

ONE[®] Portal

ONE[®] Portal is an enterprise portal that helps the health care community stay connected, work collaboratively and share eHealth Ontario applications and clinical information.

ONE Portal is integrated with our ONE ID service and provides secure access to collaboration tools, content management and health care applications such as Drug Profile Viewer, Electronic Notice of Live Birth, Ontario Laboratories Information System, Oral Health Information Support System and other integrated applications.



www.PublicHealthOntario.ca:

Offers articles of interest on public health programs and communicable diseases, links to Important Health Notices (IHNs), plus links to other relevant websites for staff within the office of the Chief Medical Officer of Health, Public Health Division, and 37 Public Health Units across the province.

www.eHealthOntario.ca:

Offers health care providers in hospitals, long-term care homes, Community Care Access Centres, and others in the health sector a convenient one-stop source for consistent, timely, and trusted health information.

Benefits

- Faster time to market as the infrastructure is already in place
- eHealth Ontario maintains and handles the upgrade efforts
- Centralized portal administration
- Single portal user repository (different organizations can securely share information)
- eHealth Ontario 24x7 support available

Service Level Commitments

We have designed our service level commitments with the needs of health care providers in mind.

ONE Portal	
Content management – general content changes or additions - up to 3 webpages	3 business days ^{1, 2}
Community management - add a new community	3 business days ^{1, 2}
Support for all ONE Products	
Service desk - call answer speed:	1 minute, 80% of the time ^{2, 4}
Service desk - call abandonment rate:	7% ^{2, 4}
Incident management - mean time to restore: ^{2, 3}	
<ul style="list-style-type: none"> ● Priority 1 - Emergency <ul style="list-style-type: none"> » 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 ³
<ul style="list-style-type: none"> ● Priority 2 - High Urgency <ul style="list-style-type: none"> » Single, non-critical site down. » Loss of non-mission-critical services. » Alternative or work around exists. » Service degradation affecting localized number of clients. 	4 hours ^{3, 5}
<ul style="list-style-type: none"> ● Priority 3 - Medium Urgency <ul style="list-style-type: none"> » Minimal impact on internal/external users. » Service interruption for a single internal/external user. 	12 hours ³

Technical Specifications

eHealth Ontario uses the Oracle Webcenter 10gR3 Suite of products for its ONE Portal service.

¹ Averaged quarterly over all requests.

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 the client.

³ 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, measured over all clients and products, in the applicable month. "Incidents" are defined as a loss of service (outage or degradation) classified by priority level.

⁴ Measured over all clients to whom eHealth Ontario provides support services, monthly. Calls to the eHealth support centre are 7 x 24 x 365. Calls from a client's service desk to our service desk outside of the hours of 8:00 a.m. and 10:00 p.m. on a business day are excluded.

⁵ Excluding ONE Network Access sites outside the geographic boundaries of any city in Ontario.

By establishing a secure portal community committee using ONE Portal services you could:

- Have a single point-of-access to securely share information with all members in the e-community across Ontario
- Set up restricted areas for the special interest groups, so only the tools accessible to each particular user are visible once the user logs in
- View an online calendar of events
- Participate in online discussions
- Take advantage of the portal's consistent look and feel for all health care providers in Ontario, while having the option to add customized branding such as a logo in the community space
- Have access to a coordinated approach to sharing information, such as:
 - Creation of online polls
 - Have portal community members use the collaboration tool to work together to create documentation
 - Post documents on the portal community for colleagues to view

Frequently Asked Questions

What's the difference between a portal and a portal community?

A portal is a website that provides a single point of access to information and related communities. A portal community is a secure and distinctive workspace within a portal which provides a forum for a group of users with a common interest to share information.

Can anyone use ONE Portal?

Parts of both portals are available to the public. However, eligibility criteria must be met before a user can access restricted areas of the portals or start portal community.

I have a website that needs to be hosted. Is ONE Portal a website hosting service?

No, but it offers many of the same features. Eligible communities of interest, can request space on one of our existing portals (www.eHealthOntario.ca and www.PublicHealthOntario.ca).

How do I sign up?

In order to obtain access to the ONE Portal service, contact us at 1-866-250-1554. If you are eligible, we will help you with the sign-up process.

What is my first line of support?

Issues related to eHealth Ontario services will be referred to the eHealth Ontario service desk. For technical support issues with [eHealthOntario.ca](http://www.eHealthOntario.ca), please call the eHealth Ontario service desk at 1-866-250-1554, available 24 hours a day, seven days a week.

“ Seniors Health Research Transfer Network (SHRTN) members work together in groups called communities of practice (CoPs). When coming together in person is not possible due to time, space and financial limitations, they work together virtually thanks to web-based tools such as the SHRTN webpage located on the www.eHealthOntario.ca portal.

SHRTN currently has 22 sub-communities set up in the eHealth Ontario online collaboration tool. These groups include SHRTN members of our communities of practice, working groups and committees. Features that are particularly helpful to our members include the version controlled document sharing space, as well as the community calendars that allow you to link all documents that are needed for the events listed in the calendar.

SHRTN is about knowledge exchange... tools are a key component of the knowledge exchange process! ”

DEIRDRE LUESBY
Executive Director
SHRTN

Offering Ontario's health care providers a single point of access to **content, services & eHealth** applications, ONE Portal offers **the flexibility & functionality** of a dedicated website, without investment in hardware, software or hosting services.

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 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 of our products and services, the following security safeguards are in place for ONE Portal:

- a. ONE Portal's security model means users only have access to content or applications they have been authorized to view or use.
- b. The ONE Portal service leverages ONE ID, our identity and access management service which helps ensure that the right people get access to the right eHealth services.

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 employees on privacy and security obligations with respect to their own operations and ensure these obligations are met.

