eHealth Ontario

ONE® ID

The ONE ID identity and access management service is a set of systems and processes that enable health care providers to access ehealth services, and is a key element in making those services secure.

ONE ID helps ensure that only registrants who need secure and reliable access to personal health information have access to it. The robust identity validation process uses a person's real-world identity to create a digital identity, which is then used to authenticate a person's access to an application.

ONE ID leverages staff in a health care organization or association to ensure that eHealth Ontario processes are followed in the registration and validation of application users.

Benefits

- ONE ID allows ehealth application service owners to provide access to their service offerings in a highly secure, controlled and efficient manner
- The ONE ID sponsorship framework identifies eligible health care providers for access to ehealth services
- ONE ID's enhanced privacy and security safeguards help protect patient and registrant information
- ONE ID allows use of the same digital identity to access multiple ehealth services hosted by eHealth Ontario, thereby reducing the numbers of IDs and passwords a user must manage and remember

How ONE ID works

- Ehealth service owners work with eHealth Ontario to integrate ONE ID with their application and to set up sponsors and registration authorities in the appropriate client organizations
- Sponsors identify eligible users for the ehealth service
- Registration authorities confirm sponsorship, and register and enroll individuals
- Registrants use their digital credential (for example, identification and password) to access the application

ONE ID Technical Integration

The two components of ONE ID technical integration are provisioning and authentication. Provisioning is the means for application-specific data about an individual to be collected and sent electronically to a business application's data store to facilitate first-time user setup. eHealth Ontario can facilitate provisioning to a variety of system types. Authentication is the verification of an individual's identity when they access an application.

Integration with eHealth Ontario's authentication services can also provide single sign-on amongst eHealth Ontario integrated applications. There are two methods to achieve integration:

- Standalone integration requires the application owner to install a small software component on the application web server. This software communicates with eHealth Ontario's back-end infrastructure to confirm the authentication of individuals prior to permitting access to an application.
- Portal integration can be used if the business application is built and deployed as a portlet in an eHealth Ontario managed portal. In this case, the combination of the portal and the ONE ID integration that has already taken place provides authentication. The application owner is not required to install additional software to achieve integration.

Computer application registration involves registering the application and associated responsible individual, and issuing credentials to support authentication before the application begins sending data to and receiving data from ehealth services at eHealth Ontario.

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Frequently Asked Questions

What is registration?
Registration is the process by which an approved individual (registration authority) verifies the identity of a registrant, enrols them into a service, and provides a digital credential.

What is enrolment?
An enrolment grants a registrant access to a service such as drug profile viewer or ONE Mail. A registrant may have several service enrolments. ONE ID allows a user to register once, enrol many times

What is sponsorship?
Sponsorship is the means by which an organization identifies individuals who are eligible for access to ehealth services.

Why is proof of identity required in the registration process?
Valid identification provides evidence that users are who they say they are when registering for ehealth services.

Can one person perform multiple roles in the registration process?
Depending on the structure of an organization, one person may be able to perform several of the registration roles as long as there is reasonable separation of duties.

What is my first line of support?
Most clients' first line of support is their organization's internal IT support or help desk. Issues related to eHealth Ontario services will be referred to the eHealth Ontario service desk. For those clients who do not currently have an internal help desk, an option exists to use an eHealth Ontario-provided ehealth support centre.

Privacy and Security

eHealth Ontario follows industry best practices (e.g. ISO security standards) and legislative requirements (e.g. the *Personal Health Information Protection Act, 2004* and the *Freedom of Information and Protection of Privacy Act*). Our privacy and security team plays an active role in building and managing security within our products and services.

In addition to the safeguards which apply to all eHealth Ontario products and services, the following security safeguards are in place for ONE ID:

- eHealth Ontario utilizes a network of registration authorities who undergo privacy training to ensure that personal registration information is handled appropriately. eHealth Ontario's processes and systems transport, store and process this information in a secure manner, minimizing the potential for unauthorized or inappropriate disclosure.
- Registration is offered with different levels of identity validation called assurance levels. eHealth Ontario works with ehealth application owners to determine the level of identity assurance required for their application.

It should be noted that clients do not become privacy compliant, nor are their information and applications secure, simply by using eHealth Ontario products and services. They must still train their personnel on privacy and security obligations with respect to their own operations and ensure these obligations are met.

Service Level Commitments

We have designed our service level commitments with the needs of health care providers in mind. The following service commitments apply to a production environment, and only apply once an organization has been set up for registration, including completing the sponsorship framework, establishing registration authorities, training for the organization, and signing of all necessary agreements.

Register, enrol, modify or remove a user registration or a computer application registration into public key infrastructure (PKI) [7]	95% completed within 5 business days from receipt of form. [1, 2, 3]
SUPPORT FOR ALL ONE PRODUCTS	
Service desk - call answer speed:	1 minute, 80% of the time [2, 6]
Service desk - call abandonment rate:	7% [2, 5]
Incident management - mean time to restore: 2, 3 **Priority 1 - Emergency** • Critical or multiple sites down. • Loss of service poses substantial risk to eHealth Ontario client(s). • Posing a public health safety, privacy or security risk. • Causing adverse impact affecting a large number of internal and/or external clients, e.g. computer virus outbreak.	2 hours [4]
Priority 2 - High Urgency • Single, non-critical site down. • Loss of non-mission-critical services. • Alternative or work around exists. • Service degradation affecting localized # of clients.	4 hours [4, 5]
Priority 3 - Medium Urgency • Minimal impact on internal/external users. • Service interruption for a single internal/external user.	12 hours [3]

1 Depending on type of PKI, it may be necessary to add an additional 5 days

2 The service levels set out in this document are only a summary of the current service levels provided by eHealth Ontario. Such service levels may not be available in certain circumstances. eHealth Ontario reserves the right to change such service levels. Full details are provided in the applicable legal agreements between eHealth Ontario and client.

3 Excludes name changes (legal or preferred).

4 The mean time to restore or "MTTR" with respect to all incidents of a certain priority is equal to the average of the restoration times for each incident of that priority, regardless of product, in the applicable month. Urgent suspension of privileges will be dealt with on an immediate basis. Incidents are defined as a loss of service (outage or degradation) classified by priority level.

5 Measured over all clients to whom eHealth Ontario provides support services, monthly . Calls to the eHealth service desk are 7 x 24 x 365. Calls from a client's service desk to the eHealth Ontario service desk outside of the hours of 8:00 a.m. and 10:00 p.m. on a business day are excluded.

6 Excluding ONE Network Access sites outside the geographic boundaries of any city in Ontario.

7 PKI is a type of credential used for encryption and authentication.

eHealth Ontario
It's working for you.

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