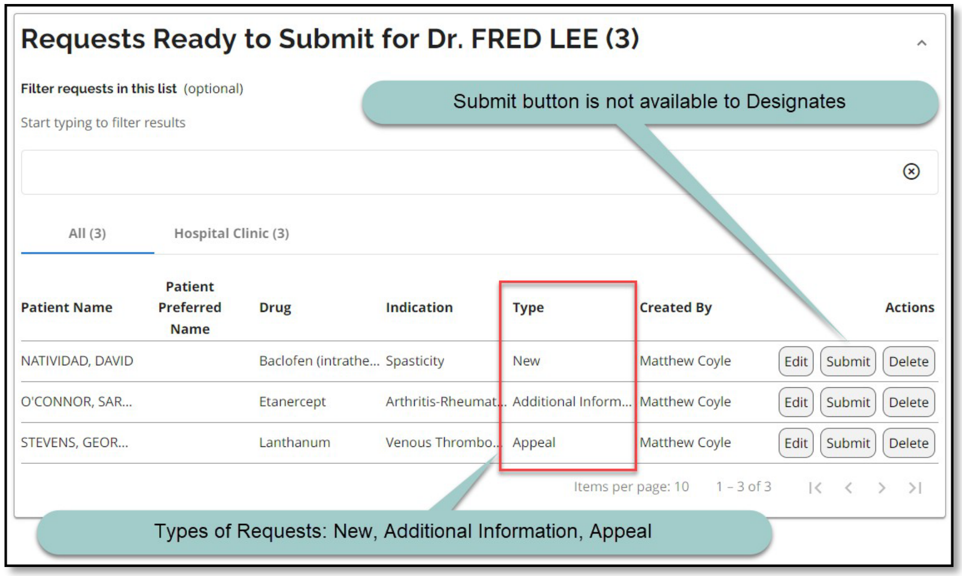


Figure 19 - Image of the Requests Ready to Submit List

Note: The **Submit** { Submit } button in the **Requests Ready to Submit** list is only available when a prescriber or their delegate is logged in.

All users can select the **Edit** { Edit } button to open a request to make updates. Upon re- saving, the request moves to the **Requests in Progress** list, where a designate can once again click the **Send to Prescriber** { Send to Prescriber } button if appropriate.

For more details about the Requests Ready to Submit list, see Chapter 4.

SADIE also includes a list of **Submitted Requests Awaiting Ministry Decision**, and a list of **Submitted Requests with Ministry Decision**. See Chapter 15 for more details.

Chapter 3 – Requests in Progress

The **Requests in Progress** list is the area where SADIE requests that are in progress (i.e., yet to be submitted to the Ministry) are listed. The requests in progress list contains requests created by all users.

Users can create a request, and by clicking the **Save** { Save } button at the bottom of the screen, the request will be saved to the **Requests in Progress** list, where it can be accessed later.

Any requests in the **Requests in Progress** list that you have not modified within the previous 30 days will be deleted for patient privacy and security reasons. In situations where it may take more than 30 days to prepare a request, simply open the request and save it again.

This chapter provides you with guidelines on how to use **Filter Fields** to **Search** for requests in progress. It also outlines how to **Sort** requests in progress in ascending or descending order, and how to **Edit** and **Delete** requests in progress. This chapter also highlights how prescribers/delegates can easily **Submit** requests in progress from this screen.

3.1. Instructions for Searching & Sorting Requests

3.1.1. You can search for a request in progress using the **Filter** field, which is displayed at the top of the **Requests in Progress** list.

3.1.2. Tabs for active locations appear below the **Filter** field and indicate the number of requests in progress for the location. Prescribers or delegates assign locations to designates. Selecting an individual location tab filters the list to display only the requests in progress for that location.

Note: Designates will only see tabs for locations to which they are assigned.

3.1.3. Ensure that the **All** tab is selected to search for requests in progress assigned to any of your active locations.

3.1.4. Type any piece of information contained in any of the **Requests in Progress** columns to search for specific requests in progress (e.g., Patient Name, Patient Preferred Name, Drug, Indication, Type, or Created By). The results will filter as you type.

3.1.5. To clear the filter, click the x { ⊗ } on the right of the Filter field.

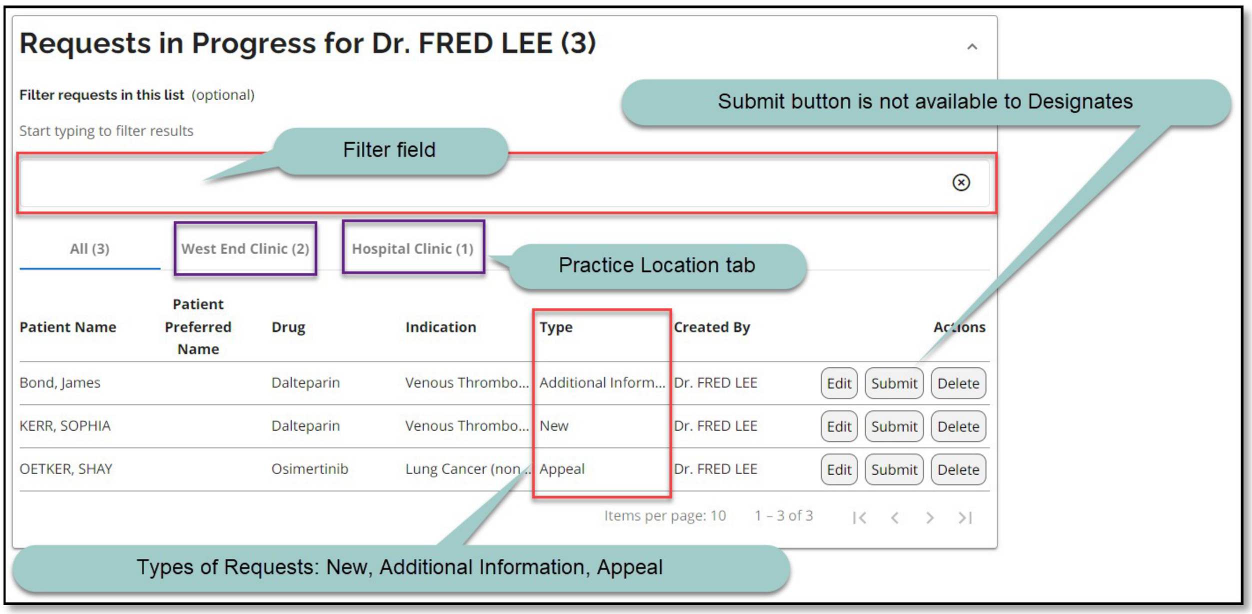


Figure 20 - Image of the Requests in Progress Filter Options

☞ By using the filter, you can narrow down your list of requests in progress based on the patient's first or last name or any other column in the list.

3.1.6. You can sort **Requests in Progress** in ascending or descending order by clicking the header at the top of each column to sort by the data in that column.

3.1.7. By default, **Requests in Progress** are sorted in alphabetical order by patient name.

3.1.8. Clicking the header again will reverse the sorting order.

Note: The **Requests in Progress** list includes four types of requests: (1) 'New' EAP requests, (2) 'Additional Information' (see Chapter 16 for further details), (3) 'Amendment' (see Chapter 9 for further details), and (4) 'Appeal' (see Chapter 18 for further details).

3.2. Editing Requests in the Requests in Progress List

You can **edit** a request in progress by clicking on the **Edit** { Edit } button. This opens the selected request with saved responses. The request can be edited and re-saved and designates can also edit a request and then **send** the request to a prescriber (see the steps below).

Tip

You can use the **Go to Top** { } button which floats at the bottom right of the screen to return quickly to the top of the page.

3.3. How Prescribers and Delegates Submit Requests (and Designates Send Requests to Prescribers) from the Requests in Progress List

If you are a prescriber or delegate, you can **submit** a request in progress by clicking on the **Submit** { Submit } button. This submits the selected work in progress request to the EAP program. **For more details about how to submit a request, see Chapter 11 of this user guide.**

Note: The **Submit** { Submit } button in the **Requests in Progress** list is only available to prescribers and delegates. A designate does not see this button.

A designate clicks on the **Edit** { Edit } button to open a request, and then selects the **Send to Prescriber** { Send to Prescriber } button to move the request to the Requests Ready to Submit list for the prescriber or delegate to review and/or submit to the EAP program.

After a designate clicks the **Send to Prescriber** { Send to Prescriber } button, if required information such as the Patient Last Name, Patient Health Card number, Patient Date of Birth, Request Type, etc. is missing, an **Invalid Request** window displays. The request cannot be sent to the prescriber due to the missing information. Click the **OK** { OK } button to add the missing details.

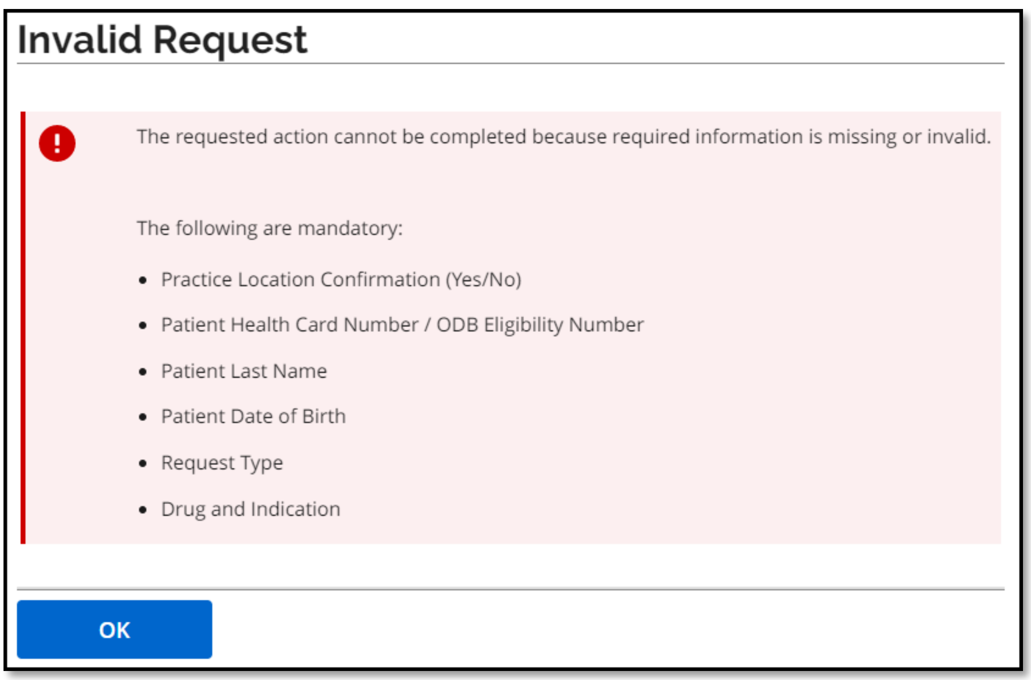


Figure 21 - Image of the Invalid Request Window

If clinical details necessary to assess the request are missing, after a designate clicks the **Send to Prescriber** { Send to Prescriber } button, a **Rationale Required** window displays. The designate can enter detail, and then click the **Continue** { Continue } button to send the request to the prescriber or select the **Edit Request** { Edit Request } button to close the window.

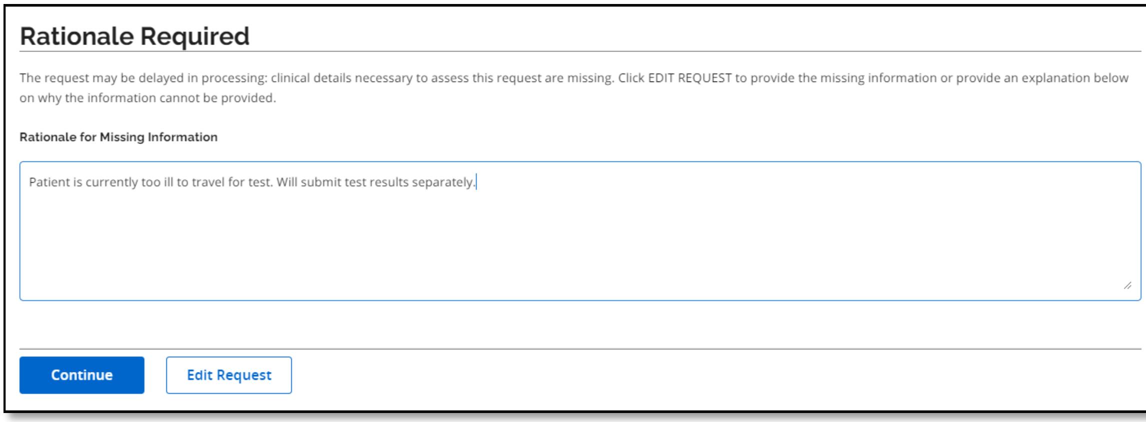


Figure 22 - Image of the Rationale Required Window

3.4. Deleting Requests from the Requests in Progress List

You can **delete** a request in progress by clicking on the **Delete** { Delete } button. This deletes the selected work in progress request.

Chapter 4 – Requests Ready to Submit

The **Requests Ready to Submit** list is the area where SADIE requests that a designate has prepared for review by a prescriber are listed. A designate creates a request and selects the **Send to Prescriber** { Send to Prescriber } button to move the request to the **Requests Ready to Submit** list. These requests are deemed ready for a prescriber or delegate to review and submit to the Ministry.

Any requests in the **Requests Ready** to Submit list that you have not modified within the previous 30 days will be deleted for patient privacy and security reasons. In situations where it may take more than 30 days to prepare a request, simply open the request and save it again. Upon saving, the request is moved to the **Requests in Progress** list.

This chapter provides you with guidelines on how to use **Filter Fields** to Search for requests ready to submit created in different locations. It also outlines how to **Sort** requests in ascending or descending order, **Edit** requests, **Submit** requests that are ready to submit to the EAP program, and **Delete** requests that will not be completed or submitted.

4.1. Instructions for Searching & Sorting Requests

4.1.1. You can search for a request that is ready to submit by using the **Filter** field, which is displayed at the top of the **Requests Ready to Submit** list.

4.1.2. Tabs for active locations appear below the **Filter** field and indicate the number of requests that are ready to submit for the location. Prescribers or delegates assign locations to designates. Selecting an individual location tab filters the list to display only the requests that are ready to submit for that location.

4.1.3. Ensure that the **All** tab is selected to search for requests that are ready to submit that are assigned to any of your active locations.

4.1.4. Type any piece of information contained in any of the **Requests Ready to Submit** columns to search for specific requests that are ready to submit (e.g., Patient Name, Patient Preferred Name, Drug, Indication or the 'Created By' user). The results will filter as you type.

☞ Note: The user in the 'Created By' column reflects the user that last saved changes to a request.

4.1.5. To clear the filter, click the x { ⓧ } on the right of the **Filter** field.

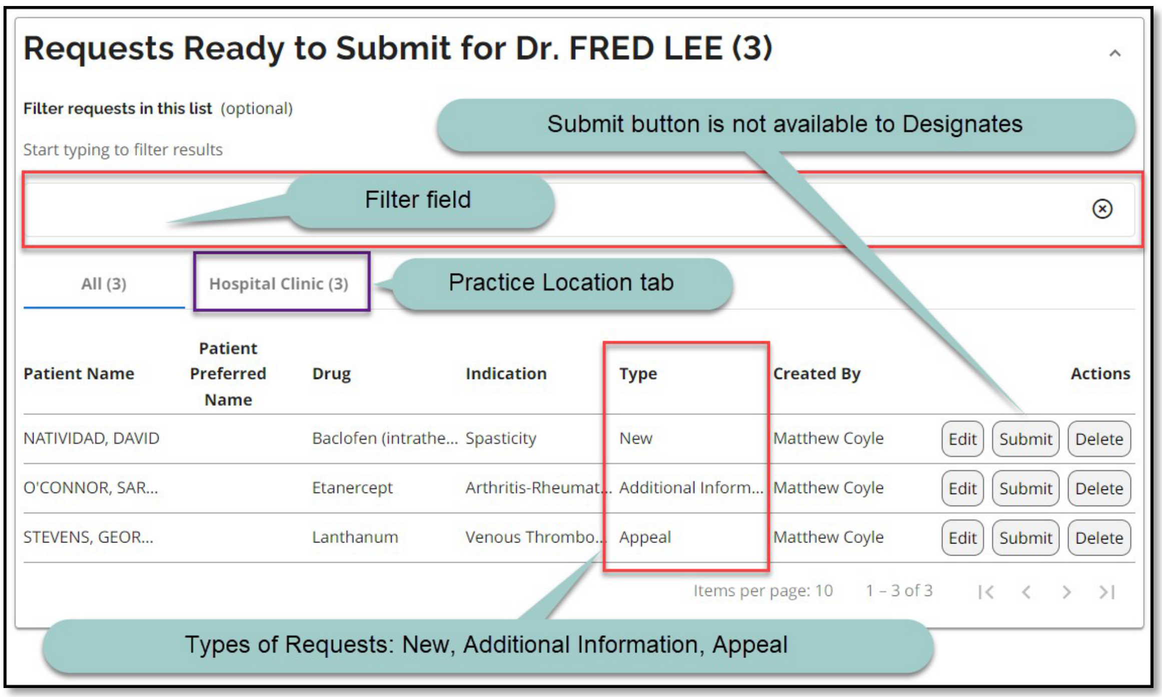


Figure 23 - Image of the Requests Ready to Submit List with Filtered Results

☞ By using the filter, you can narrow down your list of requests that are ready to submit based on the patient's first or last name or any other column in the list.

Note: The **Submit** { Submit } button in the **Requests Ready to Submit** list is only available when a prescriber or delegate is logged in. A designate clicks on the **Edit** { } button to open a request, and then selects the **Send to Prescriber** { } button to move the request to the **Requests Ready to Submit** list for the prescriber or delegate to review and/or submit to the EAP program.

Edit

Send to Prescriber

4.1.6. You can sort **Requests Ready to Submit** in ascending or descending order by clicking the header at the top of each column to sort by the data in that column.

4.1.7. By default, **Requests Ready to Submit** are sorted in alphabetical order by patient name.

4.1.8. Clicking the header again will reverse the sorting order.

Note: The **Requests Ready to Submit** list includes four types of requests: (1) 'New' EAP requests, (2) 'Additional Information' (see Chapter 16 for further details), (3) 'Amendment' (see Chapter 9 for further details), and (4) 'Appeal' (see Chapter 18 for further details).

4.2. Editing Requests in the Ready to Submit List

All users can **edit** a request that is ready to submit by clicking on the **Edit** { Edit } button. This opens the selected request which can be edited and re-saved or reviewed and submitted to the EAP program by the prescriber or their delegate. After editing a request in the **Ready to Submit l**ist, and saving, the request is moved to the **Requests in Progress** list.

Tip

You can use the **Go to Top** { } button which floats at the bottom right of the screen to return quickly to the top of the page.

4.3. Submitting Request from the Ready to Submit List

4.3.1. A prescriber or their delegate can **submit** a request that is ready to submit by clicking on the **Submit** { Submit } button in the **Ready to Submit** list. This submits the selected request to the EAP program.

4.3.2. After clicking the **Submit** { Submit } button, if a designate has added a rationale, or required information is missing or invalid, an **Invalid Request** window displays, and a message indicates the request has not been submitted as one or more mandatory questions have not been answered.

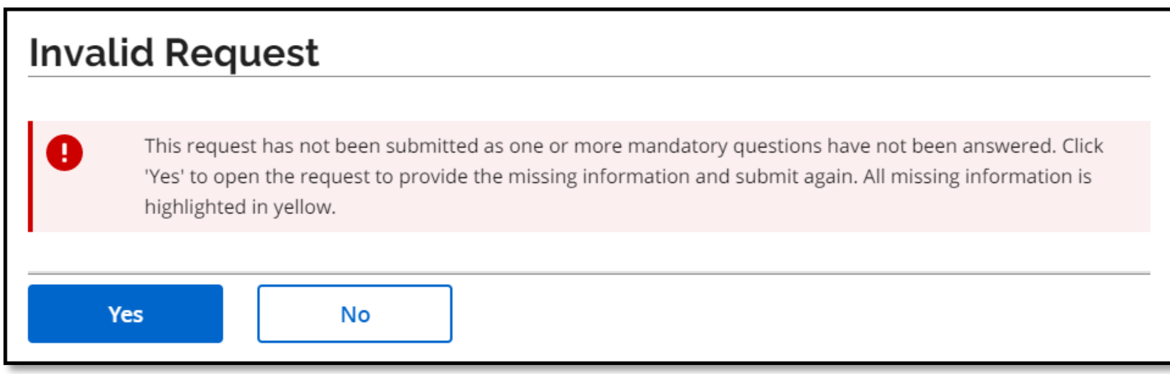


Figure 24 - Image of the Invalid Request Window

4.3.3. Click the **Yes** { Yes } button to open the **Review** tab to provide the missing information and submit again or click the **No** { No } button to close the window.

If you submit the request and you have not provided the clinical details necessary to assess the request, you will be prompted to provide a rationale. You can provide an explanation and continue to submit the request, or you can cancel submission and enter the missing information in the request.

Note: There may be delays in the processing of a request if necessary clinical details are not provided.

For more details about how to submit a request, see Chapter 11 of this user guide.

4.4. Deleting a Request from the Ready to Submit List

All users can **delete** a request that is ready to submit by clicking on the **Delete** { Delete } button. This deletes the selected request from the **Ready to Submit** list.

Chapter 5 – Create a Request

5.1. Instructions for Creating a Request

All users can create a new request by clicking the **+ Create Request** { + Create request } button in the Banner, or by selecting the **Create Request** { Create request } link under the **Menu** { Menu } button at the top of the screen. This opens the **General** screen in SADIE, which displays the submitting prescriber's information, as well as location details.

After confirming the location information, you can continue to enter the details of the new request. See Chapter 6 **– Request (General Screen)** for more information.

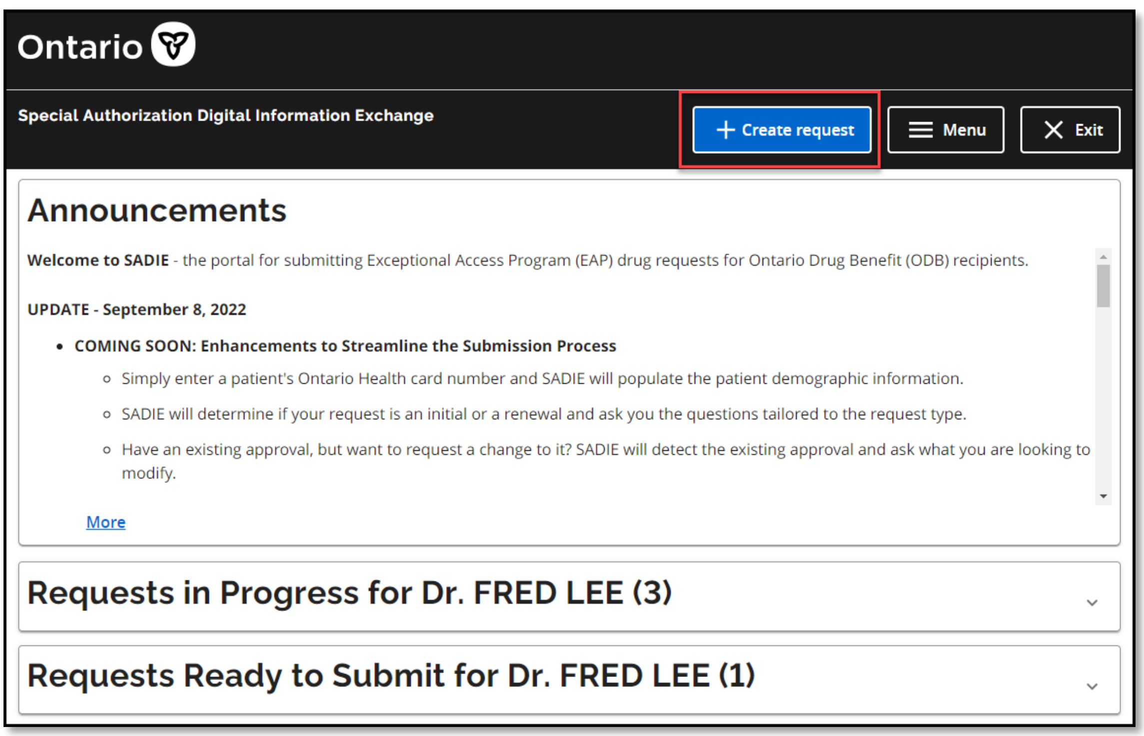


Figure 25 - Image of the Announcements Screen with Create Request Button

SADIE does not automatically save your data, so it is important that you save as you go by clicking the **Save** { } button periodically. The **Save** button is available and “floats” at the bottom of every screen. A notification will pop-up on screen informing you that your data has been saved. Clicking **Dismiss** will close the notification or leave it to close automatically after a few seconds.

Figure 26 - Image of the Information Saved Message

If you attempt to leave the request without saving, the pop-up below will appear:

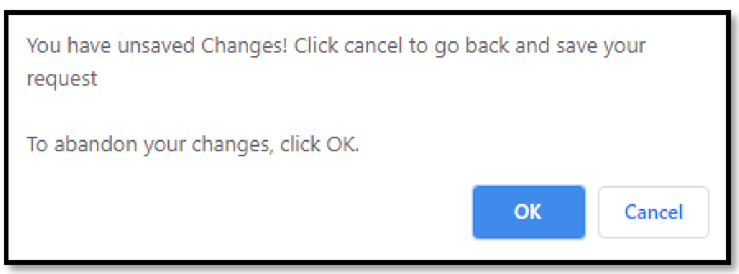


Figure 27 - Image of the Unsaved Changes Message

Clicking **OK** will exit the request, and any information entered since the last time you saved the request will not be saved. Clicking **Cancel** will close the pop-up and return you to the request, so you can save before exiting.

Click the **Next** { } button to move to the next section of the request.

You can also click on the tabs along the top of the screen, in any order, to navigate through the stages of the request.

Depending on what stage you are in on the request, the format of each tab heading will change:

- When the circle is blue – you are currently on that tab.
- When the circle is grey – you are not viewing that tab.

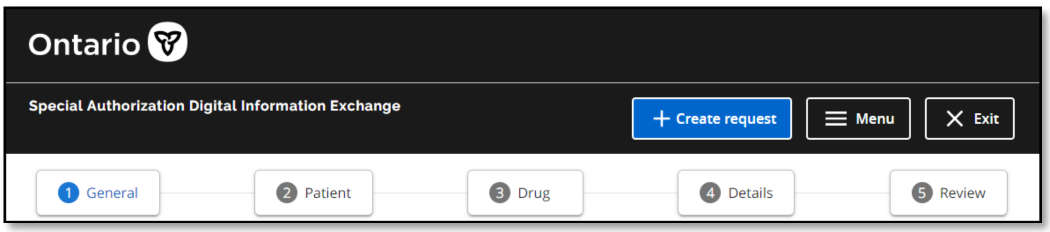


Figure 28 - Image of the Request Stages

Chapter 6 – Request (General Screen)

The General screen contains information about the submitting prescriber, and location(s).

6.1. Instructions for Completing the General Screen

1 **Submitting Prescriber Details:** displays the prescriber's name, regulatory college, and registration number.

2 **Submitting Prescriber Practice Location:** displays the prescriber location, email address (if already provided), address, primary phone number and primary fax number that is to be associated to this request.

3 **Change or Update Practice Location:** button is available to select a different location for the request or make updates to location information. See Chapter 17 for more details.

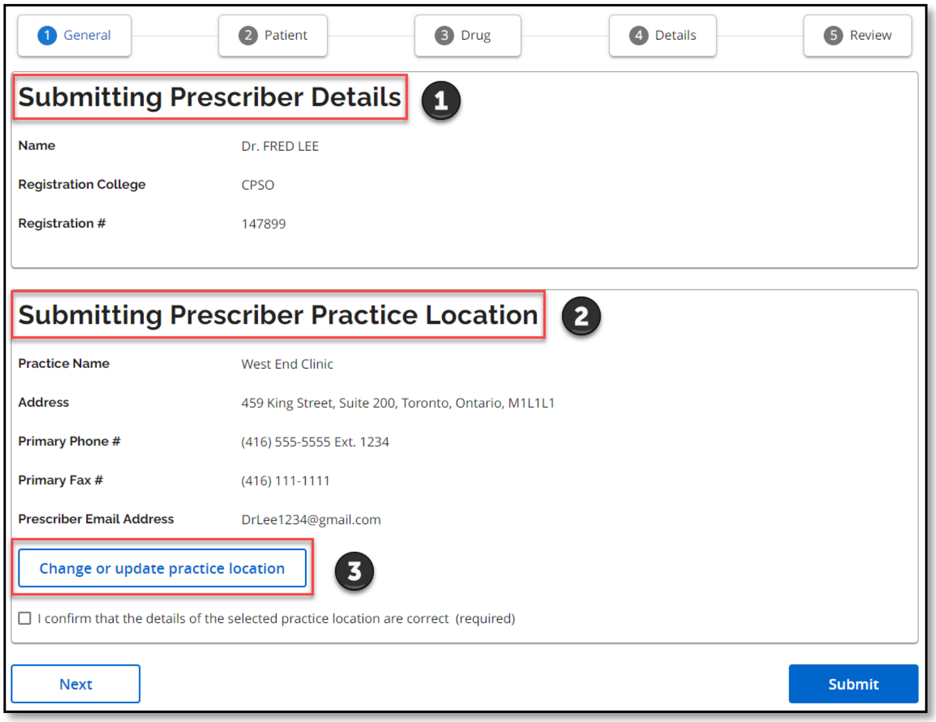
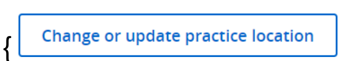


Figure 29 – Image of the General 'Prescriber Details' Screen

Required fields on the **General** screen and throughout SADIE are noted in brackets beside the question or the field title. If you leave any required field empty, an error message will appear indicating that the information is required. The **Review** tab (see Chapter 10) will also list any missing required fields.

Changing or Updating Location Details

If there is more than one location that a prescriber works from, choose the relevant location for the request by selecting the **Change of update location** { 

} button. Please ensure the information shown is correct.

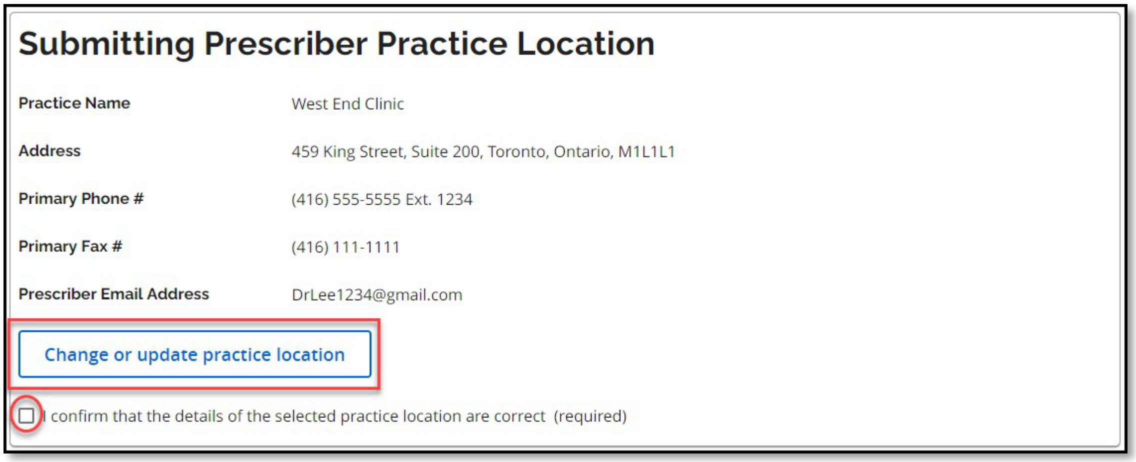


Figure 30 – Image of the Submitting Prescriber Practice Location Section with Change or Update Practice Location Button

6.1.1. Each time a new request is created in SADIE, you must confirm location information by selecting the required checkbox beside the statement: “I confirm that the details of the selected location are correct.”

6.1.2. Select the checkbox to confirm that the information displayed (Address, Primary Phone #, Primary Fax #) is correct.

Confirming location details (especially the fax number) is important to ensure correspondence from the EAP is directed properly.

6.1.3. If you need to select a different location or the location details are incorrect (i.e., address, telephone number, or fax number), select the **Change or update location** { Change or update practice location } button.

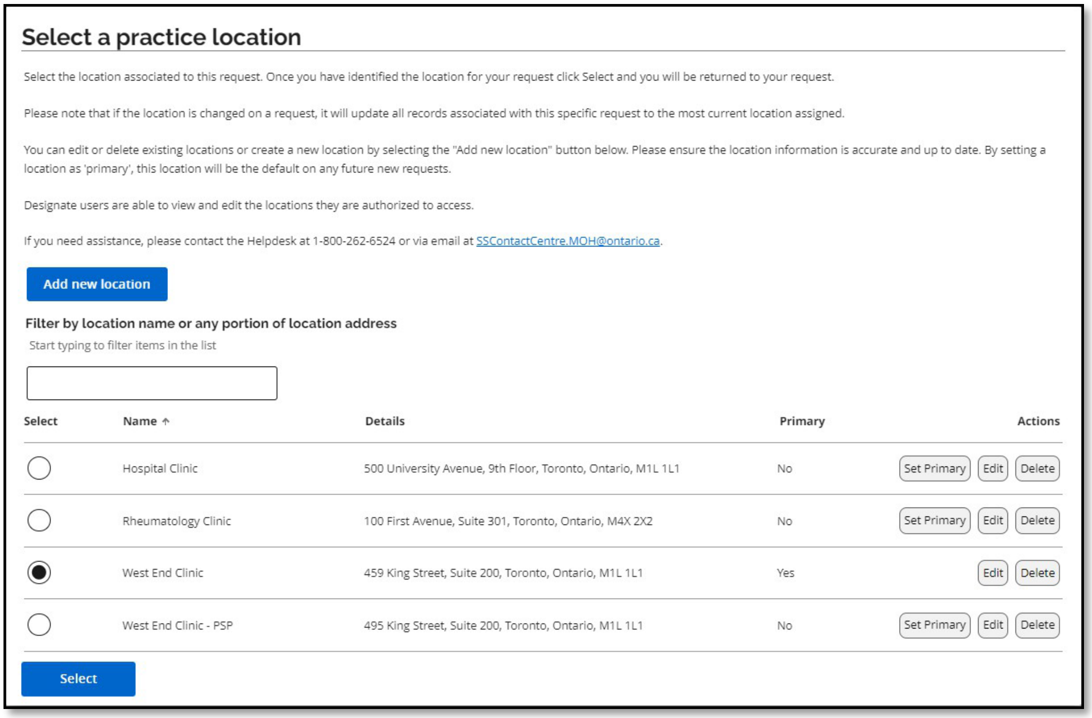


Figure 31 - Image of the Select a Practice Location Window

6.1.4. The **Select a Practice Location** window displays.

6.1.5. Select the radio button beside a location name to choose a different location, then click the **Select** { Select } button to return to the **General** screen.

Note: The displayed location(s) and their details are what has been provided to EAP, or information that has been updated by the prescriber or their delegates / designates. You can edit location details in SADIE. See Chapter 17 for steps to edit or add a new location.

Chapter 7 – Request (Patient Screen)

The **Patient** screen is where you enter all the patient information. If you launch SADIE from a patient's EMR and the patient has a valid Health Card Number, the patient's information will pre-populate in the Patient Screen. If this is the case, please skip ahead to section 7.1.3.

7.1. Instructions for Entering Patient Information with a Health Card Number or Ontario Drug Benefit (ODB) Eligibility Number

7.1.1. Enter the patient's Ontario health card or ODB eligibility number. You do not need to enter the version code.

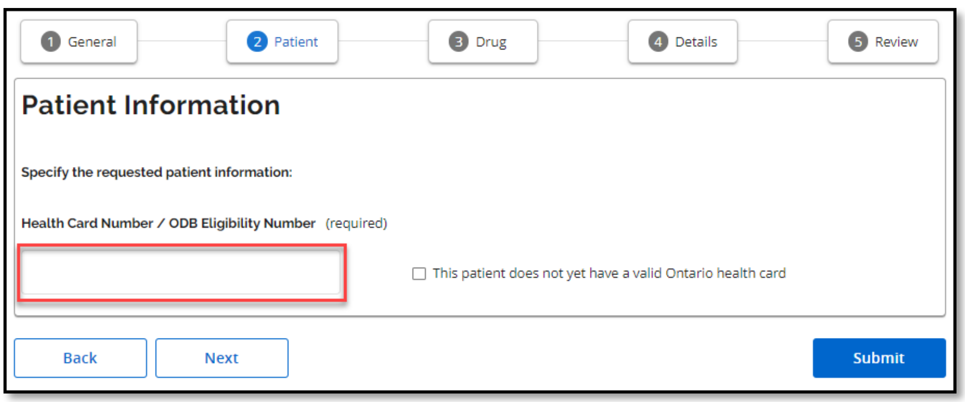


Figure 32 - Image of the Patient Information Tab with Health Card Number / ODB Eligibility Number Field

☞ Ensure you have entered a ten-digit number. If you enter less than ten digits, a message displays indicating the number entered is invalid.

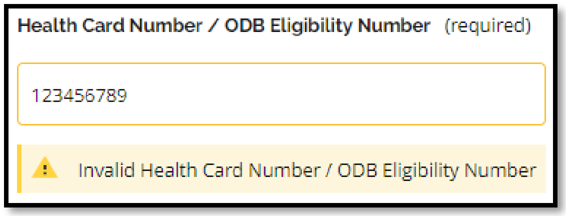


Figure 33 - Image of the Invalid Health Card Number Message

7.1.2. After entering the number, the system queries the Ministry's health card records and if the patient is found, the page refreshes and displays the patient's details, in read only format, along with the following message:

The patient information shown for this health card number is from the Ministry's records. Please confirm it is correct. If you believe the health card number is correct, but the details do not match, select 'The patient does not yet have a valid Ontario health card' checkbox, complete the required details and advise patient to have Service Ontario update their information.

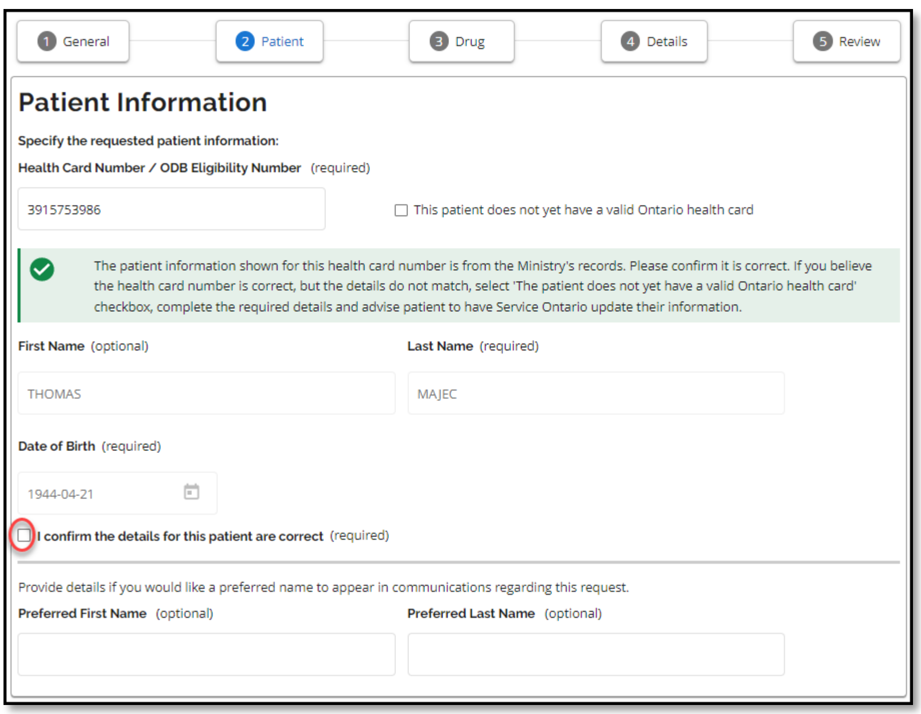


Figure 34 - Image of the Patient Tab with Patient Found Message

7.1.3. If the patient details match your patient, click the check box to confirm the details for the patient are correct.

7.1.4. If the message indicates the patient's number is not found, complete the patient information (last name, sex, date of birth).

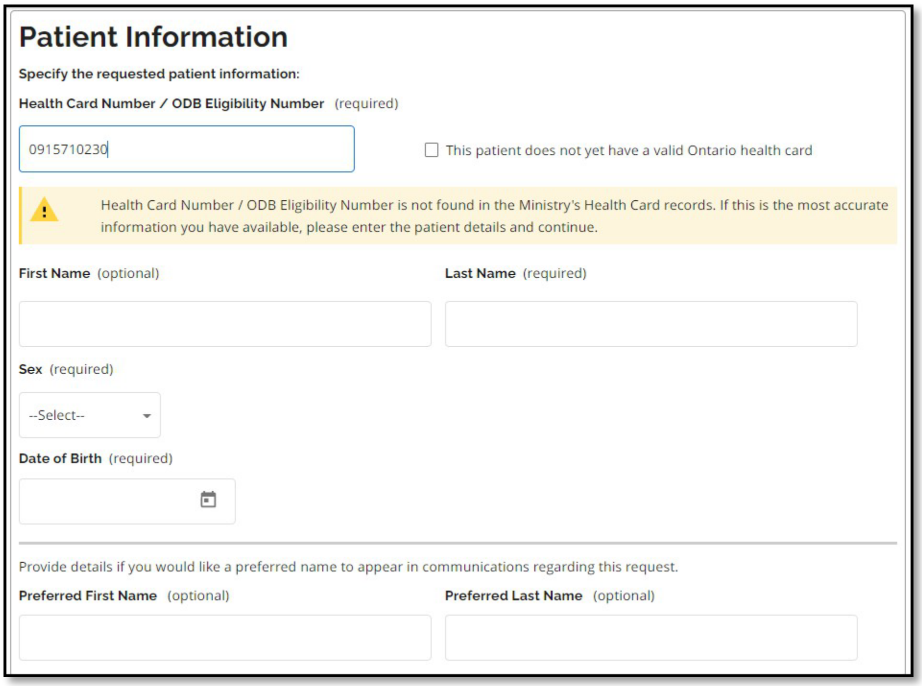


Figure 35 - Image of the Patient Tab with Patient Not Found Message

7.1.5. You can enter a **Preferred Last Name** or **Preferred First Name** if you know your patient by a different name. This name will appear on the response letter to help you identify the patient.

Note that once a number has been entered, if it is changed, the following message indicates that you will lose patient data. Click OK to change the patient, or select Cancel to maintain the current patient.

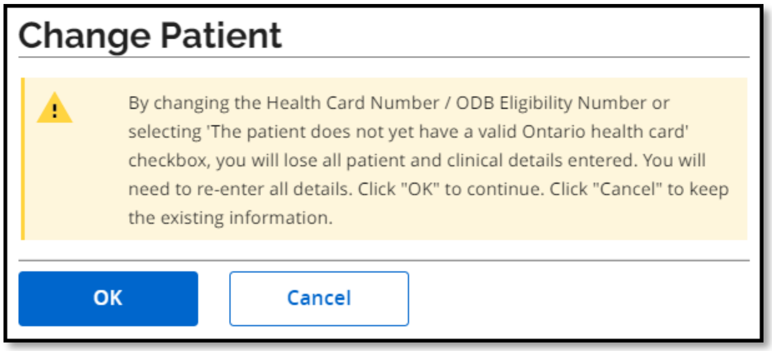


Figure 36 - Image of the Change Patient Message

7.1.6. If the patient does not yet have an Ontario health card number or ODB eligibility number, click the **This patient does not yet have a valid Ontario health card** checkbox. When this checkbox is selected, the **Sex** field is displayed and must be entered.

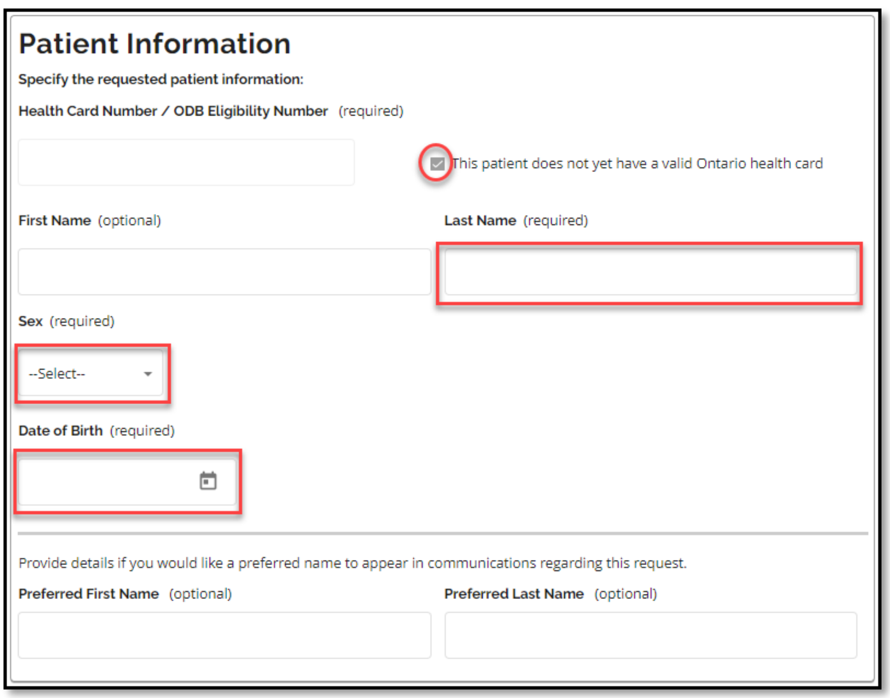


Figure 37 - Image of the Patient Information Section with the Patient Does Not Yet Have a Valid Ontario Health Card Check Box Selected

7.1.7. Enter the patient's first and last name. Only the last name is a mandatory field, but it is recommended that you enter their full name.

