



London Health Sciences Centre

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In December, we circulated a memo announcing that a new version of the Paramedic Portal of Ontario (PPO) was launching on Tuesday February 18, 2020. We are now only two weeks away from our go live date and are excited to reveal the new PPO to you!

In order to better prepare you for the launch, here is some important information:

Downtime:

- A downtime will occur on **Friday February 14, 2020 at 4:00 PM** until **Monday February 18, 2020 at 9:00 AM**. The PPO will not be accessible during this time. We apologize for any inconvenience this may cause.

Training:

- Training videos and hand-outs will be available. These training aids will be accessible online on our website/PPO and will help navigate you through the new PPO. If you require additional training or technical support, please contact paramedicportalontario@lhsc.on.ca.

Enhancements:

- **New Theme** – the first thing you will notice when you log into the PPO is a new modern look and feel. Our goal was to improve the user experience by making it easier to navigate using quick links, drop-down menus, etc.
- **Certification by Service** – one of the enhancements we are most excited about is the ability to track certification by service. If a paramedic works for multiple services, we now have the ability to track different certification levels, certification dates, deactivation/reactivation statuses and auxiliary directives.
- **Historical Records** – the new PPO will have the capability to capture more detailed and accurate historical records. You will be able to see all the changes that have occurred to a paramedic's account and view the different versions of their certification letters.

If you have any questions, please don't hesitate to contact Michelle Priebe or myself.

Thank you,

Lyndsey Longeway
Education Coordinator