

Slide 1



eHealth Ontario
www.ehealthontario.on.ca



**HOW TO USE THE
ENTERPRISE
REPORTING SYSTEM**

February 2013



Ontario
eHealth Ontario

Agenda



1. Why use the Enterprise Reporting System?
2. Types of reports:
 - a) Low sensitivity
 - b) High sensitivity
3. Demo: how to access your reports
4. How to get help

Why use the Enterprise Reporting System?

1. **Privacy and Security** ■ Does usage comply with privacy and security requirements?

2. **Accreditation** ■ Are people in your organization adhering to the practices recommended by Accreditation Canada?

3. **Quality Improvement** ■ How often are people within your organization using DPV to gather the best possible medication history for their patients?

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What reasons are there for using the Enterprise Reporting System or ERS?

Common reasons identified fall into 3 categories and allow you to answer the following types of questions:

- **Privacy and security:** does usage within your organization comply with the Ministry of Health and Long Term Care's privacy and security requirements?
- **Accreditation:** are the people in your organization adhering to the practices recommended by Accreditation Canada?
- **Quality improvement:** how often are people in your organization using DPV to gather the best possible medication history for their patients?

Two Types of Reports are Available



- 1. Low Sensitivity**
 - do not contain confidential information such as personal or personal health information
 - use for quality improvement initiatives and to monitor adherence to best practices
 - reports: *Number of Authorized Users and Adoption*
- 2. High Sensitivity**
 - do** contain confidential information such as PI or PHI
 - require additional credentials to access
 - use to track users and whether activity has been appropriate and in line with best practices
 - report names: *Audit Trail and Denial of Access*

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There are 2 types of reports available:

1. **Low sensitivity reports** do not contain sensitive, or confidential, information such as personal or personal health information.

Reports in this category are intended to be used for quality improvement initiatives and to monitor adherence to best practices.

There are 2 low sensitivity reports available:

- adoption reports
- number of authorized users

2. **High Sensitivity reports** DO contain confidential information and therefore, in order to access them, additional credentials are required.

In general, these reports are used to track users in your organization and whether their activity in DPV has been appropriate and in line with best practices.

The high sensitivity reports available are:

- audit trail reports
- denial of access report

Low Sensitivity Reports

1. Number of Authorized Users – Detailed

SAMPLE DATA

HEALTHCARE ORGANIZATION REGISTRATION REPORT
Number of Authorized DPV Users – Detailed
 Reporting Period Ending: 31 March 2011
 Created: 28 April 2011

Facility ID	Facility Name	Site	User Enrolment Date	First Name	Last Name	Status
XXXX	Facility Name	Site Name	08-Apr-09	F. Name	L. Name	ACTIVATED
			11-Apr-09	F. Name	L. Name	ACTIVATED
			01-May-09	F. Name	L. Name	ACTIVATED
			05-May-09	F. Name	L. Name	ACTIVATED
			19-Aug-09	F. Name	L. Name	ACTIVATED
To Date Subtotal:						Active Users: 5
						Deactivated Users: 0
						Pending Activate Users: 0
						Pending Deactivate Users: 0
To Date Grand Total:						Active Users: 5
						Deactivated Users: 0
						Pending Activate Users: 0
						Pending Deactivate Users: 0

THIS REPORT IS OF INTEREST TO:

- LRAs to reconcile users enrolled into DPV
- The enrolment of users who are not accessing DPV can be suspended or revoked as necessary