7.1.8. Enter the patient's sex. Select **Male** or **Female** from the drop-down menu.

7.1.9. Click anywhere inside the **Date of Birth** { } field to select the patient's date of birth. (Refer to Appendix B, for details on how to use the calendar controls to enter dates.)

7.1.10. Click the **Next** { Next } button.

Chapter 8 – Request (Drug/Indication Screen)

This screen requires you to select the relevant drug and indication for the drug request.

8.1. Instructions for Entering the Drug

8.1.1. In the **Drug/Indication Details** section click into the **Drug (Generic name)** field and start typing the name of the drug you are requesting. You may search for a drug by entering the brand name, generic (chemical) name or Drug Identification Number (DIN). As you type, any drugs matching your input will show in the list.

Note that regardless of whether you enter a brand or a DIN, the generic (chemical) name of the drug is what appears and must be selected.

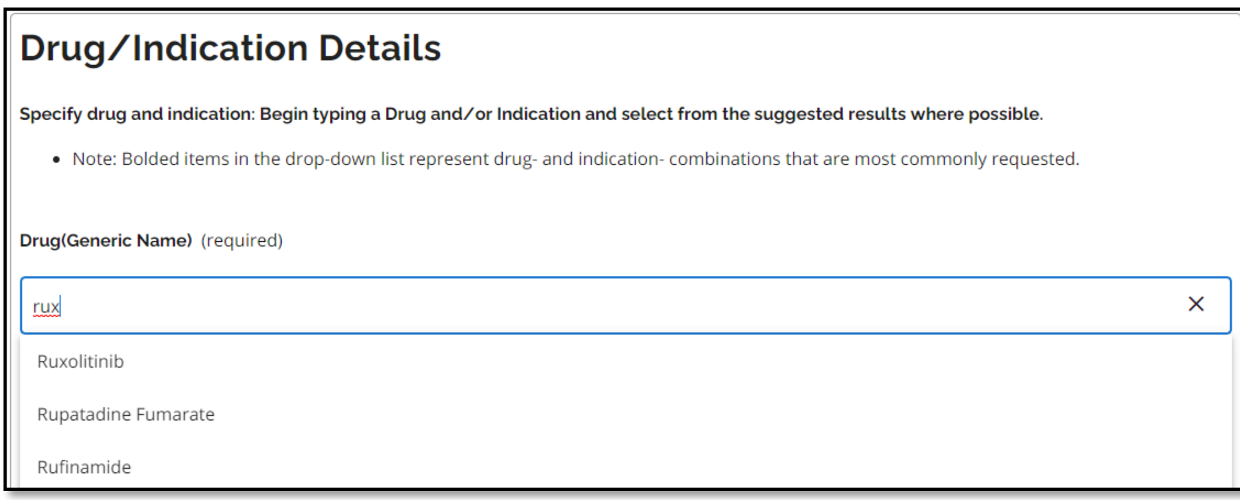


Figure 38 - Image of the Drug / Indication Screen - Drug Field

8.1.2. Click on the relevant drug when it is displayed to enter it in the field.

Note that after selecting a Drug/Indication, if you want to change a selection, click the 'X' on the right side of the **Drug** (Generic Name) or **Indication** fields, in the **Drug/Indication Details** section.

Select a drug or indication in the drop-down list, then select from the bolded items in the corresponding drug or indication drop-down list. Bolded items represent combinations that are most commonly requested, which in the majority of cases will provide a criteria-specific smart form with clinical questions specific to the criteria for this drug and indication. If you select a drug and indication combination that is not in bold, you will be provided the online version of the EAP standard form and will be provided a general set of questions in which you may enter the required clinical information. Please review the criteria summary to determine the reimbursement criteria that must be met for the EAP funded drug. See Figure 43 – **Criteria Summary** section for more detail.

Note that for best experience, and to access smart forms where available, users should select a value from the **Drug (Generic Name)** drop-down field and select it by clicking on the drug name. If a drug that is available in the drop-down is not selected (or only part of the name is typed in), users will not benefit from the features of a tailored smart form and the questions that are presented may not be specific to the desired drug and indication. This can result in an 'incomplete' submission and the need for the EAP staff to request additional information, causing delays.

You can type any drug name in this field. If the drug is not on the list, you will still be able to complete and submit a request though you will be provided the EAP standard form.

8.2. Instructions for Entering the Indication

⚠ Note that for the best experience, and to access smart forms where available, prescribers may wish to provide their delegates and designates with the indication they prefer to be selected for specific drugs.

8.2.1. Click into the **Indication** field. The indication(s) most commonly requested with a drug in EAP requests will be displayed in bold text at the top of the list, followed by all other indications currently listed in SADIE, listed in alphabetical order. Bold text indicates either drug and indication combinations that are funded by EAP or that are commonly requested even if not funded.

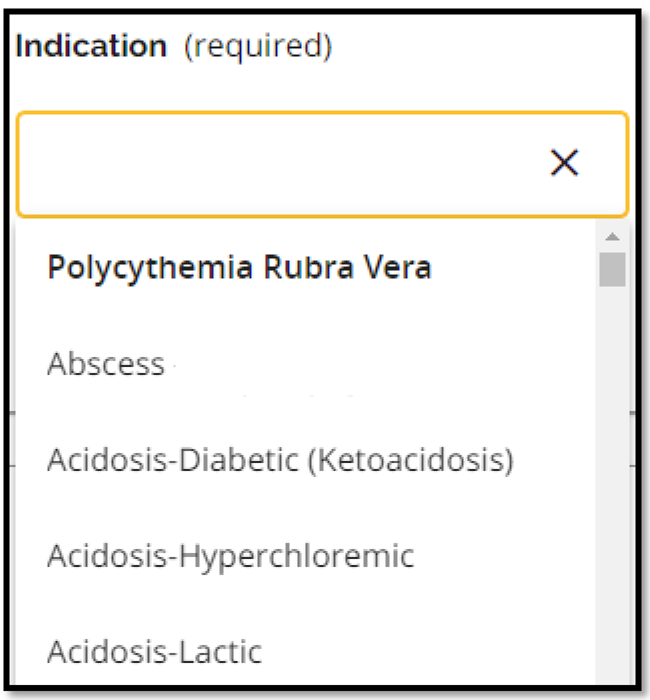


Figure 39 - Image of the Drug / Indication Screen - Indication List

8.2.2. Select the indication by clicking on it or, if it is not visible on the list, begin typing the name of the indication in the field to move down the list.

If an indication appears on the list, it is important that you select it rather than simply typing the full name.

Although recommended to select the drug first, you can choose an indication first, and the drug(s) most commonly associated with that indication will appear at the top of the drug list in the bolded text followed by other drugs listed in alphabetical order.

Once you have selected a drug and indication, if you subsequently change the drug or indication, this message below will be displayed to warn you that any clinical details you have entered will be discarded.

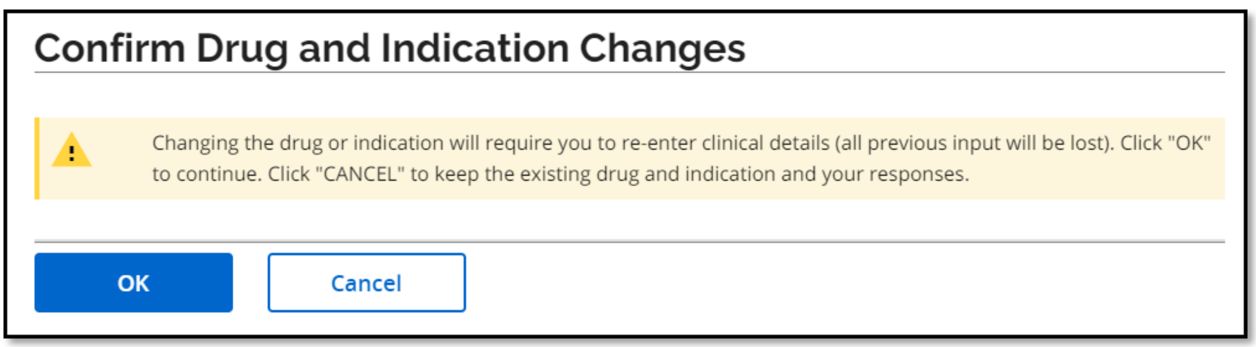


Figure 40 – Image of the Confirm Drug and Indication Screen Changes Message

8.2.3. Select the **OK** { OK } button to confirm the drug or indication change, or the **Cancel** { Cancel } button to maintain the existing selections.

8.3. Instructions for Entering Hospital Discharge Details

8.3.1. In the **Hospital Discharge** section click the **Patient is awaiting hospital discharge** check box if the ODB-eligible patient has started a drug therapy as a hospital inpatient and an EAP decision is required to complete the hospital discharge.

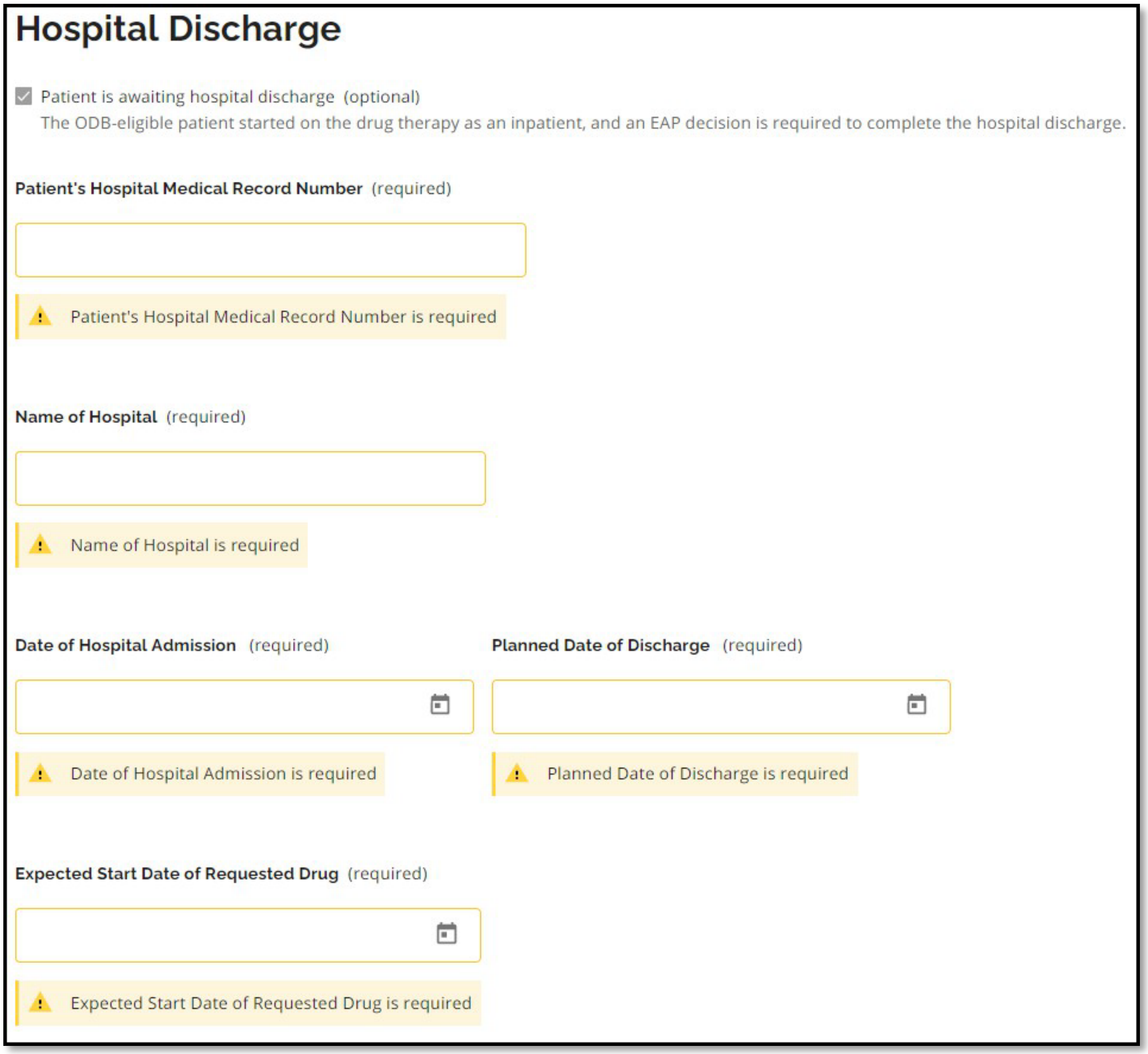
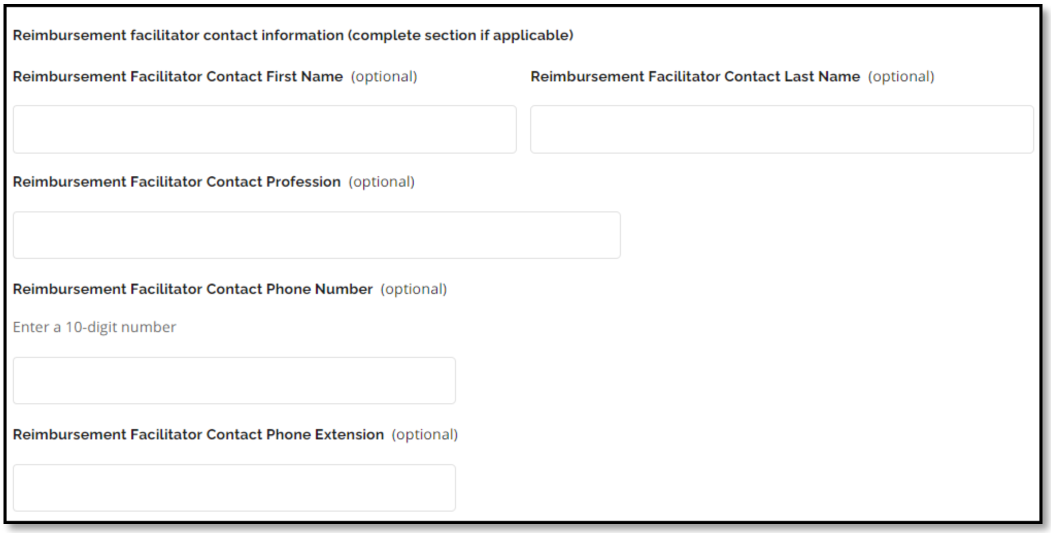


Figure 41 – Image of the Drug / Indication Screen - Hospital Discharge Section

8.3.2. By selecting the check box you are prompted to answer questions related to hospital discharge.


Reimbursement facilitator contact information (complete section if applicable)

Reimbursement Facilitator Contact First Name (optional)

Reimbursement Facilitator Contact Last Name (optional)

Reimbursement Facilitator Contact Profession (optional)

Reimbursement Facilitator Contact Phone Number (optional)

Enter a 10-digit number

Reimbursement Facilitator Contact Phone Extension (optional)

Figure 42 – Image of the Drug / Indication Screen - Hospital Discharge Reimbursement Facilitator Section

8.4. Instructions for Reviewing the Criteria for Reimbursement

Once you have selected a drug and indication, a description of the reimbursement criteria that must be met for the EAP funded drug will be presented to you in the **Criteria Summary** section. Review the criteria for reimbursement.

Criteria Summary

For the treatment of intermediate to high risk symptomatic Myelofibrosis (MF) in patients meeting the following criteria;

i) MF is assessed using the Dynamic International Prognostic Scoring System (DIPSS) Plus; or the patient has symptomatic splenomegaly

ii) Patient has an Eastern Cooperative Oncology Group (ECOG) performance

status <= 3

iii) Patient is previously untreated or refractory to other treatment

Dosing regimen: 5 mg to 25 mg twice a day

Duration of Approval: 1 Year

Initial Renewals are considered for patients who:

- Have confirmation of either a reduction in spleen size or documented improvement of disease symptoms within 6 months of initiating therapy with Jakavi.

Second and subsequent Renewals are considered for patients who continue to benefit from therapy with Jakavi

Figure 43 – Image of the Drug / Indication screen - Criteria Summary Section (using drug Ruxolitinib)

☞ If your request is for a drug and indication where full reimbursement criteria do not exist, you will see the message below:

The Exceptional Access Program covers approximately 1,000 drug products through case-by-case review, but not all products have specified criteria. Additionally, it is not possible to list all covered EAP products as some may be considered through various policies. If you are requesting a product without full criteria, you will be provided with a standard form where you should provide adequate information to enable a clinical review of the request. For patients with life-, limb, or organ-threatening conditions requiring a drug and indication combination, not on the EAP list, you may wish to visit our website at: [Exceptional Access Program | ontario.ca] to determine if the circumstances may be eligible for consideration through the Ministry's compassionate review policy. On this website, you will find a form to submit your application for compassionate review requests for case-by-case consideration through an established process.

Chapter 9 – Request (Details Screen)

This screen requires you to provide the necessary clinical information in support of the request. Once a drug and indication have been selected on the **Drug** screen, the **Details** screen reviews EAP request history (drugs, indications, prior approvals, and durations, etc.), determines and assigns the request type (Initial or Renewal), and presents appropriate questions.

Depending on the request history, an option to enter an amendment to an existing approval for the same drug and indication may also be available. See Section 9.2 for more details about amendments.

9.1. Request Type – Initial and Renewal

9.1.1. Initial Requests

Initial: There is no prior EAP approval for this patient, for this drug and indication pair, regardless of whether the patient has started the requested drug or not.

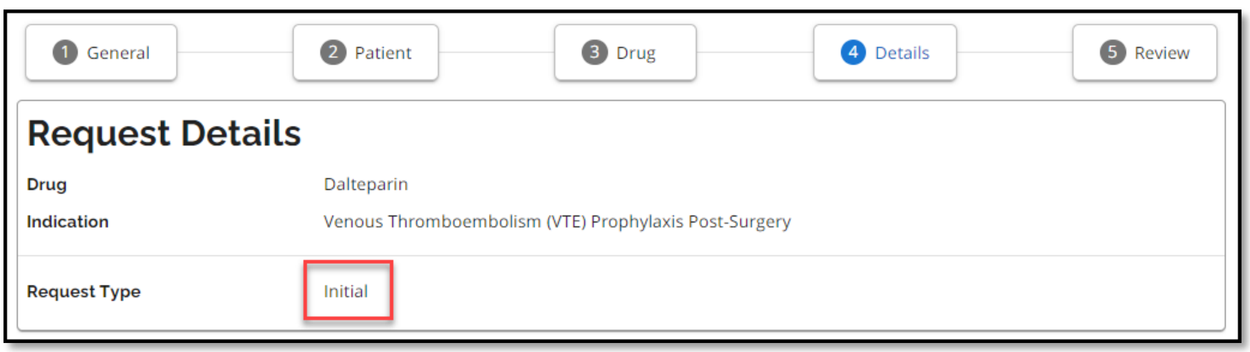


Figure 44 – Image of the Details screen – With Assigned 'Initial' Request Type

9.1.2. Renewal Requests

Renewal: a request for a renewal of an existing EAP approval for the same patient, drug, and indication, within the EAP's renewal period.

Note that the renewal period is the window in which a user can submit a request for renewal, and it varies based on the drug and indication, and the approval duration already granted.

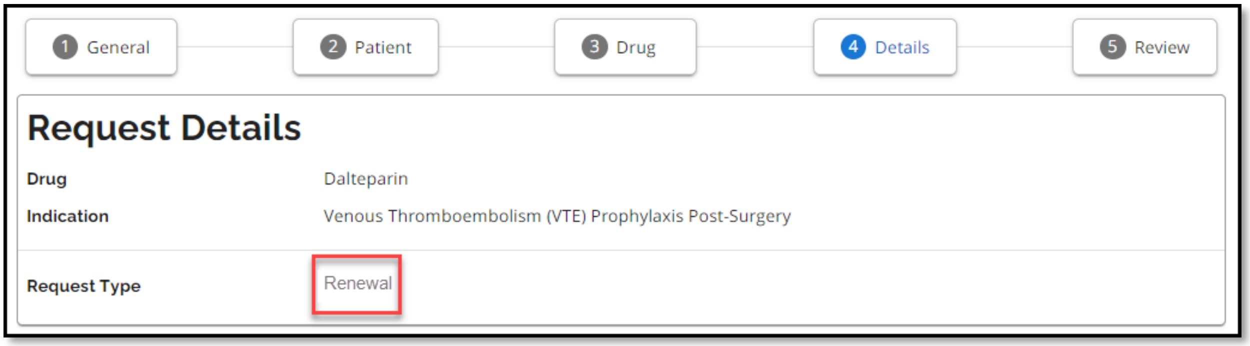


Figure 45 – Image of the Details screen – With Assigned 'Renewal' Request Type

In some cases, if the renewal period for an approval for a drug and indication has recently lapsed, the system may assign an Initial request type, and offer an option to select a Renewal request type if desired. You may choose to proceed with a renewal request, however, this may result in an 'incomplete' submission and the need for the EAP staff to request additional information, causing delays.

See the following screenshot that shows the options to proceed with an Initial request or select a Renewal request when the renewal period for an approval for a drug and indication has recently lapsed.

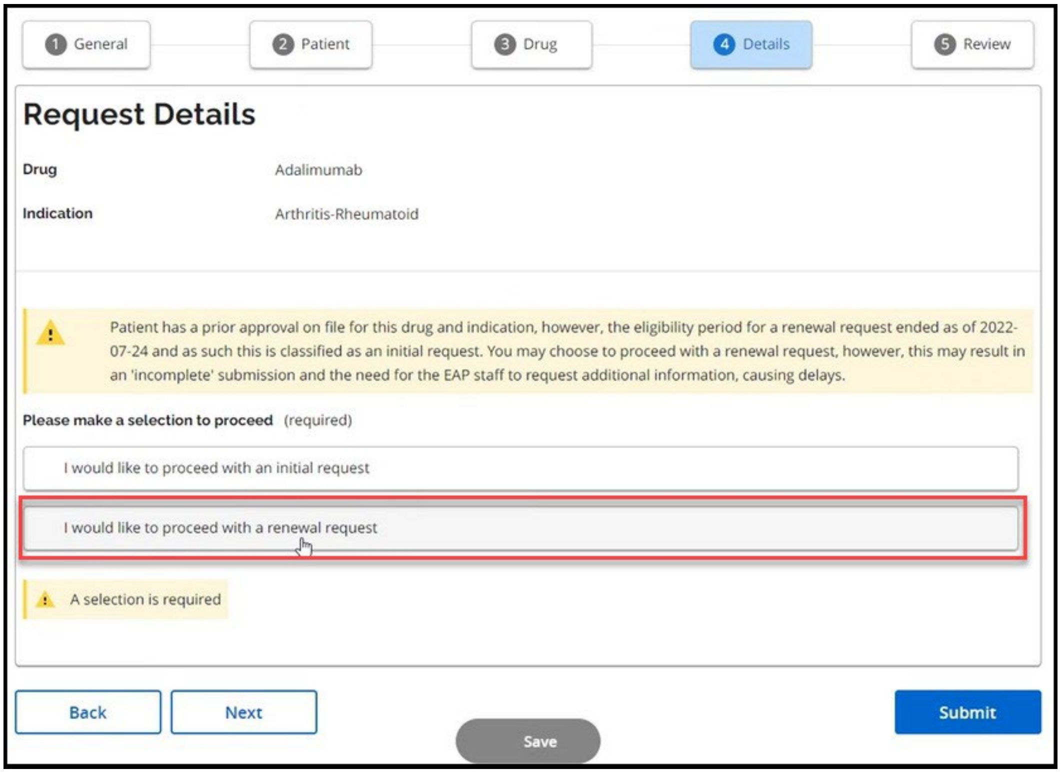


Figure 46 – Image of the Details screen – Approval has Recently Lapsed

In some cases, when entering a new request for a patient, after entering the drug, the system will recognize existing approvals on file for the drug, for different indications. If the indication for the new request is different than the existing approvals, SADIE allows you to proceed to enter a request for the drug and new indication, or select one of the existing approvals on file with a different indication.

See the following screenshot that shows the options to proceed in this scenario.

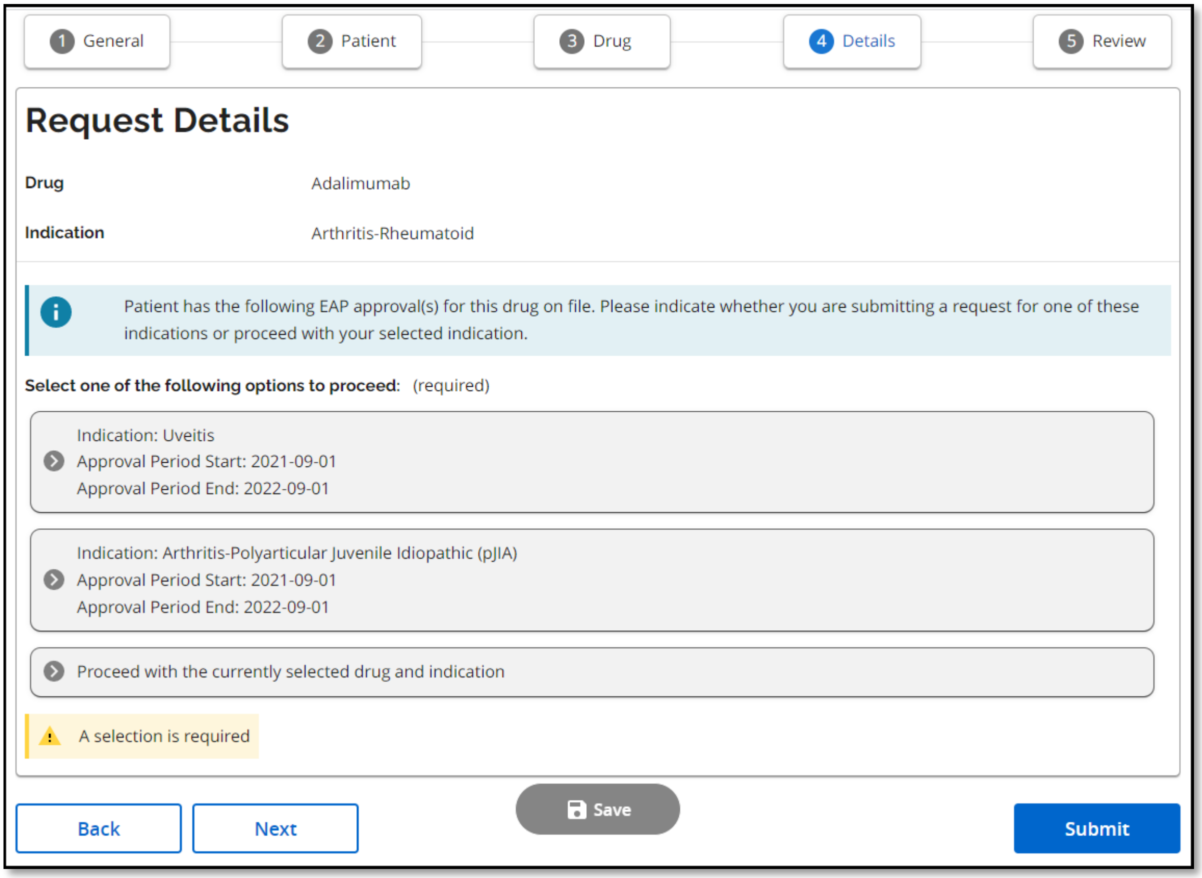


Figure 47 – Image of the Details screen – Approvals for Same Drug for Multiple Indications

9.2. Request Type – Amendment

Amendment Requests

Amendment: a request to change detail(s) (e.g., change of Dose, change of DIN and/or Format, change to Approval Period, other) of an existing EAP approval for the same patient, drug, and indication.

9.2.1. Once you have entered the patient’s number and confirmed the patient, and selected a drug and indication, in the **Request Details** section, SADIE reviews the EAP request history.

9.2.2. If the system detects an existing current approval for the patient’s drug and indication, it provides the option to amend one or more details of the approval.

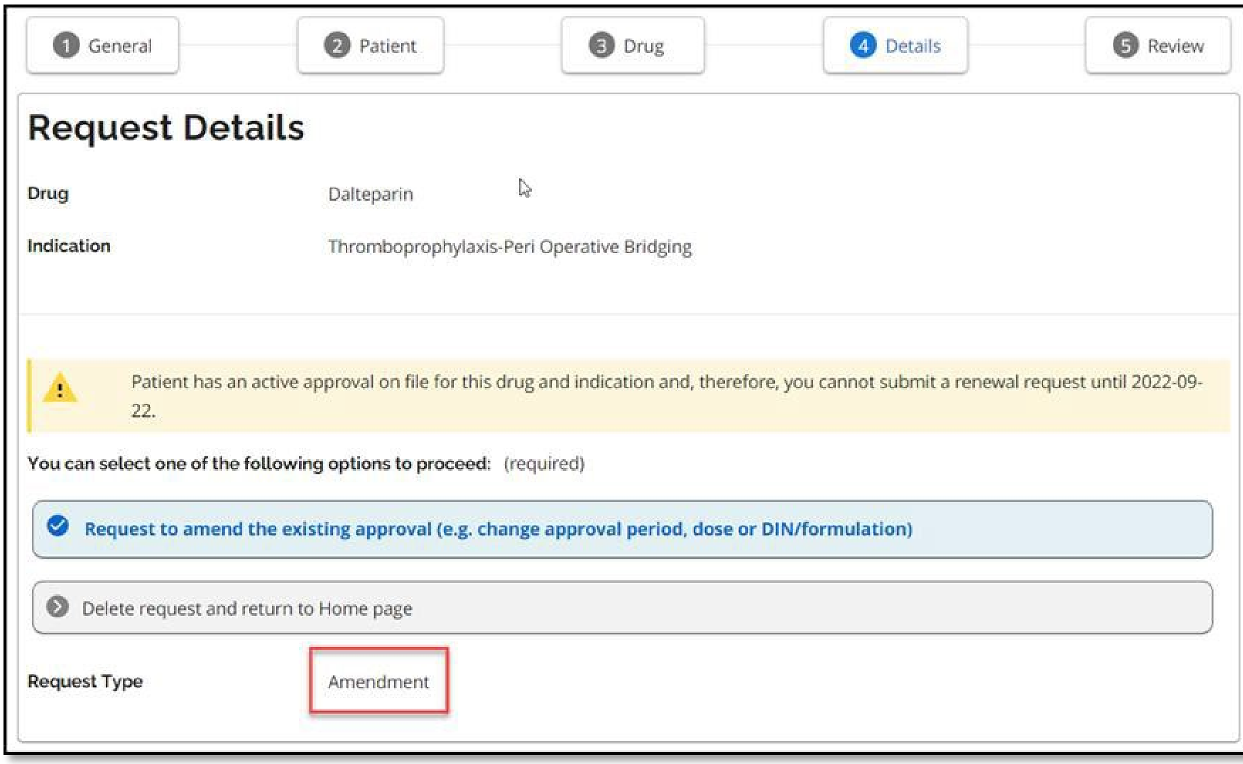


Figure 48 – Image of the Details screen – With ‘Amendment’ Request Type Selected

9.2.3. Select the **Request to amend the existing approval** button.

9.2.4. Select one or more of the following to specify the exact changes requested for the approval:

- Change of DIN and/or Format
- Change of Dose

- Change to Approval Period
- Other

9.2.5. Enter a detailed description of the requested change to the approval, and a detailed explanation for why the patient requires the requested change.

9.3. Instructions for Entering Clinical Details

Answer the clinical details questions presented. Depending on your response, additional questions may be displayed.

If you make changes to previously answered questions, some questions you have already answered may disappear.

Tip

Required fields are noted in brackets beside the question or the field title. If you do not answer a required question, you will need to provide a rationale for why you cannot provide this information. The **Review** tab (Chapter 10) will help you identify missing required information.

9.4. Adding an Attachment

Some questions may ask that you supply an attachment (e.g., a lab test result) or you may want to add attachment(s) when providing additional information to a request (see Chapter 16 for more details).

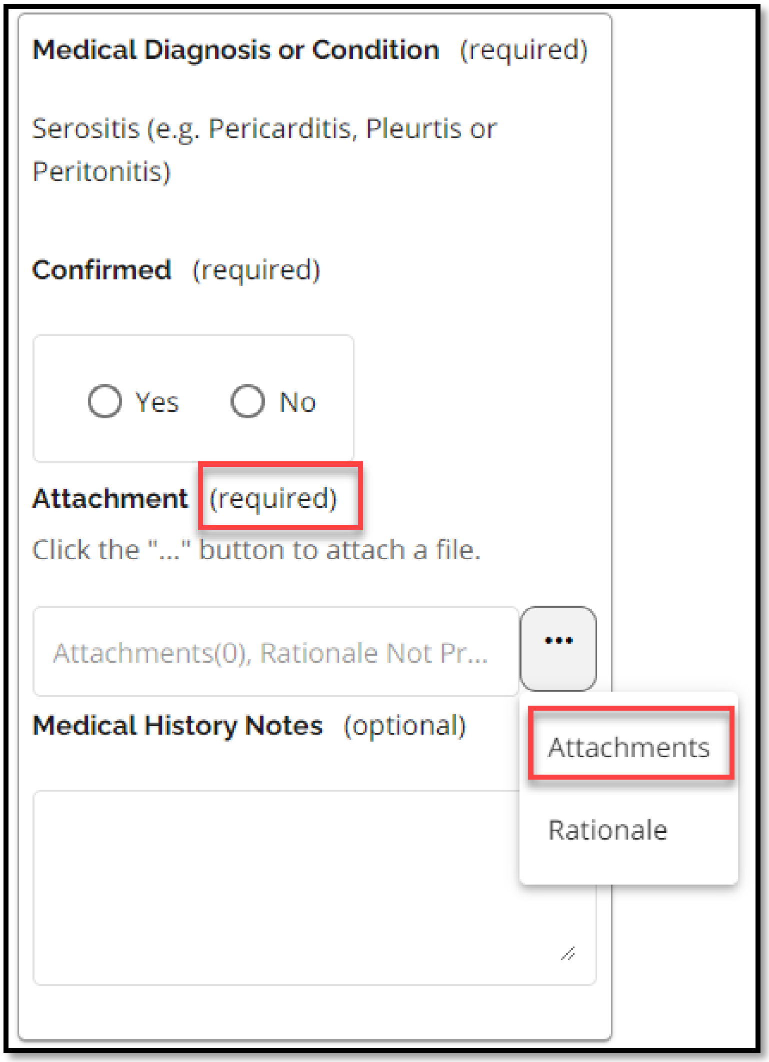


Figure 49 – Image of the Clinical Details Screen - Attachment Required Window

9.4.1. To add an attachment, click the ellipsis (…) in the **Attachment** field. The system will display options to add an attachment(s), or to add a rationale if no attachment is available.

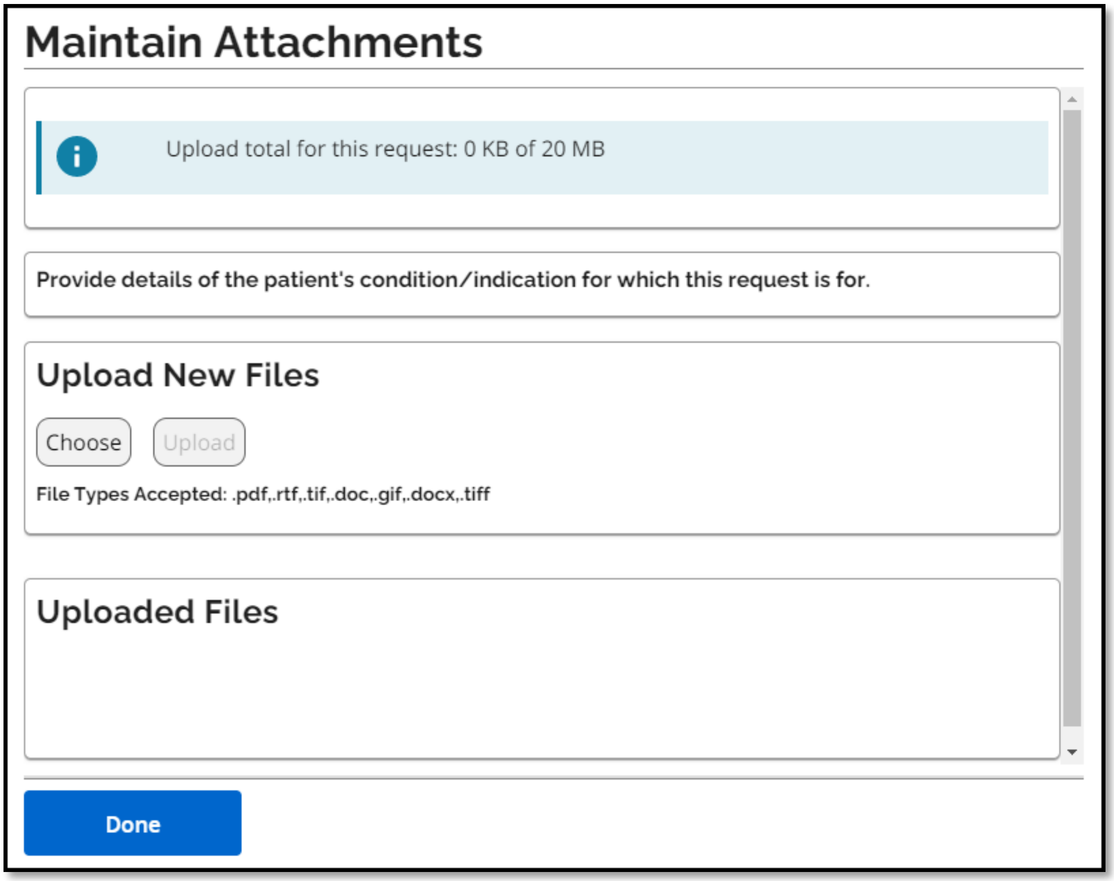


Figure 50 – Image of the Maintain Attachments Window on the Clinical Details Screen

9.4.2. In the **Upload New Files** section, click the **Choose** { Choose } button.

9.4.3. At the **Open** window, browse and select the file you wish to attach and click the **Open** { Open } button.

You can upload more than one file at a time if the files are in the same folder or repeat the steps if you wish to attach multiple files in separate folders.

9.4.4. Once all relevant files are selected, in the **Upload New Files** section, click the **Upload** { Upload } button.

9.4.5. A message will be displayed indicating that your attachment(s) has been uploaded successfully, as shown below.

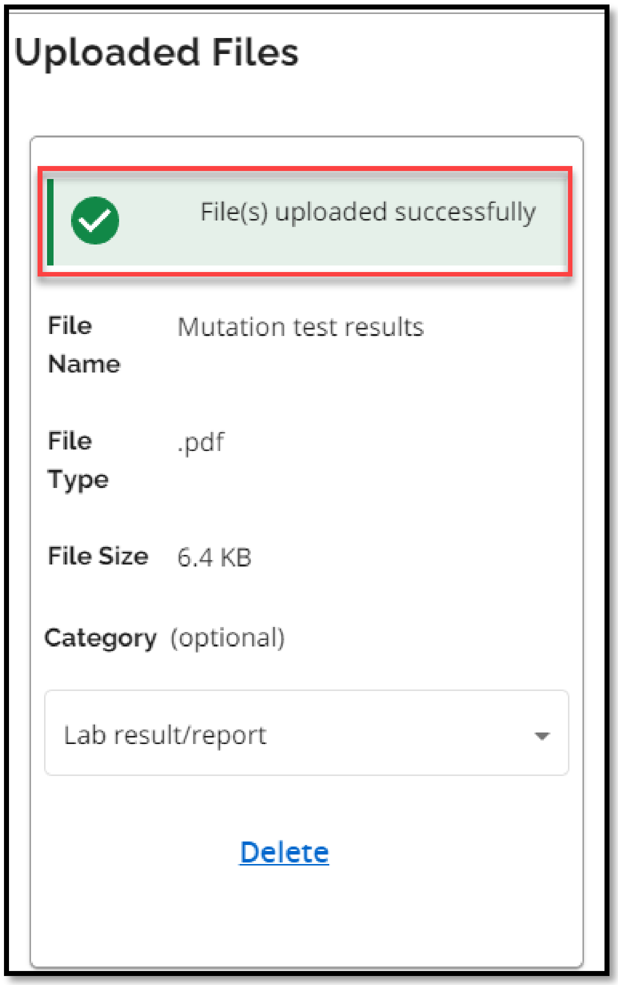


Figure 51 - Image of the File Uploaded Successfully Message on the Clinical Details Screen

9.4.6. In the **Uploaded Files** section, for each file uploaded, select the relevant category from the **Category** drop-down menu, in order to properly identify the attachment type.

9.4.7. If you need to remove an attachment, click the **Delete** { Delete } link.

9.4.8. Once you have added all required attachments, click the **Done** { Done } button. You are navigated back to the **Details** screen where the number of attachments will be indicated in the **Attachment** field, confirming that you have successfully attached the document(s):

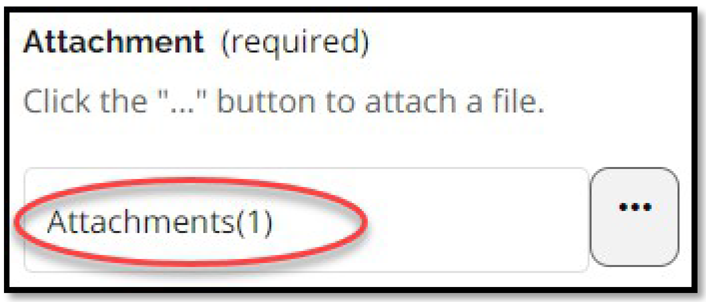


Figure 52 - Image of the Clinical Details screen - Attachment File Upload Confirmation

There is a maximum size limit of 20MB for each request upload (including all attachments) and only the following document types can be attached: .PDF, .rtf, .tif, .doc, .gif, .docx, .tiff.

If you try to attach a document that exceeds the allowable size limit, an unsupported type or a corrupted file, you will be presented with an error message.

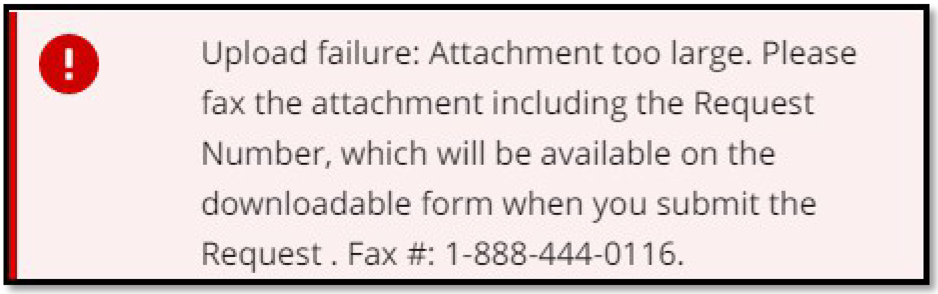


Figure 53 - Image of the Clinical Details screen - Attachment Exceeds 20MB message

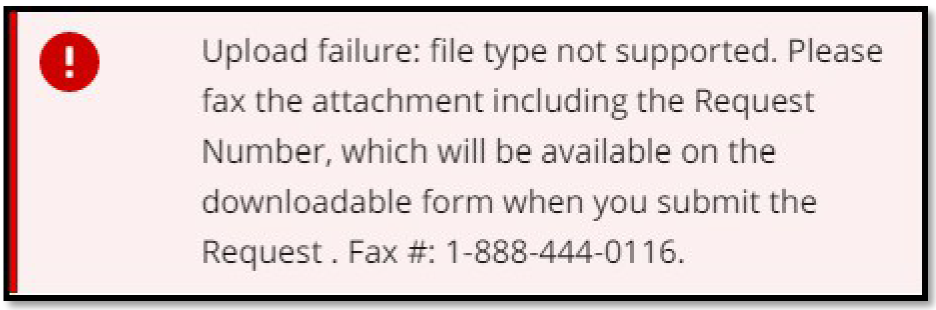


Figure 54 - Image of the Clinical Details screen Attachment File not Supported message

Figures 53, 54 - **File Upload Failure**. If you are unable to attach a document (e.g., the document exceeds the allowed size, or it is a format that is not accepted), you can fax it to 1-888-444-0116.

You will need to complete the submission of this request for an EAP request number to be assigned. Please indicate this EAP request number in your fax. You can locate this number in the upper-right corner of the downloaded request PDF, which will be available to you immediately after the request is submitted.

It is recommended that you give each attachment a meaningful name that describes the attachment(s) (such as a lab result).

9.5. Adding a Rationale on the Clinical Details Screen

You may be unable to provide a mandatory attachment required for assessment purposes (e.g., if a lab test result cannot be obtained as a patient it too ill to travel). In these situations, a rationale can be provided to explain why an attachment has not been provided.

