

ConnectingOntario

# ConnectingOntario Operations Guide for Site Help Desks

Version: 2.1

Document ID: Operations Guide for Site Help Desks

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The electronic version of this document is recognized as the only valid version.

### Approval History

APPROVER(S)	TITLE/DEPARTMENT	APPROVED DATE
Michelle MacDonald	Program Manager ConnectingOntario GTA	YYYY-MM-DD
Dave Clark	ConnectingOntario AMS Manager	YYYY-MM-DD

### Revision History

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## Document ID

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## Introduction

*The ConnectingOntario Operations Guide for Site Help Desks serves as a reference for guidelines and support procedures for the Participants' local site help desk for the purpose of providing services related to the ConnectingOntario Solution.*

The scope of this document is limited to all Local/Site Help Desk support providers and authorized subject matter experts who are responsible for providing operational support for ConnectingOntario. It also assumes each participant will adhere to their own internal processes.

### Audience

Support groups responsible for providing operational support for ConnectingOntario. This may include, but is not limited to, Local/Site Help Desk Managers, Interface Specialists, and the Site ConnectingOntario Local Registration Authority LRA.

## Role of the Local Site Help Desk

*The role of the Local/Site Help Desk and/or authorized Subject Matter Expert (SME) at a participating site is to perform initial troubleshooting activities before escalating incidents to the eHealth Ontario Service Desk.*

Some of the support activities that may be handled by a Local/Site Help Desk or SME are:

- First-Level support for clinicians: logging calls; where appropriate, escalating to the eHealth Ontario Service Desk
- Repair of supported workstations and devices
- Monitoring and resolving local customer service cases
- Addressing local connectivity issues, including password resets
- Providing local administration for users
- Acting as the liaison between local end-users and the eHealth Ontario Service Desk
- Communication of planned and unplanned service disruptions affecting access to ConnectingOntario or the operations of data feeds
- Monitoring data feeds and rejected messages on a scheduled basis
- Maintaining and managing Secure Sockets Layer (SSL) certificate renewals

Incidents/issues that are not related to the ConnectingOntario Solution (e.g., calls concerning hardware or browsers) will be routed back to the Local/Site Help Desk for investigation and resolution.

# Local Site Help Desk Responsibility Matrix

<b>Responsibility</b>		<b>Local/Site Help Desk</b> R = Responsible C = Consult I = Inform N = None	<b>ConnectingOntario Service Desk</b> R = Responsible C = Consult I = Inform N = None	<b>Comments</b>
<b>General Support</b>				
1	Execute First Level Support services for clinicians	R	N	
2	Escalate in real-time all incidents and service requests to the eHealth Ontario Service Desk.	R	N	
3	Perform initial troubleshooting for all clinician-reported Incidents and Service Requests	R	N	
4	First-call resolution for ConnectingOntario related issues and Service Requests (i.e.: "how to" and information requests) that can be resolved at the site level.	R	N	
<b>Communication and Notification</b>				
5	Distribute communications and notifications for incidents and service notifications to clinicians.	R	N	
6	Notify ConnectingOntario of site service outages that may impact a component of the ConnectingOntario service.	R	I	
7	Manage site communications and notifications for ConnectingOntario Incidents	R	N	
8	Escalate major Incidents (Severity 1 & Severity 2) to the eHealth Ontario Service Desk.	R	C	
9	Record and capture information in an effort to assist in the resolution of an Incident, where required	R	C	
10	Perform troubleshooting activities to assist in the restoration of services during an Incident, where required	R	C	

<b>Change Management</b>				
11	Inform ConnectingOntario of changes to site infrastructure that may affect a component of, or connectivity to, the ConnectingOntario service.	R	I	
12	Participate in testing (post-implementation validation) activities, where required.	I	R	

## **Ticket Handling**

*Local/Site Help Desks are responsible for performing First-Level troubleshooting of issues within their environments. If an issue or Incident occurring at a site requires further investigation by ConnectingOntario, a ticket must be opened with the eHealth Ontario Service Desk by telephone (1-866-250-1554).*

The information to be provided to the eHealth Ontario Service Desk when reporting an incident or requesting a service request must contain (at a minimum) the following information:

- Local Site (hospital /organization name)
- Site Contact Information
- Authorized caller identifier
- Local/Site ticket number
- Description of issue
- Impact of issue
- Date and time when issue first appeared
- Priority determined by Local/Site Help Desk or Subject Matter Expert
- Workaround (if available)

It is suggested that each Local/Site Help Desk reference the ConnectingOntario ticket number when providing follow up information on your case or when status updates are requested. Local/Site Help Desks can use the [ConnectingOntario Service Desk Contact Form](#) to record ticket information.

### **Communicating Service Notifications**

The ConnectingOntario Program (eHealth Ontario Service Desk and ConnectingOntario Operations team) will communicate with Local/Site Help Desks or authorized Subject Matter Experts. The eHealth Ontario Service Desk will communicate service notices of planned and unplanned outage notifications directly to the contact information provided by each site. It is expected that each Local/Site Help Desk or authorized SME distribute these service notices to end-users.

In the event of an incident investigation, and where certain information is required, the eHealth Ontario Service Desk will request that the site obtain any required information on behalf of the site or clinician.

Sites will be provided with five business days' notice for downtimes that are the result of a planned change.

## **Maintenance and Support**

Sites will be responsible for maintaining all software, hardware and other components required to access the ConnectingOntario Solution.

## **Certificate Renewals**

Sites will be responsible for maintaining a record of their security certificate expiration dates and their certificate renewal process.

## **Management of Data Feeds**

Sites are required to monitor the transmission of Personal Health Information (PHI) to the ConnectingOntario Clinical Data Repository (CDR) and all alerts and other error messages regarding the receipt of the transmissions on a scheduled basis and will manage errors in the transmission and processing of PHI.

## **Site Downtime Procedures**

Each site is responsible for establishing and implementing a downtime process in the event that the ConnectingOntario Solution or access to the ConnectingOntario Solution is unavailable due to an extended unplanned downtime or a planned major system downtime.

Sites are responsible for:

- Outlining the general procedures that end-users should follow to ensure continuance of access to patient/client information during a major system downtime.
- Ensuring that end-users are trained in downtime procedures.
- Defining a specific downtime communication to all end-users to ensure information is relayed in a timely manner.
- Establishing roles and responsibilities to ensure the appropriate contact information is provided to the eHealth Ontario Service Desk.

## **Site Service Outages**

Sites will notify the eHealth Ontario Service Desk of planned and unplanned service disruptions to their electronic health information system, and any other components used to transfer or receive PHI that may affect the ConnectingOntario Solution.