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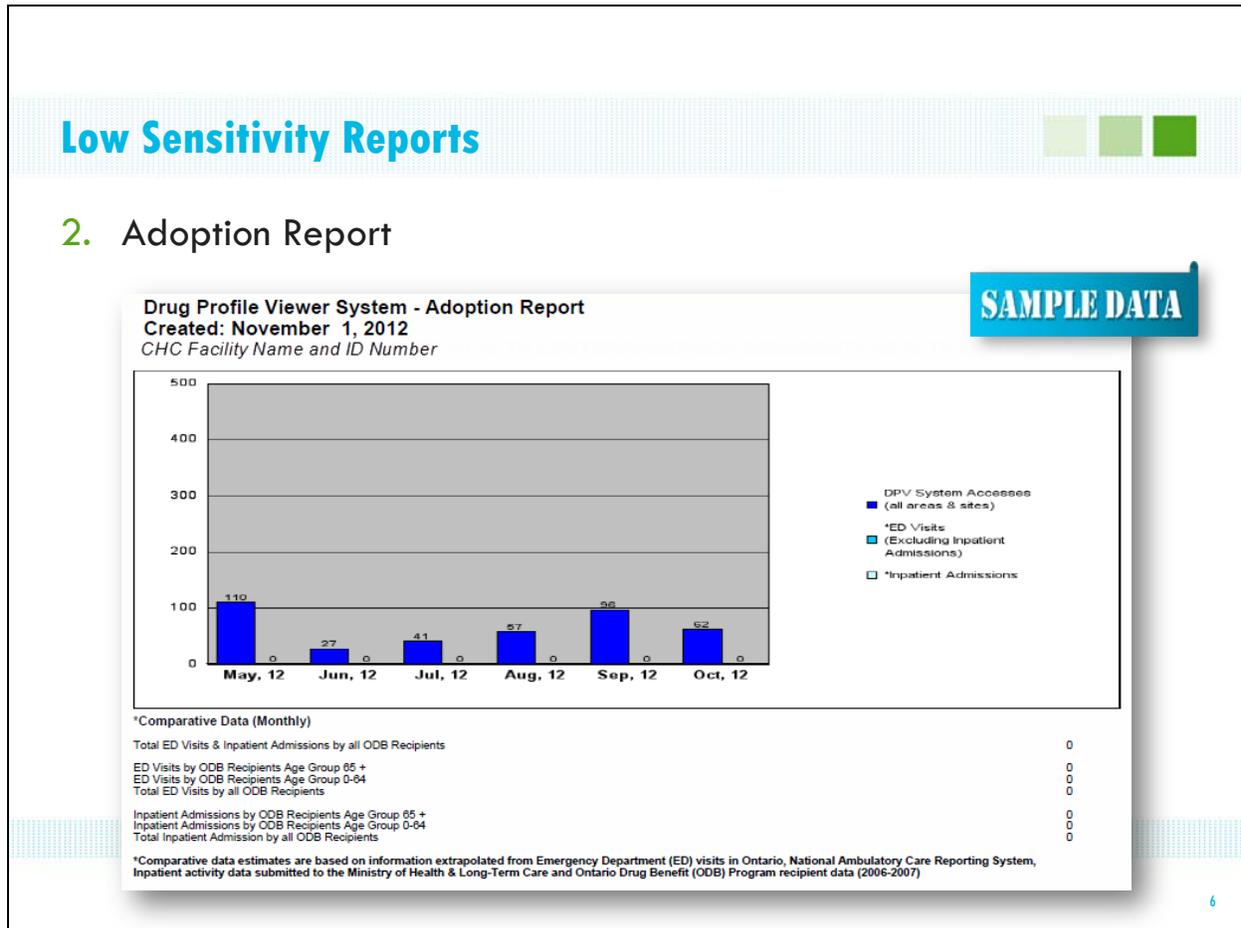
Now let's take a look at the reports themselves, starting with the Low Sensitivity ones.

Here's the Number of Authorized Users report, for the DPV service. As its name suggests, this report states the total number of users currently enrolled (or authorized to use) DPV at your organization.

- The reporting period is specified at the top, along with the date the report was created.
- Your organization is identified by ID number and name
- The report lists the names of users who are authorized to use Drug Profile Viewer. This means that these users have been successfully enrolled into DPV - it does **not** speak to frequency of use or if the user has in fact ever logged in and used the service.
- Deactivated and Pending users are not tracked and will always show as zero. (This was an original business requirement that was never implemented.)