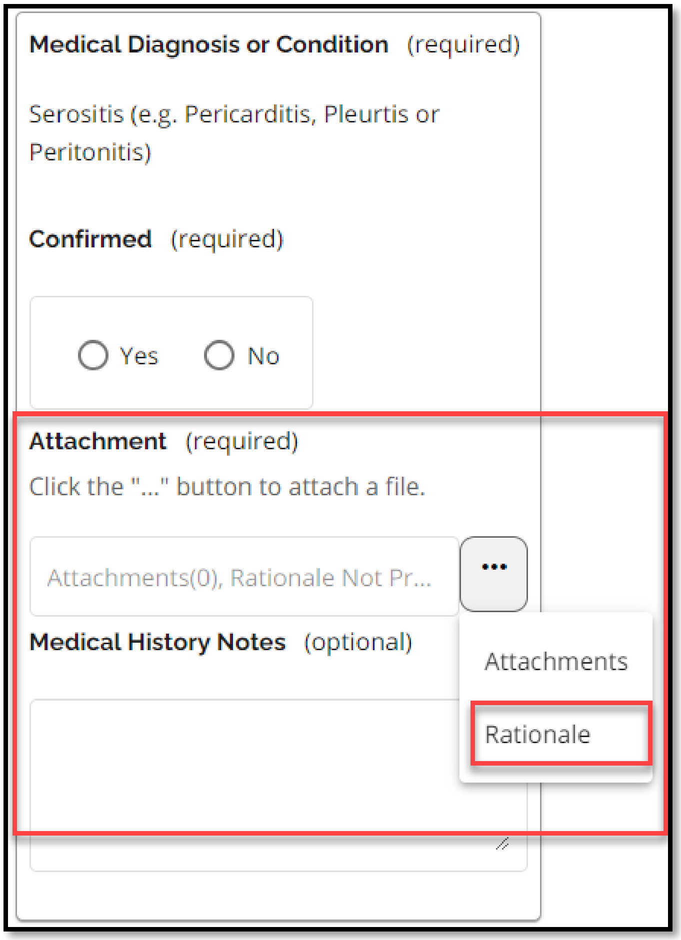


Figure 55 - Image of the Clinical Details screen - Attachment Field Rationale

9.5.1. If you are unable to add a mandatory attachment, click the ellipsis (…) to the right of the **Attachment** field. The system will display the option to add a rationale if no attachment is available.

9.5.2. Select **Rationale** { Rationale }.

9.5.3. The **Maintain Rationale** window opens. Record the reason you are unable to provide an attachment and then click the **Done** { Done } button.

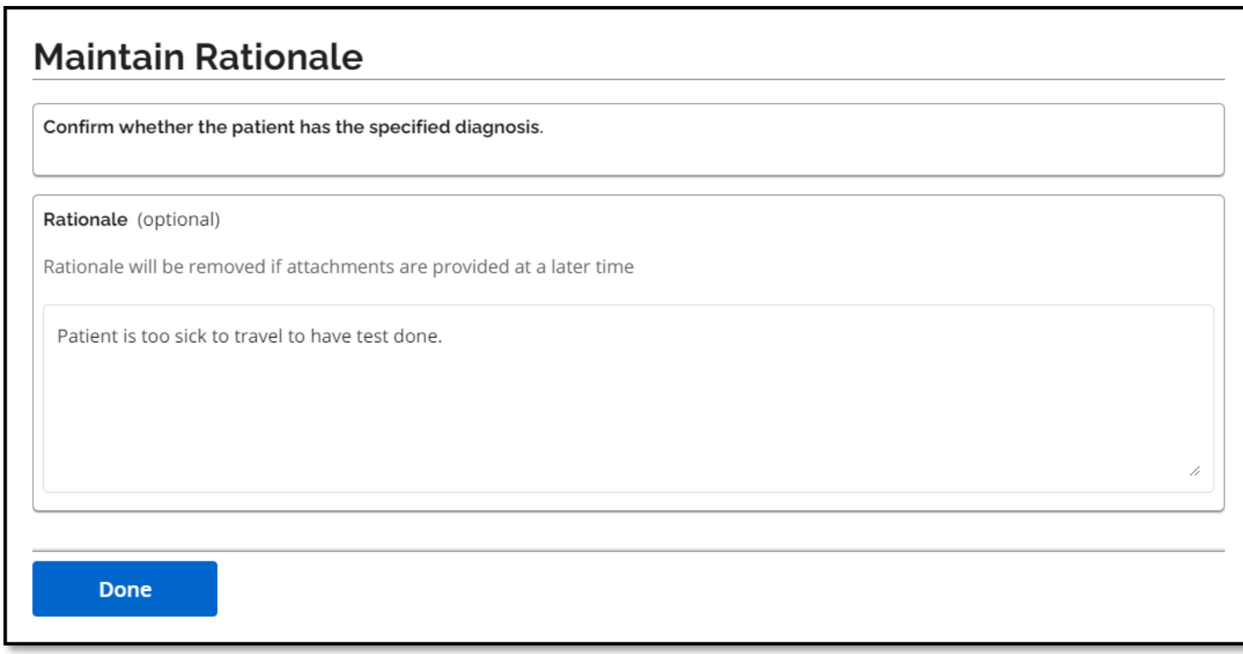


Figure 56 – Image of the Clinical Details screen - Maintain Rationale window

9.5.4. The **Attachment** field indicates that a rationale has been provided.

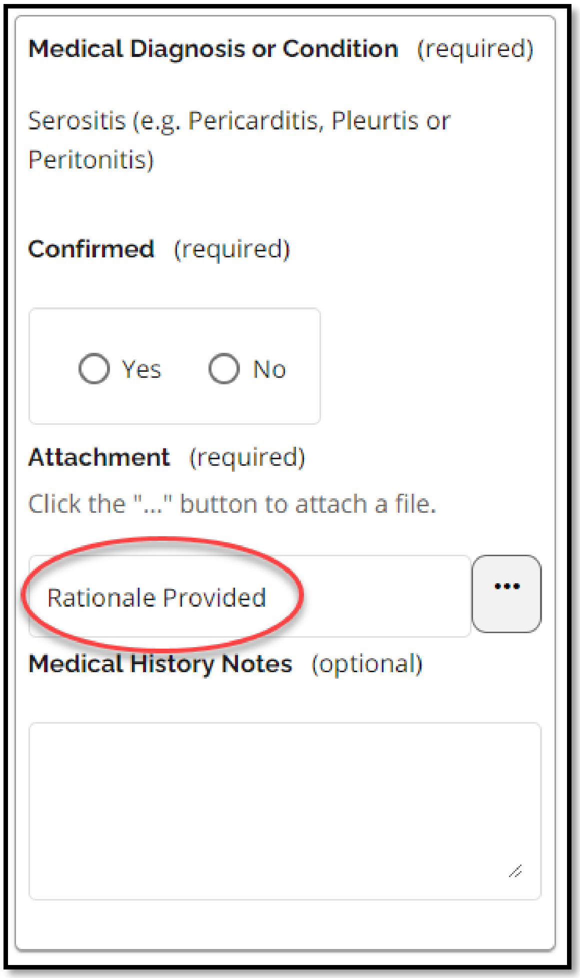


Figure 57 – Image of the Clinical Details screen

- Rationale Provided in Attachment field

When submitting a request, a general rationale can also be provided if you are unable to answer any mandatory questions. See Chapter 11 for more details about the general rationale.

Providing answers to all mandatory questions will ensure your request is dealt with promptly.

Once all questions have been answered on the **Details** screen, click the **Next** { Next } button to navigate to the **Review** tab.

The **Review** tab (Chapter 10) will list any missing mandatory fields. The Ministry will need to contact you for any missing information, resulting in a potential delay in processing.

Chapter 10 – Request (Review Screen)

The **Review** screen provides a summary of the request information, allowing you to view and confirm all information entered. This screen also highlights any mandatory questions that were not answered.

10.1. Features of the Review Screen

10.1.1. Review the screen carefully to ensure all information provided is accurate and that there are no mandatory questions that have not been answered. Any mandatory question that has not been answered will be indicated and highlighted with the message **Value is Required**, as shown below.

Figure 58 - Image of the Review screen - Value Required message

10.1.2. Click on the **Value is Required** message, and you will be directed to the related question that was not answered. Once answered, return to the **Review** screen and ensure no other mandatory information is missing. Once all mandatory information is provided, prescribers and delegates can submit the request to the EAP. Similarly, once all the mandatory information is provided, designates can send the request to the prescriber.

Note that rationale descriptions display on the **Review** tab in the **Request Summary**.

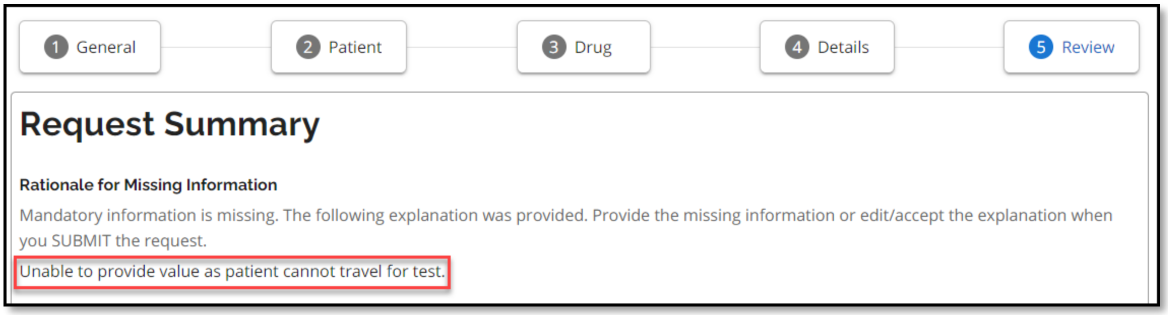


Figure 59 - Image of the Review Screen – Rationale for Missing Information Message

Always check the **Review** screen before submitting your request to ensure the request is error- free. After submitting a request, errors can be viewed on the downloaded PDF request.

Chapter 11 – Sending Requests to Prescribers & Submitting Requests to the EAP

This chapter explains the steps prescribers and their delegates must follow when submitting requests to the EAP, and the steps that designates must follow to send requests to prescribers.

Designates are not authorized to submit requests directly to the EAP; instead they must prepare the request and forward it to the prescriber or their delegate who will review the information provided and make the submission.

If the Ministry is notified that a prescriber is retired, or their license is suspended or revoked, they will not be able to submit a request through SADIE.

11.1. Instructions on How Designates Send Requests to Prescribers & How Prescribers/Delegates Submit Requests to the EAP

The **Submit** { Submit } button is available to prescribers/delegates, and the Send to **Prescriber** { Send to Prescriber } button is available to designates on every screen in SADIE once the user has clicked on + Create request to create a request. It is recommended that request details are always reviewed on the **Review** tab before either submitting the request or sending it to the prescriber, to ensure all required information has been entered correctly.

11.1.1. Once a prescriber or their delegate is ready to submit a request, they click the **Submit** { Submit } button either on the lower right side of the screen or directly from the **Announcements** section of the SADIE Home Page. A designate clicks on the **Send to Prescriber** { Send to Prescriber } button to move the request to the **Requests Ready to Submit** list for the prescriber or their delegate to review and/or submit to the EAP program.

☞ If any mandatory clinical details are insufficient or missing, after clicking the **Submit** { Submit } button, or the **Send to Prescriber** { Send to Prescriber } button, the **Invalid Request** window displays and the message indicates that the requested action cannot be completed because required information is missing or invalid.

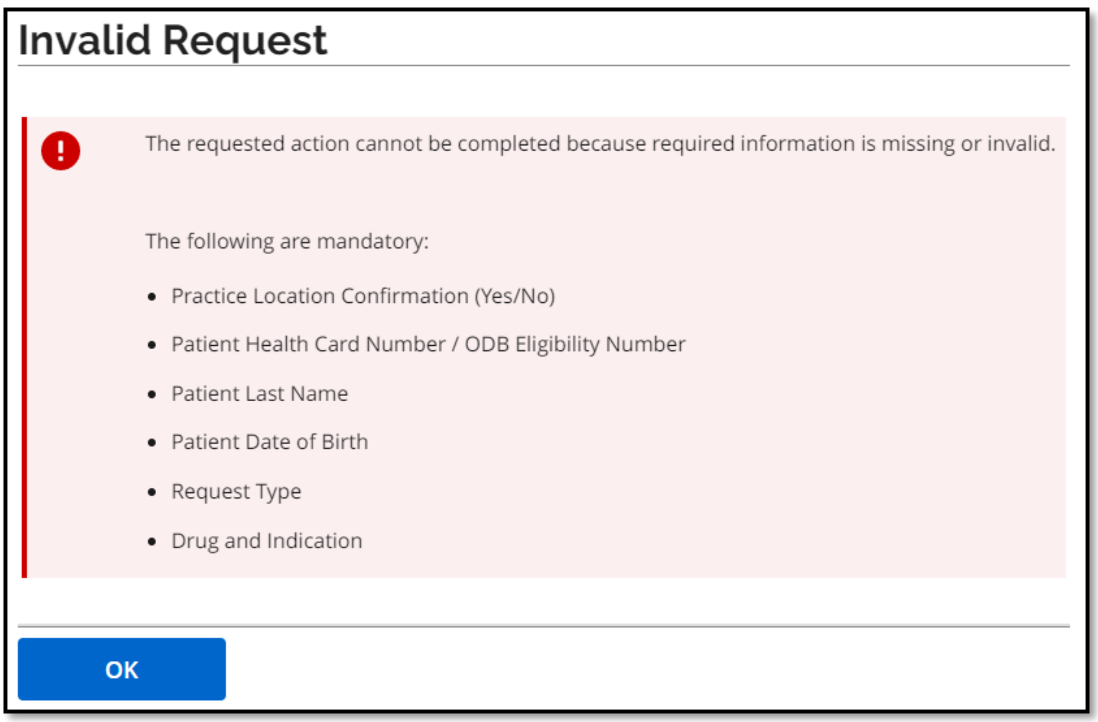


Figure 60 - Image of the Invalid Request Message

11.1.2. Click the OK { OK } button to acknowledge the message and open the **Review** tab to provide the missing information.

11.1.3. If the prescriber or their delegate submits the request or the designate sends it to the prescriber, and the clinical details necessary to assess the request have not been provided, the **Rationale Required** window displays and they will be prompted to provide a rationale on why the information cannot be provided.

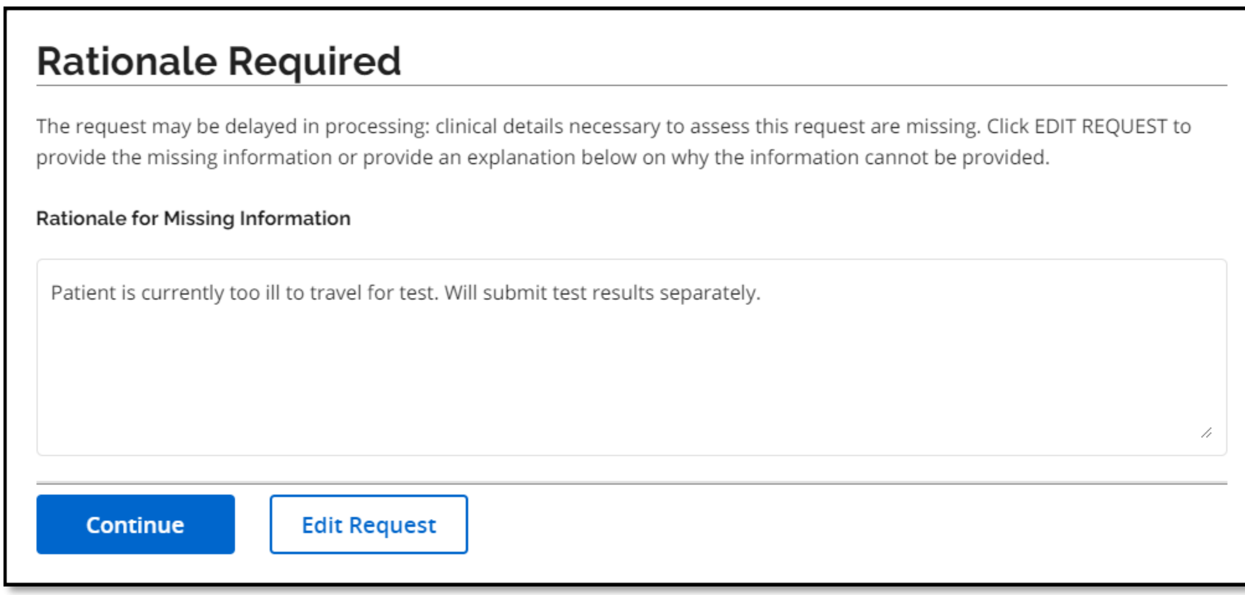


Figure 61 – Image of the Rationale Required Window

11.1.4. Type a rationale, and then select the **Continue** { Continue } button to continue to submit the request, or select the **Edit Request** { Edit Request } button to close the window and provide the missing information.

Note that previously entered rationale descriptions display on the **Review** tab in the **Request Summary**.

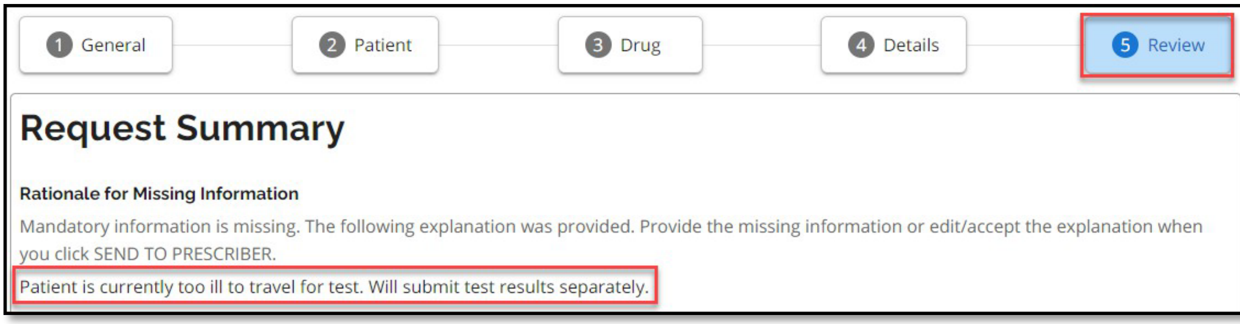


Figure 62 - Image of the Review Screen – Rationale for Missing Information Message

11.1.5. After a designate selects the **Continue** { Continue } button, the request moves to the **Requests Ready to Submit** list for the prescriber or their delegate to review and/or submit to the EAP program.

11.1.6. After a prescriber or their delegate selects the **Continue** { Continue } button, the **Terms and Conditions** window displays, and they review the information. If they agree with the terms and conditions, they click the “I accept the terms and conditions above and hereby submit the request” checkbox and then click the **Accept** { Accept } button.

11.1.7. If you do not agree with the terms and conditions, click the **Cancel** { Cancel } button and your request will not be submitted. A message states: “Request has been saved but not submitted. To submit you must click the SUBMIT button again and accept the Submitting Terms and Conditions.” A copy of the request will be saved in the **Requests in Progress** list on the **Home Page**, where your SADIE requests that are yet to be submitted to the Ministry are displayed.

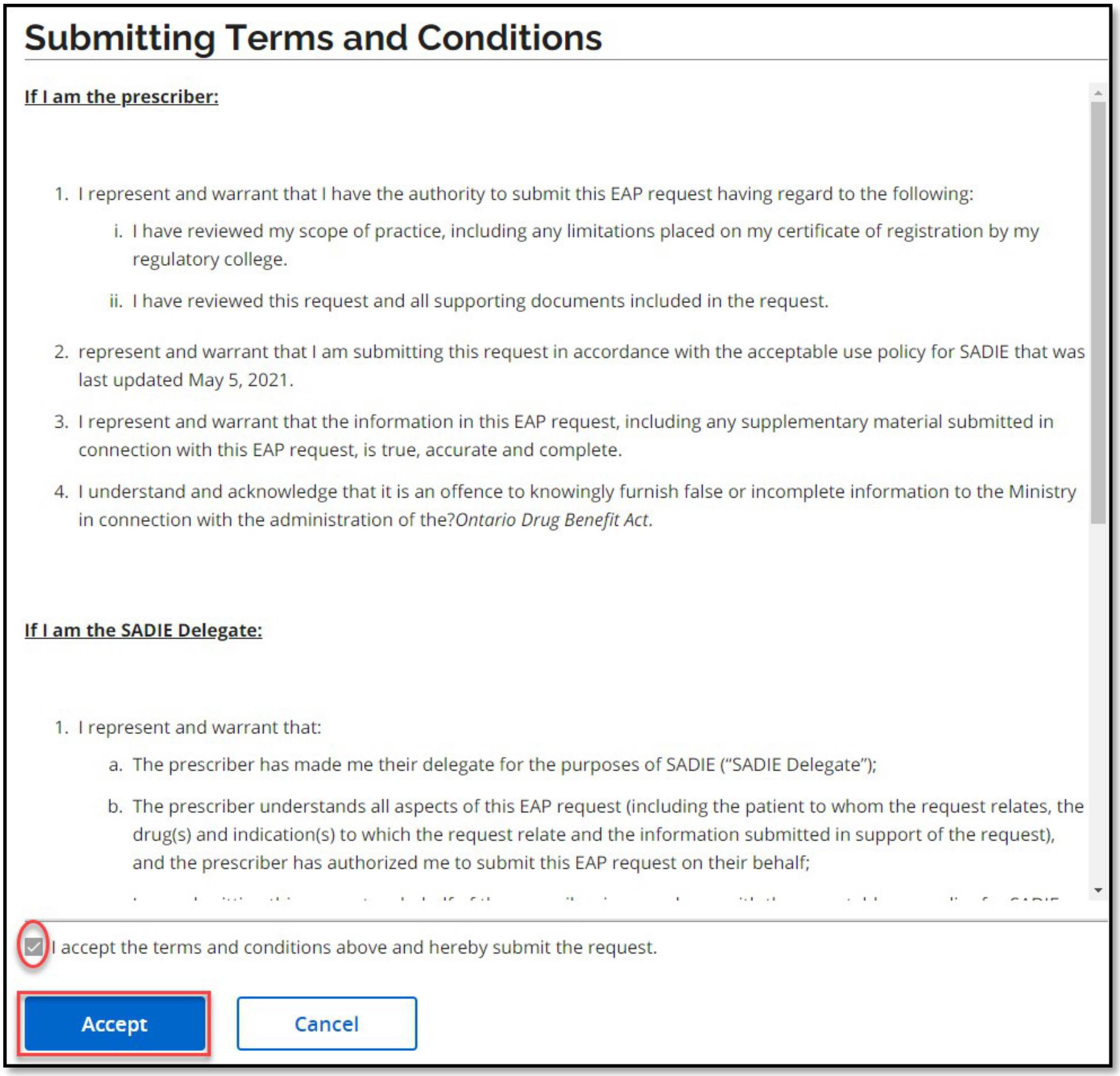


Figure 63 - Image of the Submitting Terms and Conditions Window

11.1.8. Once a prescriber or their delegate has submitted a request, a **Request Submitted** message appears which confirms the successful submission. The system temporarily displays the following message: “Determining if your request can be automatically assessed. You may wait or click close and we will notify you of the outcome.”

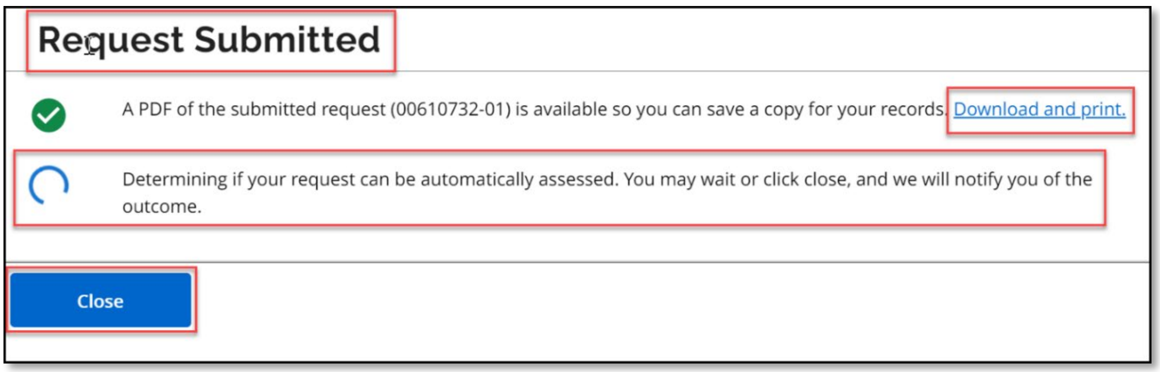
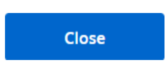


Figure 64 - Image of the Request Submitted Window

– Determining if Request can be Automatically Assessed Message

Note: This message provides an opportunity for prescribers/delegates to download or print a submitted request at the time of submission. Within SADIE, all users can view previously submitted requests and ministry decisions at any time by selecting the **Menu** {  } button at the top of the screen, then clicking the **View Submitted** link. See Chapter 15 for more details.

11.1.9. If you click the **Close** {  } button before the system has determined if the request can be automatically assessed, one of the following three messages will display once the system has made its determination.

Automatically Assessed Approval Message

This message displays to advise the request has been approved.

Figure 65 - Image of the Automatically Assessed Approval Message

Automatically Assessed Request Not-Approved Message

This message displays to advise the request has not been approved.

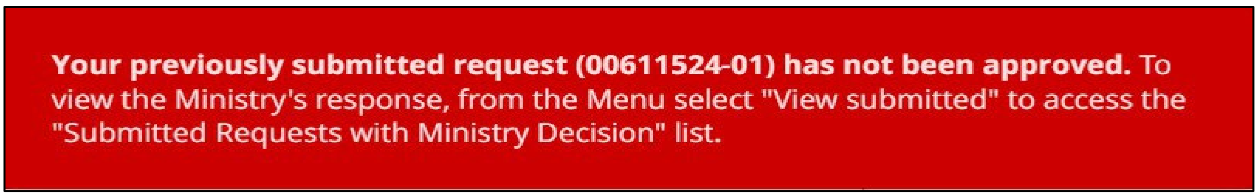


Figure 65A - Image of the Automatically Assessed Request Not-Approved Message

Request is Being Assessed Message

This message displays to notify that the request is under assessment. You will receive an email notification when the assessment is complete.

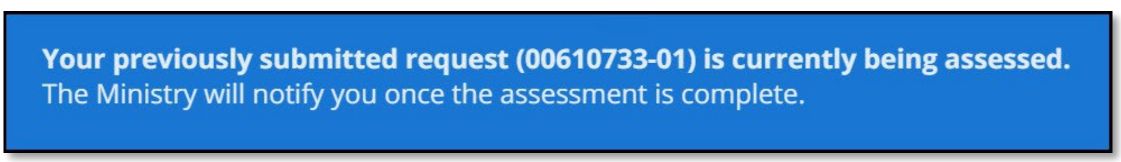


Figure 66 - Image of the Request is Being Assessed Message

☞ Once you click the **DOWNLOAD/PRINT REQUEST** link, the **Request Summary** PDF is downloaded to your computer and saved into your **Downloads** folder.

11.1.10. If the system determines the request is approved, within seconds the following message will display, “Your request (00123456-01) has been approved.”

Figure 67 - Image of the Request Submitted Window - Request Approved Message

11.1.11. Select the **View Ministry’s response** link to view the Notice of Approval. The system displays the **Submission Details** and related **Correspondence Exchanged with the Ministry**.

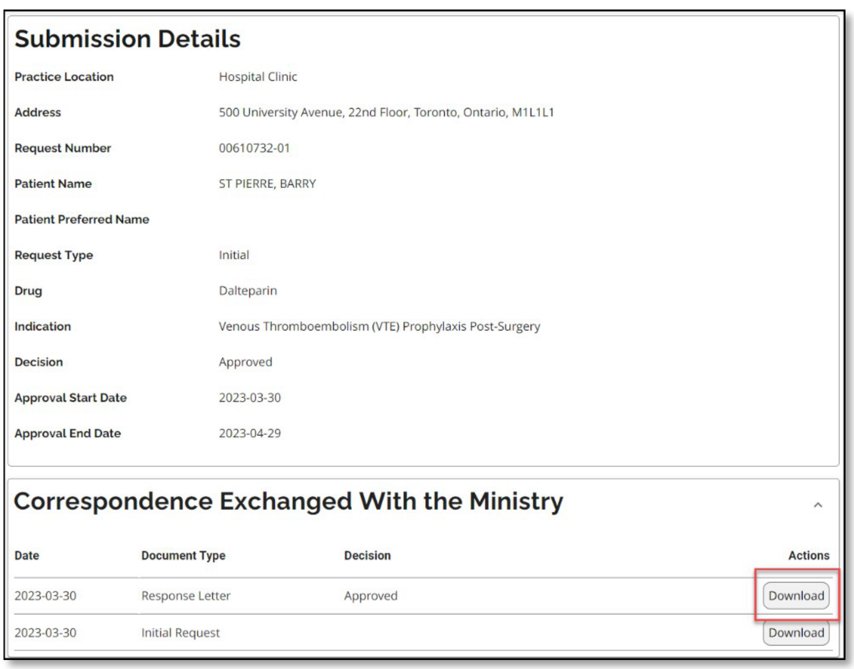


Figure 68 - Image of the Submission Details Screen

11.1.12. Select the **Download** { Download } button for the Notice of Approval. See [Section 11.3] for details about how to view/open the Notice of Approval.

11.1.13. If the system determines the request is not approved, within seconds the following message will display, "Your request (00611525-01) has been reviewed and is not approved for coverage under EAP."

Figure 68A - Image of the Request Submitted Window - Request Not Approved Message

11.1.14. Select the **View Ministry's response** link to view the Notice Letter. The system displays the **Submission Details** and related Corre**spondence Exchanged with the Ministry**.

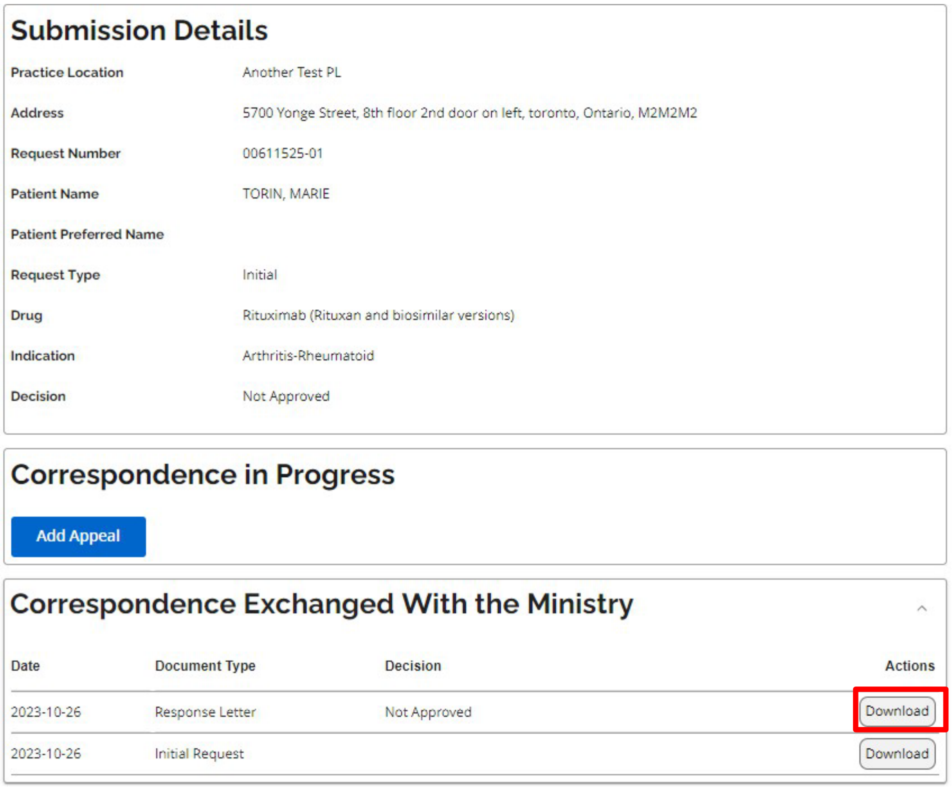


Figure 68B - Image of the Submission Details Screen

11.1.15. Select the **Download** { Download } button for the Response Letter. See Section 11.3 for details about how to view/open the Response Letter.

11.1.16. Select the **Add Appeal** { Add Appeal } button to start an Appeal. See Section 18 for details about how to create an Appeal.

11.2. Manual Assessment of a Submitted Request

11.2.1. The following message will indicate that the request cannot be automatically assessed, “Request (00123456-01) is currently being assessed. The Ministry will notify you once the assessment is complete.” The Ministry requires more time to assess the request and an email notification will be sent when a decision has been made.

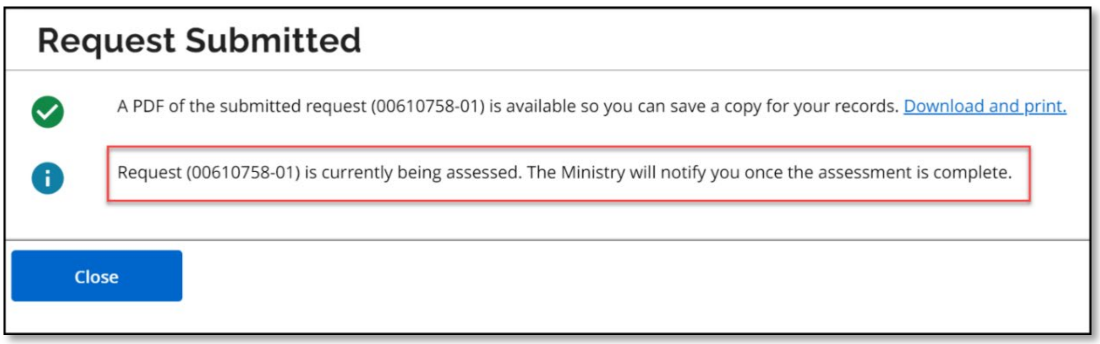


Figure 69 - Image of the Request Submitted Window - Request is Being Assessed Message

11.3. Accessing a Request Summary or Response Letter PDF from your Downloads Folder

Note: If the prescriber is subscribed to HRM and uses an OntarioMD-certified EMR system, the EAP response letter will also be sent electronically to the EMR where it can be viewed.

Note: Your view of the **Downloads** folder may differ from what is shown below depending on your computer operating system (i.e., Windows, Mac, Linux, etc.).

11.3.1. Request Summary and Response Letter PDFs that have been downloaded are automatically saved to your computer and can be found in your **Downloads** folder, with the following naming conventions: ‘**request-summary-12345.pdf’**, and **‘Response Letter.pdf’**.

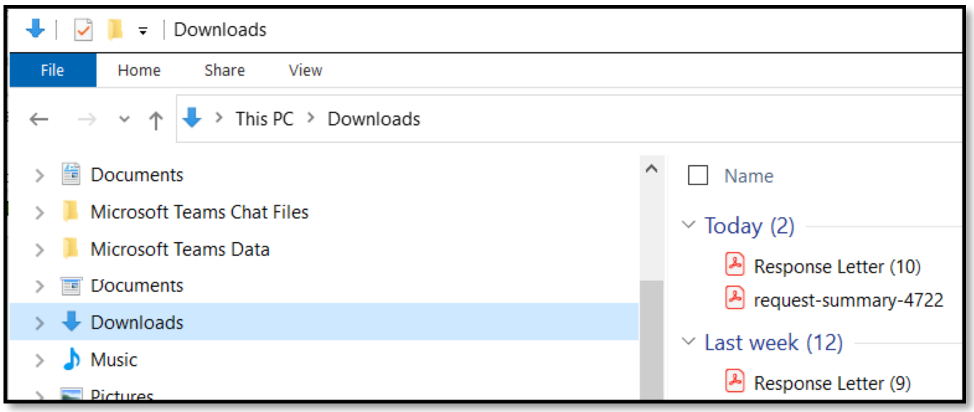
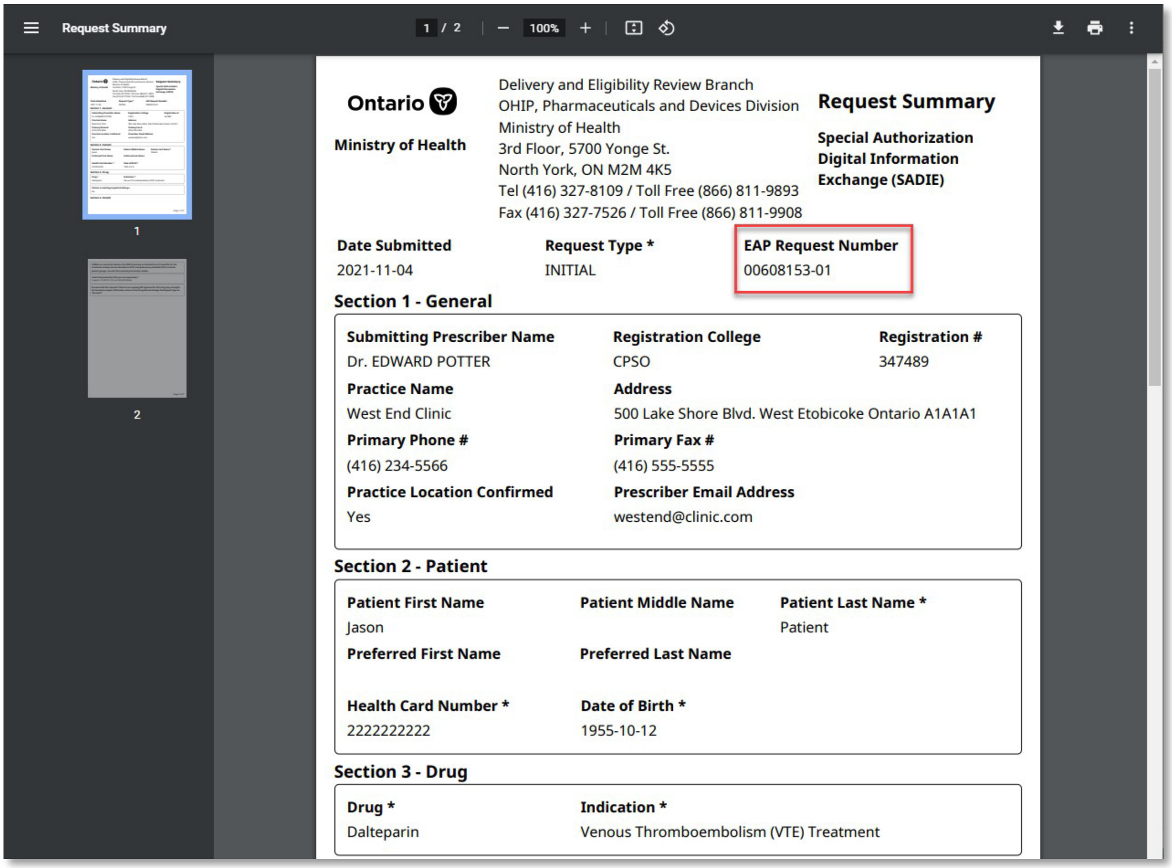


Figure 70 - Image of Request Summary and Response Letter PDF Files in the Downloads Folder

11.3.2. Double-click on the PDF file to view the document, which opens in a separate window.

Note: Your view of the document may differ from what is shown below depending on your version of Adobe.



Ontario

Ministry of Health

Delivery and Eligibility Review Branch
OHIP, Pharmaceuticals and Devices Division
Ministry of Health
3rd Floor, 5700 Yonge St.
North York, ON M2M 4K5
Tel (416) 327-8109 / Toll Free (866) 811-9893
Fax (416) 327-7526 / Toll Free (866) 811-9908

Request Summary

Special Authorization Digital Information Exchange (SADIE)

Date Submitted	Request Type *	EAP Request Number
2021-11-04	INITIAL	00608153-01

Section 1 - General

Submitting Prescriber Name	Registration College	Registration #
Dr. EDWARD POTTER	CPSO	347489
Practice Name	**Address**	
West End Clinic	500 Lake Shore Blvd. West Etobicoke Ontario A1A1A1	
Primary Phone #	**Primary Fax #**	
(416) 234-5566	(416) 555-5555	
Practice Location Confirmed	**Prescriber Email Address**	
Yes	westend@clinic.com	

Section 2 - Patient

Patient First Name	Patient Middle Name	Patient Last Name *
Jason		Patient
Preferred First Name	**Preferred Last Name**	
Health Card Number *	**Date of Birth ***	
2222222222	1955-10-12	

Section 3 - Drug

Drug *	Indication *
Dalteparin	Venous Thromboembolism (VTE) Treatment

Figure 71 - Image of the Request Summary PDF

Note: The system-generated **EAP Request Number** can be helpful if referring to a request with an EAP staff member.

11.4. Printing Correspondence Exchanged with the Ministry

11.4.1. To print a Request Summary or Response Letter, click on the Print { } button in the upper-right of the PDF document.

11.4.2. A **Print** pop-up window is displayed, click **Print** and then close the pop-up window.

11.5. Closing Correspondence Exchanged with the Ministry

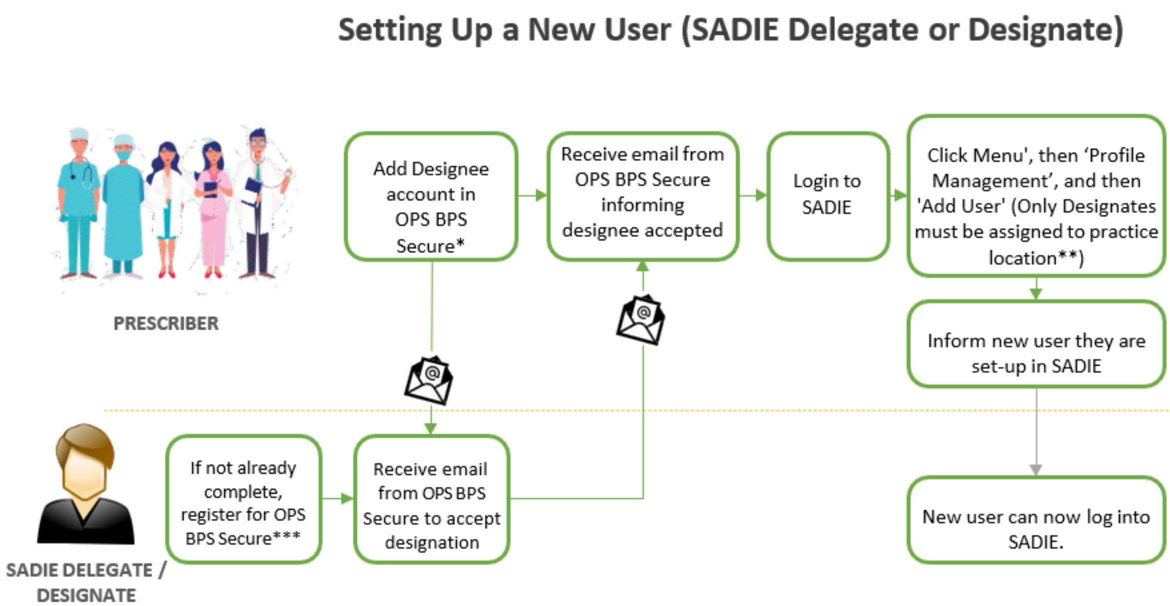
11.5.1. Close the Request Summary or Response Letter by clicking the {**X**}.

Figure 72 - Image of the Close Request Summary Tab

Chapter 12 – Adding an OPS BPS Secure Designee

This chapter outlines the steps required to register a designee (delegate or designate) for an OPS BPS Secure account required to access SADIE. For security reasons, only prescribers can authorize and manage designee accounts in OPS BPS Secure.

The following diagram illustrates the high-level processes involved in creating either a delegate or designate account in SADIE. The detailed steps are outlined in this chapter and 13.



*For instrtructiions, visit www.ontario.ca/SADIE, see detailed SADIE User Guide, Chapter 12
**If you would like to restrict the requests a designate can access, you can create a separate practice location to limit their access to only the requests assigned to that specific location. Visit www.ontario.ca/SADIE, see detailed SADIE User Guide, Chapter 13 for instructions on how to set-up a practice location. (By default, SADIE Delegates access ALL practice locations)
***SADIE Delegates & Designates not already registered for OPS BPS Secure can register on the OPS BPS Secure registration page

Figure 73 - Image of the Steps to Set-Up a New User Account in SADIE

Note: Each potential new delegate or designate **must** be registered for an **OPS BPS Secure** account, they must be registered as an OPS BPS Secure designee by a prescriber, and they must be assigned a user profile in SADIE before they can log into SADIE.

12.1. Instructions for Registering a User's OPS BPS Secure Account

Setting up a delegate or a designate to use SADIE is a **two-step process requiring the prescriber**. Both steps must be taken before a user can access SADIE on behalf of a prescriber. Prescribers launching SADIE from their EMR must have their own OPS BPS Secure Account before adding a delegate or designate.

- Step 1: The prescriber must register a delegate/designate to use the OPS BPS Secure service (covered in this chapter).
- Step 2: The prescriber, or an existing delegate, must add the new delegate's/designate's profile into SADIE (see Chapter 13).

For the first step, one of two scenarios apply:

Scenario 1: **New Users (delegates and designates) that have never used the OPS BPS Secure** service are considered 'First Time' users – prescribers and the new users must follow the steps in Scenario 1 below.

