

COMING SOON: CLOUDCARE 2.0



Frequently Asked Questions – Families

In early May, Children’s Treatment Network (CTN) will be transitioning from the current version of the shared electronic record (GoldCare) to a new version called CloudCare 2.0.

Q: How will the upgrade affect my child’s information?

A: The upgrade will not affect your child’s information. The move to CloudCare 2.0 will provide your child’s team an easier and more intuitive way to view and update information stored in the shared electronic record.

Q: How will this change impact members of my child’s team?

A: Your child’s team will need some time to get used to the new look and layout of CloudCare 2.0. Initially it may take a little longer to access information or document as your service providers get familiar with CloudCare 2.0. Training materials and support will be provided to help them navigate through this change.

Q: Why does CTN need to adopt CloudCare 2.0 now?

A: Software companies are continuously updating and improving their systems to keep up with new technologies. The move to CloudCare 2.0 is required to enable us to make changes and enhancements to the record and meet our needs across the network.

Q: Does the change to CloudCare 2.0 involve a move to a different software application?

A: The move to CloudCare 2.0 is an upgrade to our current application, GoldCare. It is similar to an upgrade to software on your cell phone or a new version of Microsoft. The underlying software is not changing and the data and information currently stored in the system will be maintained.

Q: Does CloudCare mean that data is stored in the cloud?

A: No. **Information will not be moving to the cloud.** It will continue to be stored in a secure server contained within a secure data storage site. The term ‘CloudCare’ refers to the ability to access the application through a web browser.

Q: If I have questions about privacy and security what should I do?

A: For questions about privacy and how information is stored in the shared electronic record, please visit our [website](#) or email privacy@ctnsy.ca.

Q: Can families access the information in the shared record?

A: Not at this time. Currently, families are able to access the information in their child’s shared electronic record file by contacting privacy@ctnsy.ca.

Q: If I have more questions about this change who can I contact?

A: Please contact your service provider or email privacy@ctnsy.ca.