This report is of interest to:

- LRAs – who can use it to reconcile their list of DPV users. If this report lists people who are no longer with your organization, or who no longer require access to DPV, their enrollment can be suspended or revoked as necessary.
- Process: LRA can revoke (permanent) or suspend (temporary) thru LRA Online or by faxing a completed Individual Suspend/Reinstate/Revoke Request form to the eHealth Ontario Service Desk.



The second Low Sensitivity report is the Adoption report, which identifies the number of times DPV has been accessed during each of the past 6 months.

- The name and ID number for your organization display at the top.
- The dark blue bars are a count of the number of times the service has been successfully accessed during each of the last six months.
- A successful access is one in which the individual searched for was found and for whom ODB data was available.
- This report was originally developed for use by hospitals. As you may recall, giving DPV access to CHCs was originally a pilot project.
- As such, we did not change the structure of the reports, so there are a few parts that do not apply to you and can be ignored.
- These parts are:

- The zero's here on the chart – these relate to Emergency Department visits and inpatient admissions.
- And all of this information at the bottom.

Note: NACRS data provides a benchmarking tool for hospitals. However, the data has not been updated since 2007.

This report is of interest to:

- Privacy Officers, who can use it to monitor unusual spikes in activity
- Managers, to monitor use of DPV as a clinical tool for gathering the best possible medication history
- Coordinators, to measure the outcome of a quality improvement initiative

The report is available at the beginning of each month and reports on the previous six months. Any month that does not have successful accesses will display a zero –just like the ED and Inpatient Admissions bars do.

High Sensitivity Reports

1. Audit Report

CONFIDENTIAL - HIGH SENSITIVE

DPV SYSTEM DRUG HISTORY AUDIT REPORT
 Facility Name and ID Number
 REPORT PERIOD: AUGUST 20 2007 - AUGUST 23 2007

SAMPLE DATA

CREATED: MARCH 22 2011

Address	Timestamp	DPV User Name	User ID	Health Number	Patient Name	Date of Birth	Consent Status	Consent Provided By	Type	Name	Screen Viewed	Days Viewed	Records Returned	Block Number
10.230.0.2	2007-08-21 09:04:00	stst.dpv	dpv.stst1	2959535978	CAMPBELL, JEAN	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.2	2007-08-21 09:04:07	stst.dpv	dpv.stst1	2959535978	CAMPBELL, JEAN	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.2	2007-08-21 09:04:28	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.2	2007-08-21 09:04:33	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.2	2007-08-21 09:08:47	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.2	2007-08-21 09:09:59	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	365	6 of 6	1 of 1	
10.230.0.2	2007-08-21 09:11:50	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.2	2007-08-21 09:18:42	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	365	6 of 6	1 of 1	
10.230.0.2	2007-08-21 09:18:49	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.2	2007-08-21 09:18:31	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				DETAIL	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 30 30	stst.dpv	dpv.stst1	6001709812	MALLANO, ISIDRO	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 30 44	stst.dpv	dpv.stst1	6001709812	MALLANO, ISIDRO	0000-00-00				SUMMARY	365	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 30 52	stst.dpv	dpv.stst1	5012405542	PAQUIN, MURIEL	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 31 17	stst.dpv	dpv.stst1	5012405542	PAQUIN, MURIEL	0000-00-00				SUMMARY	365	1 of 1	1 of 1	
10.230.0.3	2007-08-20 10 31 40	stst.dpv	dpv.stst1	2968119175	MACDOUGALL,	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 31 45	stst.dpv	dpv.stst1	2968119175	MACDOUGALL,	0000-00-00				SUMMARY	365	1 of 1	1 of 1	
10.230.0.3	2007-08-20 10 31 49	stst.dpv	dpv.stst1	2968119175	MACDOUGALL,	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 31 49	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 32 06	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	365	6 of 6	1 of 1	
10.230.0.3	2007-08-20 10 32 39	stst.dpv	dpv.stst1	5000295563	SADIK, MOHAMMAD	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 32 45	stst.dpv	dpv.stst1	5000295563	SADIK, MOHAMMAD	0000-00-00				SUMMARY	365	2 of 2	1 of 1	
10.230.0.3	2007-08-20 10 32 59	stst.dpv	dpv.stst1	5000295563	SADIK, MOHAMMAD	0000-00-00	PARTIAL	PATIENT		SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 33 24	stst.dpv	dpv.stst1	5000295563	SADIK, MOHAMMAD	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 36 24	stst.dpv	dpv.stst1	5000295563	SADIK, MOHAMMAD	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 36 29	stst.dpv	dpv.stst1	5000295563	SADIK, MOHAMMAD	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 36 40	stst.dpv	dpv.stst1	5000295563	SADIK, MOHAMMAD	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 10 38 58	stst.dpv	dpv.stst1	5000295563	SADIK, MOHAMMAD	0000-00-00	PARTIAL	PATIENT		SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 11 06 27	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 11 06 42	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	365	6 of 6	1 of 1	
10.230.0.3	2007-08-20 11 08 59	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				GENERIC	365	1 of 1	1 of 1	
10.230.0.3	2007-08-20 11 36 30	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	100	0 of 0	1 of 1	
10.230.0.3	2007-08-20 11 36 45	stst.dpv	dpv.stst1	5002094854	VARVICK, V	0000-00-00				SUMMARY	365	6 of 6	1 of 1	