## **Incident Management**

The eHealth Ontario Service Desk will manage and coordinate all reported Incidents. Incident tickets will be assessed according to the priority, severity levels and may be reassessed after additional investigation by our Tier 2 Support teams.



## Maintenance Windows

The ConnectingOntario maintenance window for all application updates, operating system-patching and anti-virus updates is as follows: **Sunday: 12:00 a.m. – 6:00 a.m.**

## Encryption, Zipping and Password Protection

*As eHealth Ontario policies require adequate safeguards, all documents containing PHI must be submitted in a zipped and password protected format.*

If you have any questions or are unsure if the data is properly protected, please contact the Business Desk at [eHealth PHI Support@ehealthontario.on.ca](mailto:Support@ehealthontario.on.ca) before sending.

HSP Site Help Desk Zip, Encrypt & Password Protect document ([ConnectingOntario File Encryption and Transfer Guideline](#))

1. HSP should Zip, Encrypt and password protect document (Please reference ConnectingOntario File Encryption and Transfer Guideline)
2. HSP Site Help Desk opens ticket [servicedesk@ehealthontario.on.ca](mailto:servicedesk@ehealthontario.on.ca) mailbox and attaches PHI encrypted/password protected document for troubleshooting ( Please reference File Encryption and Transfer Guideline)
3. HSP Site Help Desk calls EHealth Ontario Service Desk at 1-866-250-1554 to obtain ticket # and verbally provides password to decrypt PHI document.

## Technical Support Tools – H.I.S Integrated Sites

*The following section provides CDR Support Scripts to guide Local/Site Help Desks in performing the initial troubleshooting activities before escalating Incidents to the eHealth Ontario Service Desk.*

Additional support tools will be added to this guide as they become available to ensure the operational readiness of Local/Site Help Desks to support ConnectingOntario end-users. Materials will include such items as tabletop exercises, an Operational Readiness Checklist, Standard Operating Procedures, Communication Templates, and Service Level Agreements.

## CDR Support Scripts (Front End)

*Support scripts contain troubleshooting steps to aid Local/Site Help Desks with the resolution and/or escalation of incidents and requests reported by clinicians.*

Please use the information in the scripts to provide First-Level support to your ConnectingOntario end-users.

<p><b>Item Name</b> (Application Name, Hardware Name, etc.)</p> <p><i>'Page Cannot be Displayed' error message when attempting to access ConnectingOntario through your HIS' or Clinician cannot get access to ConnectingOntario</i></p>	<p><b>Script Number</b></p> <p>CO-APP-005</p>
<p><b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)</p> <p>When a clinician attempts to access ConnectingOntario through your HIS, they receive an error message. The error message may appear before the ConnectingOntario Provider Portal launches. Or, a clinician attempting to access a patient/client in ConnectingOntario through your HIS is not able to successfully access ConnectingOntario. Access to the HIS is successfully, however the link for ConnectingOntario is greyed out or not displaying.</p>	
<p><b>Error</b> (Error Message, if applicable)</p> <p>Page cannot be displayed Error or Link/button to access ConnectingOntario on the clinician's desktop is not viewable or greyed out.</p>	
<p><b>Cause</b></p> <ul style="list-style-type: none"> <li>A. Clinician may be using a device that is not connected to the site's network.</li> <li>B. Clinician is not an authorized user (is not set up to use ConnectingOntario).</li> <li>C. Network Error/Internal application error.</li> <li>D. The link to access ConnectingOntario may be incorrect or may have expired.</li> </ul> <p>OR</p> <p>An access role(s) (or the correct access role) has not been set up for the clinician.</p>	
<p><b>Solution Details</b></p> <ol style="list-style-type: none"> <li>1) Confirm that the device is connected to your network and that external network resources are accessible (i.e., Google search, access to network files or printing).</li> <li>2) Has the clinician successfully logged into the ConnectingOntario service before?             <ol style="list-style-type: none"> <li>a. No. Complete your internal process to request an account through your ConnectingOntario LRA</li> <li>b. Yes. Confirm that the clinician is logged into your HIS correctly with their account.                 <ol style="list-style-type: none"> <li>i. No. Have clinician log into your HIS correctly and attempt to access ConnectingOntario again.</li> <li>ii. Yes. Contact the eHealth Ontario Service Desk.</li> </ol> </li> </ol> </li> <li>3) Test to confirm that the link/URL is active.             <ol style="list-style-type: none"> <li>a. No. Send correct link to the clinician or set up link on the clinician's device.</li> <li>b. Yes. Confirm that clinician has been provided with authorized access to ConnectingOntario (contact your ConnectingOntario Local Registration Authority - LRA).</li> </ol> </li> </ol> <p>If you receive multiple tickets for this issue:</p> <ol style="list-style-type: none"> <li>1) Confirm that you are not experiencing any local network issues that may affect your site's ability to access ConnectingOntario.</li> <li>2) If your site is experiencing a network issue, please notify the eHealth Ontario Service Desk.</li> </ol> <p>OR</p> <p><b>Site is to correct clinician settings in the HIS</b></p>	

## Resolution/Escalation Group

### Local/Site Help Desk

Site ConnectingOntario LRA  
eHealth Ontario Service Desk  
servicedesk@ehealthontario.on.ca  
1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number</b>
<i>Clinician cannot access a patient/client in ConnectingOntario</i>	CO-APP-007
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
The clinician is able to see the patient/client in your HIS, but the patient/client does not appear in the ConnectingOntario Provider Portal. Clinician has logged into ConnectingOntario, but cannot access the patient/client.	
<b>Error</b> (Error Message, if applicable)	
Patient/Client cannot be found.	
<b>Cause</b>	
<ol style="list-style-type: none"><li>1) The clinician may have clicked on the wrong button to access the patient/client information in ConnectingOntario.</li><li>2) Patient information may predate the ConnectingOntario service.</li><li>3) Patient is protected thus does not appear in ConnectingOntario. This is a rare occurrence.</li></ol>	
<b>Solution Details</b>	
<ol style="list-style-type: none"><li>1) Confirm that the clinician has selected the correct patient/client in the ConnectingOntario Provider Portal.<ol style="list-style-type: none"><li>a) Yes. Escalate this issue to your site interface specialist to verify whether the patient/client's information was populated before or after your ConnectingOntario population date.</li><li>b) No. Assist clinician in selecting the correct patient/client. Ask the clinician to try searching the patient/client on the ConnectingOntario Provider Portal using the Advanced Search tab and different parameters</li></ol></li><li>2) Population started prior to patient/client record date?<ol style="list-style-type: none"><li>a) No. Inform clinician that the patient/client record is not available in ConnectingOntario.</li><li>b) Yes, Contact your Privacy Officer to confirm whether a consent directive has been set for the patient/client. Obtain the following information from the clinician.<ol style="list-style-type: none"><li>i) Patient name</li><li>ii) MRN/CHRIS ID</li><li>iii) Health card number</li></ol></li></ol></li><li>3) Consent directive set?<ol style="list-style-type: none"><li>a) Yes. Inform clinician that patient/client record/visit cannot be accessed.</li><li>b) No. Open a ticket with the EHealth Ontario Service Desk with the following information:<ol style="list-style-type: none"><li>i) Patient name</li><li>ii) MRN/CHRIS ID</li></ol></li></ol></li></ol>	


