DHDR Audit Reports
- for Privacy Officers -

V3.0 – August 14, 2019

Overview

o The purpose of this presentation is to:

- Provide Privacy Officers with an overview of the audit reports available to them

- Learn how to request an audit report

Standard Audit Report

As a Privacy Officer, you will have access to the "**DHDR System User Activity Report**"

- o What is it?
  - The report is generated daily at 8AM for each organization accessing DHDR, and lists all the temporary overrides of consent directives that occurred at each organization during the previous day.
  - This allows Privacy Officers to audit these events in a timely manner to ensure staff are following the process when performing a temporary override or "unblocking" of a patient's consent directive.

- o How do I get it?
  - eHealth Ontario will email the report to the Privacy Officer at the site where the override occurred in an encrypted and secure manner.

Standard Audit Report

Sample DHDR System User Activity Report – Organization View

DHDR SYSTEM USER ACTIVITY REPORT - ORG VIEW									CONFIDENTIAL - HIGH SENSITIVITY				

REPORT PERIOD :
REPORT CREATED ON :
ORGANIZATION ID AND NAME :

Date and Time	Patient Name	Patient ID Type	Patient ID Number	Date of Birth	Name of User	User ID	Consent Status	Consent Provided By	SDM Name	SDM Type	Consent Obtained By	Transaction ID

○ Sample of a "User Activity Report – Organization View"

○ If no overrides occurred, the report will contain no results

What Are Ad Hoc Reports?

o Ad hoc audit reports are requested on an "as-needed" basis

o There are 3 types:

1. **DHDR System User Activity Report – Organizational View**

   - These are all the DHDR queries made by your organization (i.e. a report of *all* users within your organization that accessed the DHDR)

2. **DHDR System User Activity Report – Specific User**

   - These are all the DHDR queries made by a specific clinician within your organization (i.e. a report of a *specific user* within your organization that accessed the DHDR)

3. **DHDR System User Activity Report – Access to a Specific Patient's Drug Information by Users in an Organization**

   - These are queries made by all clinicians regarding a specific patient, within your organization (i.e. a report listing all clinicians who have accessed a specific *patient's* DHDR dispensed drug history, within your specific organization)

How to Request an Audit Report

○ To request ad hoc reports available to a Privacy Officer, call or email the eHealth Ontario Service Desk

○ You will receive a ticket number, along with the "DHDR Audit Report Request Form"

 • Complete the required fields, and follow the instructions provided on the form

 • All forms **must** be encrypted before sending it back to eHealth Ontario to protect sensitive information.

eHealth Ontario

Service Desk

Toll free: 1-866-250-1554

servicedesk@ehealthontario.on.ca

Ad Hoc Reports

Sample of DHDR Audit Report Request Form

Digital Health Drug Repository (DHDR) Audit Report Request Form

Overview

This form is intended for Ministry of Health and Long Term Care (MOHLTC) representatives and Privacy Officers within a health care organization. The following reports may be requested:

Reports available to MOHLTC representatives

A. Patient Drug History Report
B. Patient Drug History Access Report
C. DHDR System User Activity Report – All Organizations
D. DHDR System User Activity Report – Access to a Specific Patient's Drug Information by Users in an Organization

Reports available to Privacy Officers[1] within a health care organization

E. DHDR System User Activity Report – Organizational View: *Report on the activity of ALL the users in the organization*
F. DHDR System User Activity Report – Specific User: *Report on the activity of a SPECIFIC user in the organization*
G. DHDR System User Activity Report – Access to a Specific Patient's Drug Information by Users in an Organization: *Report of ALL users in the organization that have searched for a SPECIFIC patient*

Instructions

1. Complete the required (*) fields.
2. Password protect and save the completed form in a .ZIP format
3. Name the file using the Service Desk ticket number (e.g. INC000002139472.zip)
4. Email the form to: dhdr@ehealthontario.on.ca, including the Service Desk ticket number
5. A DHDR representative will telephone you for the password – please do **NOT** include the password in the email.

Questions

If you have questions about this form, contact the Digital Health Drug Repository team at: dhdr@ehealthontario.on.ca

Instructions on how to securely encrypt a file before sending it back to eHealth Ontario.