Scenario 2: **Users that have previously registered for an OPS BPS Secure account** (i.e., they have been registered as a designee for a service such as billing). Prescribers and the previously registered designees must follow the steps in Scenario 2 below.

Select a link to view the necessary steps:

- Scenario 1 (Prescribers' Steps) – Authorize First-Time User for OPS BPS Secure
- Scenario 1 (First-Time Users' Steps) – Delegate or Designate Sets-up an OPS BPS Secure Account and Confirms Designation

- Scenario 2 (Prescribers' Steps) – Authorize a Previously Registered User for OPS BPS Secure

- Scenario 2 (Previously Registered Users' Steps) – Previously Registered Delegate or Designate with an OPS BPS Secure Account Confirms Designation

12.2. Scenario 1 (Prescribers' Steps) – Prescriber Authorizes First-Time User for OPS BPS Secure:

12.2.1. Select the **SADIE website:** www.ontario.ca/sadie.

12.2.2. Click on the **SADIE Login** { 

} button.

12.2.3. Enter OPS BPS Secure ID (email) and password to log in.

12.2.4. Select the **Designee Maintenance** link on the **Services and Administration screen**. This link is used to add a new OPS BPS Secure account for both delegates and designates.

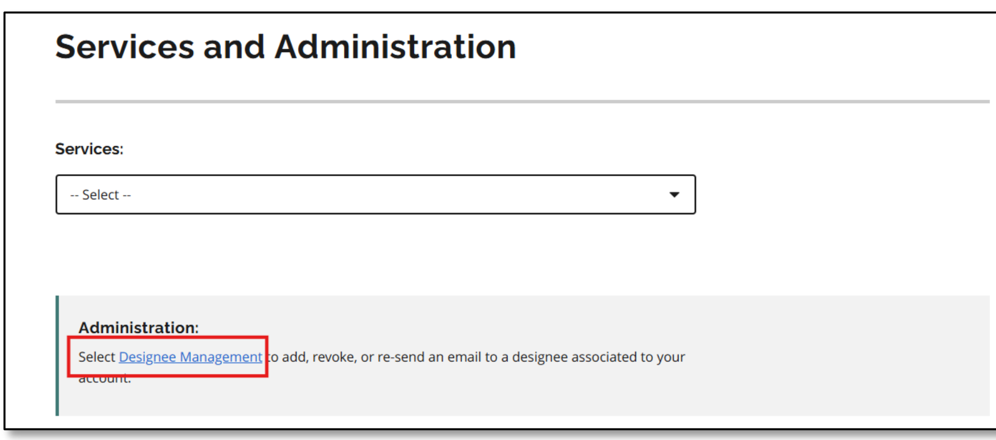


Figure 74 - Image of the Services and Administration Screen

12.2.5. Click the **Add Designees** { 

} button.

12.2.6. Enter the name and OPS BPS Secure email address of the delegate or designate.

The delegate's or designate's email address is mandatory and what is entered on this screen is very important as it is used to bind them in SADIE. This email and the email entered in the **Prescriber Admin** screen in SADIE must be an EXACT match. It must be a valid email address they can access to confirm their identity and/or reset their password.

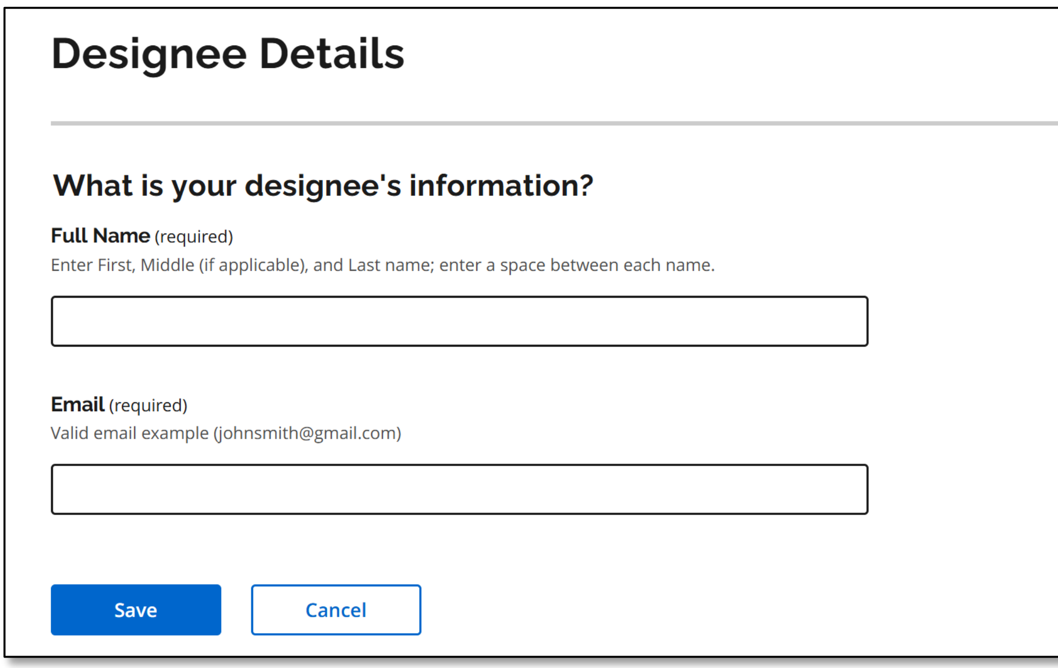


Figure 75 - Image of the Designee Details Screen

12.2.7. Select the **Save** { 

} button.

12.2.8. Continue with the above steps if more than one designee is being added.

12.2.9. When finished adding designees, click the “Designee Management” hyperlink.

12.2.10. The **Designee Management** screen displays. Review the names of those designated.

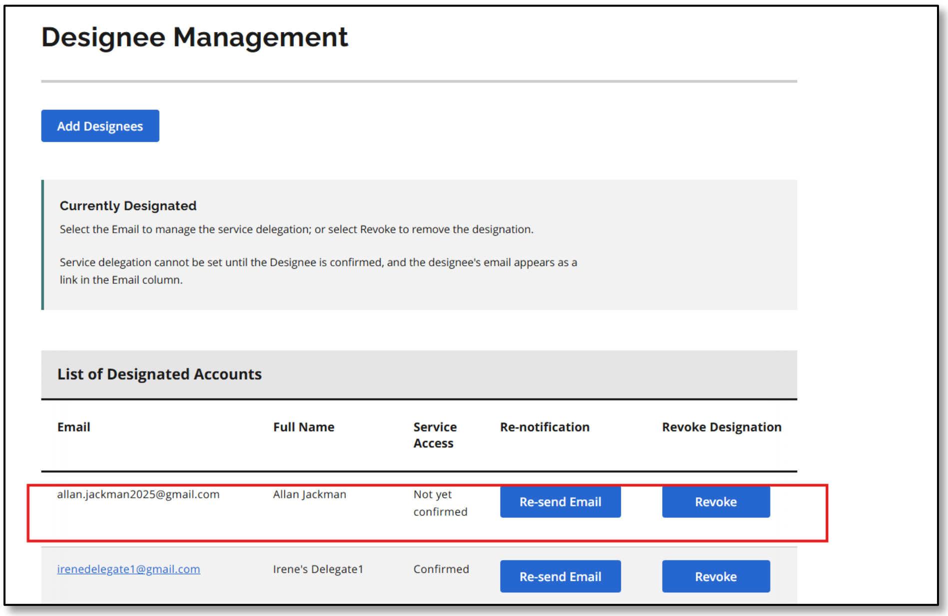


Figure 76 - Image of the Designee Management Screen

12.2.11. A system generated email is sent to the designee.

12.3. Scenario 1 (First-Time Users’ Steps) – Set-up an OPS BPS Secure Account and Confirm Designation

12.3.1. After a prescriber has completed the above steps in Scenario 1 (Prescribers' Steps), a first-time user receives an OPS BPS Secure system generated email with the subject: "Access created/Accès créé".

If the first-time user cannot find the email in their Inbox, please review the Spam or Junk folder in case the email was mistakenly misrouted.

12.3.2. The first-time user opens the email, follows the instructions and clicks on the link in the email to set up their own OPS BPS Secure Account. The **OPS BPS Secure Login** screen displays.

12.3.3. Click the **New User? Register** link. Enter registration details as prompted, click the **Register** button, (read the OPS BPS Secure Login Terms and Conditions of Use), and then click the **Accept** button if in agreement.

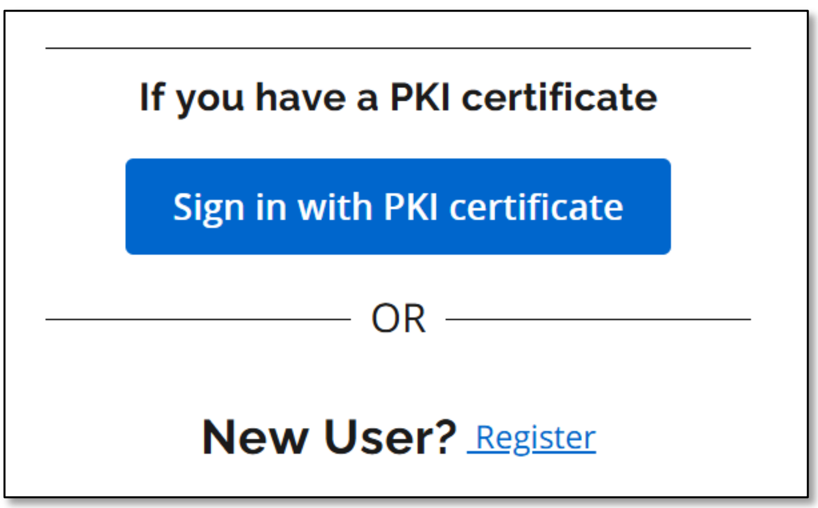


Figure 77 - Image of the OPS BPS Secure Registration Link

12.3.4. After clicking **Accept**, on the **OPS BPS Secure** page, a ‘Registration Success’ message displays, and another system generated email from OPS BPS Secure is automatically sent to the first-time user with the subject: “OPS BPS Secure Login – Registration Confirmation”.

12.3.5. Open the email and follow the instructions. Click on the link in the email, sign-in to OPS BPS Secure, and on the **OPS BPS Secure -Success! Email Verification complete** screen, click the “Continue” button. **The Designee Acceptance/Enrolment** screen displays. Click **Accept** to accept the prescriber’s designation.

12.3.6. The **Acceptable Use Policy Electronic Business Services** page displays. Read the policy, and if in agreement click **Accept**. Once accepted you are considered an OPS BPS Secure designee. If you click the **Do Not Accept** button, the **Cancel Confirmation** screen displays.

12.3.7. An OPS BPS Secure ‘User Enrolment Successful’ message displays, and another system generated email from OPS BPS Secure is automatically sent to the designee with the subject: “Designation Confirmation”. Log out from your OPS BPS Secure account. Let the prescriber know you have completed OPS BPS Secure registration and ask them to add you to SADIE (See Chapter 13 to learn how a delegate (or prescriber) adds a delegate/designate profile in SADIE).

12.3.8. Once you have confirmation that you have been added as a delegate or designate in SADIE, either open the “Designation Confirmation” email and follow the instructions, or go to www.ontario.ca/SADIE and click SADIE Login { SADIE Login }. Sign-in to OPS BPS Secure, and the **Welcome to eBSE** screen displays. Select the **Continue** button.

12.3.9. The **Services and Administration** screen displays. Select the prescriber you are assisting from the **Working on behalf** of drop-down, then select ‘SADIE’ from the Services drop-down, then select the **Access Service** { Access Service } button.

Note: You will not be able to log into SADIE until an existing delegate (or prescriber) has added your delegate/designate profile into SADIE. (See Chapter 13 to learn how a delegate (or prescriber) adds a delegate/designate profile in SADIE.)

12.3.10. If the prescriber or their delegate has added your profile into SADIE, the SADIE **Acceptable Use Policy** screen will display. Read the policy, and if in agreement, select the **Accept** { Accept } button to access the SADIE portal. The **Announcements** screen displays. If not in agreement, click the **Back** { Back } button and the **Welcome to SADIE Program Selection** screen displays. Select a program by clicking on a program link, or close the browser window to exit.

12.4. Scenario 2 (Prescribers’ Steps) – Authorize a Previously Registered User for OPS BPS Secure:

12.4.1. Select the **SADIE website:** www.ontario.ca/sadie.

12.4.2. Click on the **SADIE Login** { SADIE Login } button.

12.4.3. Enter OPS BPS Secure ID (email) and password to log in.

12.4.4. Select the **Designee Management** link on the **Services and Administration** screen. This link is used to add a new OPS BPS Secure account for both delegates and designates.

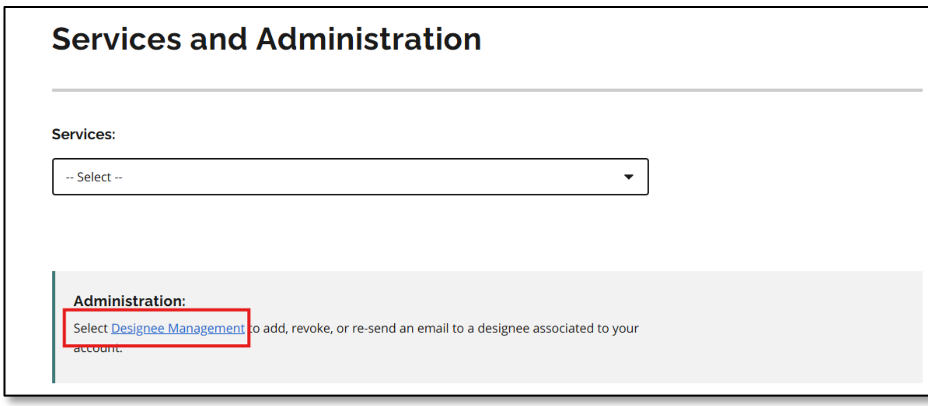


Figure 78 - Image of the Services and Administration Screen

12.4.5. Select the **Add Designees** button

12.4.6. Enter the name and OPS BPS Secure email address of the designate/delegate.

12.4.7. Select the **Save** {  } button.

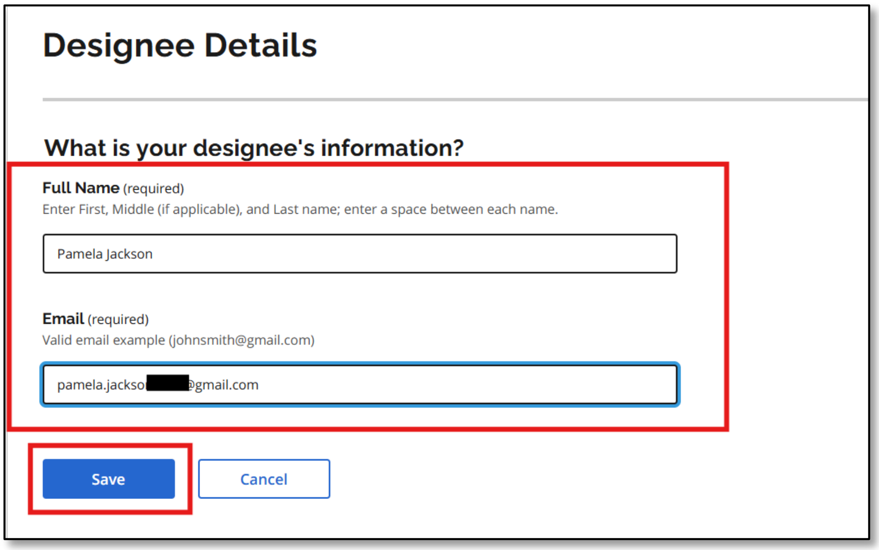


Figure 79 - Image of the Designee Details Screen

12.4.8. The **Confirmation of Identity** screen displays, and a message appears: "The email address was found in OPS BPS Secure Login, please confirm the existing user". Select the **Confirm this Designation** button.

12.4.9. The **Designate Details** screen displays, and a message appears: "User 'Name' has been saved successfully. Instructions have been emailed to the user."

12.4.10. If more than one delegate/designate is being added, select the **Designated Accounts** button to return to the **Designated Accounts** screen, and select the **Add Designates** button.

12.4.11. When finished adding the delegate/designate, select the **Designee Management** link on the **Services and Administration** screen.

12.4.12. Review the names of those designated.

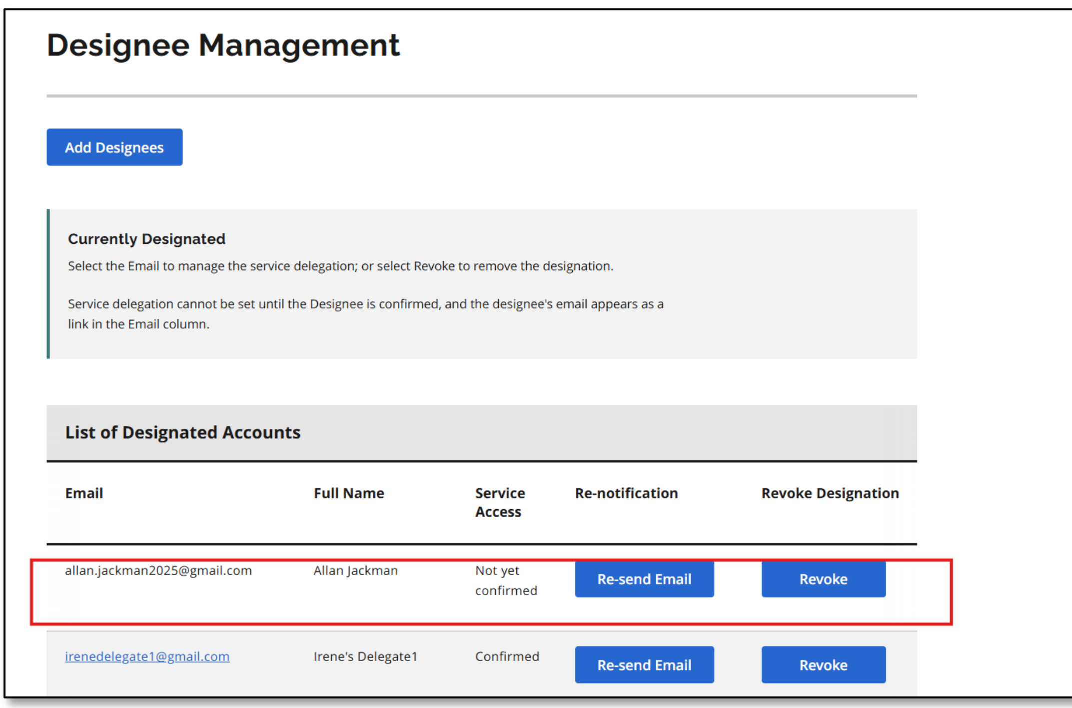


Figure 80 - Image of the Designated Accounts Screen

12.4.13. The delegate/designate confirms their access, after which they can log into SADIE, once a delegate (or prescriber) has added their profile in SADIE. (See Chapter 1 for more instructions for logging in to SADIE.)

12.5. Scenario 2 (Previously Registered Users' Steps) – Previously Registered Designee with an OPS BPS Secure Account Confirms Designation:

12.5.1. After a prescriber has completed the above steps, a designate/delegate receives an OPS BPS Secure system generated email advising that they have been designated by prescriber(s). The email subject is: "Please Confirm Designated Access/S'il vous plaît confirmer l'accès désigné".

⚠ If the designate/delegate cannot find the email in their Inbox, note that it is possible it was redirected to the Spam or Junk folder.

12.5.2. The designate/delegate clicks on the link in the email to log into their own OPS BPS Secure Account. The **OPS BPS Secure Login** screen displays.

12.5.3. Click the **Sign In** { Sign In } button.

12.5.4. The **Designee Acceptance/Enrolment** screen displays. Select the **Accept** { Accept } button to accept the designation by the prescriber.

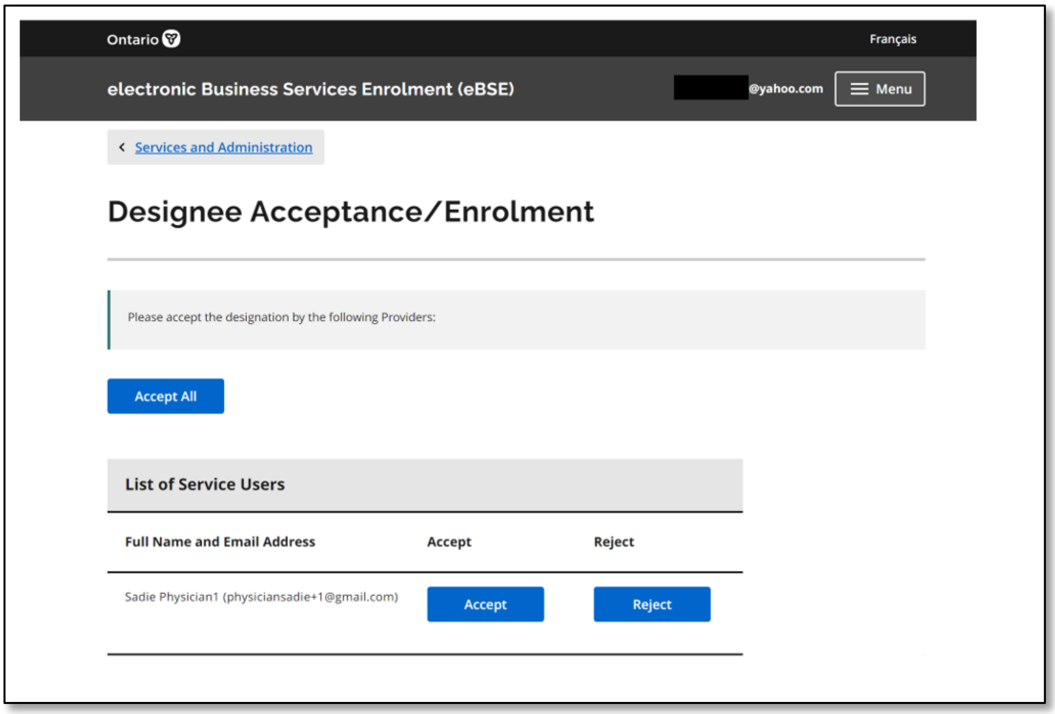


Figure 81 - Image of the Designee Acceptance / Enrolment Screen

12.5.5. Click on the **Return to Services and Administration** link.

12.5.6. The **Services and Administration** screen displays.

12.5.7. Select the prescriber you are supporting from the **Working on Behalf** of drop- down menu.

12.5.8. Select 'Special Authorization Digital Information Exchange' from the **Services** drop-down menu and select the **Access Service** { Access Service } button.

12.5.9. Review the SADIE 'Acceptable Use Policy'. If you agree click the **Accept** { Accept } button.

12.5.10. If you do not agree with the terms of the 'Acceptable Use Policy', click the **Back** { Back } button and the **Welcome to SADIE Program Selection** screen displays. Select a program by clicking on a program link, or close the browser window to exit.

12.5.11. By accepting the terms of the 'Acceptable Use Policy', you can proceed with access to the SADIE portal.

Note: If you have followed the above steps to set-up a designate/delegate OPS BPS Secure account details, and continue to encounter problems, please contact Inquiry Services at 1-800-262-6524 (after the language prompts, press 2-3) or via email at SSContactCentre.MOH@ontario.ca.

Chapter 13 – Managing Delegate and Designate Accounts in SADIE

A delegate or designate profile (account) can be created in SADIE by a prescriber or delegate to create EAP requests on the prescriber’s behalf. A designate can record the details for a request, after which a prescriber or their delegate can review and submit the request to the EAP.

This chapter outlines the steps required to create a new delegate or designate profile. It also describes how to edit and delete a delegate or designate profile. Delegates and designates can delete their own SADIE profiles when they are no longer required.

A designate can:

- Create requests for any location a prescriber or their delegate has authorized them to access.
- Confirm and update existing location details such as address, fax numbers, etc.
- See and edit any requests in the ‘Requests in Progress’ and ‘Requests Ready to Submit’ lists for their authorized locations.
- See any requests and download documents in the ‘Submitted Requests Awaiting Ministry Decision’ list and the ‘Submitted Requests With Ministry Decision’ list, for their authorized locations.
- Send a request to a prescriber with the status ‘Ready to Submit’ which moves the request to the ‘Requests Ready to Submit’ list (i.e., ready for the prescriber or their delegate to review and submit to the EAP).
- Delete their own designate account in SADIE.

A designate cannot:

- Submit requests in SADIE (they can only create them and mark them as 'Ready to Submit' (i.e., ready for the prescriber or their delegate to review and submit to the EAP).
- Create or edit others' user accounts in SADIE.
- Add a new location that is not yet recorded in SADIE (a prescriber or their delegate must add a NEW location and then assign designates to it).

Note: When a prescriber or their delegate adds a new location in SADIE, remember to associate designate(s) to the location by editing designate profile(s).

A delegate can:

- Create requests and submit to the EAP for patients in all locations registered for a prescriber by the EAP.
- Confirm and update existing location details such as address, fax numbers, etc.
- See, edit and submit to the EAP any requests in the 'Requests in Progress' list and the 'Requests Ready to Submit' list for all locations.
- See any requests and download documents in the 'Submitted Requests Awaiting Ministry Decision' list and the 'Submitted Requests With Ministry Decision' list, and submit additional information to the EAP where applicable, for all locations.
- Create, edit and delete designate, their own and other delegate accounts in SADIE.
- Add a new location that is not yet recorded in SADIE, on behalf of a prescriber, and then assign designates to it.

A delegate cannot:

Add themselves as a delegate (a prescriber or other delegate must add them).

Note: For the best experience, and to access smart forms where available, prescribers may wish to provide their delegates and designates with the indication they prefer to be selected for a specific drug.

13.1. Instructions for Setting-up a Delegate/Designate Profile

Setting up a delegate or a designate to use SADIE is a two-step process requiring the prescriber. Both steps must be taken before the user can access SADIE on behalf of a prescriber. Prescribers using SADIE EMR must have their own OPS BPS Secure Account before adding a delegate or a designate.

Step 1: The prescriber must register a delegate/designate to use the OPS BPS Secure service (see Chapter 12).

Step 2: The prescriber, or an existing delegate, must add the new delegate's/designate's profile into SADIE (covered in this chapter).

If a prescriber completes the first step to register the delegate/designate for the OPS BPS Secure service, but the prescriber (or an existing delegate) does not complete the second step to add the new designees profile into SADIE, the designee will receive an 'Access Denied' message when they try to log into SADIE (see screenshot below).

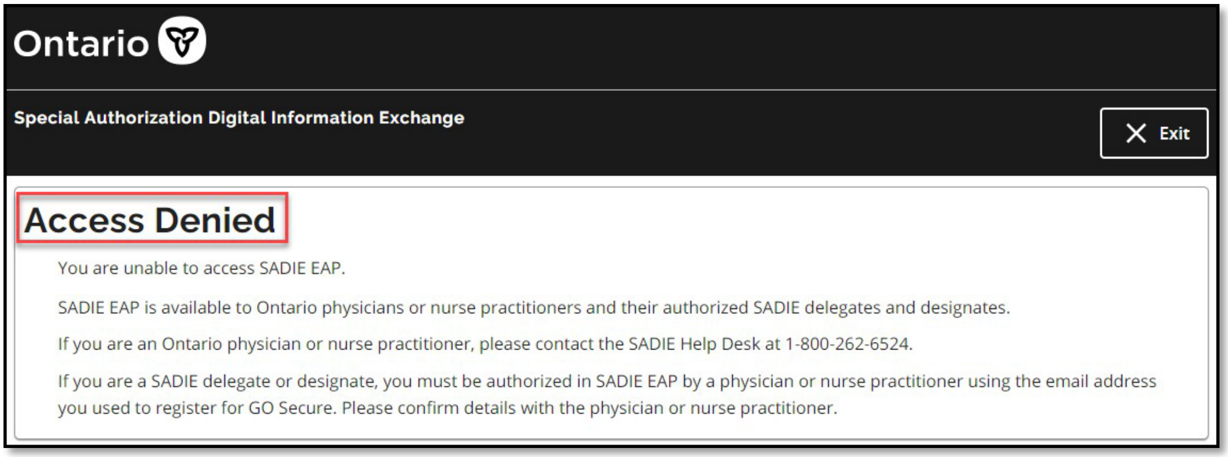


Figure 82 - Image of the Access Denied message

13.2. Delegate (or Prescriber) Adds a New User Profile in SADIE

The process of adding a delegate/designate profile into SADIE occurs within the SADIE application. Their profile in SADIE must be set up before a user can access the system. In addition, they must have their own **OPS BPS Secure** account before they can access SADIE.

13.2.1. The delegate (or prescriber) selects the **Profile Management** { Profile management } link in the Menu options in the Header.

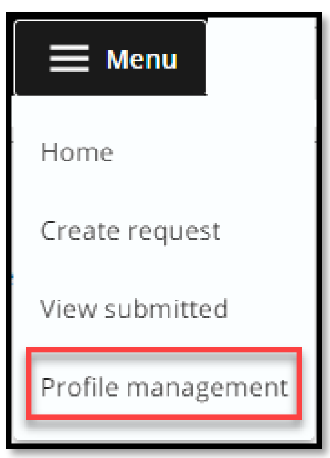


Figure 83 - Image of the Profile Management Link

13.2.2. The **User Management** screen displays.

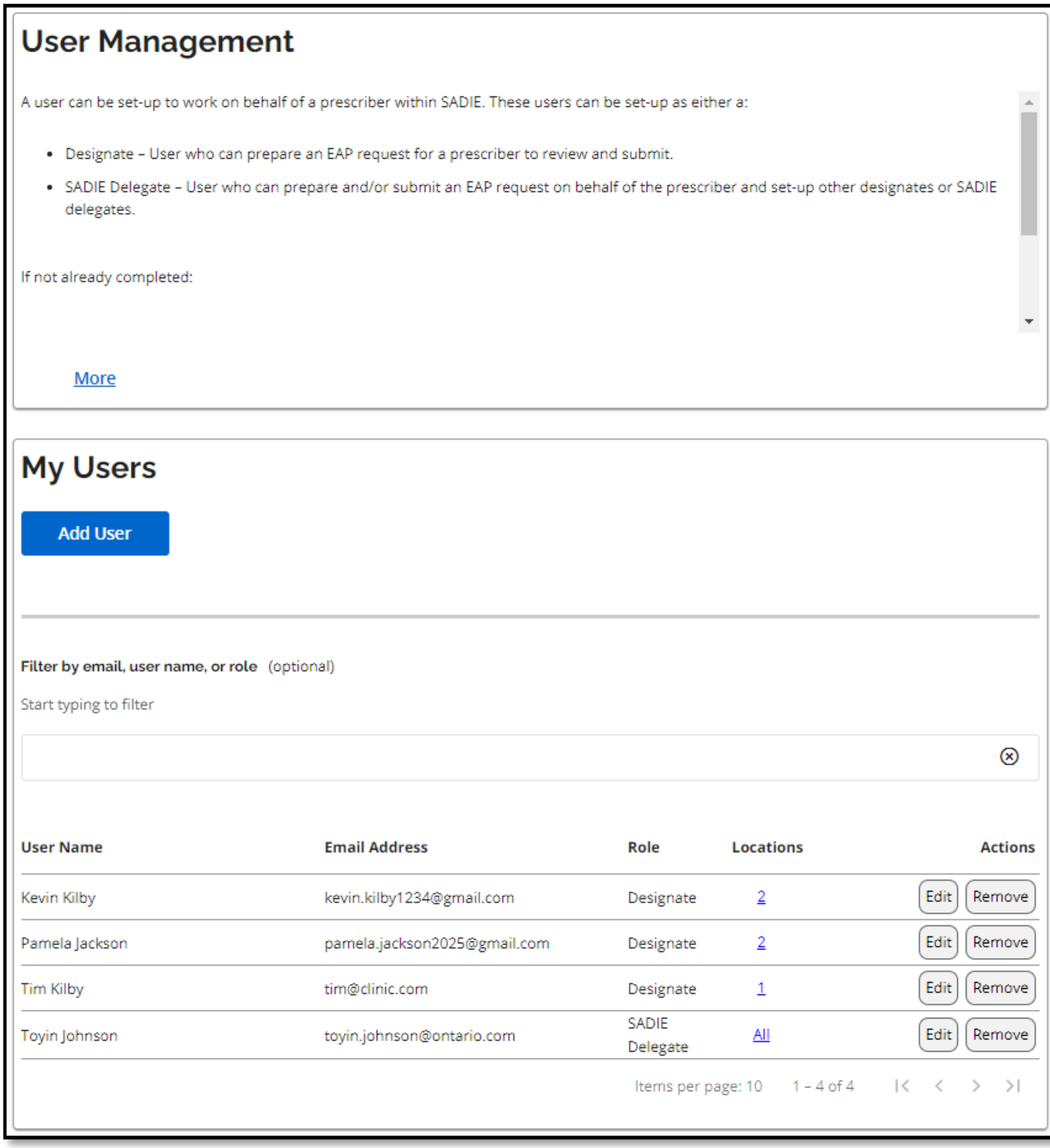


Figure 84 - Image of the User Management Screen

The **User Management** screen describes what a delegate or designate can do in SADIE, and it provides support information should you require assistance in setting up user accounts.

The **My Users** section appears in the lower half of the screen and displays any existing delegates or designates that have been set-up in SADIE. They appear in alphabetical order by first name.

Within this section, you can add new delegate or designate profiles in SADIE, and you can use the filter feature to quickly find a user by filtering by username, email address or role. You can also edit and remove a user in the section.

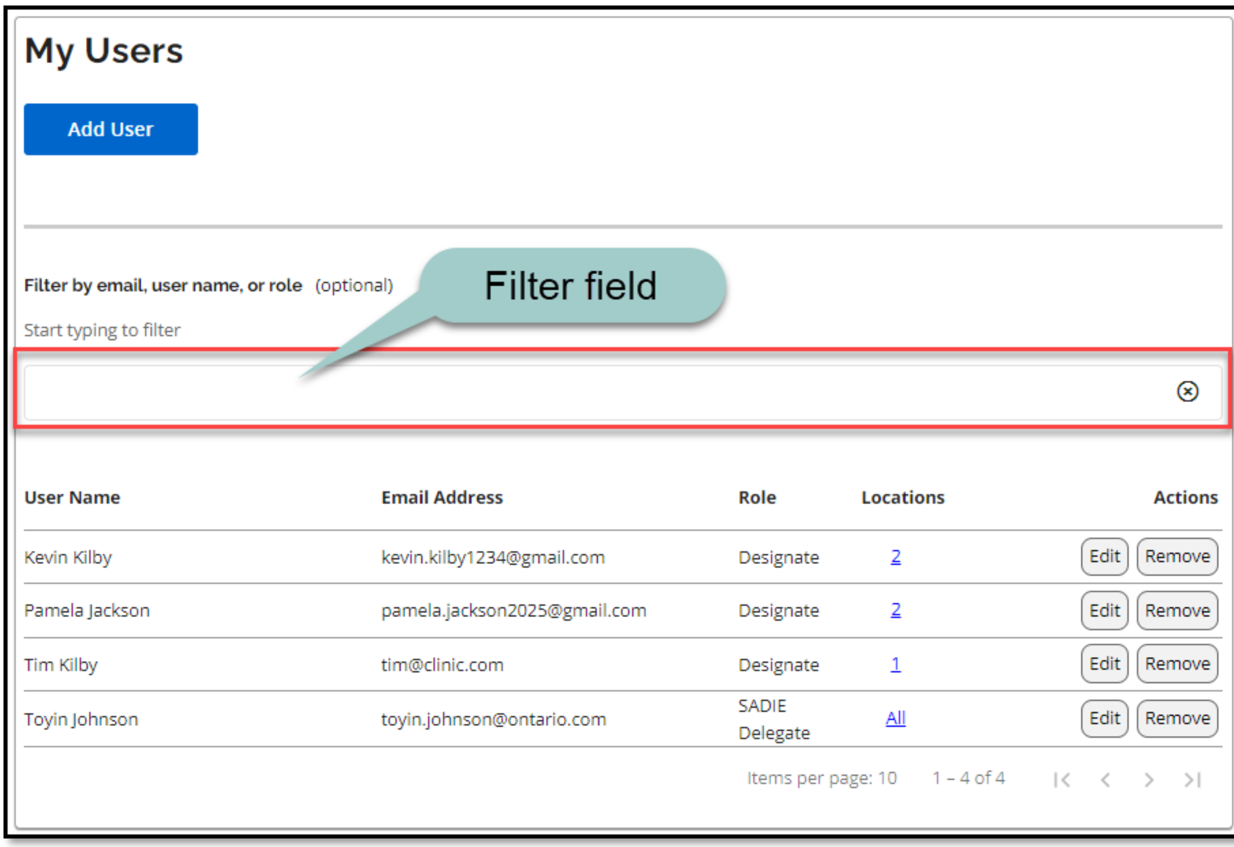
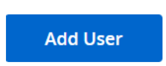


Figure 85 - Image of the My Users Section

13.2.3. Click on the **Add User** { 

} button.

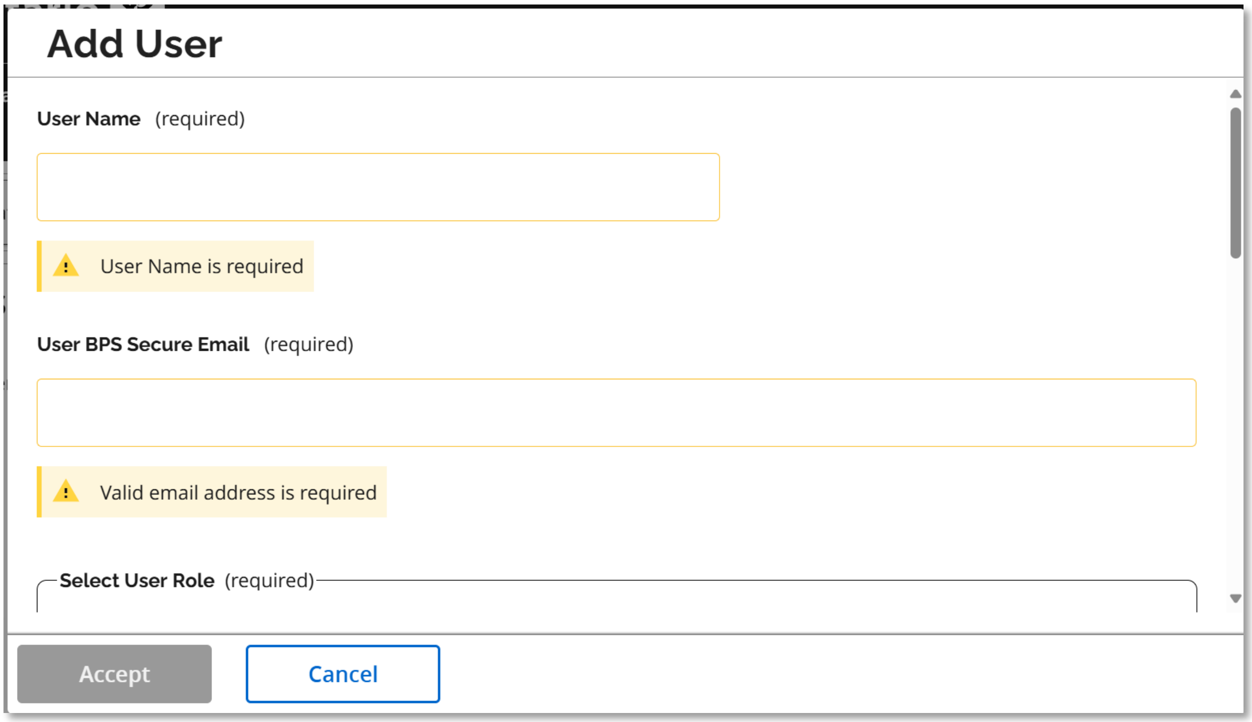


Figure 86 - Image of the Add User Window

The Add User window displays.

13.2.4. Enter the following details:

- **Delegate/Designate Name**
- Delegate's/designate's unique **email address** they have used (or plan to use) to register for an **OPS BPS Secure** account.

Note: Your delegate or designate must provide you with their unique email address used to register for their **OPS BPS Secure** account.

13.2.5. Select the user role, either ‘Designate’ or ‘Delegate’.

13.2.6. For designates, associate them to at least one location by clicking the button to the left of the visible locations.

Note: Location details do not display when selecting the ‘Delegate’ role. ALL locations are automatically assigned to delegates.

Note: The displayed locations(s) and contact details are what the EAP has on file for the prescriber. If updates are required to location details, they can be provided through SADIE. See Chapter 17 ‘Locations in SADIE’, for more information.

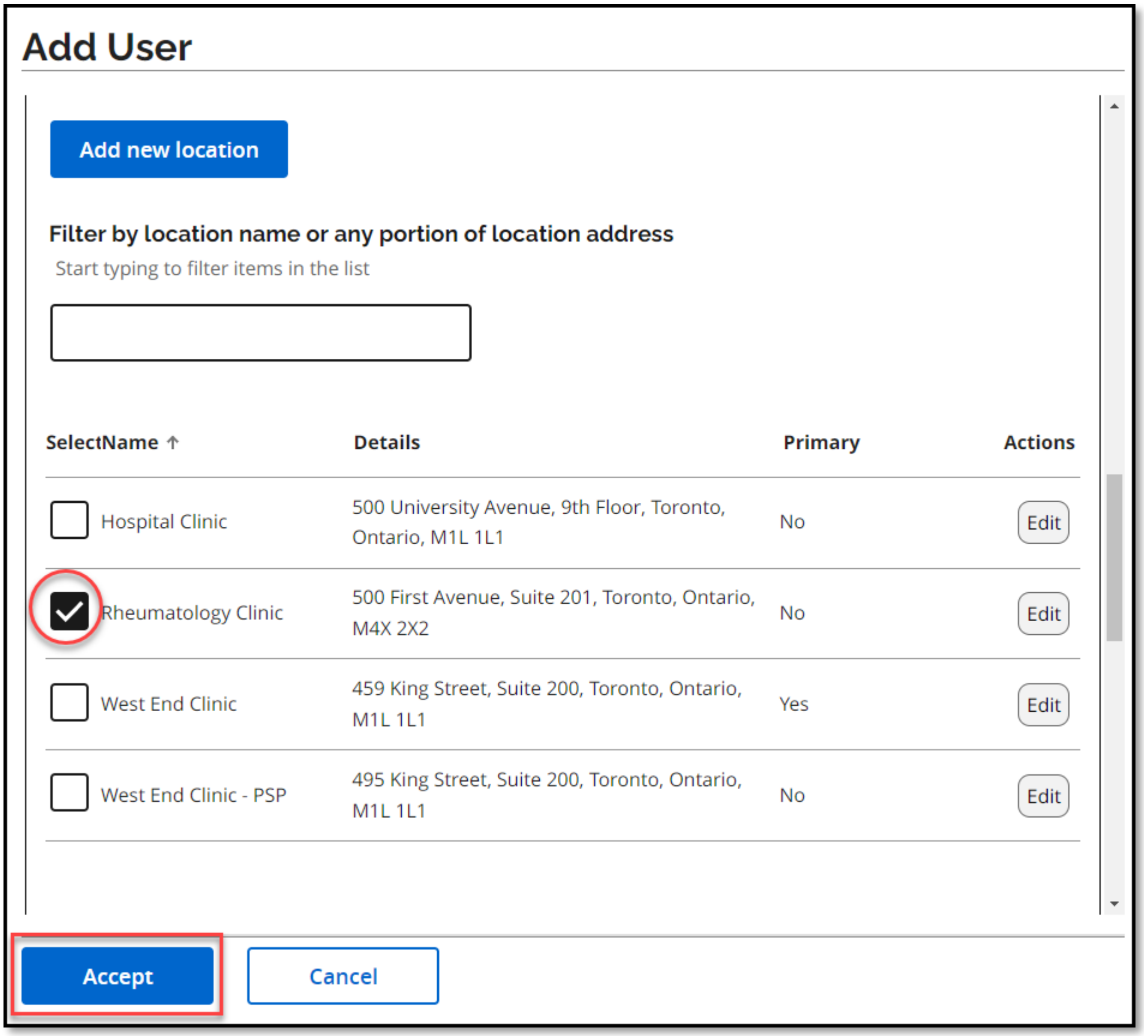
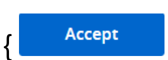


Figure 87 - Image of the Add User Window

13.2.7. Click the **Accept** checkbox and then click the **Accept** { 

} button if you agree to the 'Terms and Conditions'.