iii) Health card number
<b>Resolution/Escalation Group</b>
Site Interface Specialist/ Site Privacy Officer eHealth Ontario Service Desk servicedesk@ehealthontario.on.ca 1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number</b>
<i>Patient/Client cannot be displayed – but error message is shown</i>	CO-APP-008
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Error is displayed in ConnectingOntario when selecting a patient/client.	
<b>Error</b> (Error Message, if applicable)	
“There was an error setting the patient/client in context. Please contact the eHealth Ontario Service Desk”.	
<b>Cause</b>	
Possible script error.	
<b>Solution Details</b>	
1) Contact the eHealth Ontario Service Desk by phone with the following information: <ul style="list-style-type: none"> <li>• Patient name</li> <li>• MRN/CHRIS ID</li> <li>• Health card number</li> </ul>	
<b>Resolution/Escalation Group</b>	
Local/Site Help Desk Site ConnectingOntario LRA eHealth Ontario Service Desk servicedesk@ehealthontario.on.ca 1-866-250-1554	

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Incorrect patient/client is displayed in ConnectingOntario when patient/client is launched from the site’s HIS</i>	CO-APP-009
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
A clinician has selected a patient/client in the HIS and when ConnectingOntario launches, another patient/client	

record is displayed.
<b>Error</b> (Error Message, if applicable)
N/A
<b>Cause</b>
<ol style="list-style-type: none"> <li>1. Incorrect patient/client may have been selected in the HIS.</li> <li>2. Pulled the wrong patient/client with same name.</li> </ol>
<b>Solution Details</b>
<ol style="list-style-type: none"> <li>1) Confirm that clinician has selected the correct patient/client in the HIS. <ol style="list-style-type: none"> <li>a) No. Assist clinician with selecting the correct patient/client. <ol style="list-style-type: none"> <li>a) Yes. Escalate ticket to your interface specialist to verify if the SAML generation code received the correct or incorrect parameters from your HIS.</li> </ol> </li> </ol> </li> <li>2) Interface specialist confirms that SAML generation code is correct. <ol style="list-style-type: none"> <li>a) No. Site interface specialist to resolve issue. <ol style="list-style-type: none"> <li>a) Yes. Open a ticket with the eHealth Ontario Service Desk. Obtain the following patient/client information: <ol style="list-style-type: none"> <li>i) Patient Name</li> <li>ii) MRN/CHRIS ID</li> <li>iii) Health card number</li> </ol> </li> </ol> </li> </ol> </li> </ol>
<b>Resolution/Escalation Group</b>
Site Interface Specialist eHealth Ontario Service Desk servicedesk@ehealthontario.on.ca 1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>ConnectingOntario Provider Portal data cannot be viewed correctly</i>	CO-APP-015
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Clinician may experience some inconsistencies when viewing patient/client data in the patient/client summary view.	
<b>Error</b> (Error Message, if applicable)	
The patient/client summary view may be displayed as below.	


<b>Cause</b>
Supported browser may not be installed.
<b>Solution Details</b>
Site to install the correct browser approved for ConnectingOntario.
<b>Resolution/Escalation Group</b>
Local/Site Help Desk or SME

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>ConnectingOntario website redirected</i>	CO-APP-016
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Clinician attempts to access the portal and they are being forwarded to an unrecognized external website.	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Site may have entered the incorrect URL for ConnectingOntario. This is a security issue.	
<b>Solution Details</b>	
<ol style="list-style-type: none"> <li>1. Have site confirm the URL they are using for ConnectingOntario: <a href="https://portal.connectinggta.ca/pe/p/ql">https://portal.connectinggta.ca/pe/p/ql</a></li> <li>2. If URL has been confirmed, escalate to the eHealth Ontario Service Desk immediately. Provide the URL that the clinician is being redirected to.</li> </ol>	
<b>Resolution/Escalation Group</b>	

Local/Site Help Desk.  
 eHealth Ontario Service Desk  
 servicedesk@ehealthontario.on.ca  
 1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Site reports a 'bug' in the application</i>	CO-APP-014
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Clinicians may experience that some features may not be functioning or performing as expected.	
<b>Error</b> (Error Message, if applicable)	
Errors or error messages may not be visible.	
<b>Cause</b>	
Part of the application or a feature may not be functional due to a programming error.	
<b>Solution Details</b>	
Obtain the following information from the clinician:	
<ol style="list-style-type: none"> <li>1. Where in the application was the issue was discovered?</li> <li>2. What were the steps being performed when the issue was discovered.</li> <li>3. Can issue be reproduced on another computer or on a different patient/client?</li> <li>4. Does the patient/client information originate at another organization?</li> <li>5. Is the issue preventing the clinician from completing their workflow?</li> <li>6. Is there a workaround?</li> <li>7. Can you provide a screen capture of the bug?</li> </ol>	
<b>Resolution/Escalation Group</b>	
eHealth Ontario Service Desk servicedesk@ehealthontario.on.ca 1-866-250-1554	

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Error when attempting to access ConnectingOntario from your HIS</i>	CO-APP-013
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Clinician is attempting to access a ConnectingOntario patient record while in their HIS and they receive an error message.	
<b>Error</b> (Error Message, if applicable)	

# ORACLE Access Manager

## Error

An incorrect Username or Password was specified

### Cause

End-user may not be authorized to access ConnectingOntario or may not have been setup correctly for Just-In-Time (JIT) provisioning.

### Solution Details

Follow your internal processes to provision access for the clinician.

### Resolution/Escalation Group

Site/Local Help Desk

## Provider Portal (back end) Support Scripts

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Patient/Client information is not up-to-date</i>	CO-APP-002
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Missing data. Clinician accesses patient/client information in the ConnectingOntario Provider Portal; recent information has not been added to the patient/client profile. Latest known information is not available from patient/client profile.	
<b>Error</b> (Error Message, if applicable)	
No error message will be shown. Patient/Client information will not be up-to-date with latest information.	
<b>Cause</b>	



1. Information may have not been sent by the site.
2. Your data feed may be suspended.
3. Information from site is not in real-time or is batched.