Available only when use of DPV has been successful

High Sensitivity Reports

The Audit Report details every successful use of DPV by users in your organization. Remember that “successful use” means that the client searched for was found and had ODB claims.

For each use of the service, this report lists the:

- Name of the provider
- The name and Health Number of the patient the provider looked up
- And the date and time the information was viewed

This report is of interest to:

- the Privacy Officer, to confirm appropriate use by providers

Audit reports are available **only** for months in which DPV was successfully accessed by users in your organization. (Unlike Adoption reports, which are available and show zero's for months when either DPV was not accessed at all or none of the accesses were successful.)

High Sensitivity Reports

2. Denial of Access Report

SAMPLE DATA

DENIAL OF ACCESS REPORT - DETAIL
Facility Name and ID Number
 Reporting Period: 01 April 2012 - 30 April 2012
 Created: 10 May 2012

Facility Name Access Location	Facility ID Access Location	Facility Name Sponsoring Organization	Facility ID Sponsoring Organization	DPV User First Name	DPV User Last Name	DPV User ID	Denial Reason	Denial Date	Denial Time	IP Address
-	-	Unrecognized IP Address	27-Apr-12	3:15:28 PM	205.211.16.254

Summary of Denial of Access Report:

GRAND TOTAL NUMBER OF UNAUTHORIZED USERS AT OUR LOCATION CASES:	0
GRAND TOTAL NUMBER OF UNRECOGNIZED IP ADDRESS CASES:	1
GRAND TOTAL NUMBER OF DENIAL OF ACCESS CASES:	1
GRAND TOTAL NUMBER OF AUTHORIZATION SERVICE UNAVAILABLE CASES:	0
GRAND TOTAL NUMBER OF DENIAL OF ACCESS AND AUTHORIZATION SERVICE UNAVAILABLE CASES:	1

THIS REPORT IS OF INTEREST TO:

- Privacy Officer to identify attempts to access DPV by users who do not have permission to do so

The second high sensitivity report is Denial of Access. As its name suggests, this report provides details on unsuccessful attempts to access DPV.

An unsuccessful attempt is NOT where someone logged in to DPV, searched for a client and either could not find the person or, there were no ODB claims for that person. Nor is a failed attempt when you enter the wrong password — these situations are not tracked or reported on. Rather, it is where someone tried to log in to DPV and was denied access. Such attempts could be by users who do not have permission to use DPV, which means they are not enrolled in the service. Or by providers trying to access DPV from other facilities for which they do not have sponsorship or from home, etc.

It lists the user's name, date and time the attempt occurred, and the ip address of the computer used. The reason access was denied is also supplied. Possible reasons include:

- IP address issues — in this case, the IP address is outside of the identified range for the facility
- the user is not enrolled in the service (does not have permission)
- issues with supporting eHealth Ontario services (e.g. eHealth Ontario portal was unavailable, etc.)

