

The Ottawa Hospital Plain Language Description of HINP Services and Safeguards



The Ottawa Hospital (TOH) makes a hospital information system (HIS) available to health service providers (HSPs) in the Champlain LHIN that are part of the Atlas Alliance (the Alliance). This HIS, procured from Epic, is a secure HIS which enables the Alliance members to share patient data for the purpose of providing care to our patients and for other uses allowed by Ontario's health privacy legislation. Additionally, the Alliance members can exchange information with other community HSPs for the purpose on collaborating on patient care and other permitted purposes. Some community HSPs such as family health teams can access patient charts where they collaborate on patient care with one or more of the Alliance members.

TOH's role as the health information network provider (HINP) in the initiative is to implement and manage the HIS. This includes providing services such as hosting the solution, providing end-user support and providing additional supporting technology and related services as needed.

The following administrative, technical and physical safeguards are in place at TOH to help protect the security, confidentiality and integrity of individual personal health information (PHI).

Administrative Safeguards

- The scope of TOH's services and required safeguards are defined in an agreement with the Alliance Members
- Staff responsible for overseeing TOH's privacy and security compliance have been identified
- Documented disaster recovery plans are in place
- Employees sign confidentiality agreements
- Employees are trained on privacy awareness and security best practices
- Policies and procedures that govern TOH privacy and security operations are in place and regularly reviewed

Technical Safeguards

- Role-based user access that defines and limits the information to which users have access
- Logging, auditing and monitoring controls to all authorized users
- Network security measures such as firewalls, anti-malware, and intrusion detection

Physical Safeguards

- Environmental controls to protect against threats such as flooding, fire and power outages
- Physical security mechanisms such as video monitoring and card reader access to detect and prevent unauthorized access
- Secure disposal of media, equipment and hard drives

Contact

For more information about the services that TOH provides or the safeguards in place, contact the privacy office at infoprivacyoffice@toh.ca.