### Solution Details

1. Confirm if the data missing is from before the site started populating the CDR. (Attach spreadsheet.).
  - a. If yes, please notify the clinician and close the ticket. Otherwise escalate to eHealth Ontario Service Desk.
  - b. Escalate to the eHealth Ontario Service Desk if:
    - i. Data originates from another site

Open a ticket with the eHealth Ontario Service Desk with the following information:

1. Patient name
2. MRN/CHRIS ID
3. Health card number
4. Visit ID and/or Document ID
5. Reports missing

### Resolution/Escalation Group

Site Interface Specialist  
 eHealth Ontario Service Desk  
 servicedesk@ehealthontario.on.ca  
 1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)  <i>Messages are not processing at the correct rate</i>	<b>Script Number:</b>  CO-APP-003
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)  Integration Specialist may notice through reviewing logs that messages are processing at a slower rate.	
<b>Error (Error Message, if applicable)</b>  N/A	
<b>Cause</b>  Site may not be receiving a positive acknowledgment in its queue.	
<b>Solution Details</b>  <ol style="list-style-type: none"> <li>1. Obtain from your Integration Specialist the following information:           <ol style="list-style-type: none"> <li>a. Queue size</li> <li>b. Timing of when the last acknowledgment was received</li> <li>c. Confirm that messages aren't being lost</li> </ol> </li> <li>2. Open a ticket with the eHealth Ontario Service Desk and provide the agent with the information received</li> </ol>	

from your Integration Specialist.
<b>Resolution/Escalation Group</b>
eHealth Ontario Service Desk servicedesk@ehealthontario.on.ca 1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Negative acknowledgement messaging received</i>	CO-APP-004
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Integration Specialist may notice through reviewing logs that negative acknowledgement messages have been received.	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Layer 7 interface and/or the Guaranteed Delivery Queue may not be responsive.	
<b>Solution Details</b>	
<ol style="list-style-type: none"> <li>1. Obtain from your Integration Specialist the following information: <ol style="list-style-type: none"> <li>a. Queue size</li> <li>b. Timing of when acknowledgment received</li> <li>c. Confirm that there are no downtimes scheduled during that timeframe</li> </ol> </li> <li>2. Open a ticket with the eHealth Ontario Service Desk and provide the agent with the information received from your Integration Specialist.</li> </ol>	
<b>Resolution/Escalation Group</b>	
eHealth Ontario Service Desk servicedesk@ehealthontario.on.ca 1-866-250-1554	

## Privacy Support Scripts

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Privacy – Copy of a Patient Record</i>	CO-Privacy-001
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	

Site or ConnectingOntario privacy officer requests a copy of the patient record in ConnectingOntario on behalf of a patient. Site or ConnectingOntario privacy officer may also use the following when describing this issue:

1. Request for Access
2. Access to information
3. Copy of personal health information (PHI)

**Error** (Error Message, if applicable)

N/A

**Cause**

Request for access

**Solution Details**

Request that the Site Privacy Officer call the eHealth Ontario Service Desk at 1-866-250-1554.

Please reference the ConnectingOntario File Encryption and Transfer Guidelines before sending PI/PHI.

\*\*If the request is for OLIS (Ontario Lab Information System), refer the caller to:

**Freedom of Information and Privacy Coordinator**

**Access and Privacy Office**

Ministry of Health and Long-Term Care  
 6th Floor, 5700 Yonge Street  
 Toronto ON, M2M 4K5  
 416-327-7040  
[generalapo@ontario.ca](mailto:generalapo@ontario.ca)<sup>1</sup>

**Resolution/Escalation Group**

eHealth Ontario Service Desk  
 servicedesk@ehealthontario.on.ca  
 1-866-250-1554

**Item Name** (Application Name, Hardware Name, etc.)

*Privacy – Copy of Audit Reports*

**Script Number:**

CO-Privacy-002

**Item Description** (More information about the item: what is it used for, where is it located, if applicable)

Site requests a copy of audit reports on activity in the ConnectingOntario Solution. The potential audit reports addressed by this script are:

- Copy of all views of PHI for a particular patient;
- Copy of all views of PHI by a particular end-user;
- History of consent directives changes for a particular patient; or

<sup>1</sup> Please instruct sites that they should not use email to transmit PHI to this mailbox.

- History of consent directive overrides of a particular patient.

Site or ConnectingOntario privacy officer may also use the following when describing this issue:

1. Consent logs
2. Access Logs
3. Audit Logs
4. User activity reports
5. Request for Access to logs
6. Report on consent overrides
7. History of consent directives changes

**Error** (Error Message, if applicable)

N/A

**Cause**

Request for a access or auditing activity

**Solution Details**

Request that the Site Privacy Officer call the eHealth Ontario Service Desk at 1-866-250-1554.

Please reference the **ConnectingOntario File Encryption and Transfer Guidelines before sending PI/PHI.**

\*\*If the request is for OLIS (Ontario Lab Information System), refer the caller to: Freedom of Information and Privacy Coordinator

**Access and Privacy Office**

**Ministry of Health and Long-Term Care**

6th Floor, 5700 Yonge Street

Toronto ON, M2M 4K5, 416-327-7040

[generalapo@ontario.ca](mailto:generalapo@ontario.ca)<sup>2</sup>

**Resolution/Escalation Group**

eHealth Ontario Service Desk

[servicedesk@ehealthontario.on.ca](mailto:servicedesk@ehealthontario.on.ca)

1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Privacy – Request to Correct Patient Information in ConnectingOntario</i>	CO-Privacy-003
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Site privacy officer requests a correction to PHI in the ConnectingOntario Solution. Site may also use the following when describing this issue: Change to PHI	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Correction made to PHI from the contributing site	

<sup>2</sup> Please instruct sites that they should not use email to transmit PHI to this mailbox.