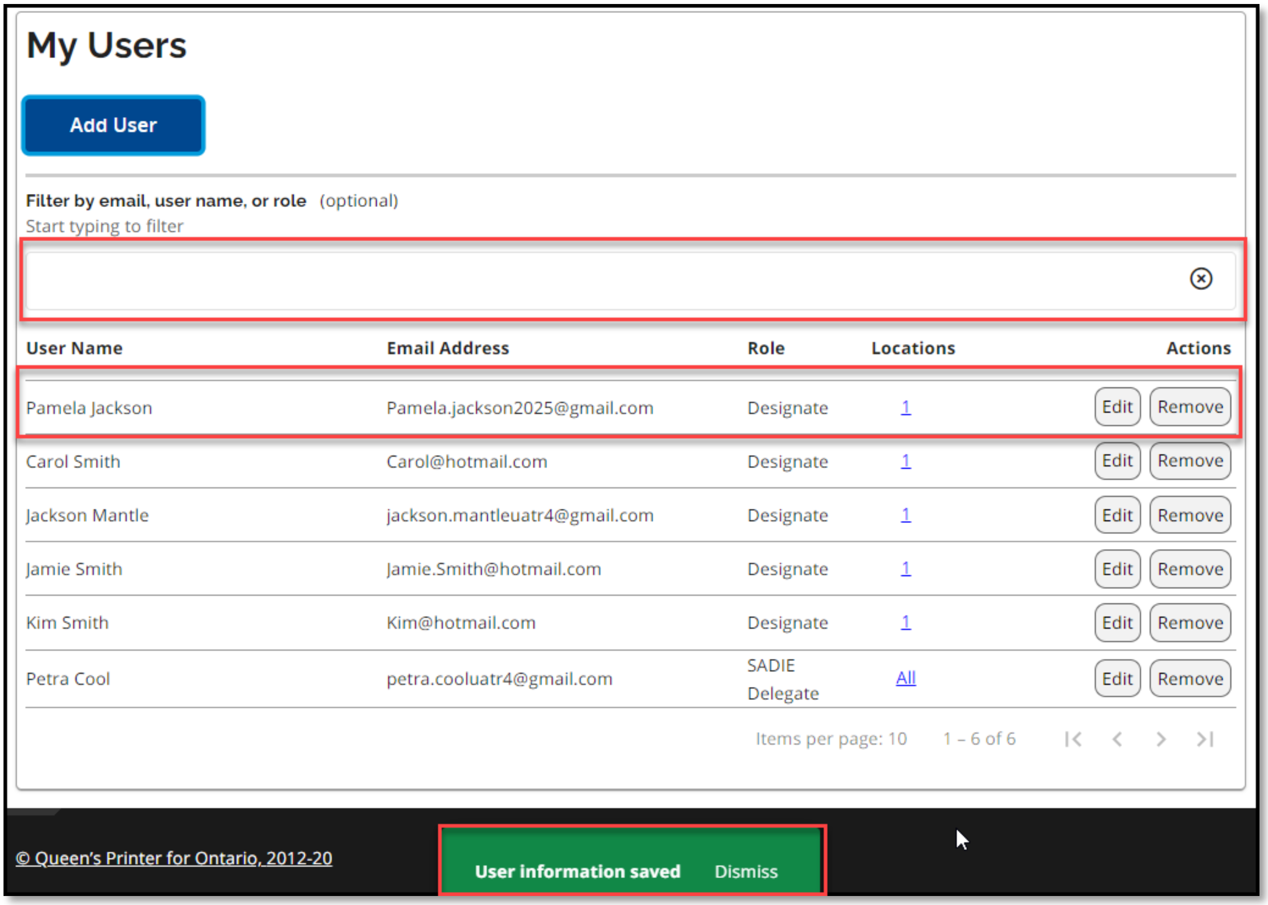


Figure 88 - Image of the My Users Screen with a User Information Saved message

13.2.8. The designate's/delegate's details display, and a message indicates their information has been saved.

When a new designate/delegate is added, they are not in alphabetical order on the screen. After leaving the screen, and later re-entering, they appear in alphabetical order by first name.

13.3. Delegate (or Prescriber) Edits a User Profile in SADIE

13.3.1. elect the **Profile Management** { Profile management } link in the menu.

13.3.2. The **User Management** section displays, and the **My Users** section appears in the lower half of the screen with any existing delegates or designates.

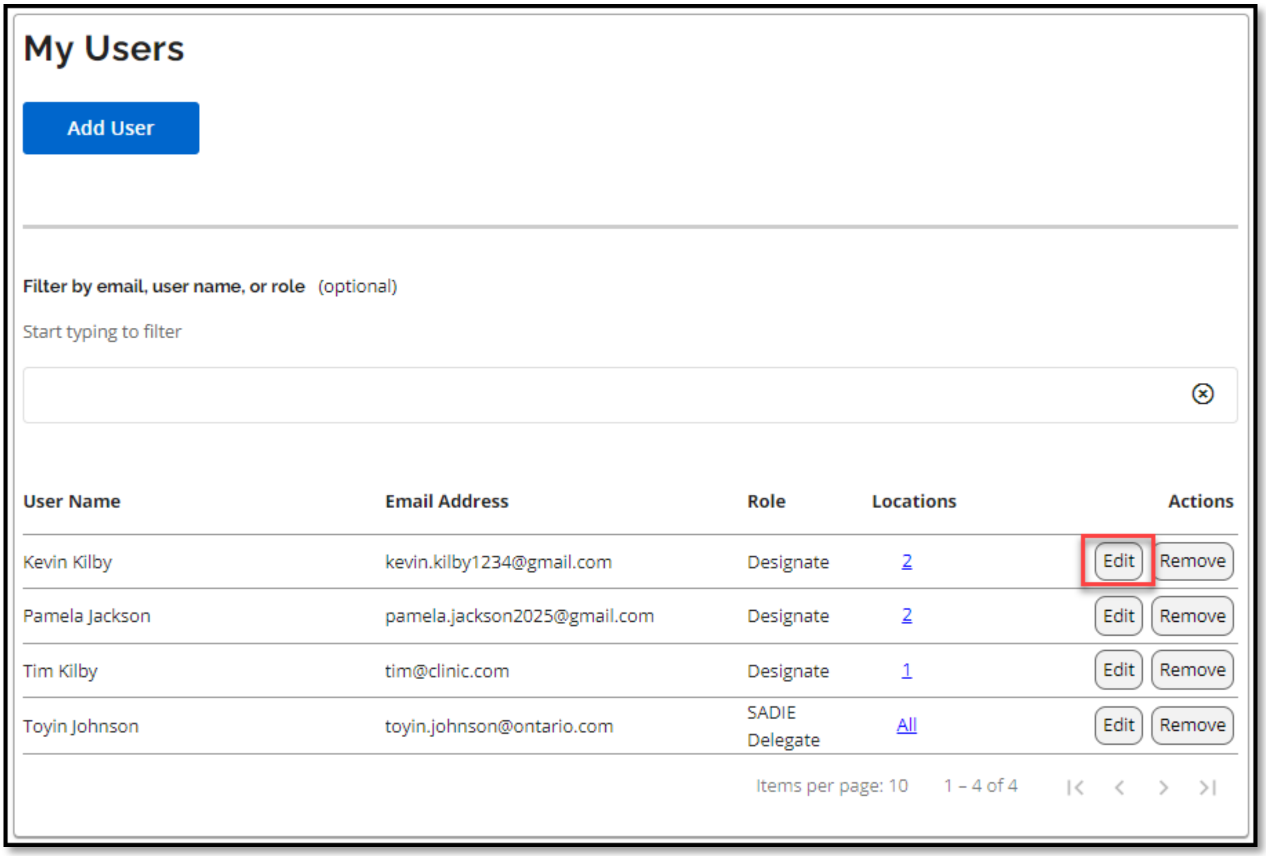


Figure 89 - Image of the My Users Section

13.3.3. Click on the **Edit** { Edit } button for the specific profile you would like to update. If necessary, to locate a designate, type some letters from a designate's name or email in the filter field to narrow the results.

The **Edit User** screen displays.

Note: The **User Name** can be edited, however the **User OPS BPS Secure Email**

address is read only.

13.3.4. Change the user role if desired by selecting 'Designate' or 'Delegate' in the **Select User Role** field

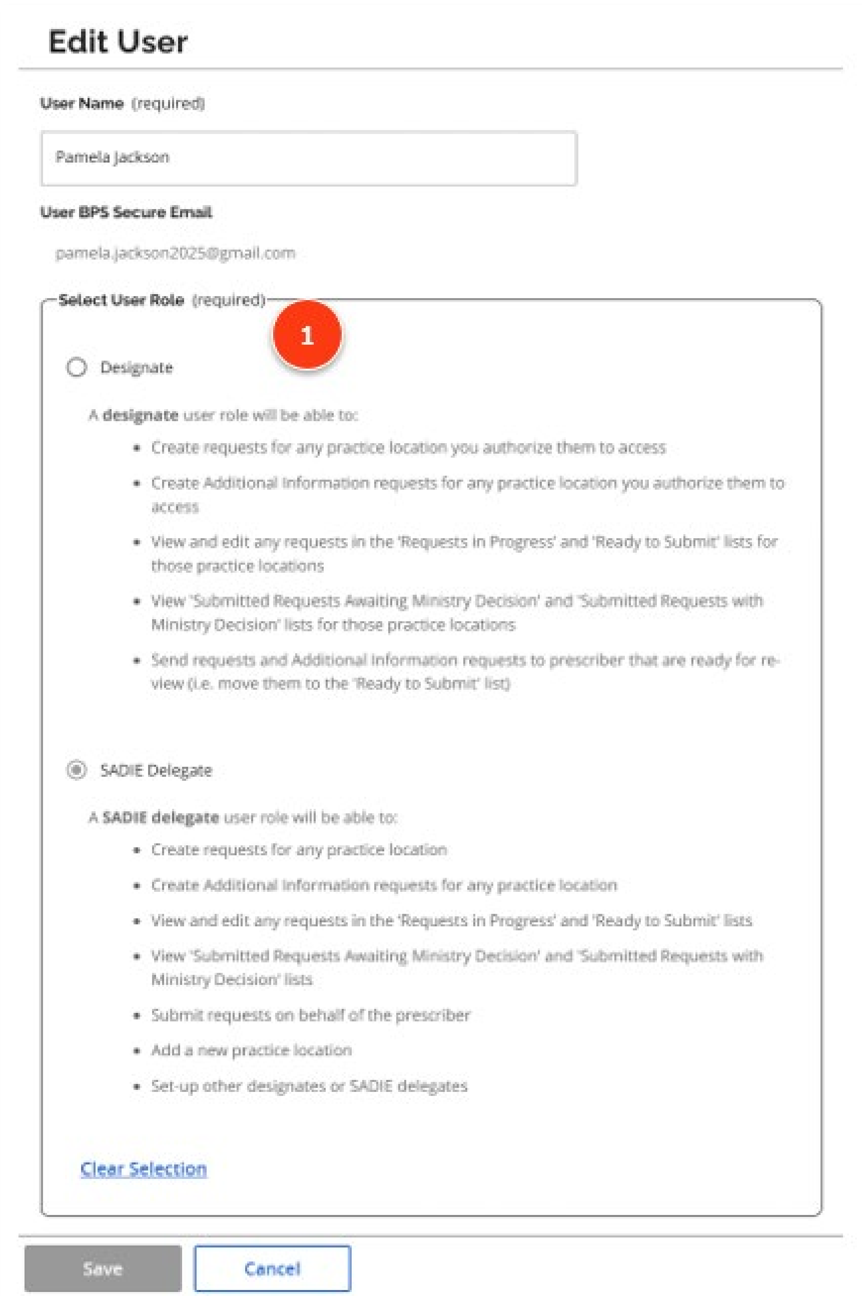


Figure 90 - Image of the Edit User Window - Select User Role (Section 1)

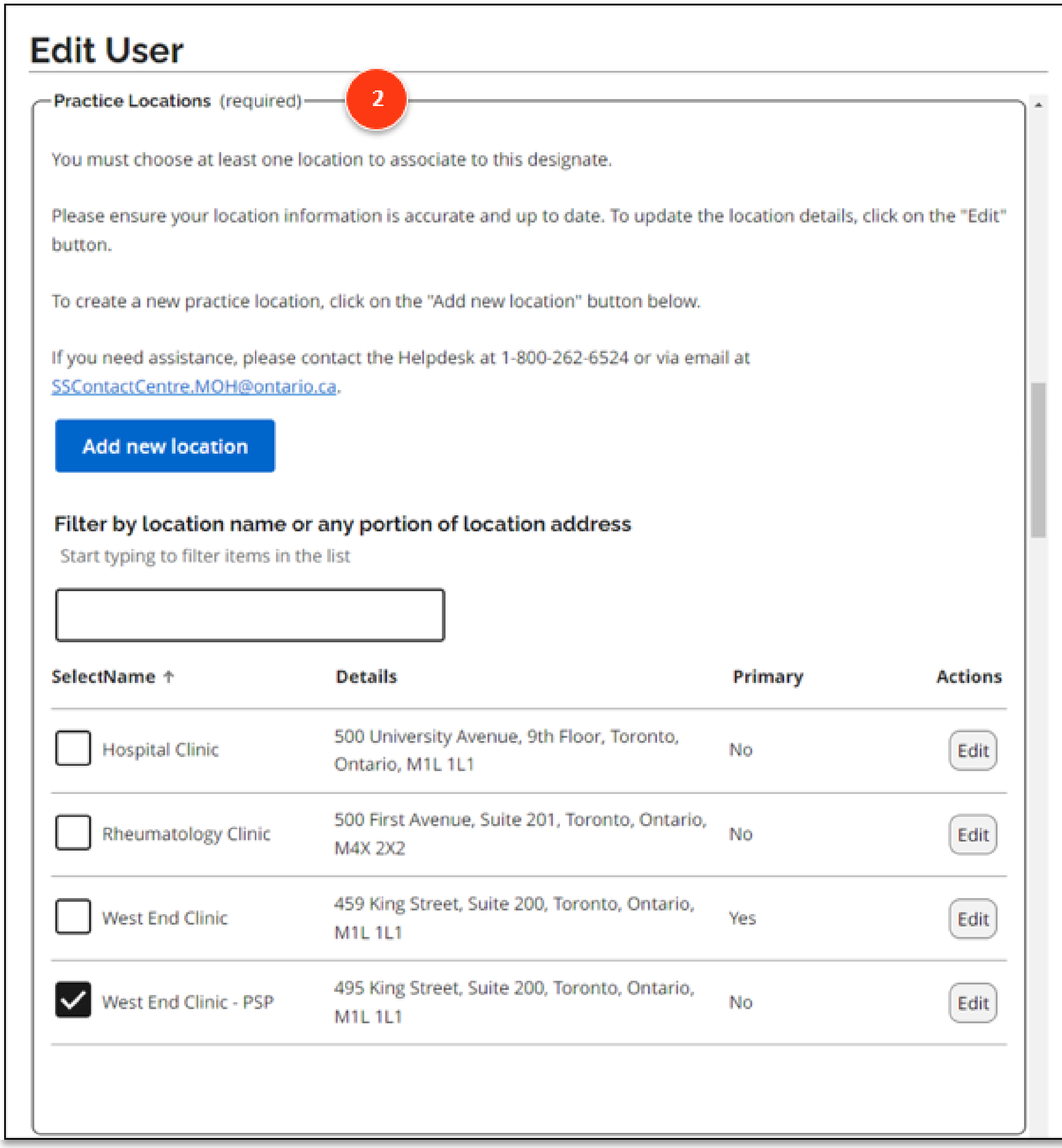
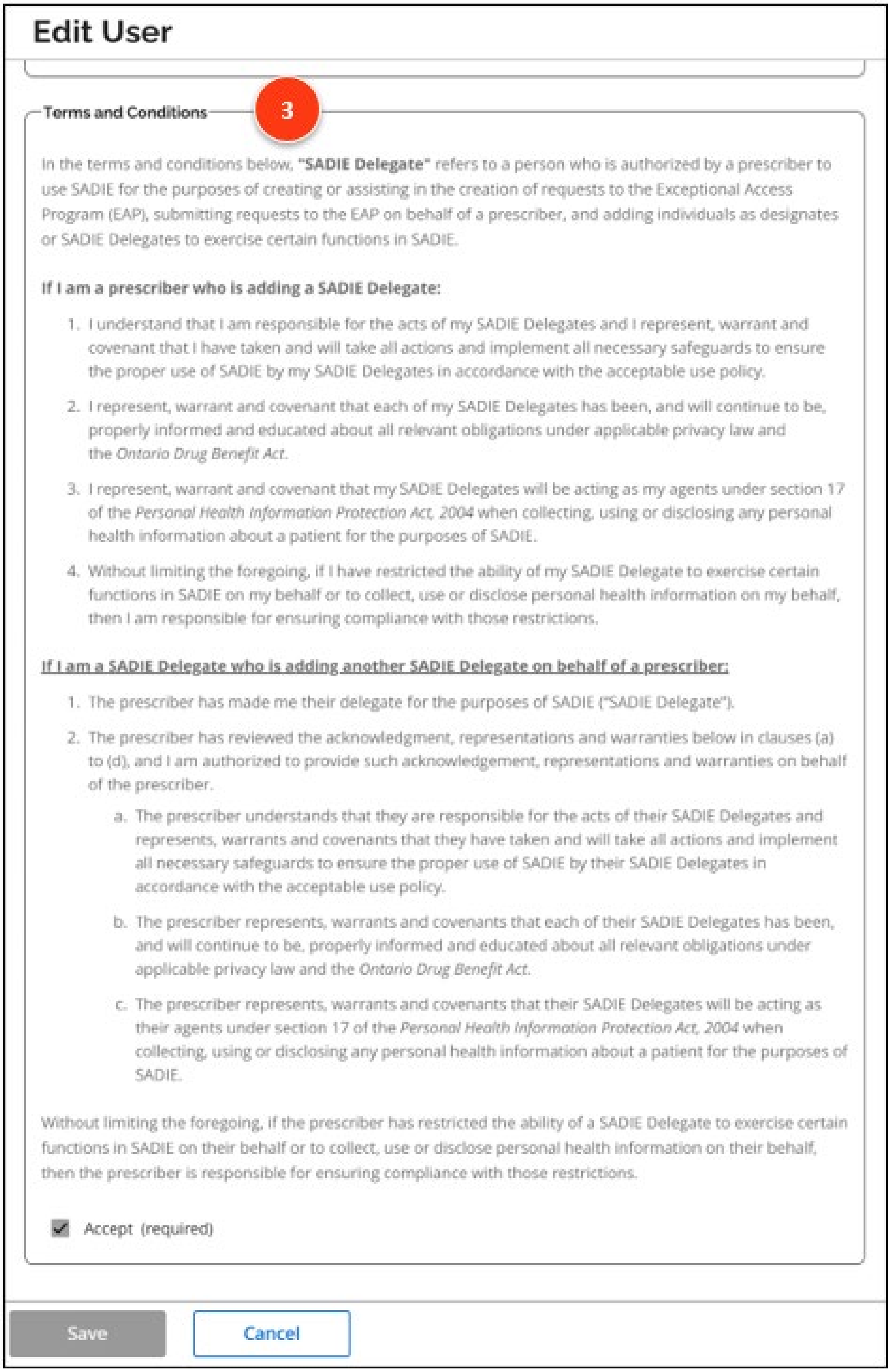


Figure 91 - Image of the Edit User Window - Practice Location(s) (Section 2)

Ontario



Edit User

Terms and Conditions 3

In the terms and conditions below, **"SADIE Delegate"** refers to a person who is authorized by a prescriber to use SADIE for the purposes of creating or assisting in the creation of requests to the Exceptional Access Program (EAP), submitting requests to the EAP on behalf of a prescriber, and adding individuals as designates or SADIE Delegates to exercise certain functions in SADIE.

If I am a prescriber who is adding a SADIE Delegate:

1. I understand that I am responsible for the acts of my SADIE Delegates and I represent, warrant and covenant that I have taken and will take all actions and implement all necessary safeguards to ensure the proper use of SADIE by my SADIE Delegates in accordance with the acceptable use policy.
2. I represent, warrant and covenant that each of my SADIE Delegates has been, and will continue to be, properly informed and educated about all relevant obligations under applicable privacy law and the *Ontario Drug Benefit Act*.
3. I represent, warrant and covenant that my SADIE Delegates will be acting as my agents under section 17 of the *Personal Health Information Protection Act, 2004* when collecting, using or disclosing any personal health information about a patient for the purposes of SADIE.
4. Without limiting the foregoing, if I have restricted the ability of my SADIE Delegate to exercise certain functions in SADIE on my behalf or to collect, use or disclose personal health information on my behalf, then I am responsible for ensuring compliance with those restrictions.

If I am a SADIE Delegate who is adding another SADIE Delegate on behalf of a prescriber:

1. The prescriber has made me their delegate for the purposes of SADIE ("SADIE Delegate").
2. The prescriber has reviewed the acknowledgment, representations and warranties below in clauses (a) to (d), and I am authorized to provide such acknowledgement, representations and warranties on behalf of the prescriber.
   a. The prescriber understands that they are responsible for the acts of their SADIE Delegates and represents, warrants and covenants that they have taken and will take all actions and implement all necessary safeguards to ensure the proper use of SADIE by their SADIE Delegates in accordance with the acceptable use policy.
   b. The prescriber represents, warrants and covenants that each of their SADIE Delegates has been, and will continue to be, properly informed and educated about all relevant obligations under applicable privacy law and the *Ontario Drug Benefit Act*.
   c. The prescriber represents, warrants and covenants that their SADIE Delegates will be acting as their agents under section 17 of the *Personal Health Information Protection Act, 2004* when collecting, using or disclosing any personal health information about a patient for the purposes of SADIE.

Without limiting the foregoing, if the prescriber has restricted the ability of a SADIE Delegate to exercise certain functions in SADIE on their behalf or to collect, use or disclose personal health information on their behalf, then the prescriber is responsible for ensuring compliance with those restrictions.

☑ Accept (required)

Save | Cancel

Figure 92 - Image of the Edit User Window – Terms and Conditions (Section 3)

Note: Location details do not display when selecting the 'Delegate' role. ALL locations are automatically assigned to delegates.

13.3.5. For designates, associate them to at least one location by clicking the button to the left of the active locations in the **Locations** section shown in Figure 87.

Note: See Chapter 17 for steps to edit locations or add a new location.

13.3.6. Select the checkbox and click the **Save** { 

} button in the **Terms and Conditions** section, shown in Figure 88, to save changes.

13.3.7. The **User information saved** message displays. Click **Dismiss** or wait for the message to disappear.

Figure 93 - Image of the User Information Saved Message

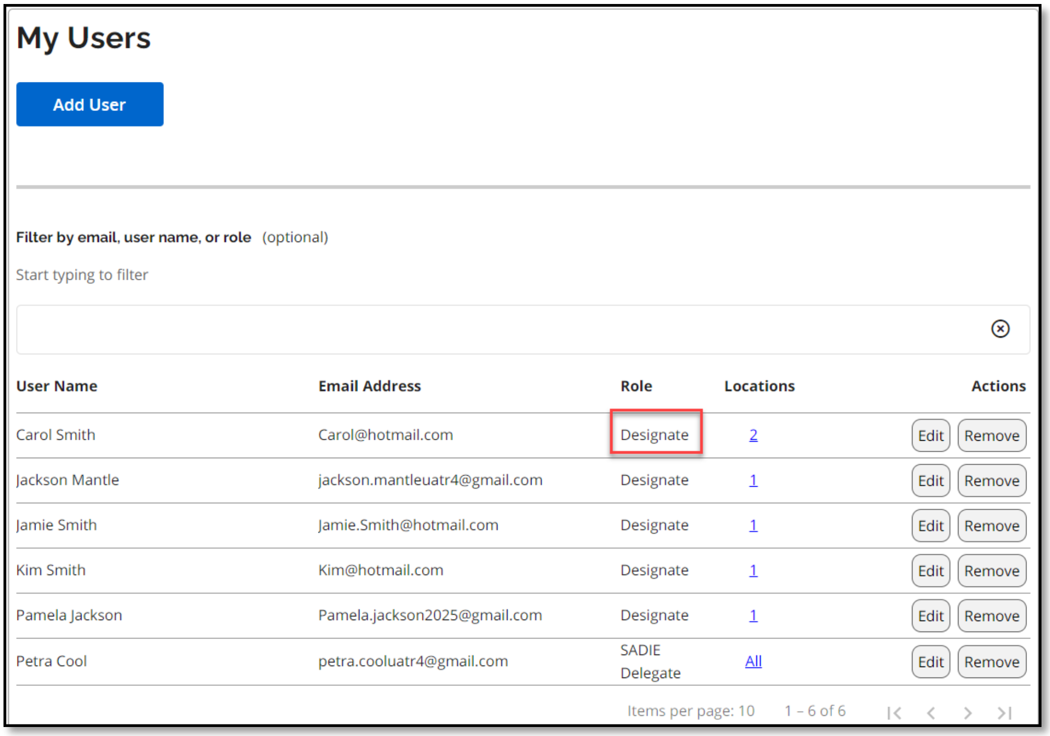


Figure 94 - Image of the My Users Section

13.3.8. The **My Users** section displays with the changes.

13.4. Delegate (or Prescriber) Removes a Designate/Delegate Profile in SADIE

13.4.1. The delegate (or prescriber) selects the **Profile Management** { Profile management } link.

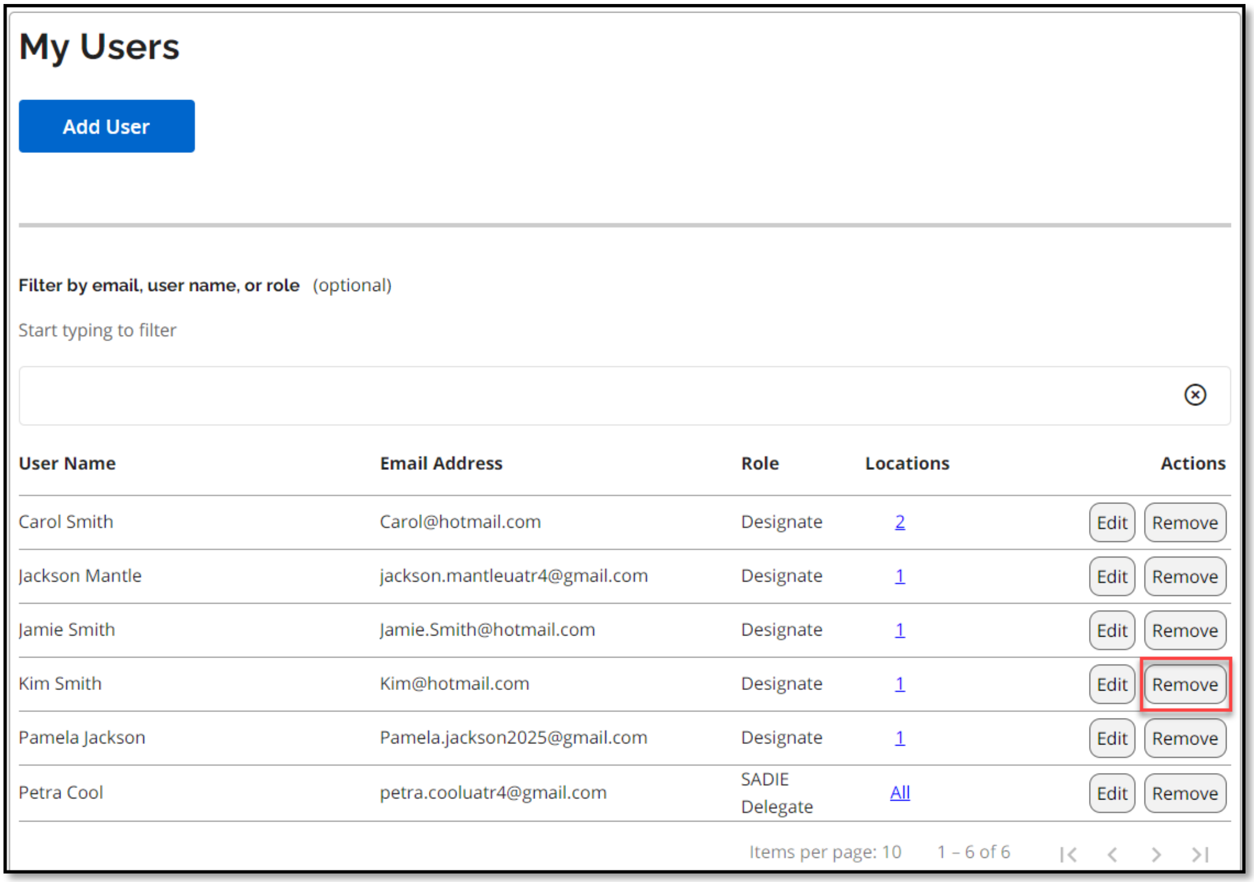


Figure 95 - Image of the My Users Section with Remove Button

13.4.2. The **Designate Management** screen displays. Select the **Remove** { Remove } button.

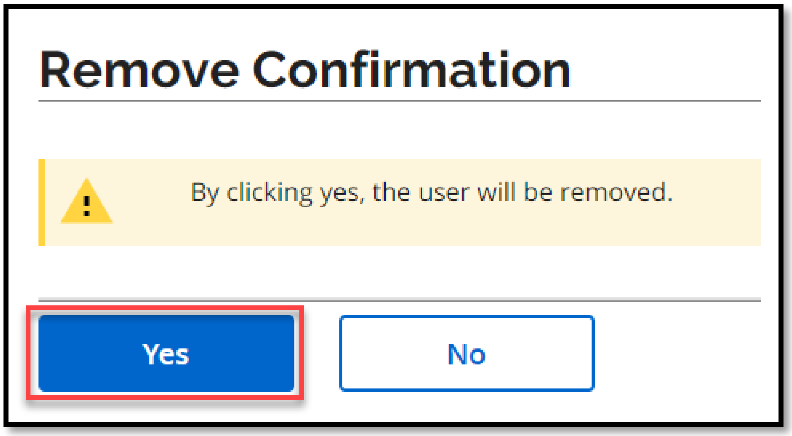
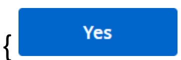


Figure 96 - Image of the Remove User Confirmation Window

13.4.3. The **Remove Confirmation** message displays. Click the **Yes** { 

} button to remove the user.

13.4.4. The **User removed successfully** message displays. Click **Dismiss** or wait for the message to disappear.

Figure 97 - Image of the User Removed Successfully Message

Note: Removing a designate or delegate profile in SADIE only removes their permissions in SADIE, and does not remove their OPS BPS Secure login capability.

If a designate or delegate profile is removed in SADIE, if their user profile is later re-added, (and they still have their active OPS BPS Secure login capability), they will be able to view all requests and Ministry decisions.

13.5. Delegate or Designate Removes Their Own User Profile in SADIE

13.5.1. The delegate (or designate) selects the **Profile Management** { Profile management } link.

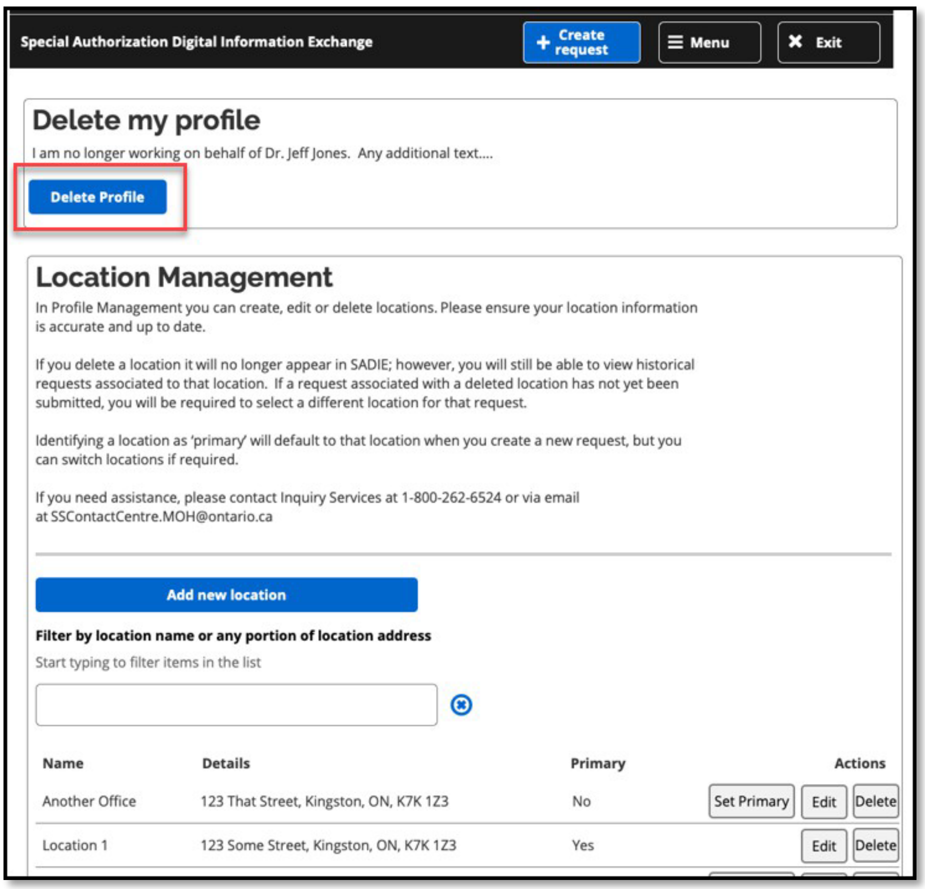


Figure 98 - Image of the Delete My Profile Section

13.5.2. The **Delete my profile** section displays. Select the **Delete Profile** { Delete Profile } button.

13.5.3. A message indicates you will no longer be able to access SADIE on behalf of the prescriber.

Note: By deleting your profile, you will no longer be able to access SADIE EAP on behalf of <<Name of Prescriber>>.

13.5.4. Click **OK**.

13.5.5. The system displays a confirmation message that your SADIE user profile was removed successfully.

13.5.6. You are automatically logged out of SADIE and returned to the **Program Selection** screen.

Chapter 14 – SADIE Email Notifications

The SADIE application will send an email notification to notify users of actions requiring their attention. Email notifications are sent for four types of submissions: Drug, Additional Information, Appeal, and Amendment. Notifications are emailed to prescribers/delegates when a designate has created a request and it is ready for the prescriber or their delegate to submit (it is in the **Ready to Submit** list). Notifications are emailed to designates when a prescriber or their delegate has submitted a request, and to all users when a ministry response is available to view/download.

The following table shows the types of email notifications sent to users.

Types of Email Notifications:				
Action	Purpose of Notification	Prescriber	Delegate	Designate Associated with Practice Location
A designate creates a request that is ready for the prescriber or their delegate to submit	Inform prescriber or their delegate(s) that a request is available to review and submit	x	x	
Delegate/Prescriber submits a request through SADIE	Inform designate(s) that a request for a location to which they are currently assigned under has been submitted			x

The Ministry provides a response	Inform users that a new Ministry response is available to review in SADIE	x	x	x

Figure 99 – Types of SADIE Notifications Sent

SADIE uses the following email addresses to send notifications to users:

- Prescriber making an EAP request via:
  - SADIE launched from the EMR – uses the prescriber’s email address associated with their ONE ID account **and** the prescriber’s email address identified on the request (if provided)
  - The SADIE portal - uses the prescriber’s OPS BPS Secure email address **and** the prescriber’s email address identified on the request (if provided)
- Delegate - uses the delegate’s OPS BPS Secure email address
- Designate - uses the designate’s OPS BPS Secure email address

SADIE determines the email recipients based on the action and location associated with the request, and then sends email notifications to the appropriate recipients.

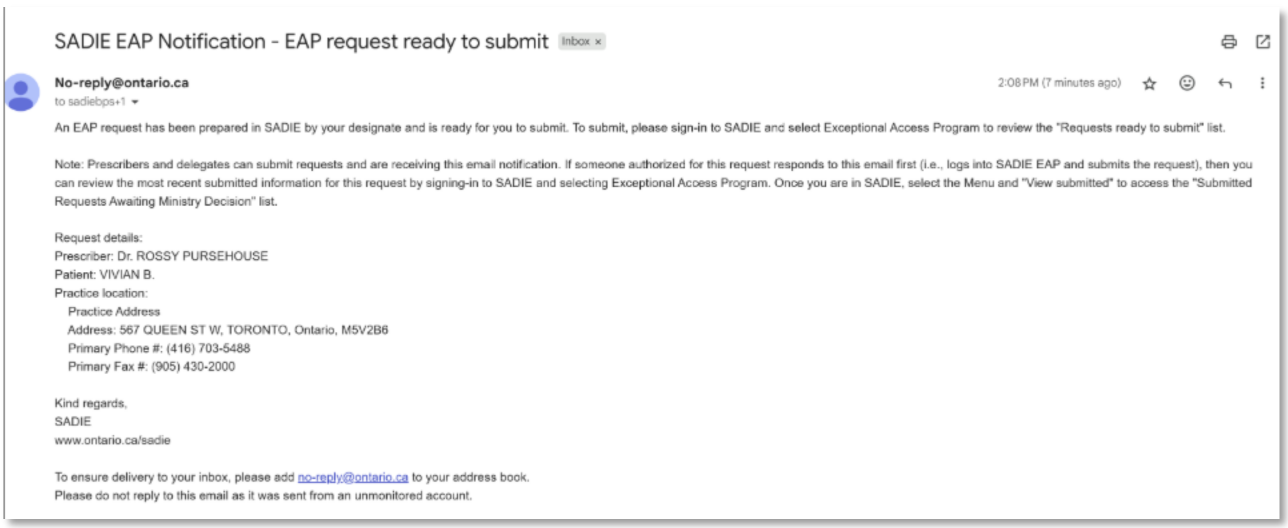
14.1. Email Notifications Prescribers/Delegates Receive

A designate creates a request in SADIE that is ready for the prescriber or their delegate to review and submit. The prescriber or their delegate will receive an email notification to their OPS BPS Secure email account after a designate selects the **Send to Prescriber** { Send to Prescriber } button. The prescriber or their delegate will locate the request in the **Requests Ready to Submit** list.

14.1.1. A designate creates a request that is ready to be reviewed/submitted by the prescriber or their delegate and selects the **Send to Prescriber** { Send to Prescriber } button.

14.1.2. SADIE sends an email notification to the prescriber or their delegate's OPS BPS Secure email account to advise them that a request is ready for their review and submission.

The following sample email notification is sent to a prescribers/delegate(s) to advise them that a request is ready for their review/submission to the EAP.



SADIE EAP Notification - EAP request ready to submit Inbox ×

No-reply@ontario.ca 2:08 PM (7 minutes ago)
to sadiebps+1

An EAP request has been prepared in SADIE by your designate and is ready for you to submit. To submit, please sign-in to SADIE and select Exceptional Access Program to review the "Requests ready to submit" list.

Note: Prescribers and delegates can submit requests and are receiving this email notification. If someone authorized for this request responds to this email first (i.e., logs into SADIE EAP and submits the request), then you can review the most recent submitted information for this request by signing-in to SADIE and selecting Exceptional Access Program. Once you are in SADIE, select the Menu and "View submitted" to access the "Submitted Requests Awaiting Ministry Decision" list.

Request details:
Prescriber: Dr. ROSSY PURSEHOUSE
Patient: VIVIAN B.
Practice location:
Practice Address
Address: 567 QUEEN ST W, TORONTO, Ontario, M5V2B6
Primary Phone #: (416) 703-5488
Primary Fax #: (905) 430-2000

Kind regards,
SADIE
www.ontario.ca/sadie

To ensure delivery to your inbox, please add no-reply@ontario.ca to your address book.
Please do not reply to this email as it was sent from an unmonitored account.

Figure 100 - Image of a Sample SADIE Notification Sent to Prescribers/Delegates

14.1.3. The prescriber or their delegate views the details of the request within the email and then either launches SADIE from their participating EMR or signs-in to the SADIE webportal from the SADIE website, www.ontario.ca/sadie.

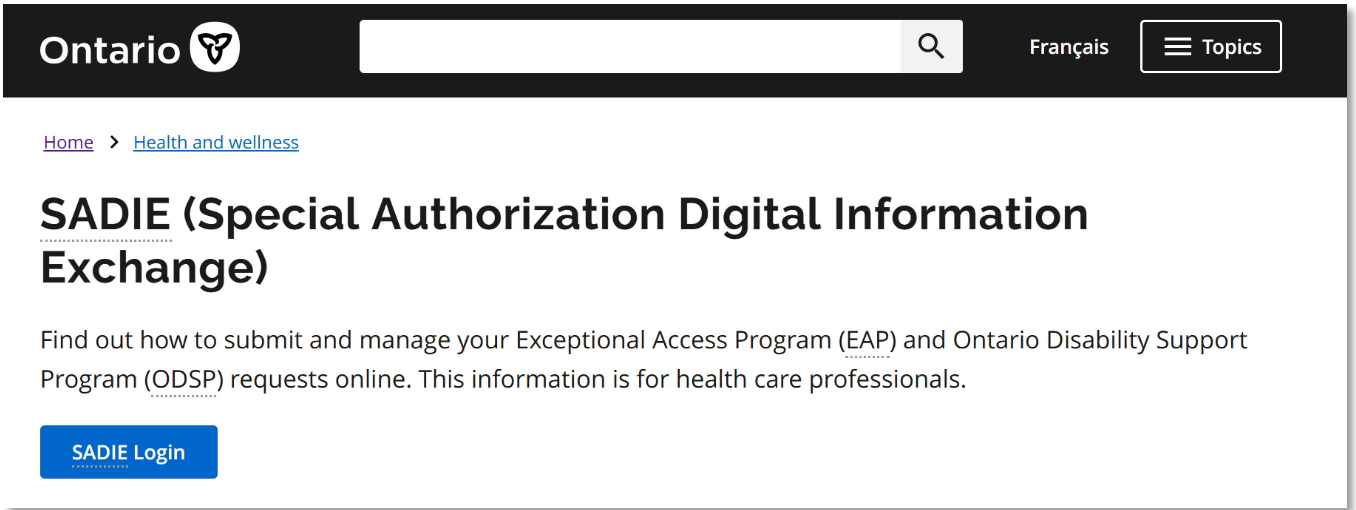


Figure 101 - Image of the SADIE Website with SADIE Login Button

14.1.4. The prescriber or their delegate locates the request in the **Requests Ready to Submit** list at which point they can review the request and/or submit to the EAP.

Note: If another user (either the prescriber or their delegate) has already submitted the request, it will be found in the **Submitted Requests Awaiting Ministry Decision** list.

14.2. Email Notifications Designates Receive

Designates receive email notifications when a prescriber or their delegate selects the **Submit** { Submit } button to send a request to the EAP.

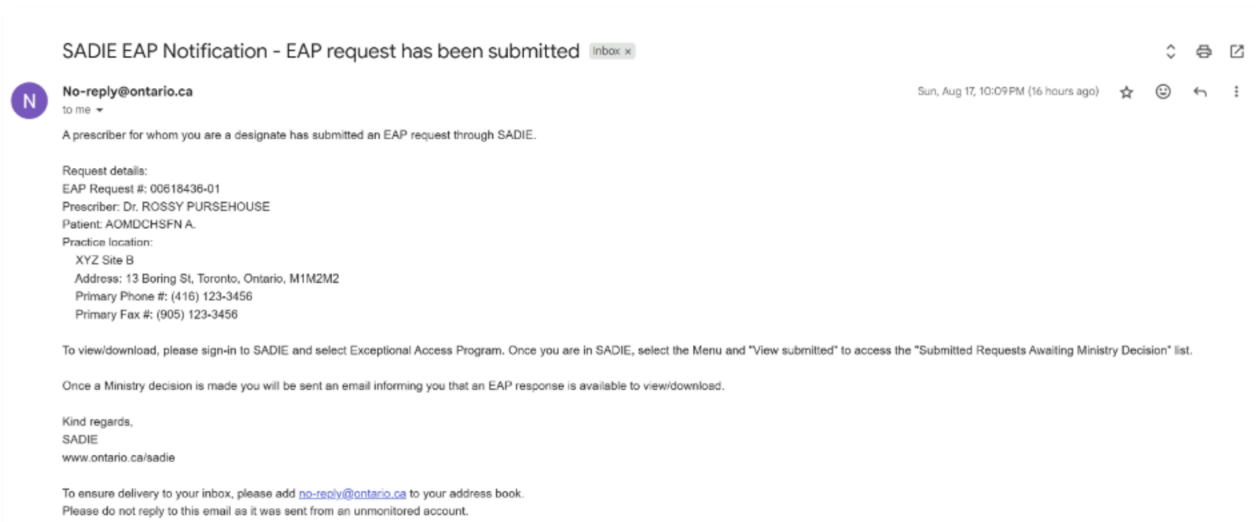
14.2.1. A prescriber or their delegate selects the **Submit** { Submit } button.

14.2.2. SADIE sends an email notification to any/all designates currently assigned to the location noted in the request.

Note: If a prescriber or their delegate has added a new location, email notifications cannot be sent to designates until they have been assigned to the new location.

Once the new location is available in the list of locations in SADIE, prescribers/delegates should assign any designates to the new location using the **Profile Management** { Profile management } link in the Menu. See Chapter 13, for more information about assigning designates to a location. Once assigned to a location, a designate will receive email notifications when new requests are submitted for patients at that location.

The following sample email notification is sent to designates to advise them that a request for a location to which they are assigned has been sent to the EAP.



SADIE EAP Notification - EAP request has been submitted Inbox ×

No-reply@ontario.ca
to me
Sun, Aug 17, 10:09 PM (16 hours ago)

A prescriber for whom you are a designate has submitted an EAP request through SADIE.

Request details:
EAP Request #: 00618436-01
Prescriber: Dr. ROSSY PURSEHOUSE
Patient: AOMDCHSFN A.
Practice location:
XYZ Site B
Address: 13 Boring St, Toronto, Ontario, M1M2M2
Primary Phone #: (416) 123-3456
Primary Fax #: (905) 123-3456

To view/download, please sign-in to SADIE and select Exceptional Access Program. Once you are in SADIE, select the Menu and "View submitted" to access the "Submitted Requests Awaiting Ministry Decision" list.

Once a Ministry decision is made you will be sent an email informing you that an EAP response is available to view/download.

