

Privacy Impact Assessment Summary

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Privacy Impact Assessment – Fax Over Internet Protocol (FOIP)

A Privacy Impact Assessment (PIA) is a risk management tool that allows the Ontario Telemedicine Network (OTN) in its role as a Health Information Network Provider under the *'Personal Health Information Protections Act, 2004'*¹ to assess a technology, program or information system's privacy risks and its compliance with provincial and federal legislative requirements and standards. Where required, a PIA also details mitigating strategies by way of recommendations and an action plan. A critical element of the PIA process is the implementation of those recommendations detailed in the assessment.

A PIA has the benefit of generating and communicating confidence that privacy requirements have, or are being, met and risks mitigated. A PIA is meant to be used and expanded over the cycle of the initiative's development and implementation. PIA's are refreshed over time to continuously identify and address risks that have the potential to impact the confidentiality, integrity and accessibility of personal health information held/handled by OTN and/or its partners. OTN has adopted a risk tolerance level of low, meaning that low and very low risks will not be immediately actioned, but will be monitored to ensure that they stay within tolerable levels. All high and medium risks are mitigated.

OTN completed a PIA on Fax Over Internet Protocol (FOIP) in February 2011. The following is a summary of the PIA findings, including a brief background on FOIP, risks, risk mitigation recommendations, and contact information.

Background

Ontario Telemedicine Network (OTN) recognizes that the practice of faxing health information is well entrenched in the health care sector. OTN also recognizes that misdirected faxes have represented a high percentage of reported privacy incidents. As part of its ongoing commitment to implementing process improvements which enable and enhance the privacy of PHI transmitted in the course of providing telemedicine services, OTN has adopted FOIP. FOIP allows for transmission of faxes containing PHI in a more secure and private manner.

Key Findings/Risks & Recommendations

The PIA identified some privacy controls that should be enhanced to support the program. OTN has already closed some of the recommendations and has plans in place to address others in the coming months. In the interim, we have put temporary risk mitigation plans in place where required.

The PIA makes the following recommendations:

#	RATING	FINDING/RISK	RECOMMENDATION	STATUS
1	High	Unauthorized disclosure of PHI by authorized users due to misdirected fax	<ul style="list-style-type: none"> • RM1: Keep fax directory up-to-date • RM2: Call to validate fax numbers of fax recipients not used in more than 3 months • RM3: Amend privacy fax policies, guidelines and fact sheet • RM4: Provide FOIP privacy training to contact center clinical agents and team leads • RM5: Team leads to perform random quality audits on frequently used fax numbers quarterly • RM6: Reinforce member responsibility to provide current contact information including fax numbers 	Complete
2	Medium	Unauthorized disclosure of PHI by unauthorized users	<ul style="list-style-type: none"> • RM1: Provide FOIP privacy training to contact center clinical agents and team leads • RM2: Set screen time outs to 15 minutes • RM3: Disable email links after pre- 	Complete

#	RATING	FINDING/RISK	RECOMMENDATION	STATUS
			defined period of time not to exceed 1 month	
3	Medium	Unauthorized use or access to PHI	Provide FOIP privacy training to contact center clinical agents and team leads	Complete
4	High	Unauthorized Retention of PHI/PHI Retained for longer than necessary for required purpose	<ul style="list-style-type: none"> • RM1: Retention period for original fax cover sheet/referral documents with PHI stored on Right Fax Server kept no longer for 1 year after scheduled event • RM2: Script to be written to automatically destroy/purge documents as per defined retention period 	Complete
5	Medium	PHI retained for longer than necessary and not destroyed as per OTN policy	<ul style="list-style-type: none"> • RM1: Provide FOIP privacy training to contact center clinical agents and team leads • RM2: Paper copies of faxes must be shredded immediately after successful routing from contact centre clinical agent drop box 	Complete

#	RATING	FINDING/RISK	RECOMMENDATION	STATUS
6	Medium	Referral form and related PHI not processed	<ul style="list-style-type: none"> RM1: Define process to ensure routing is up-to-date and accurate 	Complete
7	High	Denial of service or delay in patient care due to corrupted fax and OCR errors	<ul style="list-style-type: none"> RM1: Address TRA Risks RM2: Reinforce importance of members using fax cover sheets and communication vehicle provided by OTN 	Complete
8	Medium	Denial of Service or delay in patient care due to inaccurate information bundling	<ul style="list-style-type: none"> RM1: Provide FOIP privacy training to contact center clinical agents and team leads RM2: Establish audit process to ensure effective file naming convention/folder process to ensure accurate document bundling 	Complete
9	Medium	Delay in referral management/scheduling process Description: Contact center clinical agent bundles wrong PHI from working folder	<p>RM1: Provide FOIP privacy training to contact center clinical agents and team leads</p> <p>RM2: Establish audit process to ensure usefulness of file naming convention & folder</p>	Complete

#	RATING	FINDING/RISK	RECOMMENDATION	STATUS
			process & to ensure correctness of document bundling	

Please contact the OTN Privacy Office should you have any questions:

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