<b>Solution Details</b>
Refer all requests to the eHealth Ontario Service Desk for processing at 1-866-250-1554.
<b>Resolution/Escalation Group</b>
eHealth Ontario Service Desk servicedesk@ehealthontario.on.ca 1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Privacy – Request to Notify Sites of a Correction of Patient Information in ConnectingOntario</i>	CO-Privacy-004
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
<p>Site privacy officer requests that ConnectingOntario inform HICs of a correction to PHI that they previously collected from the ConnectingOntario Solution.</p> <ul style="list-style-type: none"> <li>• UHN to provide example of report name.</li> </ul>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Site determines that the correction is medically relevant	
<b>Solution Details</b>	
Refer all requests to the eHealth Ontario Service Desk for processing at 1-866-250-1554.	
Please reference the ConnectingOntario File Encryption and Transfer Guidelines before sending PI/PHI.	
<b>Resolution/Escalation Group</b>	
eHealth Ontario Service Desk servicedesk@ehealthontario.on.ca 1-866-250-1554	

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number</b>
<i>Privacy – Consent Directive Request</i>	CO-Privacy-005
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
<p>Site Privacy Officer requests a consent directive be created, modified, or withdrawn. Site may also use the following when describing this issue:</p> <ul style="list-style-type: none"> <li>• User block</li> </ul>	

<ul style="list-style-type: none"> <li>• Masking</li> <li>• Reinstating or withdrawal of consent</li> </ul>
<b>Error</b> (Error Message, if applicable)
N/A
<b>Cause</b>
Patient withdraws or reinstates consent for some or all end-users to collect, use, or disclose some, or all, of their PHI for health care purposes.
<b>Solution Details</b>
Request caller to log ticket with eHealth Ontario Service Desk or log call with eHealth Ontario Service Desk, at 1-866-250-1554.
Please reference the ConnectingOntario File Encryption and Transfer Guidelines before sending PI/PHI.
**If the request is for OLIS (Ontario Lab Information System), refer to caller to Service Ontario 1-800-291-1405
<b>Resolution/Escalation Group</b>
eHealth Ontario Service Desk <a href="mailto:ServiceDesk@ehealthontario.on.ca">ServiceDesk@ehealthontario.on.ca</a> 1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Privacy – Inquiries</i>	CO-Privacy-006
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
A site has a privacy-related inquiry.	
Site may also use the following when describing this issue:	
<ul style="list-style-type: none"> <li>• Privacy-related question</li> <li>• Patient inquiry</li> </ul>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
General inquiry	
<b>Solution Details</b>	
Refer all requests to eHealth Ontario Service Desk at 1-866-250-1554.	

Please reference the ConnectingOntario File Encryption and Transfer Guidelines before sending PI/PHI.

\*\*If the request is for OLIS (Ontario Lab Information System), refer to caller to: Manager, Access and Privacy Office

**Ministry of Health and Long-Term Care**

5700 Yonge St.

6th Floor

Toronto, ON M2M 4K5

416-327-7040 [generalapo@ontario.ca](mailto:generalapo@ontario.ca)<sup>3</sup>

**Resolution/Escalation Group**

eHealth Ontario Service Desk

[ServiceDesk@ehealthontario.on.ca](mailto:ServiceDesk@ehealthontario.on.ca)

1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
Privacy – Complaints	CO-Privacy-007
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
A site is forwarding a privacy-related complaint from a site. Site may also use the following when describing this issue: <ul style="list-style-type: none"><li>• Concern</li><li>• Problem</li><li>• Suspect Breach</li><li>• Breach</li><li>• Incident</li></ul>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Complaint	
<b>Solution Details</b>	
Refer complaint to eHealth Ontario Service Desk for processing by calling 1-866-250-1554.	
Please reference the ConnectingOntario File Encryption and Transfer Guidelines before sending PI/PHI.	
**If the request is for OLIS (Ontario Lab Information System), refer to caller to: Manager, Access and Privacy Office	
<b>Ministry of Health and Long-Term Care</b>	
5700 Yonge St.	
6th Floor	
Toronto, ON M2M 4K5	
416-327-7040 <a href="mailto:generalapo@ontario.ca">generalapo@ontario.ca</a> <sup>4</sup>	

<sup>3</sup> Please instruct sites that they should not use email to transmit PHI to this mailbox.

**Resolution/Escalation Group**

eHealth Ontario Service Desk  
[ServiceDesk@ehealthontario.on.ca](mailto:ServiceDesk@ehealthontario.on.ca)  
1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Privacy – Breach</i>	CO-Privacy-008
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
<p>Any party reports an event that puts patient privacy or PHI at risk or where privacy has been breached, or service desk takes a report that suggests a breach may have occurred.</p> <p>Site may also use the following when describing this issue:</p> <ul style="list-style-type: none"><li>• Incident</li><li>• Unauthorized collection, use, or disclosure</li><li>• Unauthorized access</li><li>• Lost PHI</li><li>• Failure to protect PHI</li><li>• Breach of PHIPA or privacy policies</li></ul> <p><i>NOTE: Any suspicious event that may involve PHI should be reported as a privacy breach.</i></p>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Patient information may have been intercepted by a 3rd party or lost.	
<b>Solution Details</b>	
<p>Refer all breach inquiries to eHealth Ontario Service Desk, asking the site to contact eHealth Ontario Service Desk at 1-866-250-1554.</p> <p>Please reference the <b>ConnectingOntario File Encryption and Transfer Guidelines before sending PI/PHI.</b></p> <p>**If the privacy breach is for OLIS (Ontario Lab Information System), open a case with the eHealth Ontario Service Desk by calling 1-866-250-1554.</p>	
<b>Resolution/Escalation Group</b>	
<p>eHealth Ontario Service Desk <a href="mailto:ServiceDesk@ehealthontario.on.ca">ServiceDesk@ehealthontario.on.ca</a> 1-866-250-1554</p>	

<sup>4</sup> Please instruct sites that they should not use email to transmit PHI to this mailbox.



# Technical Support Tools – ONE® ID Sites

*The following section provides CDR and Ontario Laboratory Information System (OLIS) Support Scripts to guide Local/Site Help Desks in performing the initial troubleshooting activities before escalating Incidents to the EHealth Ontario Service Desk.*

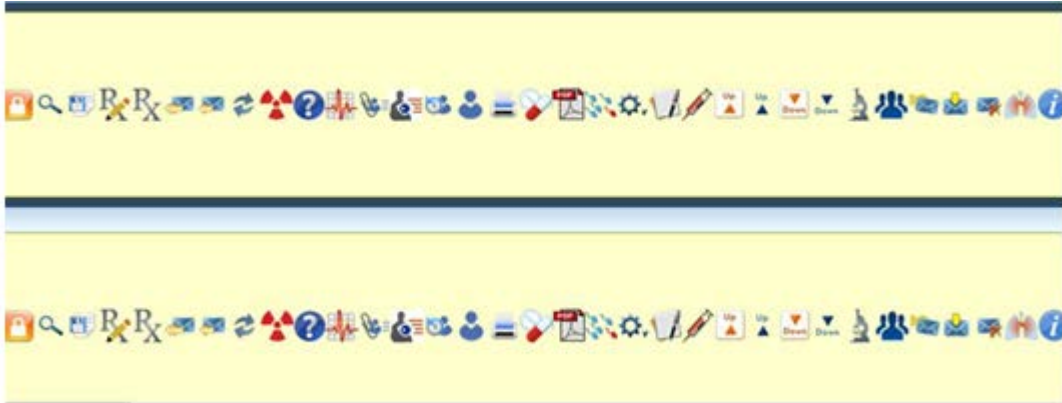
Additional support tools will be added to this guide as they become available to ensure the operational readiness of Local/Site Help Desks to support ConnectingOntario end-users. Materials will include such items as tabletop exercises, an Operational Readiness Checklist, Standard Operating Procedures, Communication Templates, and Service Level Agreements.