Kind regards,
SADIE
www.ontario.ca/sadie

To ensure delivery to your inbox, please add no-reply@ontario.ca to your address book.
Please do not reply to this email as it was sent from an unmonitored account.

Figure 102 - Image of a Sample SADIE Notification Sent to Designates

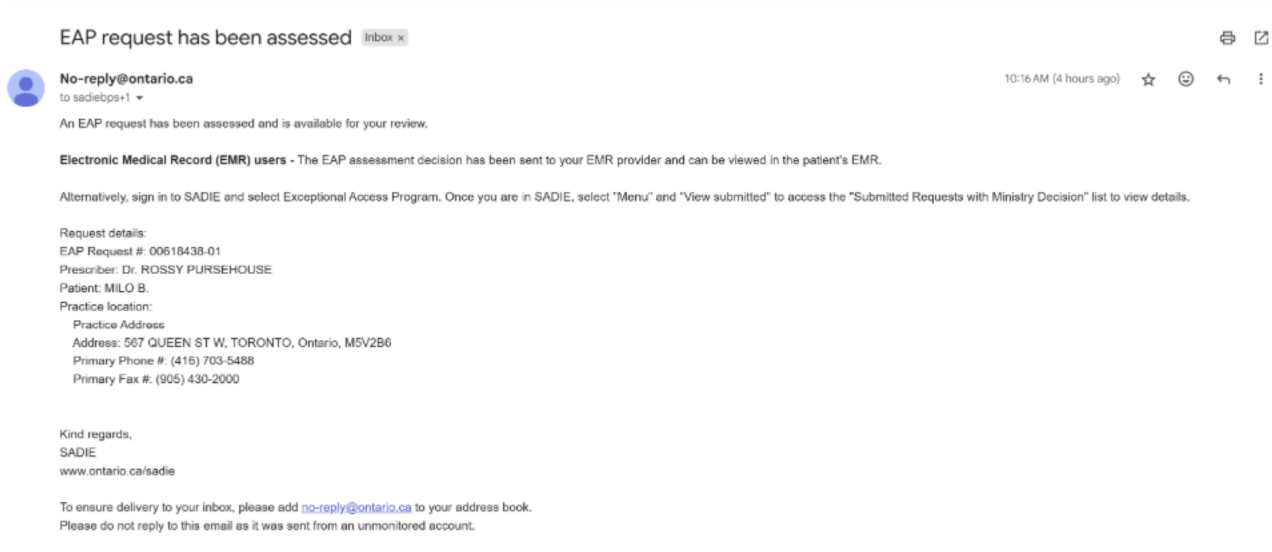
14.2.3. Designates can view and confirm the details of the request within the email. In SADIE, submitted requests will be found in the **Submitted Requests Awaiting Ministry Decision** list.

14.3. Email Notifications All Users Receive

All SADIE users (prescribers, delegates, and designates associated with a specific location) receive email notifications when a Ministry decision has been made for a request.

14.3.1. SADIE sends an email notification to prescribers, delegates and all designates currently assigned to the location noted in the request.

The following sample email notification is sent to advise users that a new Ministry decision is available to review in SADIE.



EAP request has been assessed Inbox ×

No-reply@ontario.ca 10:16 AM (4 hours ago)
to sadiebps+1

An EAP request has been assessed and is available for your review.

Electronic Medical Record (EMR) users - The EAP assessment decision has been sent to your EMR provider and can be viewed in the patient's EMR.

Alternatively, sign in to SADIE and select Exceptional Access Program. Once you are in SADIE, select "Menu" and "View submitted" to access the "Submitted Requests with Ministry Decision" list to view details.

Request details:
EAP Request #: 00618438-01
Prescriber: Dr. ROSSY PURSEHOUSE
Patient: MILO B.
Practice location:
Practice Address
Address: 567 QUEEN ST W, TORONTO, Ontario, M5V2B6
Primary Phone #: (416) 703-5488
Primary Fax #: (905) 430-2000

Kind regards,
SADIE
www.ontario.ca/sadie

To ensure delivery to your inbox, please add no-reply@ontario.ca to your address book.
Please do not reply to this email as it was sent from an unmonitored account.

Figure 103 - Image of a Sample SADIE Notification Sent to Users for New Decisions

14.3.2. Users can view and confirm the details of the request within the email. In SADIE, decisions including response letters can be found in the **Submitted Requests with Ministry Decision** list.

Chapter 15 – Track the Status of EAP Requests & Access Ministry Response Letters

This chapter describes how prescribers, delegates and designates (with specific locations) **track the status of EAP request and access the Ministry's response** to submitted EAP requests in SADIE. It also outlines how to use the filter to search for submitted requests as well as the assessment outcome once complete, along with the associated decision letters.

Within SADIE, users* can:

- View the **Submitted Requests Awaiting Ministry Decision** list of requests that have been submitted to the EAP through any method (i.e., SADIE, TRS, Fax, Mail), and are awaiting a response from the Ministry.
- View the **Submitted Requests with Ministry Decision** list of requests that have been assessed, regardless of the method they were submitted by, along with their decisions and response letters.
- View the details of any of these requests.

*Note: Designates can also view the same lists and they can track EAP submissions for locations for which they have been provided access.

15.1. Steps to View Submitted Requests

15.1.1. Select the **Menu** button, then click **the View Submitted** { View submitted } link.

15.1.2. The system displays the **Submitted Requests** page with two lists; the **Submitted Requests Awaiting Ministry Decision** list and **the Submitted Requests with Ministry Decision** list.

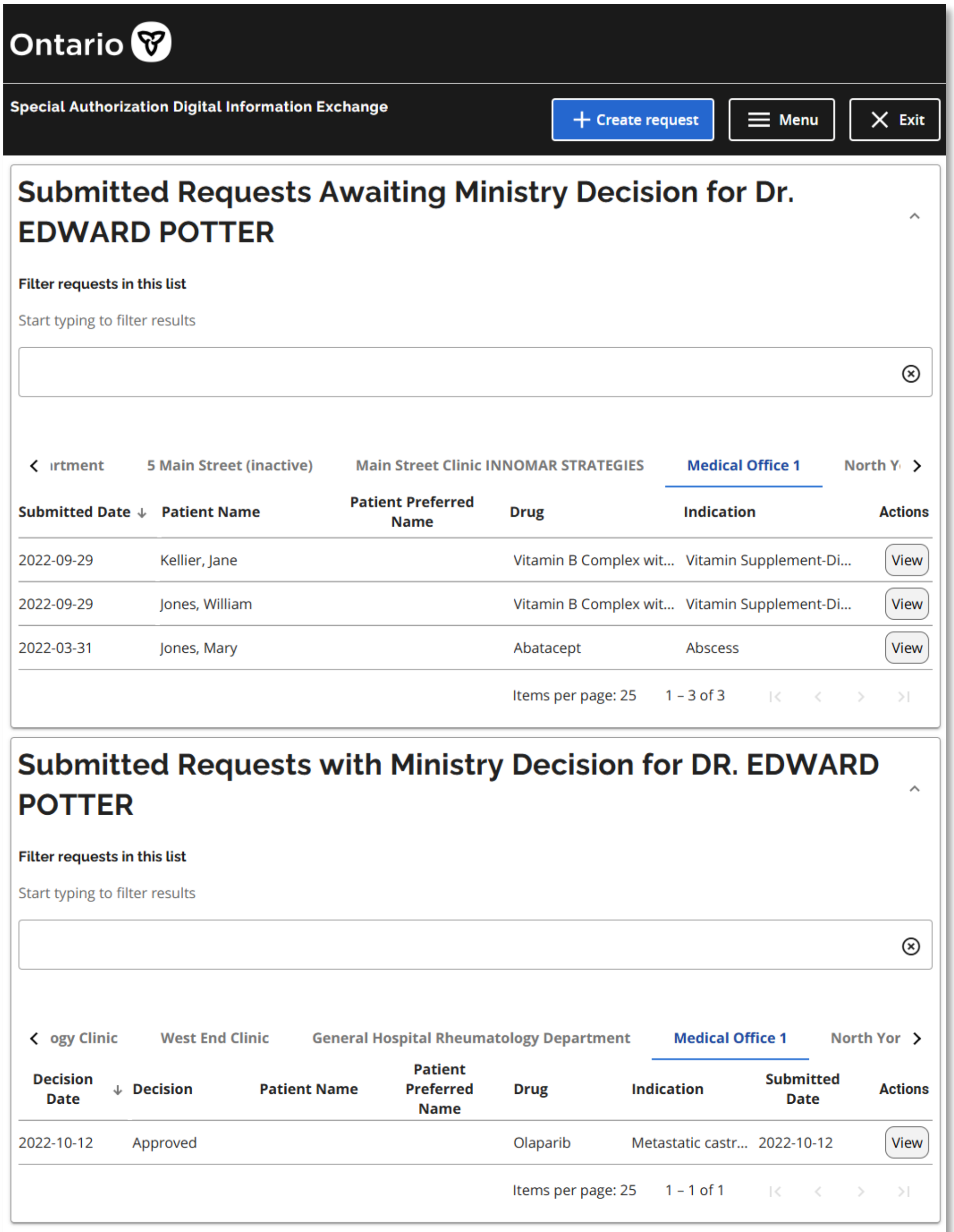


Figure 104 - Image of the View Submitted Screen

15.2. The Submitted Requests Awaiting Ministry Decision list

The **Submitted Requests Awaiting Ministry Decision** list is the area where users (prescribers, delegates, and designates with access to the location) can view a request that has been submitted to EAP that is pending a decision.

- "Pending Decision" indicates a request that has been submitted to the EAP, but the assessment outcome is still not final.

Users can see the original request submitted for assessment, and they can access the PDF of the "Initial" request and related correspondence. This list contains requests submitted by all users with access to the location.

15.3. Instructions for Searching & Sorting Requests

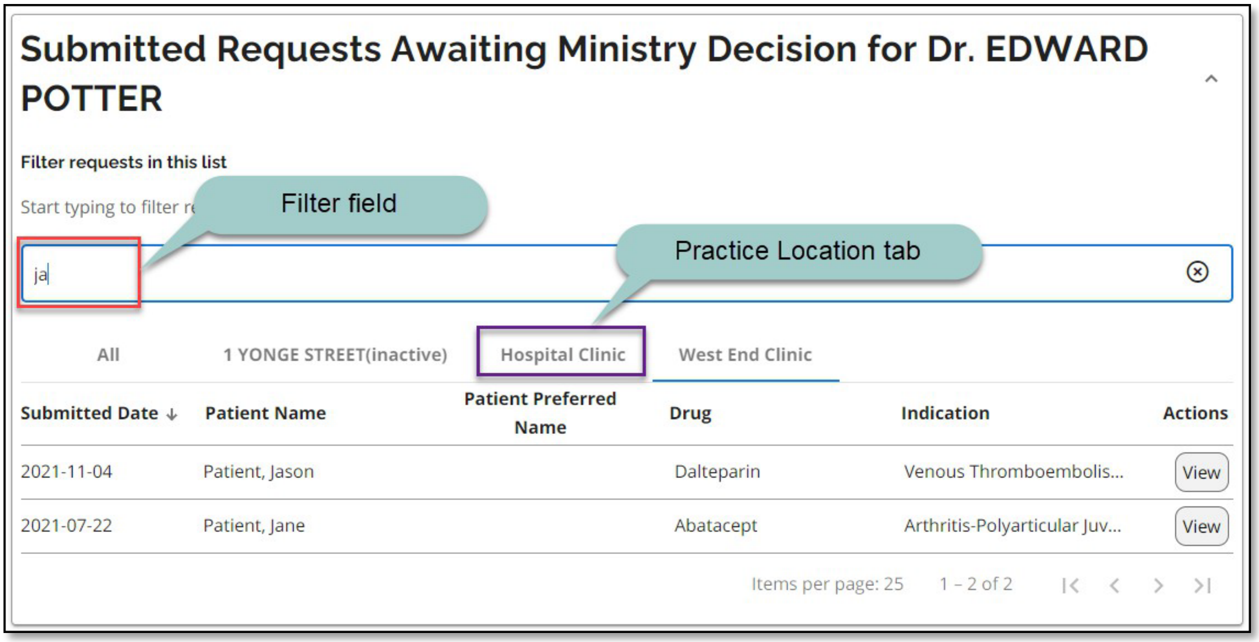
- You can search for a request awaiting a Ministry decision using the **Filter** field, which is displayed at the top of the list.
- Tabs for all locations appear below the **Filter** field and indicate the number of requests pending decisions for the location. Prescribers assign locations to designates. Selecting an individual location tab filters the list to display only the requests pending decisions for that location.

☞ Note: Designates will only see tabs for locations to which they are assigned.

- Ensure that the **All** tab is selected to search for requests pending decisions that are assigned to any of your locations.
- Type any piece of information in the filter that is contained in any of the

Submitted Requests Awaiting Ministry Decision list columns to search for specific requests pending decisions (e.g., Submitted Date, Patient Name, Patient Preferred Name, Drug, Indication). The results will filter as you type.

Note: To clear the filter, click the x { ⓧ } on the right of the Filter field.



Submitted Date ↓	Patient Name	Patient Preferred Name	Drug	Indication	Actions
2021-11-04	Patient, Jason		Dalteparin	Venous Thromboembolis...	View
2021-07-22	Patient, Jane		Abatacept	Arthritis-Polyarticular Juv...	View

Figure 105 - Image of the Submitted Requests Awaiting Ministry Decision List with Filtered Results

By using the filter, you can narrow down your list of requests in progress based on the patient's first or last name or any other column in the list.

- You can sort the requests in ascending or descending order by clicking the header at the top of each column to sort by the data in that column.
- By default, the requests are sorted in alphabetical order by patient name.

- Clicking the header again will reverse the sorting order.

15.4. Steps to View Submitted Requests' Details

15.4.1. Select the **View** { View } button for the request, in the **Submitted Requests Awaiting Ministry Decision** list.

15.4.2. The system displays the **Submission Details** and related **Correspondence Exchanged with the Ministry**.

☞ Note: It can take 1 - 2 minutes for the submitted request to appear in the list.

The following information displays as ‘read only’ in the Submission Details section:

Field	Description
1. Practice Location	Name of office on file
2. Address	Office address on file
3. Request Number	EAP request number
4. Patient Name	Patient First and Last Name
5. Patient Preferred Name	Patient preferred name (if provided)
6. Request Type	Request Type (Initial or Renewal)
7. Drug	Drug requested
8. Indication	Indication requested

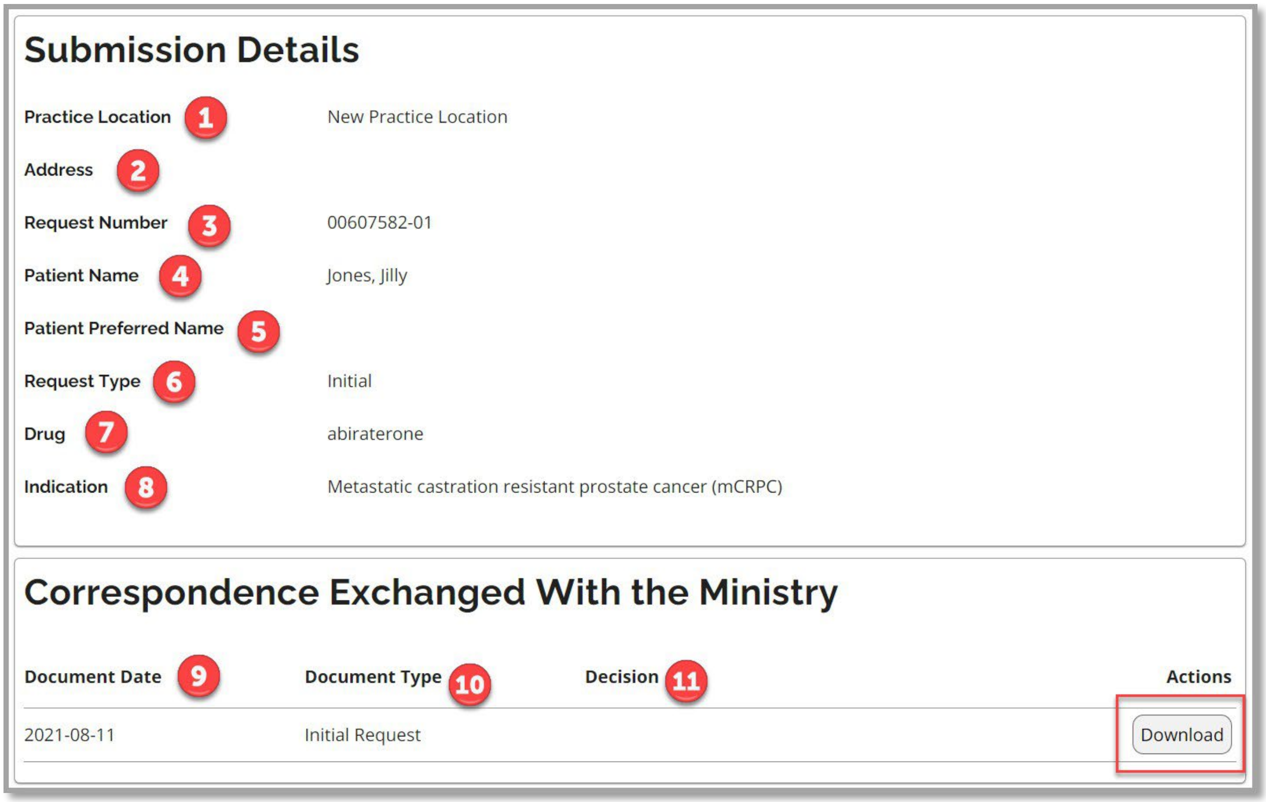


Figure 106 - Image of the Submission Details Screen

The following information displays as 'read only' in the Correspondence Exchanged With the Ministry section:

Column	Description
9. Document Date	Date document was received or sent
10. Document Type	Request, Additional Information, Response Letter
11. Decision	Assessment outcome (i.e., Approved, Not Approved, Further Information Required, etc.)

Depending on the request, the **Actions** column may be blank or a **Download** { Download } button may be available.

15.5. Steps to View Correspondence Exchanged With the Ministry

15.5.1. Select the **Download** { Download } button for the document, in the **Actions** menu.

15.5.2. Documents that have been downloaded are automatically saved to your computer and can be found in your **Downloads** folder. (The location of your Downloads folder may vary depending on your operating system and configuration.)

15.5.3. Double-click on the **PDF** file to view the document.

15.5.4. The document opens in a separate window.

15.6. The Submitted Requests With Ministry Decision list

The **Submitted Requests With Ministry Decision** list is the area where users (prescribers, delegates, and designates with access to the location) can view Ministry decisions where an assessment outcome has been provided. An email notification is sent to users to advise when a Ministry decision has been completed for their request.

Users can see the decision for a request and access the submission details as well as related correspondence. This list contains decisions for requests submitted by all users with access to the location.

15.7. Instructions for Searching & Sorting Requests

- You can search for a request with a Ministry decision using the **Filter** field, which is displayed at the top of the list.

- Tabs for locations appear below the **Filter** field and indicate the number of requests with decisions for the location. Prescribers assign locations to designates. Selecting an individual location tab filters the list to display only the requests with decisions for that location.

Note: Designates will only see tabs for locations to which they are assigned.

- Ensure that the **All** tab is selected to search for requests with decisions that are assigned to any of your locations.

- Type any piece of information in the filter that is contained in any of the **Submitted Requests With Ministry Decision** list columns to search for specific requests (e.g., Decision Date, Decision, Patient Name, Patient Preferred Name, Drug, Indication). The results will filter as you type.

Note: To clear the filter, click the x { } on the right of the Filter field.

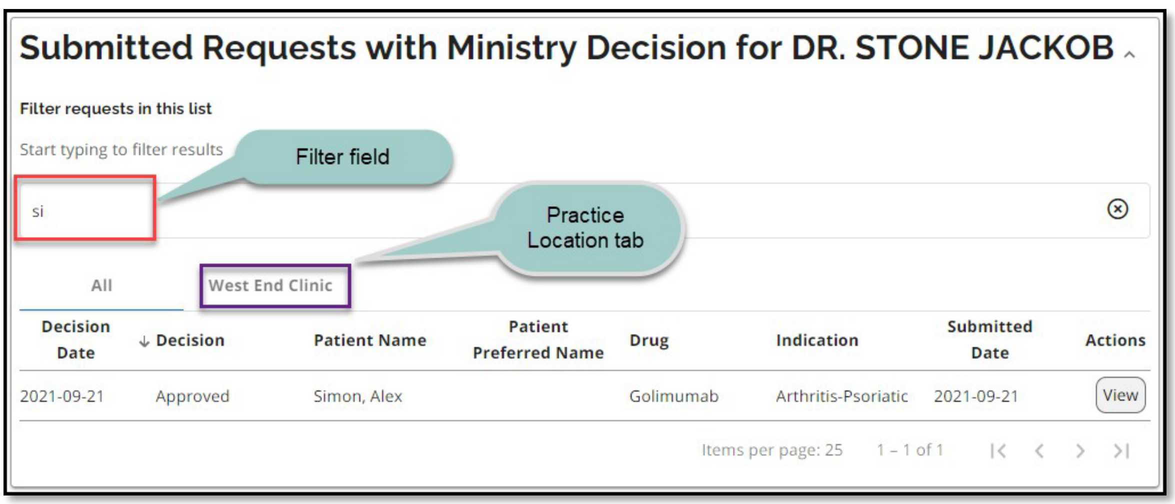


Figure 107 - Image of the Submitted Requests With Ministry Decision List with Filtered Results

☞ By using the filter, you can narrow down your list of requests with decisions based on the patient's first or last name or any other column in the list.

- You can sort the requests by clicking the column title in the header at the top of each column.
- By default, the requests are sorted in alphabetical order by patient name.
- Clicking the header again will reverse the sorting order.

15.8. Steps to View Submitted Requests With Ministry Decision Details

15.8.1. Select the **View** { View } button for the request, in the **Submitted Requests With Ministry Decision** list.

15.8.2. The system displays the **Submission Details** and related **Correspondence Exchanged with the Ministry**.

The following information displays as 'read only' in the Submission Details section:

Field	Description
1. Practice Location	Name of office on file
2. Address	Office address on file
3. Request Number	EAP request number
4. Patient Name	Patient First and Last Name

5. Patient Preferred Name	Patient preferred name (if provided)
6. Request Type	Request Type (Initial or Renewal)
7. Drug	Drug requested
8. Indication	Indication requested
9. Decision	Decision after Ministry assessment
10. Approval Start Date	Approval start date, if available
11. Approval End Date	Approval end date, if available

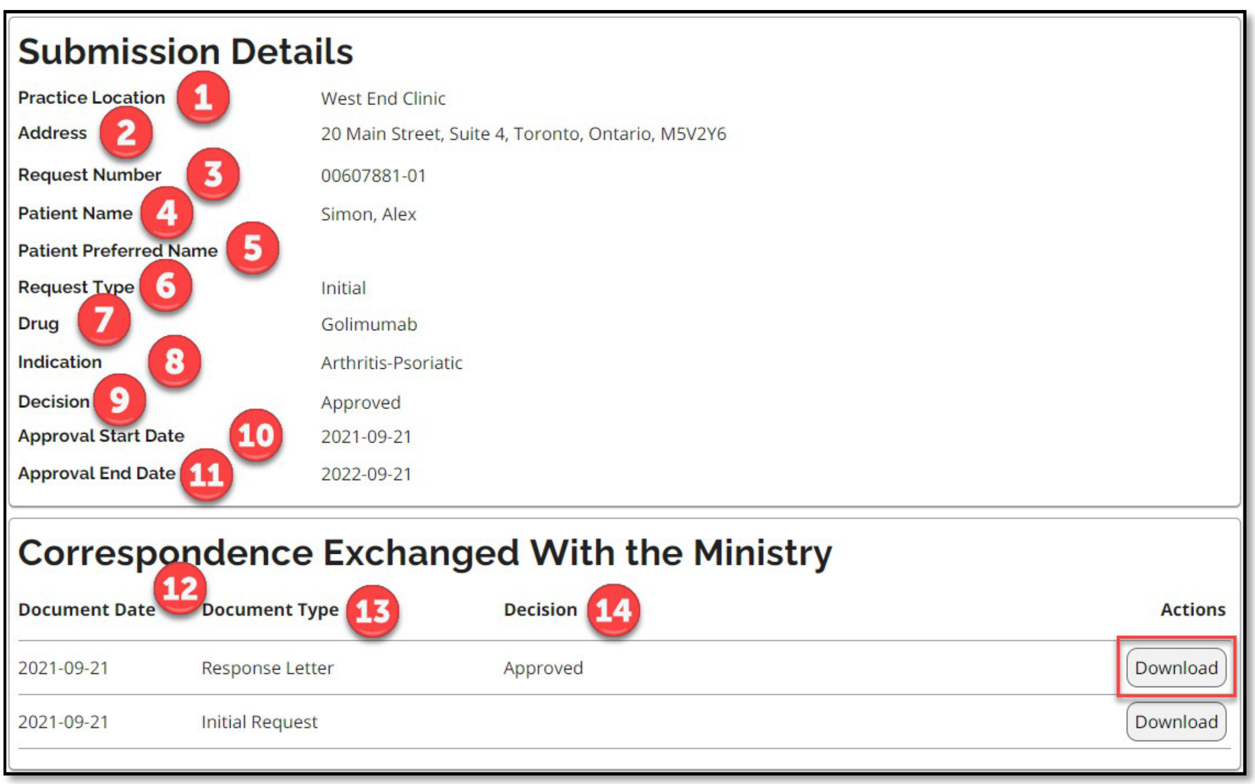


Figure 108 - Image of the Submission Details Screen

The following information displays as ‘read only’ in the Correspondence Exchanged With the Ministry section:

Field	Description
12. Document Date	Date document was received or sent
13. Document Type	Request, Additional Information, Response Letter
14. Decision	Assessment outcome (i.e., Approved, Not Approved, Further Information Required, etc.)

Depending on the request, the **Actions** column may be blank or a **Download** { Download } button may be available.

15.9. Steps to View Correspondence Exchanged With the Ministry

15.9.1. Select the **Download** { Download } button for the document, in the Actions menu.

15.9.2. Documents that have been downloaded are automatically saved to your computer and can be found in your **Downloads** folder. (The location of your Downloads folder may vary depending on your operating system and configuration.)

15.9.3. Double-click on the **PDF** file to view the document.

15.9.4. The document opens in a separate window.

15.10. Submitted Requests With a Ministry Decision of Further Information Required

15.10.1. When the most recent Ministry decision is 'Further Information Required', the **Correspondence in Progress** section displays on the **Submission Details** screen, with an **Add Additional Information** { Add Additional Information } button.

15.10.2. Select the **Add Additional Information** { Add Additional Information } button to provide additional text and/or add attachments in support of a request. (See Chapter 16 for more details.)

Chapter 16 – Providing Additional Information Online via SADIE

This chapter describes how, via SADIE, prescribers, delegates and designates can manage requests for **additional information in support of a previously submitted EAP request**.

Note: Designates can send additional information to prescribers and delegates to submit, for requests associated with locations for which they have been provided access.

16.1. Steps to Provide Additional Information

16.1.1. Select the **Menu** button, then click the **View Submitted** { View submitted } link.

16.1.2. Locate the request with the decision 'Further Information Required', in the **Submitted Requests with Ministry Decision** list.

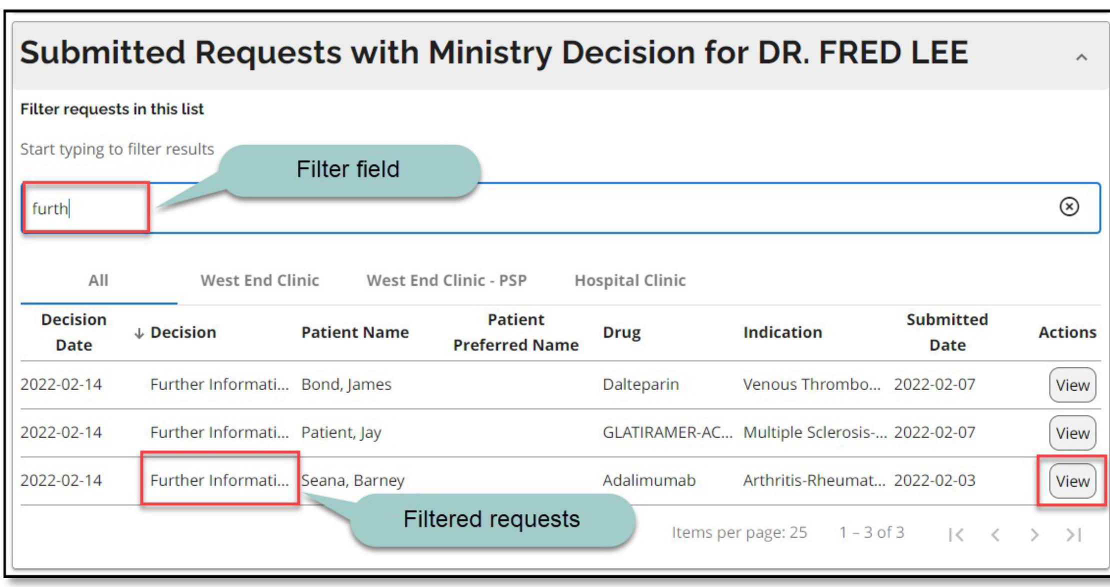
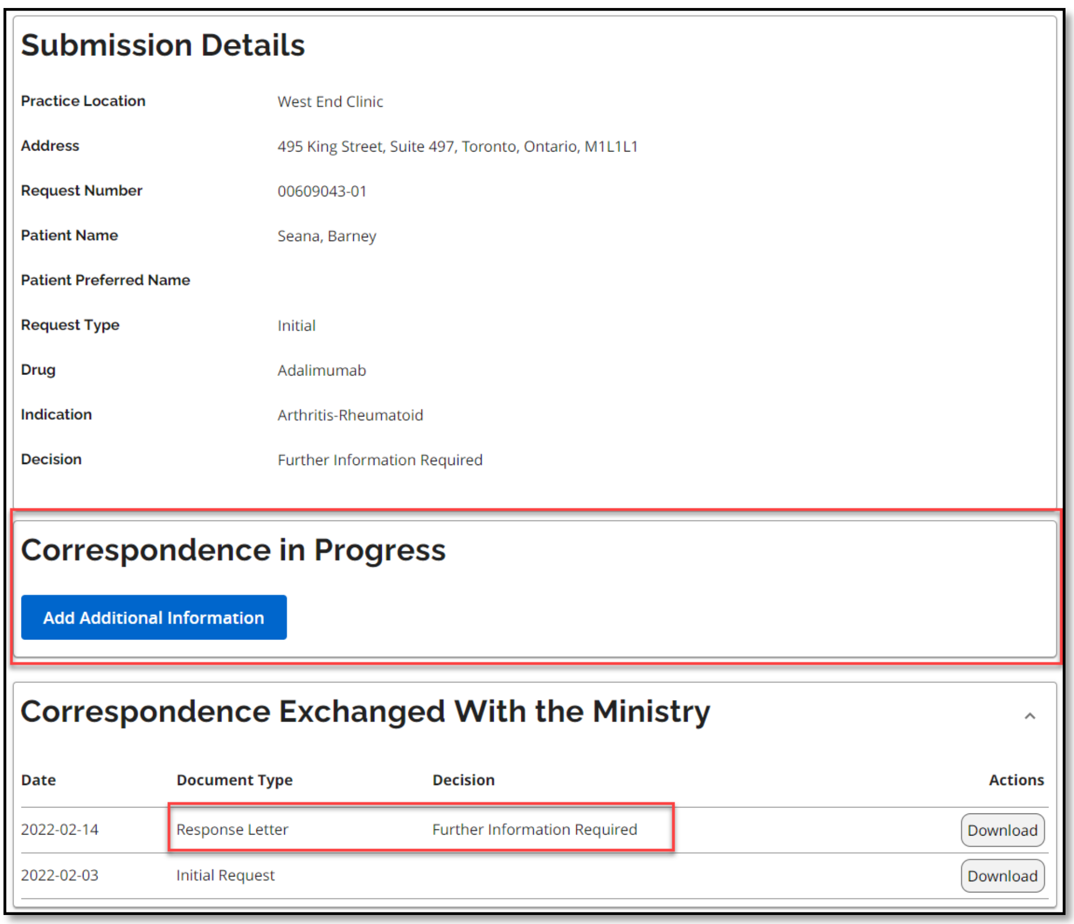


Figure 109 - Image of the Submitted Requests with Ministry Decision List

By using the filter, you can narrow down your list of requests based on the patient's first or last name. You can also type the word 'further' into the filter or select the **Decision** tab to sort by Decision to find all requests with a 'Further Information Required' decision.

16.1.3. Select the **View** { View } button for the request, in the Sub**mitted Requests With Ministry Decision** list.

16.1.4. Select the **Add Additional Information** { Add Additional Information } button in the **Correspondence in Progress** section.



Submission Details

Practice Location	West End Clinic
Address	495 King Street, Suite 497, Toronto, Ontario, M1L1L1
Request Number	00609043-01
Patient Name	Seana, Barney
Patient Preferred Name	
Request Type	Initial
Drug	Adalimumab
Indication	Arthritis-Rheumatoid
Decision	Further Information Required

Correspondence in Progress

Add Additional Information

Correspondence Exchanged With the Ministry

Date	Document Type	Decision	Actions
2022-02-14	Response Letter	Further Information Required	Download
2022-02-03	Initial Request		Download

Figure 110 - Image of the Submission Details Screen with Correspondence in Progress Section

16.1.5. The system displays the **Additional Information** screen on the **Summary** tab.

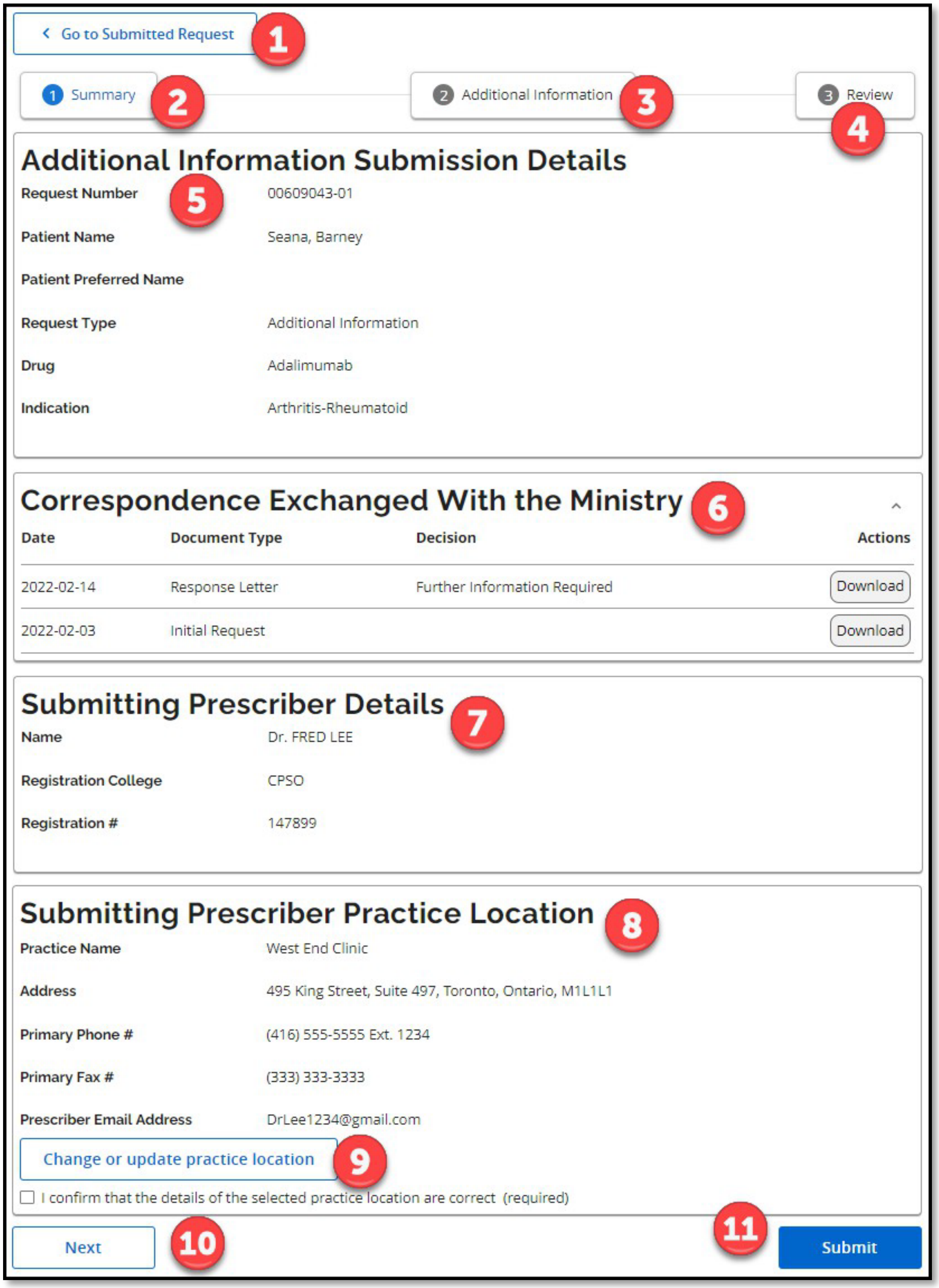


Figure 111 - Image of the Additional Information Screen on the Summary Tab

The following displays on the **Additional Information** screen on the **Summary** tab:

Item	Description
1. **Back** button	Returns user to the **Submission Details** screen for the request.
2. Summary tab	Includes Additional Information, Submission Details, Submitting Prescriber Details, Submitting Prescriber Practice Location Details.
3. Additional Information tab	Includes text entry field and attachments field.
4. Review tab	Provides a Request Summary of additional information being provided.
5. Additional Information Submission Details	Read only. Includes original Request Number, Request Type: Additional Information, Patient Name, Patient Preferred Name (if provided), Drug and Indication.
6. Correspondence Exchanged with the Ministry	Provides records of the Initial request submitted to the EAP, and the Ministry response letter, along with any other related correspondence, that can be viewed / downloaded by clicking the **Download** button.
7. Submitting Prescriber Details	Read only. Includes prescriber's name and registration details.
8. Submitting Prescriber Practice Location	Provides prescriber's location for the request, with option to change location and confirm information details. Provides optional field for prescriber's email address for the location, displays current email if provided, which can be updated.
9. **Change or update practice location** button	Opens the **Select a practice location** window to select the location associated to the request. See Chapter 17 for steps to edit a location or add a new location.
10. **Next** button	Opens the **Additional Information** tab.

11. **Submit** button	Submits the Additional Information to the EAP. (Note that Designates view a **Send to Prescriber** { Send to Prescriber } button.)

16.1.6. Confirm location details (item 7 in the above screenshot) and then click the **Next** { Next } button.

16.1.7. The system displays the **Additional Information Details** tab.

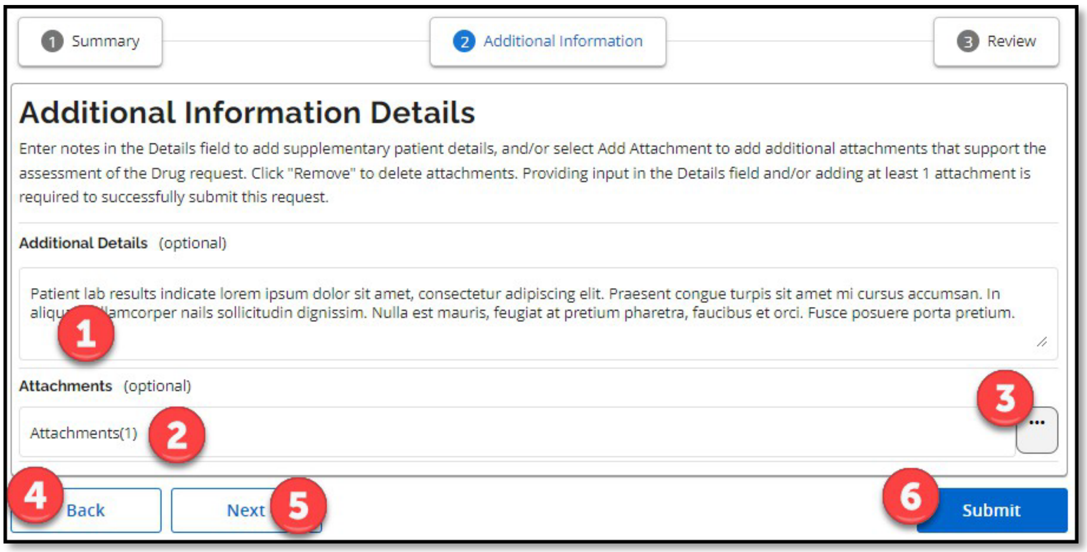


Figure 112 - Image of the Additional Information Details Tab

The following displays on the **Additional Information Details** tab:

Item	Description
1. Additional Details field	Provides text entry field for user to type additional information or paste text from another document. Supporting text and/or at least one attachment must be provided to successfully submit the requested additional information.
2. Attachments field	Provides option to provide one or more attachments as part of the additional information.
3. **Attachments** button	Select **Ellipsis** button to attach documents.
4. **Back** button	Navigates to the **Additional Information Summary** tab.
5. **Next** button	Navigates to the **Request Summary Review** tab.
6. **Submit** button	Submits the Additional Information to the EAP. (Note that Designates view a **Send to Prescriber** { Send to Prescriber } button.)

16.1.8. Type additional details or paste from another document (item 1 in the above screenshot) and add attachment(s) if desired, then click the Next { Next } button. See Section 9.4 for more details about how to add attachment(s).

Note: Supporting text and/or at least one attachment must be provided to successfully submit the requested additional information.

16.1.9. The system displays the Request Summary Review tab.

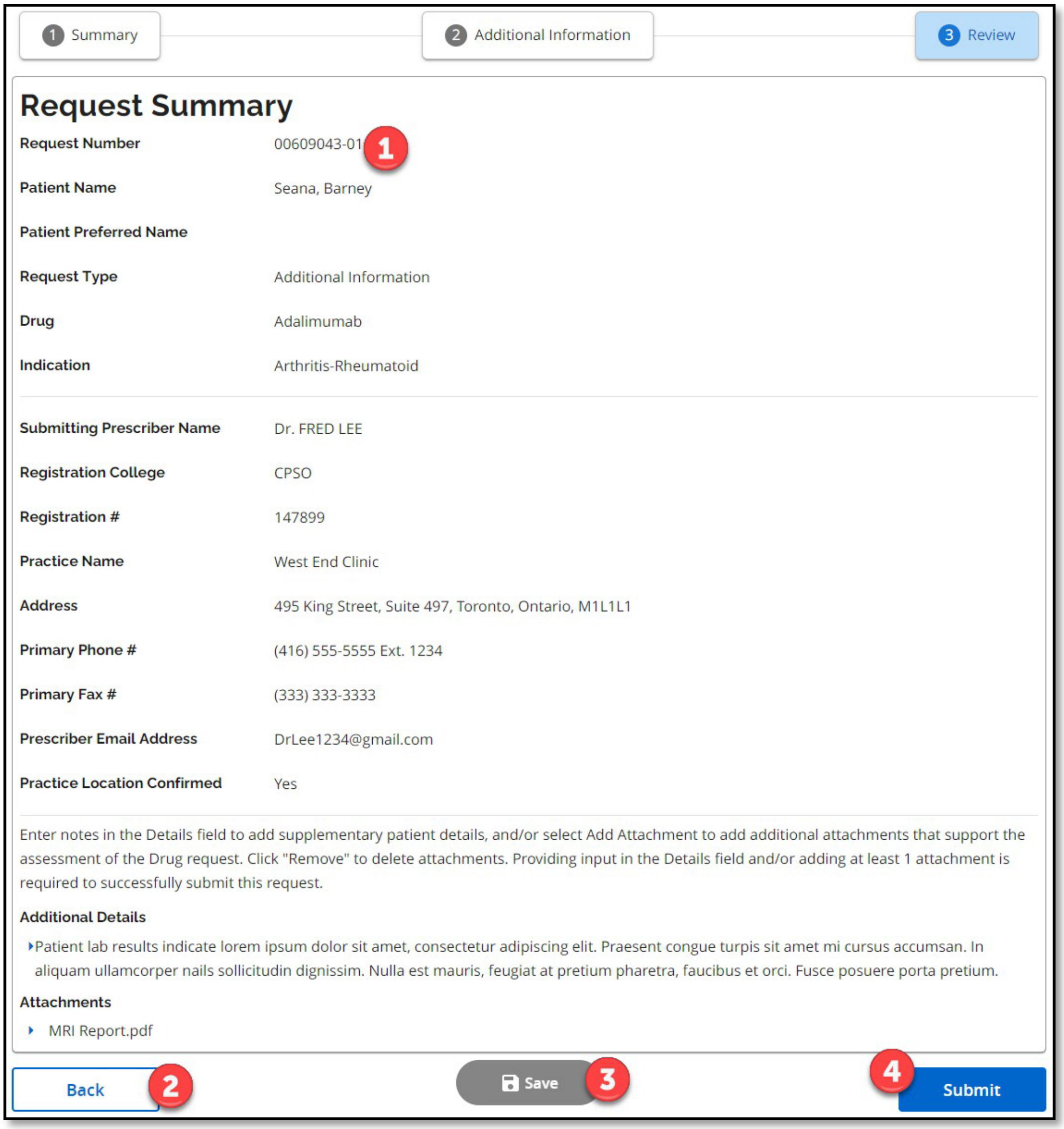


Figure 113 - Image of the Request Summary Review Tab

The following displays on the **Request Summary Review** tab:

Item	Description
Request Summary	Read only. Provides details to be included in the additional information to be submitted, including additional text, and names of any attachment(s)
Back button	Navigates to the Additional Information Summary tab.
Save button	Saves the Additional Information in the **Correspondence in Progress** section on the **Submission Details** screen, as well as the **Requests in Progress** list on the **Home** screen The Additional Details record can be edited, deleted, or submitted to the EAP.
Submit button	Submits the Additional Information to the EAP. (Note that Designates view a **Send to Prescriber** { Send to Prescriber } button.)