The Denial of Access Report is also available **only** for months when there's something to report on — when there have been unsuccessful attempts to access the service.

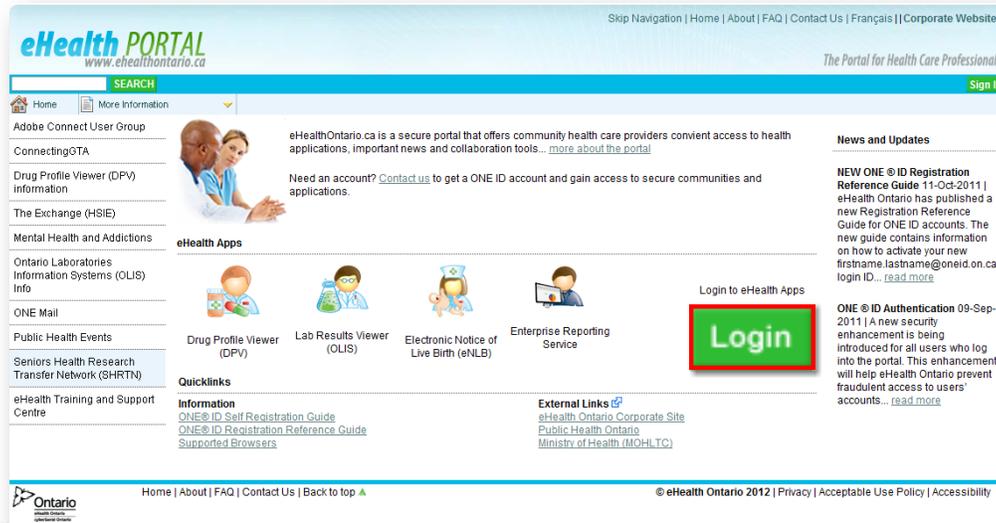
This report is of interest to:

- Privacy Officers, to identify attempts to access DPV by users who do not have permission to do so.

As mentioned, this could be access attempts by users who are not enrolled in DPV, or providers trying to access DPV from home, for example.

Demo: How to Access Your Reports

1. Go to www.ehealthontario.ca; click **Login**



Now that you know about all of the available reports, it's time to look at how to access them.

Before accessing the reports, you, of course, must be registered and enrolled into the ERS service.

The first step is to open your browser and go to **ehealthontario.ca**. This is the same url that is used to access DPV itself. It is **not** the eHealthOntario corporate site, which ends in “.on.ca”

This is the page you'll see . . . our portal is the entrance for our clients to many of our services. Please note that you will not have access to all of the services (applications) shown in eHealth Apps. This is just a static page, . . . marketing our services if you will.

Here you will click **Login**.

Demo: How to Access Your Reports

2. Enter your user name and password; click **Log In**

The screenshot shows the eHealth Ontario login interface. At the top, there is a navigation bar with links: Skip Navigation | Home | About | FAQ | Contact Us | Français | Corporate Website. The eHealth PORTAL logo is on the left, and the tagline 'The Portal for Health Care Professionals' is on the right. The main heading is 'Log In to eHealthOntario.ca'. Below it, a message says 'Please log in with your user name and password.' The login form is highlighted with a red box and contains the following fields: 'Your User Name:' with the value 'firstname.lastname@oneid.on.ca', and 'Your Password:' with a masked password of ten dots. A 'LOG IN' button is positioned below the password field. Below the form, there is a note: 'A portal account gives you access to the secure content and applications for which you are enrolled.' followed by a security warning: 'Your ONE® ID login is protected by eHealth Ontario to prevent fraudulent access to your account. Find out [how your account is protected](#), or [read our privacy statement](#) to find out about the information we collect.' At the bottom of the form area, there are links for 'Forgot Password' and 'Need an Account', and a 'Return to Home' link. The slide number '10' is in the bottom right corner.

