OTN Services and Safeguards

Telemedicine Service Manager (TSM)/Ncompass

Description of Services

OTN brings virtual care innovation to the healthcare system so that the people of Ontario can get the care they need when and where they need it most: at home, in their community or in hospital. For more than a decade, OTN has increased access to health care and education across the province with one of the world's most extensive telemedicine networks. Working with its many partners and leveraging its unique knowledge of health care and digital technology, OTN addresses challenges by introducing and spreading new ways of delivering care that benefit patients, care providers and the healthcare system. An independent, not-for-profit organization, OTN is funded by the Government of Ontario.

OTN is committed to protecting personal health information consistent with the requirements of the '*Personal Health Information Protection Act,* 2004' (PHIPA) and Ontario Regulation 329/04. "Personal Health Information" is any information that can identify an individual and that relates to their health care services received. This includes (but is not limited to) name, address, telephone number, health card number, health care provider's name, the reason one was referred for a telemedicine appointment and any examination results.

OTN and members who self-schedule use personal health information to arrange for a videoconferencing appointment. This may require OTN and members to provide personal health information to hospitals and/or specialists involved in that appointment and to tell you and/or patients about those arrangements. Just like a face-to-face appointment, when using a telemedicine program and an Ontario health card, permission is granted to a health care professional to submit a claim that contains some personal health information to the Ontario Health Insurance Plan (OHIP). OHIP uses this information for payment and for auditing purposes. To learn more about OHIP, please visit www.health.gov.on.ca.

Telemedicine Service Manager (TSM)/Ncompass

Based on a decade of experience scheduling videoconferencing appointments, Ontario Telemedicine Network (OTN) is leveraging advancements in technology to better equip its Members with real-time information, convenient and collaborative tools needed to schedule patient appointments through a secure and private network that

safeguards patient privacy. To reach this goal, and provide flexibility and control over scheduling activity, OTN has implemented guidelines for direct online scheduling and coordination between healthcare providers and patient sites across Ontario through the use of its external online scheduling tool Ncompass, and TSM which is an OTN tool and used by some OTN Members. Ncompass is Member facing and offers less functionality than TSM, but relies on TSM to operate.

OTN's Telemedicine Services Manager (TSM) application was developed to provide a robust, centralized means of scheduling elective telemedicine applications. TSM provides customized workflow management for scheduling patient consultations, group therapies, educational events, administrative meetings, and general purpose web-stream events. In order to support this functionality, the system also maintains a database of health care providers, telemedicine site locations, and support staff.

How The Technology Works

The Ncompass application was developed in response to a need for a simplified and limited view of TSM's scheduling repository, to be used by Telemedicine Coordinators in remote locations. The application shares the same underlying middle tier code base with TSM with the only significant difference being in the presentation tier.

From a technology perspective, due to the fact that Ncompass is a simplified and limited view of TSM targeted for different audience, TSM and Ncompass are treated as one application within OTN, however there are slight differences in the information presented and architectural design between TSM and Ncompass. TSM realizes all the same features of Ncompass with additional functionality as is OTN's proprietary software.

OTN Members are identified by a site # and system # on the network so that the videoconferencing systems may be scheduled using TSM or Ncompass. This enables OTN Members that want to connect to one another to have a videoconference appointment through site and system association.

It's quick, easy to use and flexible as it allows Members to schedule events at anytime and anywhere providing there is internet connectivity up to 30 minutes prior to launching the event. The Ncompass application provides you with the capability to effectively manage your system end points as well as access detailed information in real time.

Through site and system association, employees at various member sites who have access to those systems may view some personal health information related to patient telemedicine appointments whether they are providing care to that patient or not.

Benefits

- Ncompass allows you to register for upcoming public educational events across the province, or schedule your own educational even that you can host.

- Ncompass allows you to schedule all of your clinical telemedicine appointments including clinical events between one consultant and one patient, or one consultant seeing multiple patients often located at more than one site.
- The Ncompass calendar updates with all of your scheduled events and allows you to leave electronic notes for other schedulers and Ncompass users to access.
- Ncompass also offers a powerful reporting feature that generates activity reports that can be organized by site or by region. In short, Ncompass keeps track of all your videoconferencing activity since it lets you see where you've been, what you're doing and where you're going.
- TSM has a robust search feature and different user interface than Ncompass.
- TSM Users can book Off-Net and ISDN systems, Non-Member sites and can schedule bridges that belong to other Organizations and out of province.
- TSM Users can add audio Lines to an event.

Privacy and Security

OTN follows industry best practices (e.g. ISO security standards) and legislative requirements (e.g. 'the Personal Health Information Protection Act, 2004' and Ontario Regulation 329/04). The Privacy and Risk, and Networking, Videoconferencing and Security Operations Teams play an active role in building and managing privacy and security within OTN products and services. The only OTN employees who are granted access to personal and personal health information are those with a business 'Need-to-know' and whose work duties reasonably require such information.

Description of Safeguards

OTN monitors, reviews and updates its practices to ensure the privacy and security of confidential information (Including personal health information and personal information), processed on its systems and transmitted over its network are safe and secure. OTN uses a variety of physical, administrative, and technological safeguards to protect confidential information from unauthorized access, use, copying, modification or disclosure ***including contractual agreements*** with all of its members.

If you or your organization is self-scheduling on behalf of or in collaboration with healthcare providers or organizations outside your organization, you may want to consult your Privacy Officer and/or Legal Counsel to ensure you have the appropriate safeguards, including agreements, in place with respect to your use of Ncompass.

OTN safeguards include, but are not limited to:

- Policies and procedures to ensure it handles personal health information in accordance with PHIPA, Ontario Regulation 329/04 and any other applicable law and regulation
- Authentication technologies (User ID and passwords) to accurately identify Users

and prevent unauthorized individuals from accessing confidential information

- Software will automatically lock itself of idle time (e.g., every 30 min)
- *"Logout"* button ensures secure sign-out
- Employs role based permissions
- HP ArcSight tool utilized which is a Security Information and Event Management (SIEM) tool that provides real-time analysis of security alerts generated by network systems and components
- Access controls and logging activities
- OTN servers well protected, all software installed and running from secure datacentres
- Locks and structural access protection
- Monitored intrusion detection systems
- Protection from oversight
- Climate control
- Fire detection, sprinklers
- Advanced Encryption Standard (AES) on all Videoconferencing Endpoints at all times
- Up-to-date anti-virus software
- Firewall technology
- Intrusion detection/prevention systems (IDS/IPS) installed both on external and internal to firewall networks and will monitor, block, and report unauthorized activity
- External connections to networks must be routed through secure gateways and protected by at least one of the following encryption methods, as appropriate:
    - FIPS-140 approved connections (e.g. TLS or SSL v3) between a web server and browser must be used to authenticate to the web server and, optionally, to the users browser; Implementations of TLS and SSL must allow for client authentication support using the services provided by Certificate Authorities.
    - Wireless Transaction Layer Security (WTLS) with strong authentication between a web server and the browser of a wireless mobile device, such as a cellular telephone, PDA, etc., to provide sufficient levels of security during data transmission. (e.g. X.509, X9.68 and WTLS certificates).

Where can I get more information about OTN's Privacy Practices?

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

Ontario Telemedicine Network
Privacy Office
438 University Avenue, Suite 200, Toronto, ON M5G 2K8
Email: privacy@otn.ca | Tel: 416-446-4110 / 1-855-654-0888 / TTY: 1-855-368-6889

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