Note: When a designate clicks the **Send to Prescriber** { Send to Prescriber } button, the additional information displays on the Home screen in the **Requests Ready to Submit** list, for the prescriber / delegate(s) to review and submit to the EAP. An email notification is automatically sent to the prescriber / delegate(s) to let them know additional information for a request is available to review/submit to the EAP.

16.1.10. Review the information on the **Request Summary Review** tab, and if desired, click the **Submit** { Submit } button.

16.1.11. The **Submitting Terms and Conditions** screen displays.

16.1.12. Accept the terms and conditions and click the **Accept** { Accept } button, if desired.

16.1.13. A message indicates the additional information was successfully submitted to the EAP. A copy of the additional information request can be downloaded, and it is also available to view/download at any time on the **View Submissions** screen.

16.1.14. Click the **Close** { Close } button.

16.1.15. The request returns to the **Submitted Requests Awaiting Ministry Decision** list.

Note: It can take 1 - 2 minutes for the submitted request to appear in the list.

16.1.16. Select the **View** { View } button for the request in the **Submitted Requests Awaiting Ministry Decision** list.

16.1.17. The **Submission Details** screen displays.

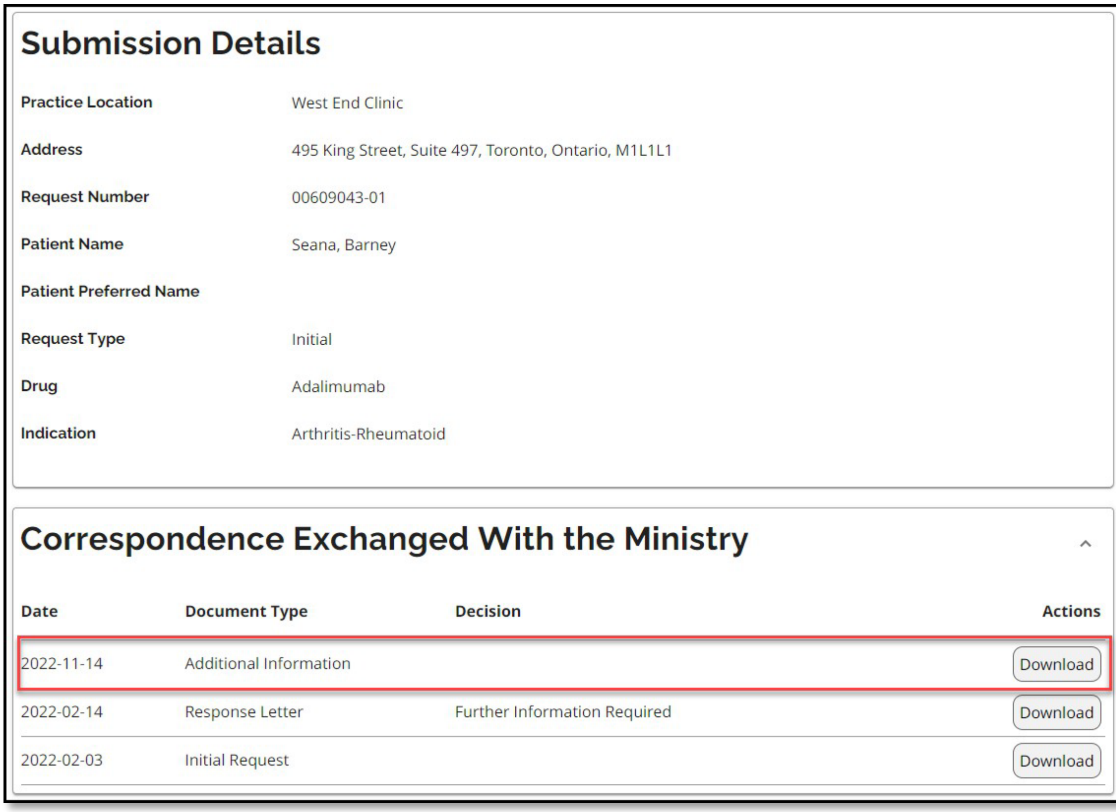


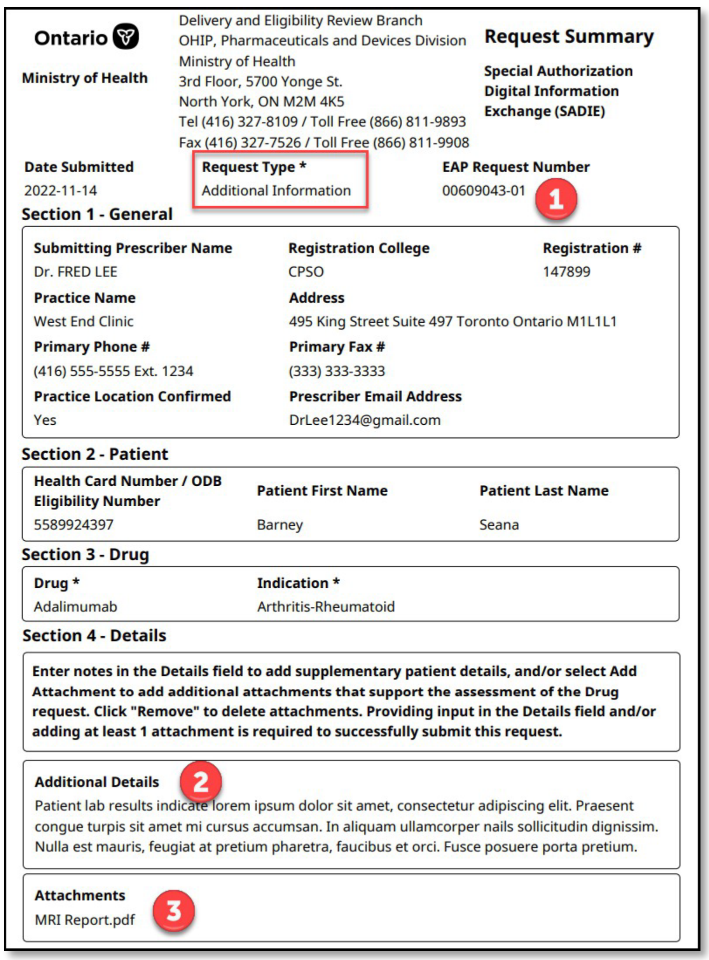
Figure 114 - Image of the Submission Details Screen

16.1.18. Select the **Download** { Download } button to download a copy of the **Additional Information Request** that was submitted to the EAP.

☞ Once you click the **Download** { Download } button, the **Additional Information Request** is downloaded to your computer and saved into your **Downloads** folder.

16.1.19. Click on the PDF file to view the **Additional Information Request**.

16.1.20. The **Additional Information Request** that was submitted opens in a separate window.


Ontario
Ministry of Health
Delivery and Eligibility Review Branch
OHIP, Pharmaceuticals and Devices Division
Ministry of Health
3rd Floor, 5700 Yonge St.
North York, ON M2M 4K5
Tel (416) 327-8109 / Toll Free (866) 811-9893
Fax (416) 327-7526 / Toll Free (866) 811-9908

Request Summary

Special Authorization Digital Information Exchange (SADIE)

Date Submitted 2022-11-14
Request Type * Additional Information
EAP Request Number 00609043-01
1

Section 1 - General

Submitting Prescriber Name Dr. FRED LEE
Registration College CPSO
Registration # 147899
Practice Name West End Clinic
Address 495 King Street Suite 497 Toronto Ontario M1L1L1
Primary Phone # (416) 555-5555 Ext. 1234
Primary Fax # (333) 333-3333
Practice Location Confirmed Yes
Prescriber Email Address DrLee1234@gmail.com

Section 2 - Patient

Health Card Number / ODB Eligibility Number 5589924397
Patient First Name Barney
Patient Last Name Seana

Section 3 - Drug

Drug * Adalimumab
Indication * Arthritis-Rheumatoid

Section 4 - Details

Enter notes in the Details field to add supplementary patient details, and/or select Add Attachment to add additional attachments that support the assessment of the Drug request. Click "Remove" to delete attachments. Providing input in the Details field and/or adding at least 1 attachment is required to successfully submit this request.

Additional Details 2
Patient lab results indicate lorem ipsum dolor sit amet, consectetur adipiscing elit. Praesent congue turpis sit amet mi cursus accumsan. In aliquam ullamcorper nails sollicitudin dignissim. Nulla est mauris, feugiat at pretium pharetra, faucibus et orci. Fusce posuere porta pretium.

Attachments
MRI Report.pdf 3

Figure 115 - Image of the Additional Information Request

The following displays on the **Additional Information Request** PDF:

Item	Description
EAP Request number	The original EAP Request number.
Additional Details	Additional details that were provided in support of the submission, provided as text entry by the SADIE user.
Attachments	Names of attachment(s) included in support of the submission. The actual attachments submitted are received by EAP staff and are not available to view within SADIE.

☞ Note: The original **EAP Request Number** can be helpful if referring to a request with an EAP staff member.

Chapter 17 – Managing Locations in SADIE

This chapter describes how, via SADIE, prescribers, delegates and designates can **manage locations/practice locations**.

A location is typically a physical address where a prescriber provides services to patients (i.e., a prescriber's office, clinic, hospital).

Requests are associated with locations, which allows prescribers to determine which designates can view specific requests. Designates are assigned to location(s) and they **only see saved requests, submitted requests, and assessment results for their assigned location(s), to ensure that patients' personal health information is protected**.

To support the current prescriber workflow of having a Patient Support Program (PSP) or Drug Access Navigator (DAN) assist with EAP requests, a prescriber or their delegate can create a unique location for each PSP or DAN.

Note: **Prescribers and their authorized users are responsible for maintaining their locations** within SADIE, to ensure that the information is accurate and up to date. Prescribers can have as many locations in SADIE as are required to reflect where they see patients and who assists with EAP requests.

Note: A location can be set-up for each applicable PSP that helps the prescriber. It is best practice not to set-up locations for individual staff members within a PSP or DAN.

17.1. Steps to Add or Edit a Location via the SADIE Menu

If a location does not appear in SADIE or the location details are incorrect, prescribers/delegates can add a new location and all users with access to a location can edit the existing details.

17.1.1. Select the **Profile Management** { Profile management } link in the Menu.

17.1.2. Select the **Location Management** { Location Management } button.

17.1.3. The **Location Management** screen displays.

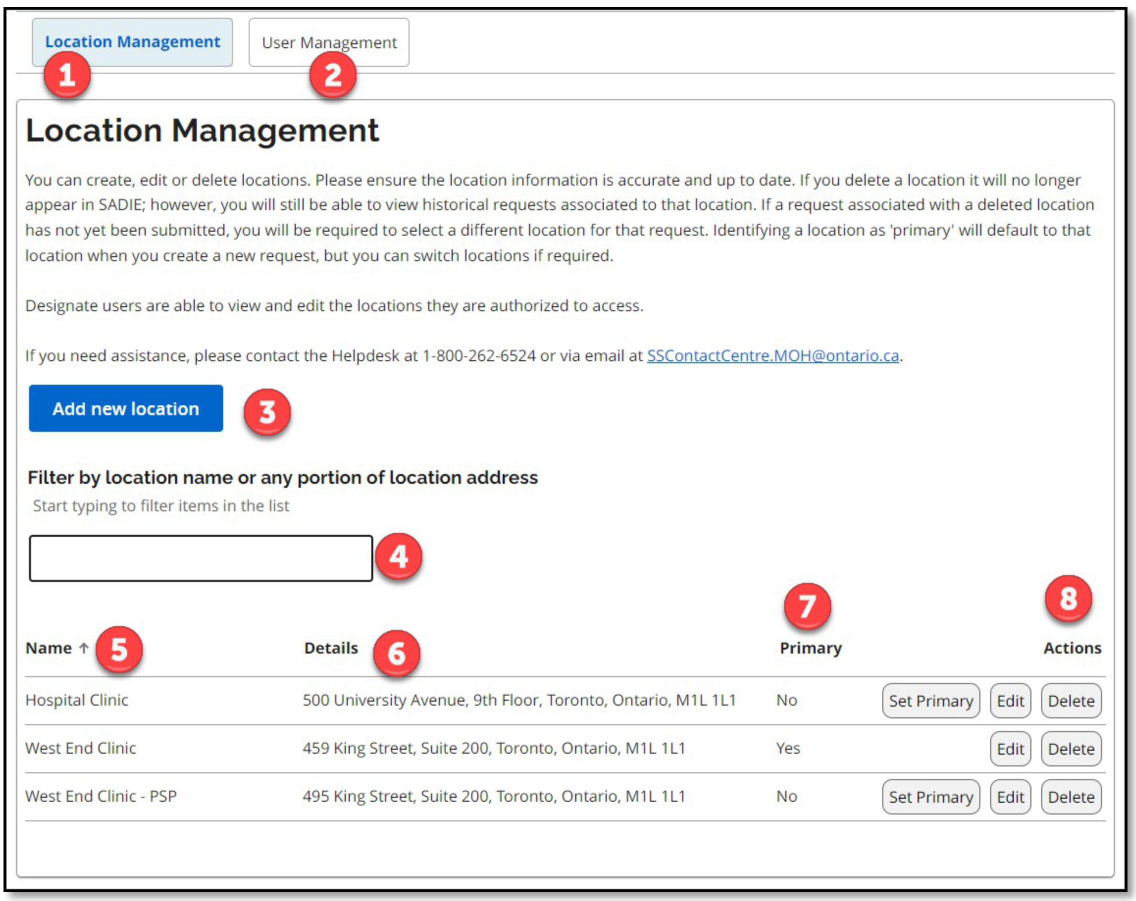


Figure 116 - Image of the Location Management Screen

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The following displays on the Location Management screen:

	Item	Description
1.	**Location Management** button	Navigates to the **Location Management** screen.
2.	**User Management** button	Navigates to the **User Management** screen. (Not visible to designates.)
3.	**Add new location** button	Opens the **Manage Location** window to add a new Location. (Not visible to designates.)
4.	**Filter** field	Type letters from the **Name** or **Details** columns to narrow **Location** results.
5.	**Name**	Names for locations that are meaningful to the prescriber and identify the nature of services provided to patients.
6.	**Details**	Mailing address for the location.
7.	**Primary**	Indicator for default location for requests. Identifying a location as 'primary' will default to that location when you create a new request, but you can switch locations if required.
8.	**Actions**	Prescribers and delegates view the **Edit , Set Primary,** and **Delete** buttons. Designates view the Edit button for available locations (i.e., the **Set Primary** and **Delete** buttons are not visible to designates).

17.1.4. Prescribers/delegates can select the **Add new location** { Add new location } button to add a new location, and all users can select the **Edit** { Edit } button to update details for an existing location.

17.1.5. The **Manage Location** window displays. Record or update the required details, including the complete address, fax and phone number, and optional information as desired.

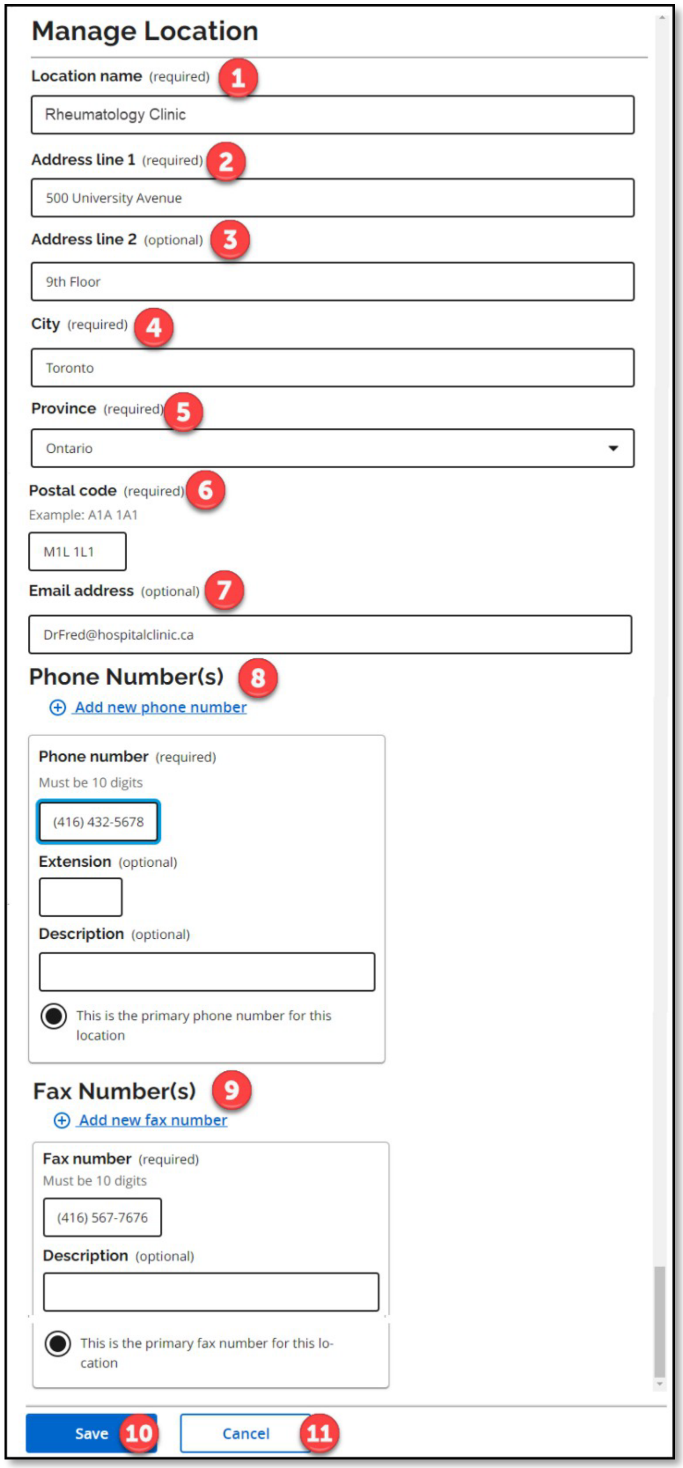

Figure 117 - Image of the Manage Location Window

The following displays on the Manage Location window:

	Item	Description
1.	Location Name	A name for the location that is meaningful to the prescriber that identifies the nature of the services provided to patients, and/or the physical address of the location. It must not be a duplicate name.
2.	Address line 1	The mailing address for the location. (For PSP/DAN specific purposes, use the prescriber's 'Primary' location address.)
3.	Address line 2	Additional location address information such as title, floor, etc.
4.	City	City or town for the location.
5.	Province	Province for the location.
6.	Postal code	Postal code for the location.
7.	Email address	Prescriber's email address to receive email notifications (in addition to their OPS BPS Secure email) for the location.
8.	Phone Number(s)	Record a minimum of one contact phone number for the location. Record one required primary phone number and optional description. Record additional phone number if desired (i.e., "direct line").
9.	Fax Number(s)	Record a minimum of one fax number to receive decisions and response letters. Record one required primary fax number and optional description. Record additional fax number if desired (i.e., "direct line"). See Section 17.2 "Steps to Add or Delete a Fax Number for a Location" for more details.
10.	**Save** button	Saves the new location record.
11.	**Cancel** Button	Cancels the entries.

17.1.6. Select the **Save** { Save } button to save changes.

17.1.7. The **Location Management** screen displays and the new or updated location record appears.

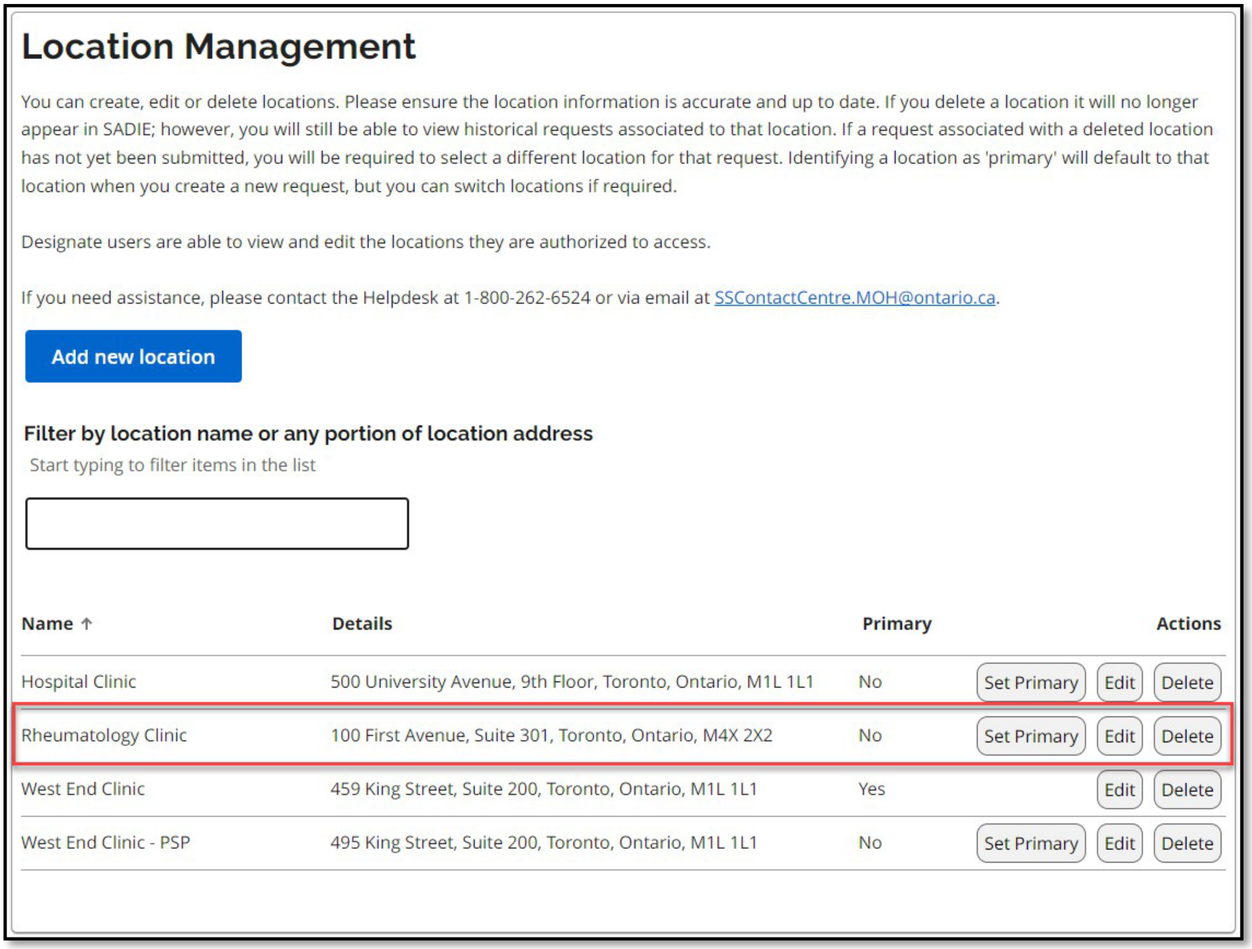

Figure 118 – Image of the Location Management Screen with a New Location Record

Once a new location is set-up, the delegate (or prescriber) can assign designates to it through SADIE. (See Section 13.2 for steps to assign locations to designates.)

Prescribers and delegates can select the **Set Primary** { Set Primary } button to identify a location as 'primary'. The primary location is the default location used when creating a new request. Prescribers and delegates can change the current primary location as required.

Designates do not view the **Set Primary** { Set Primary } button and cannot change the primary location setting.

Note: Only prescribers/delegates can add a new location. Designates can edit a location, but they do not have the option to create a new location for a prescriber.

Locations can also be managed while creating or updating a SADIE user profile. (See Section 13.3 for steps.)

17.2. Steps to Add or Delete a Fax Number for a Location

Prescribers/delegates must include at least one fax number for a location. They can record a second fax number if desired.

17.2.1. See Section 17.1 for steps to navigate to the **Manage Location** window.

17.2.2. Within the **Manage Location** window, an existing fax number may display with an optional description.

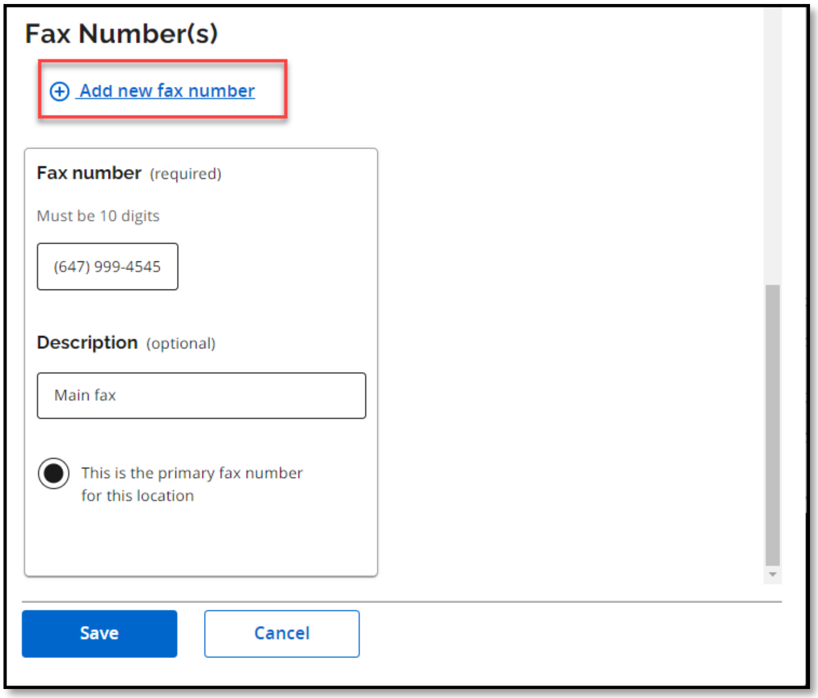

Figure 119 – Image of the Fax Number(s) Section

17.2.3. If an additional fax number is required for requests, click the **Add new fax number** {  } link.

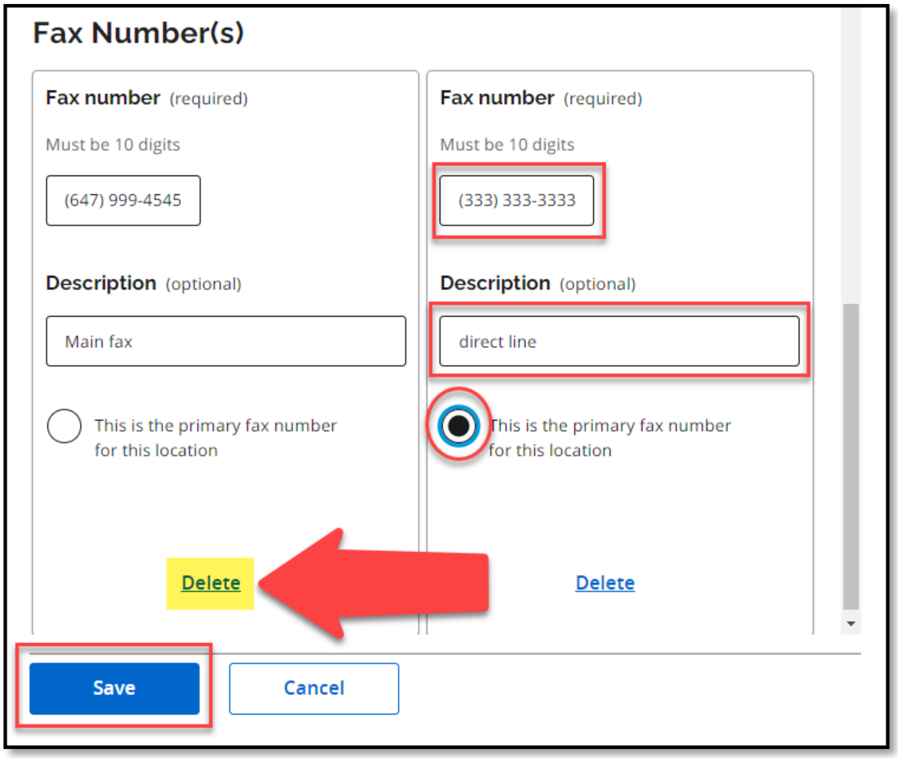

Figure 120 – Image of the Fax Number(s) Section with Second Fax Number

17.2.4. An additional fax number section opens. Enter a second fax number if appropriate, along with a description of the number if desired.

17.2.5. If this fax number will become the 'primary' or default fax number for requests for this location, select the button to reflect this.

17.2.6. Select the **Save** { 

} button.

Caution: Users should refrain from deleting an existing fax number as it may be required by the prescriber. At least one fax number is required per location, in SADIE.

Caution: Any changes to a location (i.e., including setting a new primary fax number), will impact requests that are associated with the location.

17.3. Steps to Add or Edit a Location While Creating a Request

Prescribers, delegates and designates can update location details while entering a new request. Prescribers and delegates can also add a new location while entering a new request.

17.3.1. Click the **+ Create Request** { + Create request } button in the Banner, or by selecting the **Create Request** { Create request } link under the **Menu** { Menu } button at the top of the screen.

17.3.2. This opens the **General** screen in SADIE, which displays the submitting prescriber's information, as well as location details.

If you have launched SADIE from your EMR, the practice location information displayed will be populated from your EMR data. If the EMR location information does not match a current location in SADIE, you will be prompted to create a new practice location, or choose from an existing location in SADIE before seeing the **General** screen below.

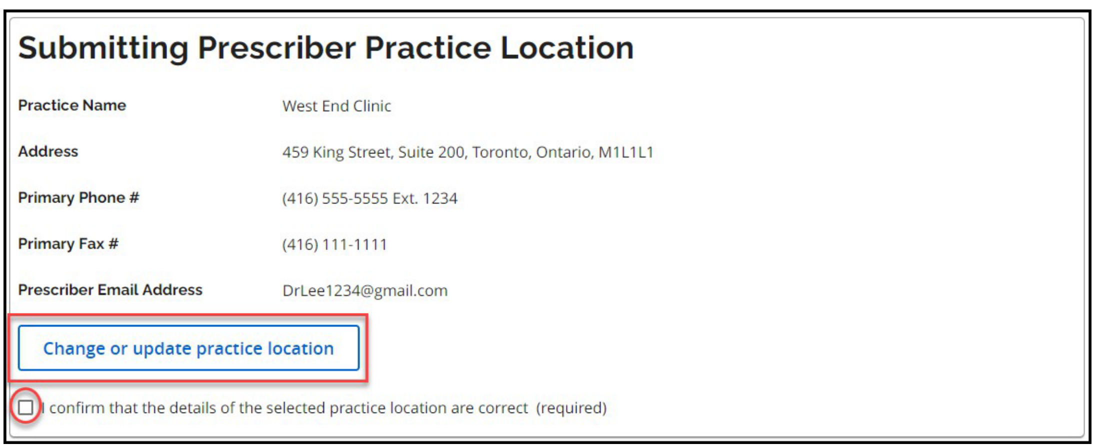

Figure 121 – Image of the Submitting Prescriber Practice Location Section with Change or Update Practice Location Button

17.3.3. Each time a new request is created in SADIE, you must confirm location information by selecting the required checkbox beside the statement: “I confirm that the details of the selected location are correct.”

17.3.4. Select the checkbox to confirm that the information displayed (Address, Primary Phone #, Primary Fax #) is correct.

17.3.5. If you need to select a different location to associate to the request, or the location details are incorrect (i.e., address, telephone number, or fax number), select the **Change or update practice location** { Change or update practice location } button.

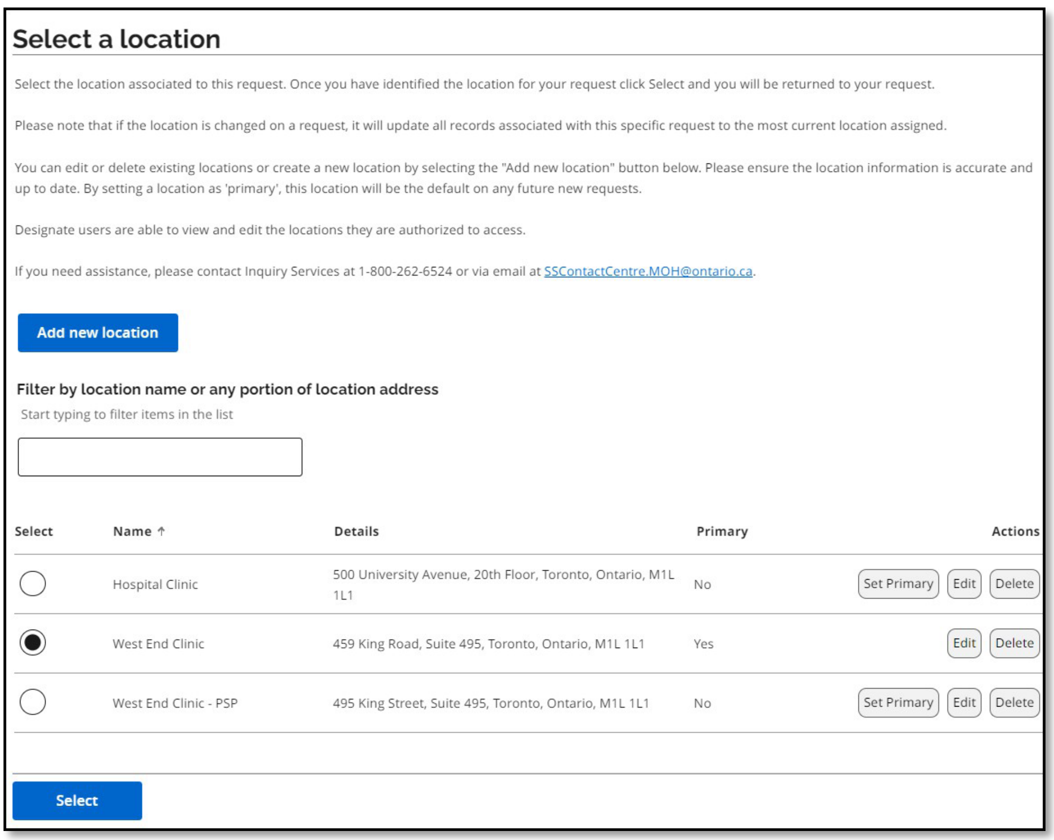

Figure 122 - Image of the Select a Location Window

17.3.6. The **Select a Location** window displays.

17.3.7. Select the **Add new location** { Add new location } button to add a new location, or if changes are required to the information for a location, select the **Edit** { Edit } button. The **Manage Location** window displays.

17.3.8. Record or update the details, then select the **Save** { Save } button to save changes.

17.3.9. The **Select a Location** window displays. Select the button beside a location name to choose the location to associate to the request, then click the **Select** { Select } button to return to the **General** screen to continue to create the request.

See Section 6.1 for steps to continue to create a request.

17.4. Steps to Add or Edit a Location While Creating an Additional Information Request

Prescribers, delegates and designates can update location details while entering an Additional Information request. Prescribers and delegates can also add a new location while entering an Additional Information request.

17.4.1. Select the **View** { View } button for the request, in the **Submitted Requests With Ministry Decision** list.

17.4.2. Select the **Add Additional Information** { Add Additional Information } button in the **Correspondence in Progress** section.

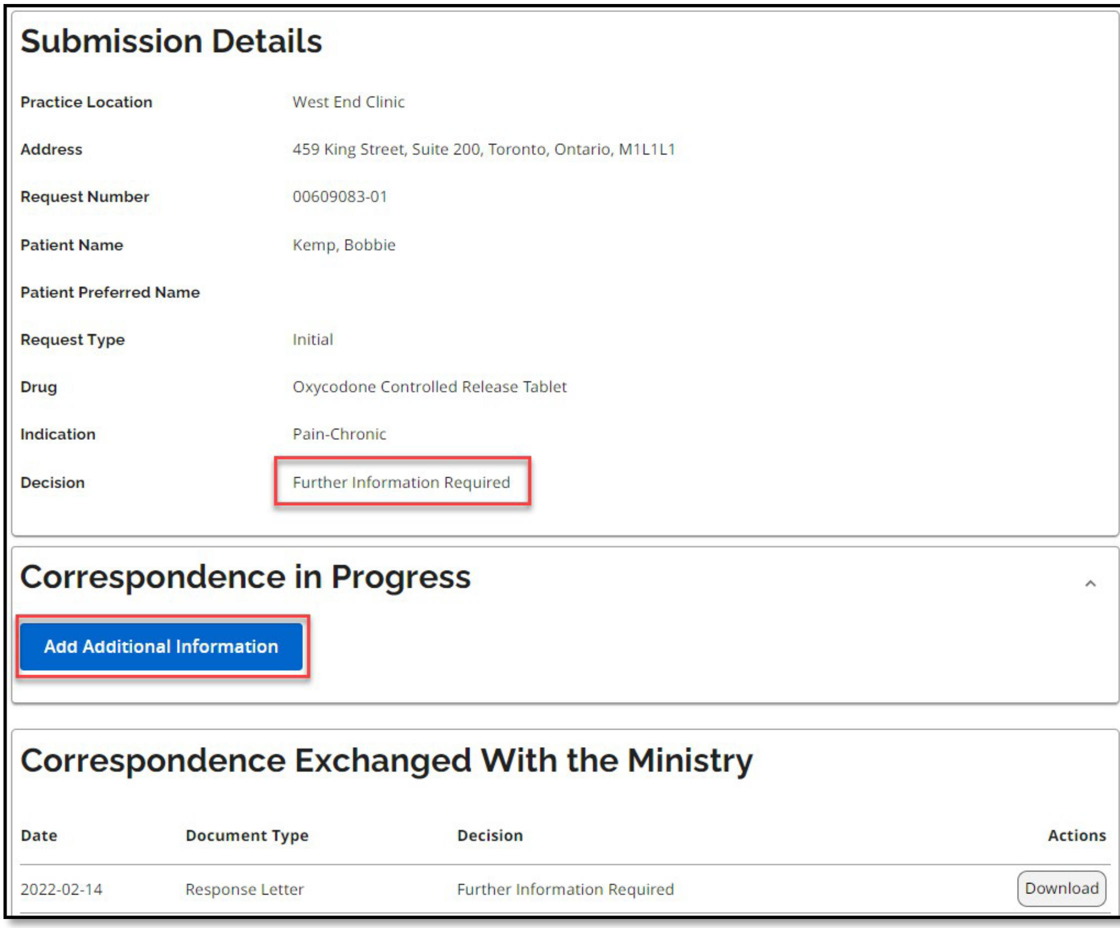

Figure 123 - Image of the Submission Details Screen with Correspondence in Progress Section

17.4.3. The system displays the **Additional Information** screen on the **Summary** tab.

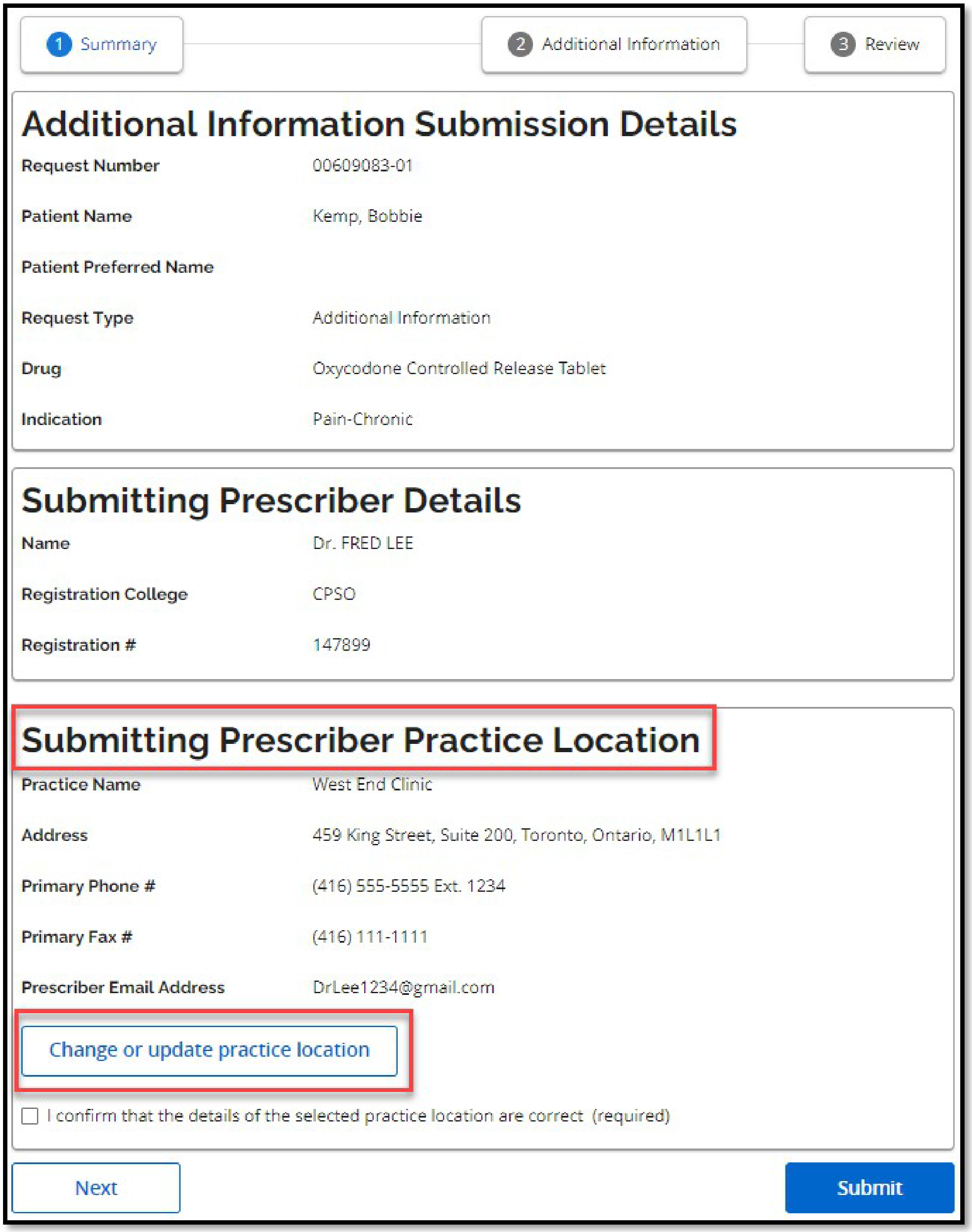

Figure 124 - Image of the Additional Information Screen on the

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Summary Tab with the Change or Update Practice Location Button

The system displays the **Additional Information** screen on the **Summary** tab.

If you need to select a different location to associate to the request, or the location details are incorrect (i.e., address, telephone number, or fax number), select the **Change or update practice location** { Change or update practice location } button.

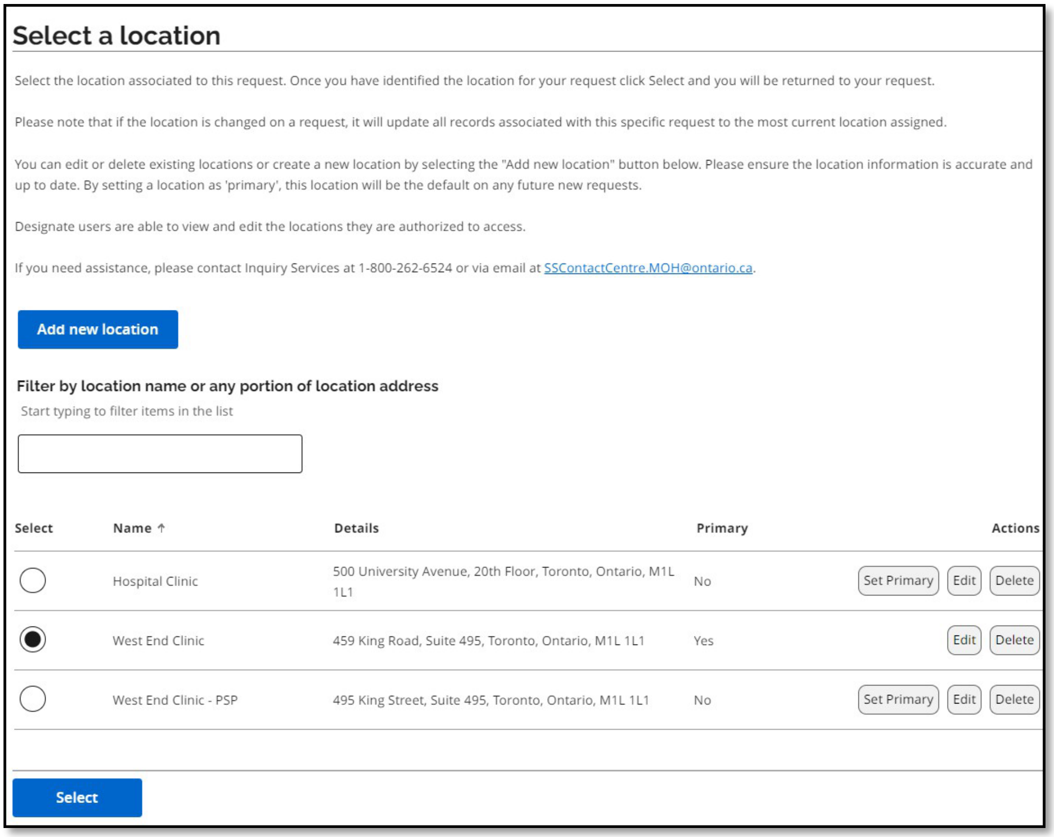


Figure 125 - Image of the Select a Location Window

17.4.4. The **Select a Location** window displays.

17.4.5. Select the **Add new location** { Add new location } button to add a new location, or if changes are required to the information for a location, select the **Edit** { Edit } button. The **Manage Location** window displays.

