

Guidance to Support Identifying End Users

Introduction

The purpose of this document is to provide sites with guidance on identifying users within their organization who may be provided with access to the Provider Portal and the Site Administration Portal.

Provider Portal

Purpose of Access to the Provider Portal

eHealth Ontario's *Local Registration Authorities Practices Policy* stipulates that access may only be provided to the clinical components of the ConnectingOntario Solution (i.e., the Provider Portal) to agents whose purpose of access is to collect personal health information (PHI) for the purposes of providing or assisting in the provision of healthcare.

PHIPA s2 defines healthcare as:

"Any observation, examination, assessment, care, service or procedure that is done for a health-related purpose and that,

(a) is carried out or provided to diagnose, treat or maintain an individual's physical or mental condition,

(b) is carried out or provided to prevent disease or injury or to promote health, or

(c) is carried out or provided as part of palliative care,

and includes,

(d) the compounding, dispensing or selling of a drug, a device, equipment or any other item to an individual, or for the use of an individual, pursuant to a prescription, and

(e) a community service that is described in subsection 2 (3) of the Home Care and Community Services Act, 1994 and provided by a service provider within the meaning of that Act

Type of Users for the Provider Portal

Since the organizational structure of each site is different, does not specify who in your organization provides or assists in the provision of healthcare.

The table below does however provide examples of users who may meet this criterion. The examples are not intended to be prescriptive, but illustrate the types of end-users who would meet the defined criteria. You may assign accounts to whoever in your organization performs these functions.

Role	Functionality	Criteria	Examples
Clinician	View all PHI in the Clinical Data Repository (CDR) and Ontario	<ul style="list-style-type: none"> Provides care to patients Assists in providing care 	<ul style="list-style-type: none"> Regulated health professionals who see patients

	Laboratories Information System (OLIS)	to patients	<ul style="list-style-type: none"> Residents providing care to patients Administrative staff who pull charts for physicians Ward clerks who review results to flag abnormalities for physicians
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Non-Clinical Users

Participants must not provide access to the Provider Portal if access is requested for purposes other than providing or assisting in the provision of healthcare, e.g., providing access for the purposes of:

- Research
- Program planning, evaluation, or monitoring
- Risk or error management
- Improving the quality of care, programs, and services (i.e., instances where the activity in question is for the program planning & population health, rather than the direct provision of patient care, e.g., if the Health Links Coordinator would like to search for patients with CCPs who had had subsequent ER visits for reporting purposes)
- Education and training (unless the individual is a student or resident who requires access to provide care)

Technical Support for Clinical Users

Access to the Provider Portal for technical staff is available as follows subject to the execution of the appropriate legal agreements and approvals:

1. **Help Desk Access to Test-Patient Data.** This permitted access is designed for help desk support to assist clinical users in resolving connectivity and access issues between your local application and the Provider Portal.
2. **Health Informatician Access.** In order to assist eHealth Ontario in permitted data quality assurance activities such as confirming that the PHI generated from a site's health information system matches the PHI displayed in the Provider Portal.

For further information, please contact privacyoperations@ehealthontario.on.ca.

Site Administration Portal

Purpose of Access to the Site Administration Portal

eHealth Ontario's *Local Registration Authorities Practices Policy* stipulates that sites may only provide access to the administrative components of the ConnectingOntario Solution to agents and electronic service providers whose purpose of access is to provide support for the defined and permitted functionality within the Site Administration Portal. Currently, the current and near-future functionality in the Site Administration Portal includes:

- Consent Management
- Message and Error Management
- Operational Report Management
- Privacy Report Management
- Terminology Management
- User Account Management (on the Site Administration Portal)

Type of End Users

Since the organizational structure of each site is different, eHealth Ontario does not specify who in your organization provides support for the defined and permitted administrative functionality. The table below provides examples of users who may meet the defined criteria. The examples are not intended to be prescriptive. You may assign accounts to whoever in your organization performs these functions.

Site Admin Role	Functionality	Criteria	Type of PHI Accessible	Examples
Current Functionality				
Site DLQ-EQ Administrator	Message and Error Management	<ul style="list-style-type: none"> • Manages Dead-Letter-Queue and Error Queue associated with transactions that are processed in the HIAL 	<ul style="list-style-type: none"> • Limited Access to PHI (Only provided with access to PHI that the site contributes) 	<ul style="list-style-type: none"> • HL7 Integration Specialists
Future Functionality				
Site IDM Administrator	User Account Management	<ul style="list-style-type: none"> • Manages user accounts on the Site Administration Portal for site's users 	<ul style="list-style-type: none"> • No Access to PHI 	<ul style="list-style-type: none"> • Identity Management Administrators • Local Registration Authorities (LRAs)
Site	Operational Report	<ul style="list-style-type: none"> • Generates site operational, adoption 	<ul style="list-style-type: none"> • No Access to PHI 	<ul style="list-style-type: none"> • Privacy Officers and

Operational Reporting Admin	Management	and business, and ad-hoc reports		<ul style="list-style-type: none"> their delegates Executive Sponsor Clinician Champion HL7 Integration Specialists
Site Privacy Officer	Consent Management	<ul style="list-style-type: none"> Manages patient consent directives 	<ul style="list-style-type: none"> Limited access to PHI (No access to clinical data, only to PHI required to apply consent directives, e.g., HCN, MRN, etc) 	<ul style="list-style-type: none"> Privacy Officers and their delegates
Site Privacy Reporting Admin	Privacy Report Management	<ul style="list-style-type: none"> Generates privacy reports (e.g., user activity, consent management for the individual site) 	<ul style="list-style-type: none"> Limited access to PHI For example, HCN, MRN, user who accessed PHI, and title/name of clinical documentation accessed (but not the content itself) 	<ul style="list-style-type: none"> Privacy Officers and their delegates
Site Terminology Admin	Terminology Management	<ul style="list-style-type: none"> Manages site local terminology codes and conformance issues for the Solution 	<ul style="list-style-type: none"> No access to PHI 	<ul style="list-style-type: none"> Terminology Mapping Specialist

Participants must not provide access to the Site Administration Portal if access is requested for purposes other than to provide support for defined and permitted administrative functionality within the Site Administration Portal, e.g., providing access for the purposes of:

- Research
- Program planning, evaluation, or monitoring
- Risk or error management (unrelated to the site's HL7 interface engines)
- Improving the quality of care, programs, and services
- Education and training (unless the individual requires access to Site Administration Portal for one of the defined and permitted functionalities)