## CDR Support Scripts – First-Level Support

Support scripts contain troubleshooting steps to aid Local/Site Help Desks with the resolution and/or escalation of incidents and requests reported by clinicians.

Please use the information in the scripts to provide First-Level support to your ConnectingOntario end-users.

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Patient/Client cannot be displayed – but error message is shown</i>	CO-APP-008
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Error is displayed in ConnectingOntario when selecting a patient/client.	
<b>Error</b> (Error Message, if applicable)	
“There was an error setting the patient/client in context. Please contact the eHealth Ontario Service Desk”.	
<b>Cause</b>	
Possible script error.	
<b>Solution Details</b>	
Contact the eHealth Ontario Service Desk by phone with the following information:	
<ul style="list-style-type: none"><li>• Patient name</li><li>• MRN/CHRIS ID</li><li>• Health card number</li></ul>	
<b>Resolution/Escalation Group</b>	
eHealth Ontario Service Desk servicedesk@ehealthontario.on.ca 1-866-250-1554	

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>ConnectingOntario Provider Portal data cannot be viewed correctly</i>	CO-APP-015
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Clinician may experience some inconsistencies when viewing patient/client data in the patient/client summary view.	
<b>Error</b> (Error Message, if applicable)	
The patient/client summary view may be displayed as below.	
	
<b>Cause</b>	
Supported browser may not be installed.	
<b>Solution Details</b>	
Site to install the correct browser approved for ConnectingOntario.	
<b>Resolution/Escalation Group</b>	
Local/Site Help Desk or SME	

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Site reports a 'bug' in the application</i>	CO-APP-014
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Clinicians may experience that some features may not be functioning or performing as expected.	
<b>Error</b> (Error Message, if applicable)	
Errors or error messages may not be visible.	
<b>Cause</b>	
Part of the application or a feature may not be functional due to a programming error.	
<b>Solution Details</b>	
Obtain the following information from the clinician:	

1. Where in the application was the issue was discovered?
2. What were the steps being performed when the issue was discovered.
3. Can issue be reproduced on another computer or on a different patient/client?
4. Does the patient/client information originate at another organization?
5. Is the issue preventing the clinician from completing their workflow?
6. Is there a workaround?
7. Can you provide a screen capture of the bug?

### Resolution/Escalation Group

eHealth Ontario Service Desk  
 servicedesk@ehealthontario.on.ca  
 1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Privacy – Copy of a Patient Record</i>	CO-Privacy-001
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
<p>Site or ConnectingOntario privacy officer requests a copy of the patient record in ConnectingOntario on behalf of a patient.</p> <p>Site or ConnectingOntario privacy officer may also use the following when describing this issue:</p> <ol style="list-style-type: none"> <li>1. Request for Access</li> <li>2. Access to information</li> <li>3. Copy of personal health information (PHI)</li> </ol>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Request for a access	
<b>Solution Details</b>	
<p>Request that the Site Privacy Officer call the eHealth Ontario Service Desk at 1-866-250-1554.</p> <p>**If the request is for OLIS (Ontario Lab Information System), refer the caller to:</p> <p><b>Freedom of Information and Privacy Coordinator</b>  <b>Access and Privacy Office</b>          Ministry of Health and Long-Term Care          6th Floor, 5700 Yonge Street          Toronto ON, M2M 4K5          416-327-7040  <a href="mailto:generalapo@ontario.ca">generalapo@ontario.ca</a> <sup>5</sup></p>	
<b>Resolution/Escalation Group</b>	

<sup>5</sup> Please instruct sites that they should not use email to transmit PHI to this mailbox.

eHealth Ontario Service Desk  
[ServiceDesk@ehealthontario.on.ca](mailto:ServiceDesk@ehealthontario.on.ca)  
 1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Privacy – Copy of Audit Reports</i>	CO-Privacy-002
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
<p>Site requests a copy of audit reports on activity in the ConnectingOntario Solution. The potential audit reports addressed by this script are:</p> <ul style="list-style-type: none"> <li>• Copy of all views of PHI for a particular patient;</li> <li>• Copy of all views of PHI by a particular end-user;</li> <li>• History of consent directives changes for a particular patient; or</li> <li>• History of consent directive overrides of a particular patient.</li> </ul> <p>Site or ConnectingOntario privacy officer may also use the following when describing this issue:</p> <ol style="list-style-type: none"> <li>1. Consent logs</li> <li>2. Access Logs</li> <li>3. Audit Logs</li> <li>4. User activity reports</li> <li>5. Request for Access to logs</li> <li>6. Report on consent overrides</li> <li>7. History of consent directives changes</li> </ol>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Request for a access or auditing activity	
<b>Solution Details</b>	
<p>Request that the Site Privacy Officer call the eHealth Ontario Service Desk at 1-866-250-1554.      <b>**If the request is for OLIS (Ontario Lab Information System), refer the caller to:</b></p> <p><b>Freedom of Information and Privacy Coordinator</b>  <b>Access and Privacy Office</b>          Ministry of Health and Long-Term Care          6th Floor, 5700 Yonge Street          Toronto ON, M2M 4K5          416-327-7040 <a href="mailto:generalapo@ontario.ca">generalapo@ontario.ca</a><sup>6</sup></p>	

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
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<sup>6</sup> Please instruct sites that they should not use email to transmit PHI to this mailbox.