17.4.6. Record or update the details, then select the **Save** { Save } button to save changes.

17.4.7. The **Select a Location** window displays. Select the button beside a location name to choose the location to associate to the request, then click the **Select** { Select } button to return to the **Additional Information** screen to continue to create the Additional Information request.

See Section 16.1 for steps to create an Additional Information request.

17.5. Adding an Email Address for a Location

Notifications are either sent to your OPS BPS Secure email address (if the EAP request is submitted via the SADIE online portal), or to the prescriber's email associated with their ONE ID account if SADIE was launched from the EMR. The Ministry maintains the OPS BPS Secure email addresses for prescribers; however, additional prescriber email addresses can be provided for specific locations to improve communications with the EAP program. Prescribers can record unique email addresses for each location.

Note: by adding an optional email address for a specific location, you will still receive email notifications to your OPS BPS Secure (or ONE ID associated) associated account.

17.5.1. Select the **Profile Management** { Profile management } link in the Menu.

17.5.2. Select the **Location Management** { Location Management } button.

17.5.3. The **Location Management** screen displays. All users can select the **Edit** { Edit } button to update details including the email address for an existing location.

17.5.4. The **Manage Location** window displays. Record or update the prescriber's email details in the **Email Address** field.

☞ Note: The email address is validated as you type. An error message displays in a yellow box that states, "Email address is invalid". The message appears until the @ sign has been included.

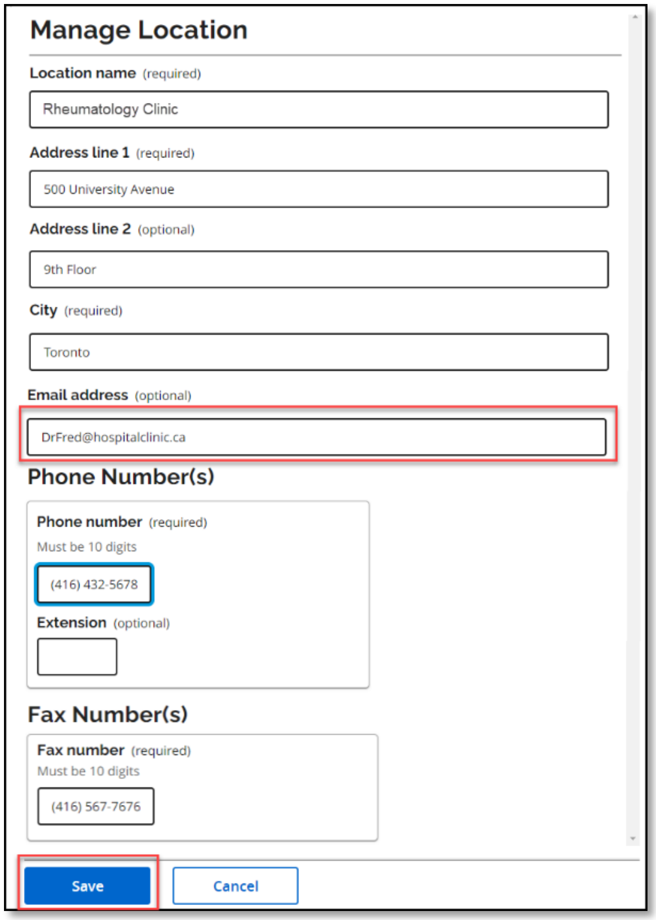


Figure 126 – Manage Location Window - Email Address Field

☞ Note: Prescribers and delegates will receive email notifications when requests are 'ready to submit' and designates will receive email notifications when requests have been 'submitted'. All users receive email notifications when a new ministry decision is available to view/download. See Chapter 14 for more information about SADIE email notificationss.

17.6. Steps to Delete a Location

If a location appears on the **Location Management** screen, that is no longer active, or needs to be removed, prescribers/delegates can delete a location.

If you delete a location it will no longer appear in SADIE; however, you will still be able to view historical requests associated to that location. If a request associated with a deleted location has not yet been submitted, you will be required to select a different location for that request.

17.6.1. The delegate (or prescriber) selects the **Profile Management** { Profile management } link in the Menu.

17.6.2. Select the **Location Management** { Location Management } button.

17.6.3. The Location Management screen displays. Select the **Delete** { Delete } button to remove the location.

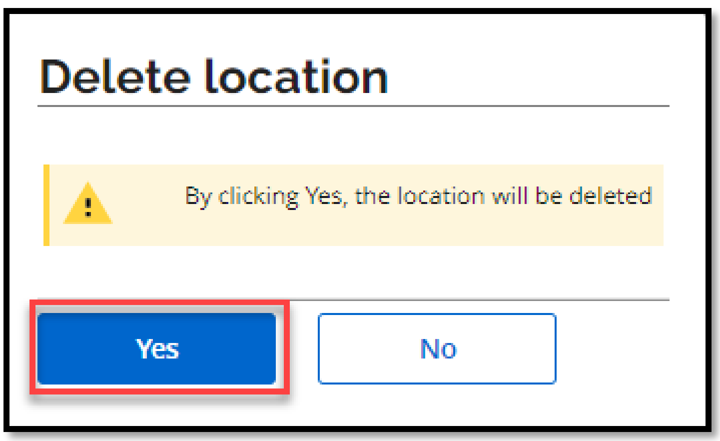


Figure 127 – Image of the Delete Location Message

17.6.4. The **Delete location** window displays. Select the **Yes** { Yes } button.

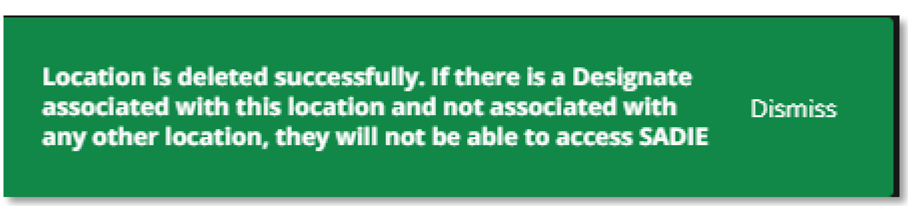


Figure 128 – Image of the Location Deletion Confirmation Message

17.6.5. The location record is removed from the **Location Management** screen and a message displays and confirms that the location has been successfully deleted. Designates associated with the deleted location that are not associated with another location will be unable to access SADIE.

Note: Only prescribers/delegates can delete a location. Designates can edit a location, but they do not have the option to delete a location for a prescriber.

Tip

Note: Prescribers and delegates can also delete a location while creating a request by selecting the **Delete** { Delete } button on the **Select a Location** window.

Chapter 18 – Submitting an Appeal for a Request that Has Not Been Approved

This chapter describes how **SADIE facilitates the submission of an appeal** of a negative decision **when additional relevant clinical information is available** for a drug and indication that is publicly funded upon authorization by the EAP.

Note: Designates can send appeals to prescribers and delegates to submit, for requests associated with locations for which they have been provided access.

18.1. Steps to Submit an Appeal

18.1.1. Select the **Menu** button, then click the **View Submitted** { View submitted } link.

18.1.2. Locate the request with the decision 'Not Approved', in the **Submitted Requests with Ministry Decision** list.

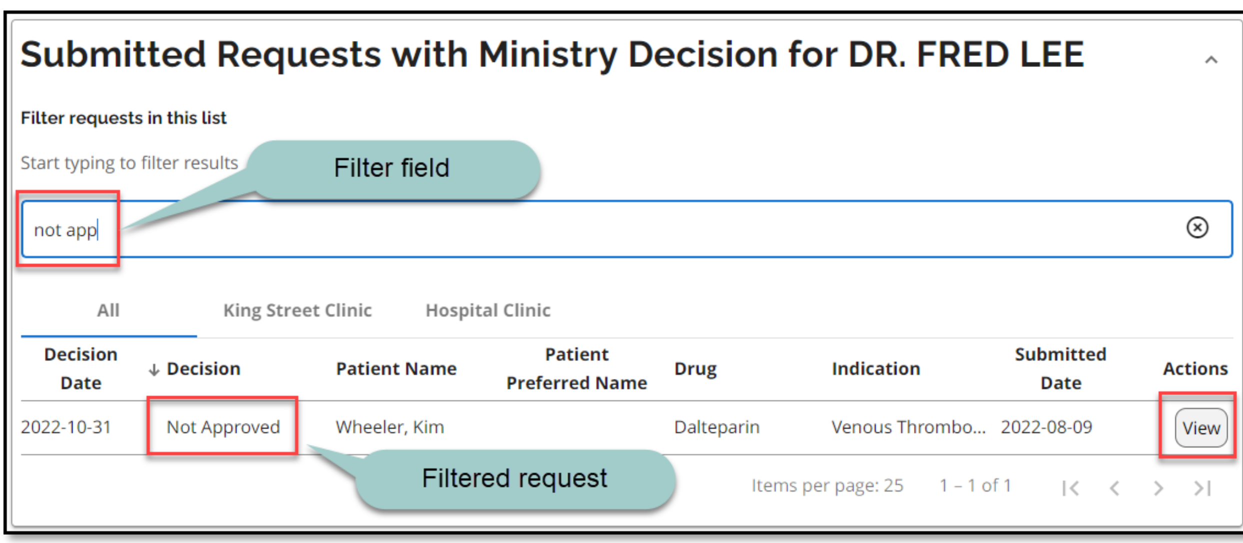


Figure 129 - Image of the Submitted Requests with Ministry Decision List

By using the filter, you can narrow down your list of requests based on the patient's first or last name. You can also type the words 'not approved' into the filter or select the **Decision** tab to sort by Decision to find all requests with a 'Not Approved' decision.

18.1.3. Select the View { View } button for the request, in the **Submitted Requests With Ministry Decision** list.

18.1.4. Select the **Add Appeal** { Add Appeal } button in the **Correspondence in Progress** section.

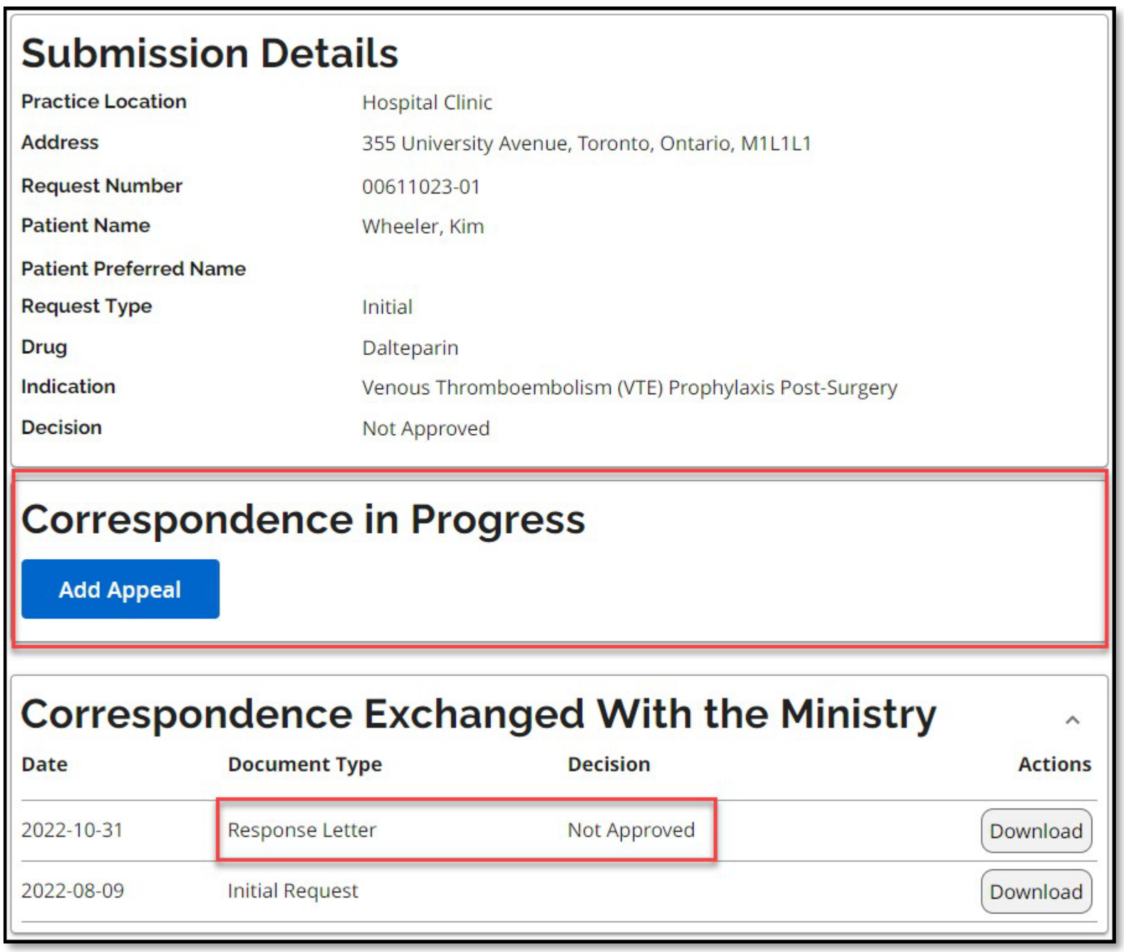


Figure 130 - Image of the Submission Details Screen with

Correspondence in Progress Section

18.1.5. The system displays the **Appeal Submission** screen on the **Summary** tab.

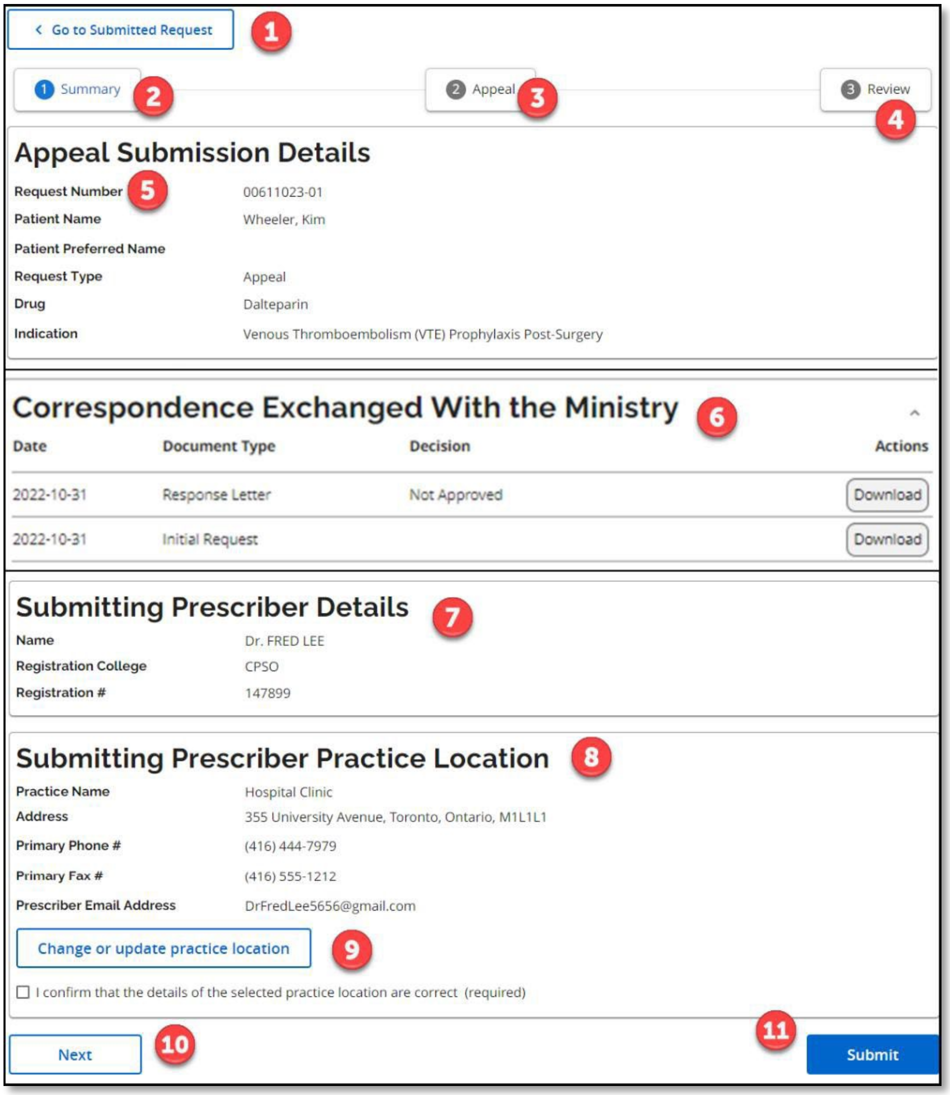


Figure 131 - Image of the Appeal Screen on the Summary Tab

The following displays on the **Appeal Submission** screen on the **Summary** tab:

Item	Description
Back button	Returns user to the **Submission Details** screen for the request.
Summary tab	Includes Additional Information, Submission Details, Submitting Prescriber Details, Submitting Prescriber Practice Location Details.
Appeal tab	Includes text entry field and attachments field.
Review tab	Provides a Request Summary of additional information being provided.
Appeal Submission Details	Read only. Includes original Request Number, Request Type: Appeal, Patient Name, Patient Preferred Name (if provided), Drug and Indication.
Correspondence Exchanged with the Ministry	Provides records of the Initial request submitted to the EAP, and the Ministry response letter, along with any other related correspondence, that can be viewed / downloaded by clicking the **Download** button.
Submitting Prescriber Details	Read only. Includes prescriber's name and registration details.
Submitting Prescriber Practice Location	Provides prescriber's location for the request, with option to change location and confirm information details. Provides optional field for prescriber's email address for the location, displays current email if provided, which can be updated.
Change or update practice location button	Opens the **Select a practice location** window to select the location associated to the request. See Chapter 17 for steps to edit a location or add a new location.
Next button	Opens the **Appeal** tab.
Submit button	Submits the Appeal to the EAP. (Note that Designates view a **Send to Prescriber** { Send to Prescriber } button.)

18.1.6. Confirm location details (item 8 in the above screenshot) and then click the **Next** { Next } button.

18.1.7. The system displays the **Appeal** tab.

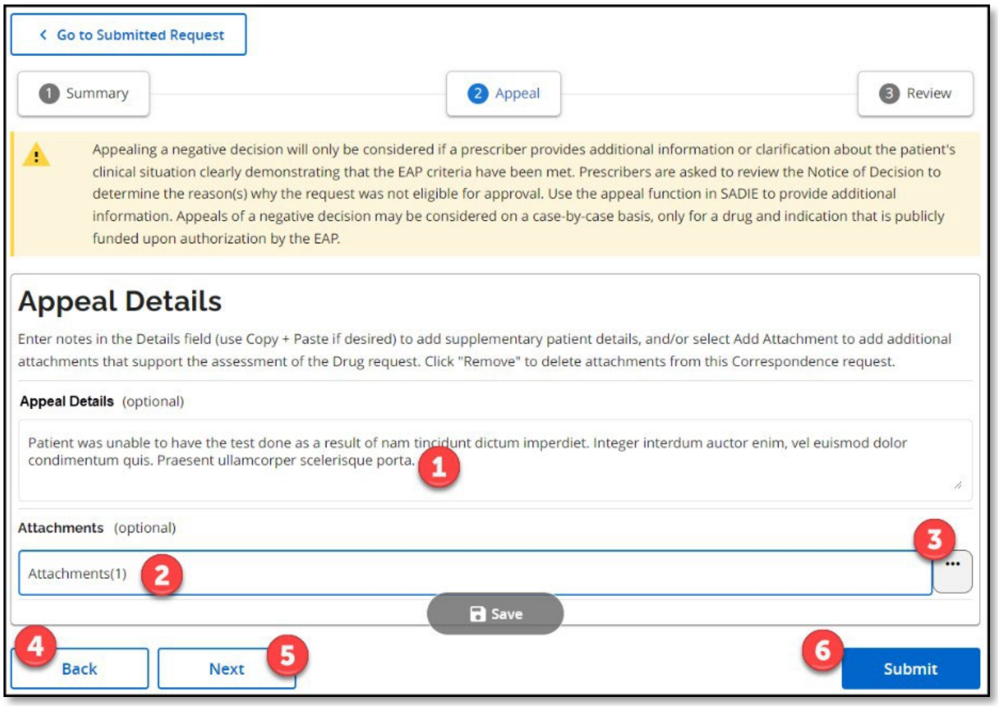


Figure 132 - Image of the Appeal Tab

The following displays on the Appeal tab:

Item	Description
Appeal Details field	Provides a text entry field for a user to type information or paste text from another document. Supporting text and/or at least one attachment must be provided to successfully submit the appeal.
Attachments field	Provides an option to provide one or more attachments as part of the appeal.

Attachments button	Select the **Ellipsis (…)** button to attach documents.
Back button	Navigates to the **Appeal Summary** tab.
Next button	Navigates to the **Request Summary Review** tab.
Submit button	Submits the Appeal to the EAP. (Note that Designates view a **Send to Prescriber** { Send to Prescriber } button.)

18.1.8. Type additional details or paste from another document (item 1 in the above screenshot) and add attachment(s) if desired, then click the **Next** { Next } button. See Section 9.4 for more details about how to add attachment(s).

Note: Supporting text and/or at least one attachment must be provided to successfully submit the appeal.

18.1.9. The system displays the **Request Summary Review** tab.

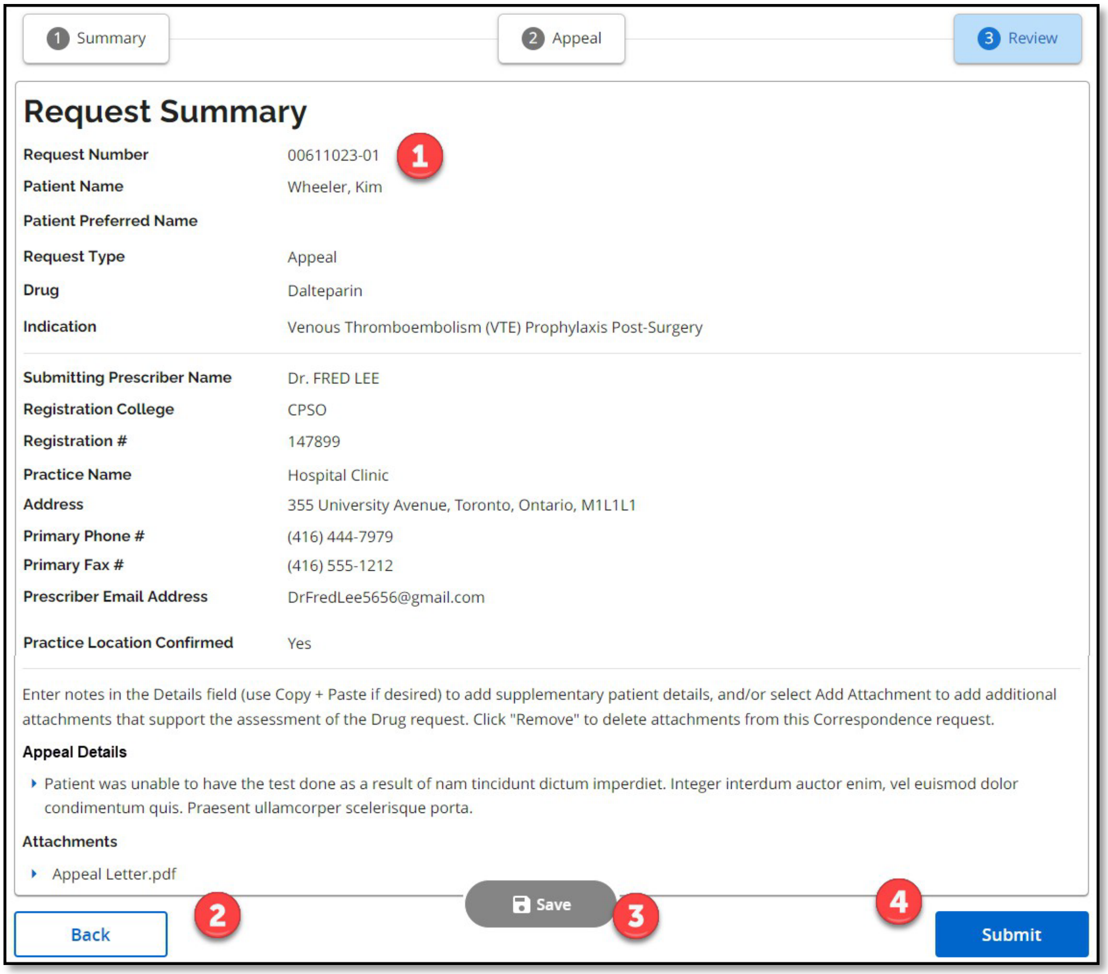


Figure 133 - Image of the Request Summary Review Tab

The following displays on the Request Summary Review tab:

Item	Description
Request Summary	Read only. Summary of the information provided by the user, including information entered in the **Appeal Details** section, and the name of any attachment(s).
Back button	Navigates to the **Appeal** tab.
Save button	Saves the Appeal in the **Correspondence in Progress** section on the Submission Details screen, as well as the **Requests in Progress** list on the **Home** screen. The Appeal record can be edited, deleted, or submitted to the EAP.
Submit button	Submits the Appeal to the EAP. (Note that Designates view a **Send to Prescriber** { Send to Prescriber } button.)

Note: When a designate clicks the **Send to Prescriber** { Send to Prescriber } button, the Appeal displays on the Home screen in the **Requests Ready to Submit** list, for the prescriber / delegate(s) to review and submit to the EAP. An email notification is automatically sent to the prescriber / delegate(s) to let them know an Appeal for a request is available to review/submit to the EAP.

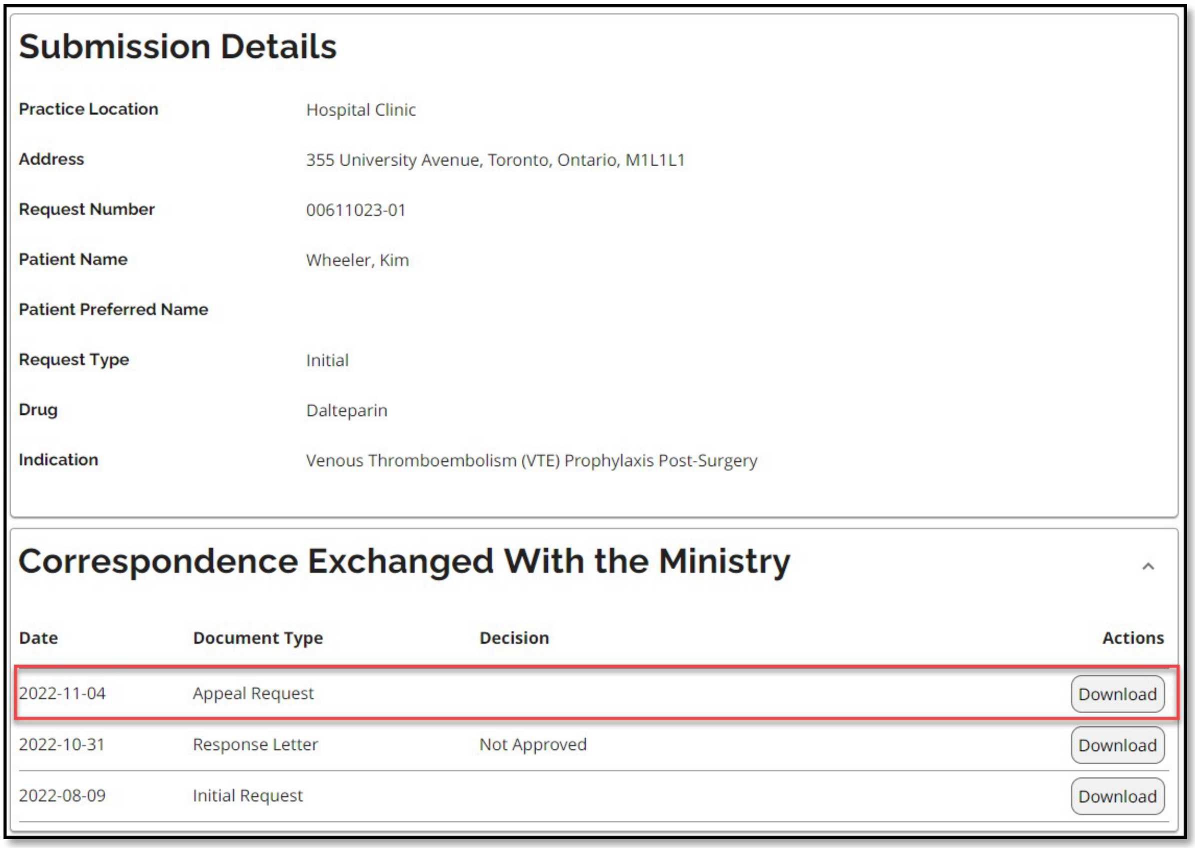
18.1.10. Review the information on the **Request Summary Review** tab, and if desired, click the **Submit** { Submit } button.

18.1.11. The **Submitting Terms and Conditions** screen displays.

18.1.12. Accept the terms and conditions and click the **Accept** { Accept } button, if desired.

18.1.13. A message indicates the **Appeal was successfully submitted** to the EAP. A copy of the Appeal can be downloaded, and it is also available to view/download at any time on the **View Submissions** screen.

18.1.14. The **Submission Details** screen displays. Select the **Download** { Download } button to download a copy of the **Appeal Request** that was submitted to the EAP.



Submission Details

Practice Location	Hospital Clinic
Address	355 University Avenue, Toronto, Ontario, M1L1L1
Request Number	00611023-01
Patient Name	Wheeler, Kim
Patient Preferred Name	
Request Type	Initial
Drug	Dalteparin
Indication	Venous Thromboembolism (VTE) Prophylaxis Post-Surgery

Correspondence Exchanged With the Ministry

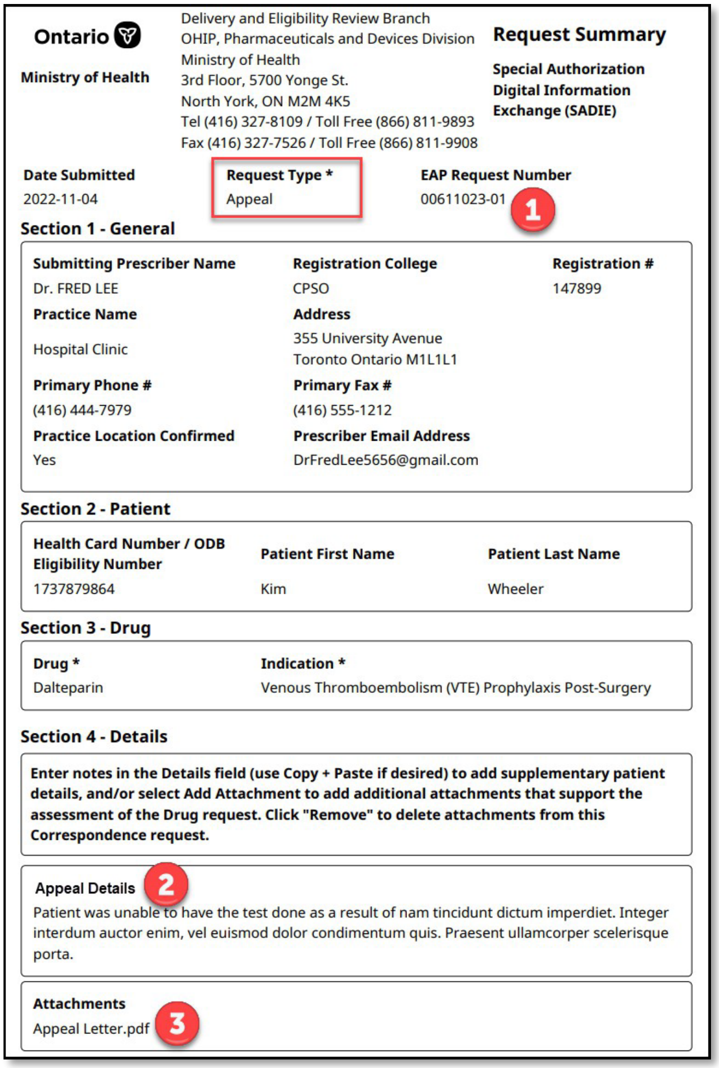
Date	Document Type	Decision	Actions
2022-11-04	Appeal Request		Download
2022-10-31	Response Letter	Not Approved	Download
2022-08-09	Initial Request		Download

Figure 134 - Image of the Submission Details Screen

Once you click the **Download** { Download } button, the **Appeal Request** is downloaded to your computer and saved into your **Downloads** folder.

18.1.15. Click on the PDF file to view the **Appeal Request**.

18.1.16. The **Appeal Request** that was submitted opens in a separate window.



Ontario
Ministry of Health

Delivery and Eligibility Review Branch
OHIP, Pharmaceuticals and Devices Division
Ministry of Health
3rd Floor, 5700 Yonge St.
North York, ON M2M 4K5
Tel (416) 327-8109 / Toll Free (866) 811-9893
Fax (416) 327-7526 / Toll Free (866) 811-9908

Request Summary

Special Authorization Digital Information Exchange (SADIE)

Date Submitted	Request Type *	EAP Request Number
2022-11-04	Appeal	00611023-01

1

Section 1 - General

Submitting Prescriber Name	Registration College	Registration #
Dr. FRED LEE	CPSO	147899
Practice Name	**Address**	
Hospital Clinic	355 University Avenue Toronto Ontario M1L1L1	
Primary Phone #	**Primary Fax #**	
(416) 444-7979	(416) 555-1212	
Practice Location Confirmed	**Prescriber Email Address**	
Yes	DrFredLee5656@gmail.com	

Section 2 - Patient

Health Card Number / ODB Eligibility Number	Patient First Name	Patient Last Name
1737879864	Kim	Wheeler

Section 3 - Drug

Drug *	Indication *
Dalteparin	Venous Thromboembolism (VTE) Prophylaxis Post-Surgery

Section 4 - Details

Enter notes in the Details field (use Copy + Paste if desired) to add supplementary patient details, and/or select Add Attachment to add additional attachments that support the assessment of the Drug request. Click "Remove" to delete attachments from this Correspondence request.

Appeal Details 2
Patient was unable to have the test done as a result of nam tincidunt dictum imperdiet. Integer interdum auctor enim, vel euismod dolor condimentum quis. Praesent ullamcorper scelerisque porta.

Attachments
Appeal Letter.pdf 3

Figure 135 - Image of the Appeal Request

The following displays on the **Appeal Request** PDF:

Item	Description
EAP Request number	The original EAP Request number.

Appeal Details	Additional details that were provided in support of the appeal, provided as text entry by the SADIE user.
Attachments	Names of attachment(s) included in support of the appeal. The actual attachments submitted are received by EAP staff and are not available to view within SADIE.

☞ Note: The original **EAP Request Number** can be helpful if referring to a request with an EAP staff member.

Appendix A – How Prescribers Access Special Authorization Digital Information Exchange (SADIE) - FAQs

I am a Primary Health Care Professional, Nurse Practitioner, or Physician and I am registered on OPS BPS Secure/MCEDT as a Health Service User

1. Log on to OPS BPS Secure via https://www.ebse.health.gov.on.ca/ebs/mohltc_services/ from the services drop-down menu select Special Authorization Digital Information Exchange (SADIE). Alternatively, you can log in from www.ontario.ca/SADIE by clicking the SADIE login button.

2. If you are unable to access your OPS BPS Secure account, contact Inquiry Services at 1-800-262-6524 (after the language prompts, press 2-3) and an agent will provide the necessary information required to regain access.

I have an OHIP billing number with the Ministry of Health, but do not have a registered OPS BPS Secure/MCEDT account

1. To confirm that the Ministry of Health has your most up to date contact information, please complete the 'Change of Address for Health Care Professionals' (form #4885-84) located at https://forms.mgcs.gov.on.ca/en/

2. Attach the completed form to an email stating you wish to obtain the unique identifiers required for SADIE registration. Enter 'SADIE ACCESS' in the subject line of the email.

3. Send the email to ProviderRegistration.MOH@ontario.ca or fax to 613-545-5848.

4. The Ministry will process your request and mail you a package with your unique identifiers within approximately 15 business days.

I do not have an OHIP billing number and have never registered for an OPS BPS Secure/MCEDT account

1. Please complete an 'Application for OHIP Billing Number for Health Care Professionals' (form #3384-83) located at https://forms.mgcs.gov.on.ca/en/

2. Attach the completed form to an email stating you wish to obtain an OHIP billing number and the unique identifiers required for SADIE registration. Enter 'SADIE ACCESS' in the subject line of the email.

3. Send the email to ProviderRegistration.MOH@ontario.ca or fax to 613-545-5848.

4. The Ministry will process your request and mail you a package with your OHIP billing number and unique identifiers within approximately 15 business days.

If you need assistance regarding any of the options above, please contact Inquiry Services at 1-800-262-6524 (after the language prompts, press 2-3) or email SSContactCentre.MOH@ontario.ca

Appendix B - Using the Calendar to Enter Dates

Dates are critical to evaluating criteria and therefore cannot be misinterpreted. As a result, in SADIE, some dates must be chosen from the calendar to ensure the correct date format is applied. Dates cannot be typed into a date field. Follow these instructions for entering dates into SADIE:

Instructions for Using the Calendar

1. Click anywhere in a field that contains the calendar { } icon to select a date (e.g., the **Date of Birth** field).

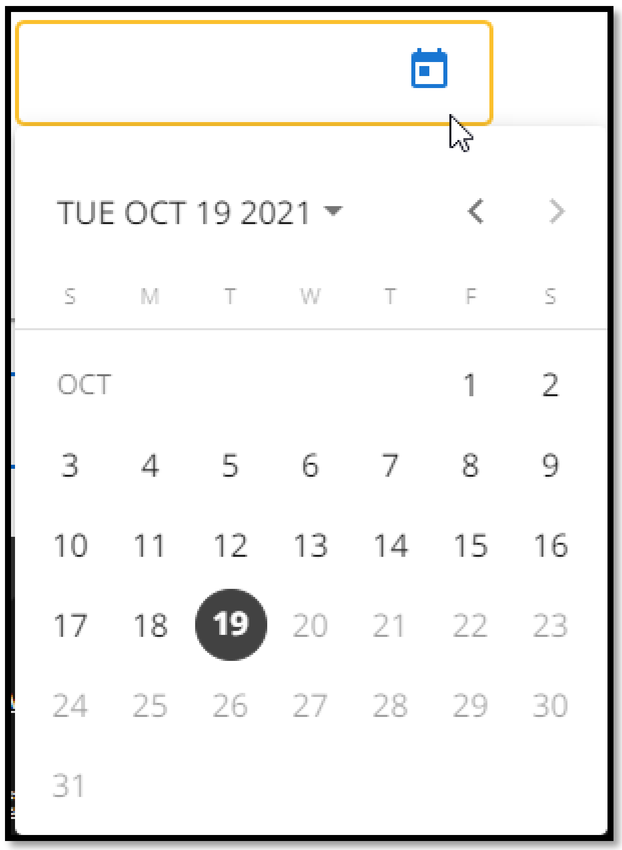


Figure 136 - Image of the Calendar - How to Change Year

2. Selecting a Year: click on the date in the top left corner and a range of years is displayed.

Use the **Back** and **Forward** chevrons to scroll quickly through the years.

Figure 137 - Image of the Calendar - How to Access

3. Click on the year you want to select once it is displayed.

Figure 138 - Image of the Calendar - How to Select Year

4. Once the year is selected months are displayed, click on the relevant month, and then the appropriate day.

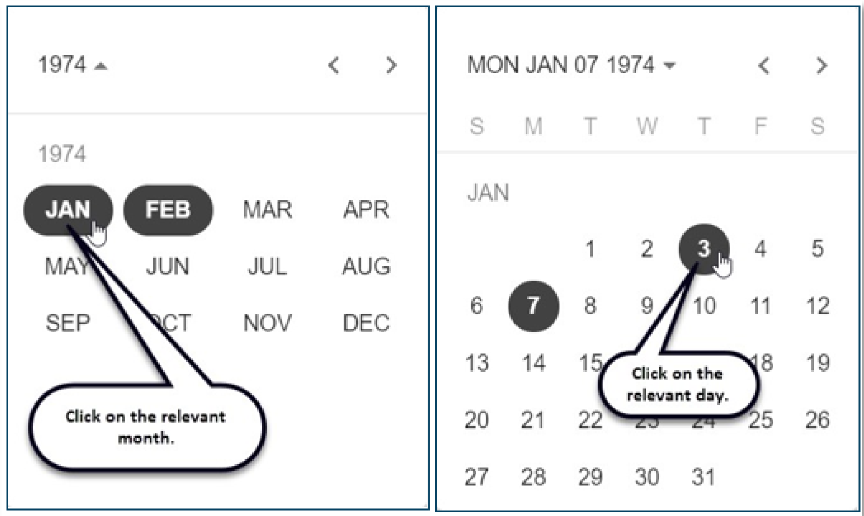


Figure 139 - Image of the Calendar - How to Select Month and Day

5. The date is now displayed in the **Date** field.

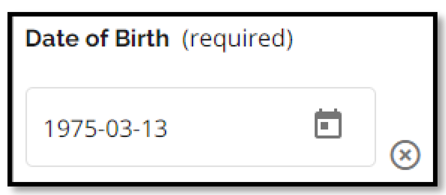
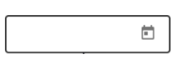


Figure 140 - Image of the Completed Date of Birth Field

6. If there is an error in the entered date, click on the calendar icon anywhere in the **Date** field {  } to make changes following the steps above.

Appendix C – SADIE Maintenance Schedule

‘SADIE Under Maintenance’ Message

If there is a scheduled SADIE maintenance window to implement upgrades and improvements, the ‘SADIE Under Maintenance’ message displays (after launching SADIE from your EMR or after logging-in on the OPS BPS Secure web page with your OPS BPS Secure credentials and selecting ‘Special Authorization Digital Information Exchange’ from the services drop-down menu).

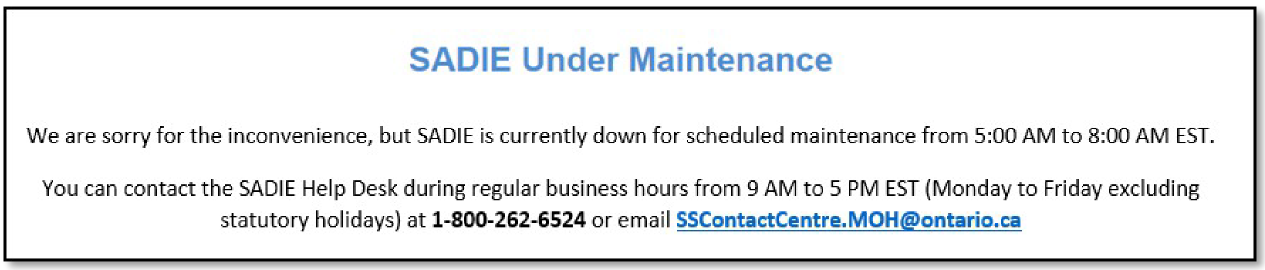


Figure 141 - Image of the SADIE Maintenance Message

Appendix D - Requesting Proof of EAP Rejection for Drugs Not Funded through EAP

The **Criteria Summary** section on the **Details** tab indicates if the drug product selected is not funded through the EAP.

Figure 142 - Image of a Rejection Message in the Criteria Summary section

In these circumstances, one of the following reasons displays:

- Drug product has not been assigned a drug identification number (DIN) by Health Canada.
- The requested medication for the specified indication has been reviewed through an established national and /or provincial process and, based on the review, it is currently not considered for provincial funding at this time.
- The requested medication for the specified indication has not completed the established national and /or provincial review process and is currently not considered for provincial funding. The funding status may change if a review is completed in the future.

If you wish to continue to obtain a formal rejection letter you can proceed with submitting the request and a formal response letter will be sent.

Appendix E - Useful Links

1. For quick access to the **SADIE application**, use the link below and click on the **SADIE Login** {SADIE Login} button:

   www.ontario.ca/sadie

2. For more information about **SADIE** and to access training documents, click on the link below:

   SADIE Web Page

3. For information on the **Exceptional Access Program (EAP)**, click on the link below:

   EAP Web Page

4. For information on the **Ontario Drug Benefits (ODB)** program, click on the link below:

   ODB Program Web Page

5. For information on **Medical Claims Electronic Data Transfer (MCEDT)**, click on the link below:

   MCEDT Web Page

6. For all assistance and inquiries contact Inquiry Services at 1-800-262-6524 (after the language prompts, press 2-3) or via email at SSContactCentre.MOH@ontario.ca