Quick tips for password protecting documents

Recommended software: WinZip
Encryption **MUST** be set to AES (256-bit)

1. Drag and drop file into WinZip
2. Click "Encrypt Zip File", located under the Tools menu
3. Create a strong password (e.g., 8 characters or more, using a mix of upper case, lower case, numbers and special characters)

For more detailed instructions, please review the Site Support Guide document included with your agreements package.

[1] These reports may be requested by the Privacy Officer or authorized delegate. Written authorization for a delegate must be provided to the eHealth Ontario Privacy Office at privacy.operations@ehealthontario.on.ca.

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Ad Hoc Reports

Sample of DHDR Audit Report Request Form

Audit reports that can be requested have not changed – but re-named with more user-friendly language.

Digital Health Drug Repository (DHDR) Audit Report Request Form

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Clear Form

*SECTION 1: REQUESTOR CONTACT INFORMATION
"Requestor" is the person who completes the form.

*REQUEST DATE (MM/DD/YYYY):	*REQUESTOR IS: ☐ Privacy Officer ☐ MOHLTC Representative
ORGANIZATION NAME:	ORGANIZATION UPI:
* REQUESTOR FIRST NAME:	* REQUESTOR LAST NAME:
* REQUESTOR TITLE:	
* REQUESTOR TELEPHONE:	* REQUESTOR EMAIL:

*SECTION 2: REPORT REQUESTED
Select one report per form.

REPORTS AVAILABLE TO MOHLTC REPRESENTATIVES:

☐ A. Patient Drug History Report *(complete section 3A)*

☐ B. Patient Drug History Access Report *(complete section 3A)*

☐ C. DHDR System User Activity Report – All Organizations

☐ D. DHDR System User Activity Report – Access to a Specific Patient's Drug Information by Users in an Organization

REPORTS AVAILABLE TO PRIVACY OFFICERS IN A HEALTH CARE ORGANIZATION:

☐ E. DHDR System User Activity Report – Organizational View

☐ F. DHDR System User Activity Report – Specific User *(complete section 3B)*

☐ G. DHDR System User Activity Report – Access to a Specific Patient's Drug Information by Users in an Organization *(complete section 3A)*

* DATE RANGE: START DATE (MM/DD/YYYY):   END DATE (MM/DD/YYYY):

COMMENTS:

SECTION 3A: FOR PATIENT-RELATED REPORTS ONLY
Complete this section if you are requesting report A, B, or G. Requestor shall verify and validate that the patient making the request is the individual to whom the PHI that is the subject of the request relates or the individual's substitute decision maker.

PATIENT'S FIRST NAME:	PATIENT'S LAST NAME:
PATIENT'S HEALTH CARD NUMBER:	PATIENT'S DATE OF BIRTH (MM/DD/YYYY):

SECTION 3B: FOR SPECIFIC PRACTITIONER-RELATED REPORTS IN A HEALTH CARE ORGANIZATION ONLY
Complete this section if you are requesting report F (DHDR System User Activity Report – Specific User).

PRACTITIONER'S FIRST NAME:	PRACTITIONER'S LAST NAME:
COLLEGE LICENSE #:	PRACTITIONER'S ID (IF AVAILABLE):

EHEALTH ONTARIO USE ONLY (DO NOT COMPLETE)

Date Received (MM/DD/YYYY):	Processed By:	Privacy Office Reference No.:	Remedy Ticket No.:	Form completed: ☐ Yes	Date Resolved:

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FAQs

Q1: What are these reports for?

A1: These reports will provide you with a complete audit trail of all the DHDR transactions (medication dispense and overrides of access) that have been run by users within your organization.

FAQs

Q2: When will I need to access these reports?

A2: Reviewing the DHDR System User Activity Report will allow you to stay current with DHDR overrides within your organization.

Example: If you see that an override has occurred, you may want to review the occurrence to ensure the proper process was followed before the override occurred and necessary paperwork was completed and filed according to your organization's processes.

The 3 ad hoc reports can be requested whenever an audit is taking place, or if you wish to look at DHDR transactions across a multi-day period.

Questions?

eHealth Ontario

Service Desk

Toll free: 1-866-250-1554

servicedesk@ehealthontario.on.ca

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