<i>Privacy – Request to Correct Patient Information in ConnectingOntario</i>	CO-Privacy-003
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
<p>Site privacy officer requests a correction to PHI in the ConnectingOntario Solution. Site may also use the following when describing this issue:</p> <ul style="list-style-type: none"> <li>• Change to PHI</li> </ul>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Correction made to PHI from the contributing site.	
<b>Solution Details</b>	
Request that the Site Privacy Officer call the eHealth Ontario Service Desk at 1-866-250-1554.	
**If the request is for OLIS (Ontario Lab Information System), refer the caller to:	
<p><b>Freedom of Information and Privacy Coordinator</b>  <b>Access and Privacy Office</b>  Ministry of Health and Long-Term Care  6th Floor, 5700 Yonge Street  Toronto ON, M2M 4K5  416-327-7040 <a href="mailto:generalapo@ontario.ca">generalapo@ontario.ca</a> <sup>7</sup></p>	
Please reference the ConnectingOntario File Encryption and Transfer Guidelines before sending PI/PHI.	
<b>Resolution/Escalation Group</b>	
eHealth Ontario Service Desk <a href="mailto:ServiceDesk@ehealthontario.on.ca">ServiceDesk@ehealthontario.on.ca</a> 1-866-250-1554	

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Privacy – Request to Notify Sites of a Correction of Patient Information in ConnectingOntario</i>	CO-Privacy-004
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
<p>Site privacy officer requests that ConnectingOntario inform HICs of a correction to PHI that they previously collected from the ConnectingOntario Solution.</p> <ul style="list-style-type: none"> <li>• UHN to provide example of report name.</li> </ul>	
<b>Error</b> (Error Message, if applicable)	

<sup>7</sup> Please instruct sites that they should not use email to transmit PHI to this mailbox.

N/A
<b>Cause</b>
Site determines that the correction is medically relevant.
<b>Solution Details</b>
Request that the Site Privacy Officer call the eHealth Ontario Service Desk at 1-866-250-1554. **If the request is for OLIS (Ontario Lab Information System), refer the caller to:
<b>Freedom of Information and Privacy Coordinator Access and Privacy Office</b> Ministry of Health and Long-Term Care 6th Floor, 5700 Yonge Street Toronto ON, M2M 4K5 416-327-7040 <a href="mailto:generalapo@ontario.ca">generalapo@ontario.ca</a> <sup>8</sup>
Please reference the <b>ConnectingOntario File Encryption and Transfer Guidelines</b> before sending PI/PHI.
<b>Resolution/Escalation Group</b>
eHealth Ontario Service Desk <a href="mailto:ServiceDesk@ehealthontario.on.ca">ServiceDesk@ehealthontario.on.ca</a> 1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Privacy – Consent Directive Request</i>	CO-Privacy-005
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Site Privacy Officer requests a consent directive be created, modified, or withdrawn. Site may also use the following when describing this issue: <ul style="list-style-type: none"> <li>• User block</li> <li>• Masking</li> <li>• Reinstating or withdrawal of consent</li> </ul>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Patient withdraws or reinstates consent for some or all end-users to collect, use, or disclose some or all of their PHI for health care purposes.	
<b>Solution Details</b>	

<sup>8</sup> Please instruct sites that they should not use email to transmit PHI to this mailbox.

Request that the Site Privacy Officer call the eHealth Ontario Service Desk at 1-866-250-1554.

\*\*If the request is for OLIS (Ontario Lab Information System), refer the caller to:

**Freedom of Information and Privacy Coordinator**

**Access and Privacy Office**

Ministry of Health and Long-Term Care

6th Floor, 5700 Yonge Street

Toronto ON, M2M 4K5

416-327-7040 [generalapo@ontario.ca](mailto:generalapo@ontario.ca)<sup>9</sup>

Please reference the [ConnectingOntario File Encryption and Transfer Guidelines](#) before sending PI/PHI.

**Resolution/Escalation Group**

eHealth Ontario Service Desk

[ServiceDesk@ehealthontario.on.ca](mailto:ServiceDesk@ehealthontario.on.ca)

1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Privacy – Inquiries</i>	CO-Privacy-006
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
A site has a privacy-related inquiry.  Site may also use the following when describing this issue: <ul style="list-style-type: none"><li>• Privacy-related question</li><li>• Patient inquiry</li></ul>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
General inquiry.	
<b>Solution Details</b>	
Request that the Site Privacy Officer call the eHealth Ontario Service Desk at 1-866-250-1554.  **If the request is for OLIS (Ontario Lab Information System), refer the caller to:  <b>Freedom of Information and Privacy Coordinator</b> <b>Access and Privacy Office</b> Ministry of Health and Long-Term Care	

<sup>9</sup> Please instruct sites that they should not use email to transmit PHI to this mailbox.

6th Floor, 5700 Yonge Street  
Toronto ON, M2M 4K5  
416-327-7040 [generalapo@ontario.ca](mailto:generalapo@ontario.ca)<sup>10</sup>

Please reference the ConnectingOntario File Encryption and Transfer Guidelines before sending PI/PHI

### Resolution/Escalation Group

eHealth Ontario Service Desk  
[ServiceDesk@ehealthontario.on.ca](mailto:ServiceDesk@ehealthontario.on.ca)  
1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Privacy – Complaints</i>	CO-Privacy-007
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
A site is forwarding a privacy-related complaint from a site. Site may also use the following when describing this issue: <ul style="list-style-type: none"><li>• Concern</li><li>• Problem</li><li>• Suspect Breach</li><li>• Breach</li><li>• Incident</li></ul>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Complaint	
<b>Solution Details</b>	
Request that the Site Privacy Officer call the eHealth Ontario Service Desk at 1-866-250-1554.  **If the request is for OLIS (Ontario Lab Information System), refer the caller to:  <b>Freedom of Information and Privacy Coordinator</b> <b>Access and Privacy Office</b> Ministry of Health and Long-Term Care 6th Floor, 5700 Yonge Street Toronto ON, M2M 4K5 416-327-7040 <a href="mailto:generalapo@ontario.ca">generalapo@ontario.ca</a> <sup>11</sup>	

<sup>10</sup> Please instruct sites that they should not use email to transmit PHI to this mailbox.

<sup>11</sup> Please instruct sites that they should not use email to transmit PHI to this mailbox.



Please reference the ConnectingOntario File Encryption and Transfer Guidelines before sending PI/PHI.

### Resolution/Escalation Group

eHealth Ontario Service Desk  
[ServiceDesk@ehealthontario.on.ca](mailto:ServiceDesk@ehealthontario.on.ca)  
1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Privacy – Breach</i>	CO-Privacy-008
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
<p>Any party reports an event that puts patient privacy or PHI at risk or where privacy has been breached, or service desk takes a report that suggests a breach may have occurred. Site may also use the following when describing this issue:</p> <ul style="list-style-type: none"><li>• Incident</li><li>• Unauthorized collection, use, or disclosure</li><li>• Unauthorized access</li><li>• Lost PHI</li><li>• Failure to protect PHI</li><li>• Breach of PHIPA or privacy policies</li></ul> <p><b>NOTE: Any suspicious event that may involve PHI should be reported as a privacy breach.</b></p>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Patient information may have been intercepted by a 3rd party or lost.	
<b>Solution Details</b>	
<p>Request that the Site Privacy Officer call the eHealth Ontario Service Desk at 1-866-250-1554.</p> <p>**If the request is for OLIS (Ontario Lab Information System), refer the caller to:</p> <p><b>Freedom of Information and Privacy Coordinator</b> <b>Access and Privacy Office</b> Ministry of Health and Long-Term Care 6th Floor, 5700 Yonge Street Toronto ON, M2M 4K5 416-327-7040 <a href="mailto:generalapo@ontario.ca">generalapo@ontario.ca</a></p>	
Please reference the ConnectingOntario File Encryption and Transfer Guidelines before sending PI/PHI.	
<b>Resolution/Escalation Group</b>	

<sup>12</sup> Please instruct sites that they should not use email to transmit PHI to this mailbox.

eHealth Ontario Service Desk  
[ServiceDesk@ehealthontario.on.ca](mailto:ServiceDesk@ehealthontario.on.ca)  
1-866-250-1554

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Connecting Ontario Codes on the Fly Notifications</i>	CO-Terminology-001
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
On first business day of every week Connecting Ontario Terminology Team distributes “codes-on-the-fly” error reports of unmapped codes. These notifications are sent to the local site help desks which then must be delivered to site Integration Specialist responsible for terminology mapping to map local codes to Connecting Ontario provincial code	
<b>Error</b> (Error Message, if applicable)	
Notification email will have subject: CDR Terminology Code on the Fly notification for yyyy-mm-dd and an excel workbook enclosed	
<b>Cause</b>	
Unmapped codes have been submitted by site to CDR	
<b>Solution Details</b>	
<ul style="list-style-type: none"><li>• Forward message to appropriate site Interface Specialist (Terminology SME)</li><li>• Site Terminology SME will map local code to the Connecting Ontario provincial code on the worksheet within 5 business days</li><li>• <b>Completed mapping worksheet is returned to eHealth Help Desk at <a href="mailto:esd@ehealthontario.on.ca">esd@ehealthontario.on.ca</a></b></li></ul>	
<b>Resolution/Escalation Group</b>	
Site Interface Specialist eHealth Ontario Service Desk <a href="mailto:servicedesk@ehealthontario.on.ca">servicedesk@ehealthontario.on.ca</a> 1-866-250-1554	

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Connecting Ontario Conformance Error Decryption Password</i>	CO-Report-001
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
Site Integration Specialist / EQ/DLQ Administrators have forgotten Conformance Error Decryption Password to open Weekly Conformance Error reports to investigate the errors and resolve errors	
<b>Error</b> (Error Message, if applicable)	

N/A
<b>Cause</b>
N/A
<b>Solution Details</b>
<ul style="list-style-type: none"> <li>• Send request to Connecting Ontario Mailbox and provide Site Integration Specialist contact information (name and phone #)</li> <li>• Connecting Ontario resource will call Site Integration Specialist to provide Decryption Password</li> </ul>
<b>Resolution/Escalation Group</b>
<ul style="list-style-type: none"> <li>• Site Help Desk</li> <li>• ConnectingOntario mailbox <a href="mailto:Connecting.Ontario@ehealthontario.on.ca">Connecting.Ontario@ehealthontario.on.ca</a></li> </ul>

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
<i>Connecting Ontario Weekly Conformance Error Delivery</i>	CO-Report-002
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
<p>On first business day of every week Connecting Ontario distributes Weekly Conformance Error reports that must be delivered to site Integration Specialist / EQ/DLQ Administrators (resources responsible for monitoring and resolving errors), these reports aid in error handling and remediation.</p>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
N/A	
<b>Solution Details</b>	
<ul style="list-style-type: none"> <li>• Forward message to the appropriate site Interface Specialist (resource responsible for monitoring and resolving EQ/DLQ errors)</li> <li>• Site Admin Interface Specialist should investigate the errors and apply resolutions to ensure correct data is being populated in the CDR</li> </ul>	
<b>Resolution/Escalation Group</b>	
Site Interface Specialist eHealth Ontario Service Desk servicedesk@ehealthontario.on.ca 1-866-250-1554	

<b>Item Name</b> (Application Name, Hardware Name, etc.)	<b>Script Number:</b>
Connecting Ontario Security Incident/Inquiry/Complaint	Site Help Desk-021
<b>Item Description</b> (More information about the item: what is it used for, where is it located, if applicable)	
<p>Any party reports an event that puts security (typically confidentiality, integrity or availability) of the ConnectingOntario solution or its data at risk, or where security has been breached, or the service desk takes a report that suggests an incident or breach may have occurred. Site may also use the following when describing this issue:</p> <ul style="list-style-type: none"> <li>• Security Incident</li> <li>• Unauthorized access, collection, use, or probing of information resources</li> <li>• Unauthorized disclosure, destruction, modification or withholding of information</li> <li>• Failure to protect PHI or other sensitive documentation or resources (e.g. passwords)</li> <li>• Breach of PHIPA or EHR Security Policies</li> <li>• Failure to comply with the organization's security policies, procedures, practices or requirements</li> <li>• A contravention of agreements with eHealth Ontario by the caller's organization, its users, employees, agents or service providers</li> <li>• Attempted, suspected or actual security compromise</li> <li>• Waste, fraud, abuse, theft, loss of or damage to resources or data</li> </ul> <p><i>NOTE: Any suspicious event that may involve PHI should be reported as a privacy breach.</i></p>	
<b>Error</b> (Error Message, if applicable)	
N/A	
<b>Cause</b>	
Activities (noted above) may have or did occur which puts the security of the ConnectingOntario solution or its data at risk.	
<b>Solution Details</b>	
Request that the Site Privacy or Security Officer call the eHealth Ontario Service Desk at 1-866-250-1554. If the site does not have Privacy or Security Officer, the end user may call the eHealth Ontario Service Desk directly.	
Sites must not provide PHI to eHealth Ontario, until instructed to do so.	
<b>Resolution/Escalation Group</b>	
eHealth Ontario Service Desk <a href="mailto:ServiceDesk@ehealthontario.on.ca">ServiceDesk@ehealthontario.on.ca</a> 1-866-250-1554	

File Name	Attachment
<a href="#">ConnectingOntario File Encryption and Transfer Guideline</a>	
<a href="#">ConnectingOntario Service Desk Contact Form</a>	