- And enter your user name, which is in the format *firstname.lastname@oneid.on.ca*
- Enter your secret password
- And click **Log In**

Demo: How to Access Your Reports

3. Click Enterprise Reporting Service

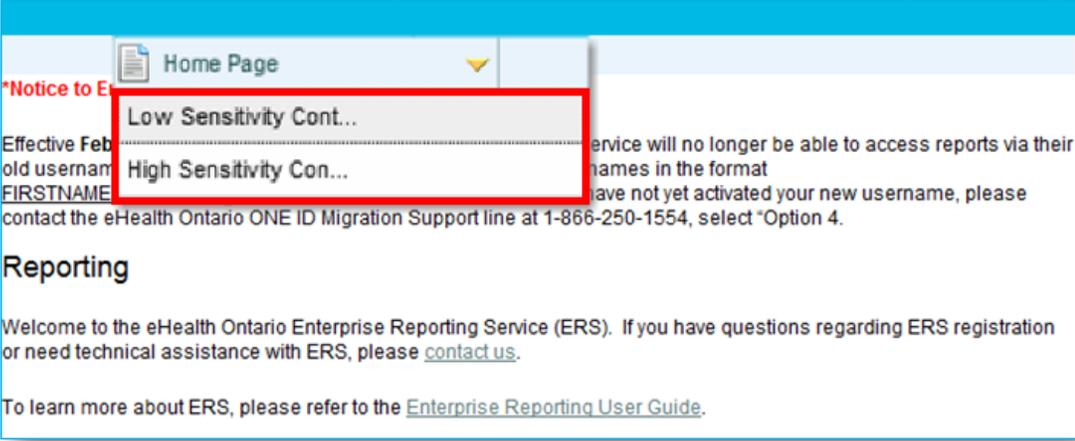


The screenshot shows the eHealth Ontario portal interface. At the top right, there are navigation links: "Skip Navigation | Home | About | FAQ | Contact Us | Français | Corporate Website". The main header includes the "eHealth PORTAL" logo and the tagline "The Portal for Health Care Professionals". A search bar is located below the logo. On the right side of the header, two buttons are highlighted with a red box: "My Profile" and "Sign Out". The main content area is divided into several sections: "Adobe Connect User Group", "ConnectingGTA", "Drug Profile Viewer (DPV) information", "eHealthOntario Training", "The Exchange (HSIE)", "Mental Health and Addictions", "Ontario Laboratories Information Systems (OLIS) Info", "ONE Mail", "Public Health Events", "Seniors Health Research Transfer Network (SHRTN)", "eHealth Training and Support Centre", and "Reporting". In the "My eHealth Apps" section, a link for "Enterprise Reporting Service" is highlighted with a red box. Below this link, there is an "Information" section with links to "ONE® ID Self Registration Guide", "ONE® ID Registration Reference Guide", and "Supported Browsers". To the right, there is an "External Links" section with links to "eHealth Ontario Corporate Site", "Public Health Ontario", and "Ministry of Health (MOHLTC)". A "News and Updates" section on the right contains two articles: "NEW ONE® ID Registration Reference Guide 11-Oct-2011" and "ONE® ID Authentication 09-Sep-2011". The footer includes the Ontario logo, navigation links, and copyright information: "© eHealth Ontario 2012 | Privacy | Acceptable Use Policy | Accessibility".

- Here we are, logged in to the portal. Notice the differences from the previous view of the portal:
- There are these 2 buttons in the corner:
 - **My Profile** takes you into your account (or profile) so that you can manage it, i.e. change your password, update your personal information
 - **Sign Out**, which of course, allows you to exit the portal when you are finished with ERS
- Only the applications you have access to will be available in **My eHealth Apps**
- Click **Enterprise Reporting Service**

Demo: How to Access Your Reports

4. Click the **Home Page** tab to display the report types



Effective Feb... service will no longer be able to access reports via their
old usernam... names in the format
FIRSTNAME... have not yet activated your new username, please
contact the eHealth Ontario ONE ID Migration Support line at 1-866-250-1554, select *Option 4.

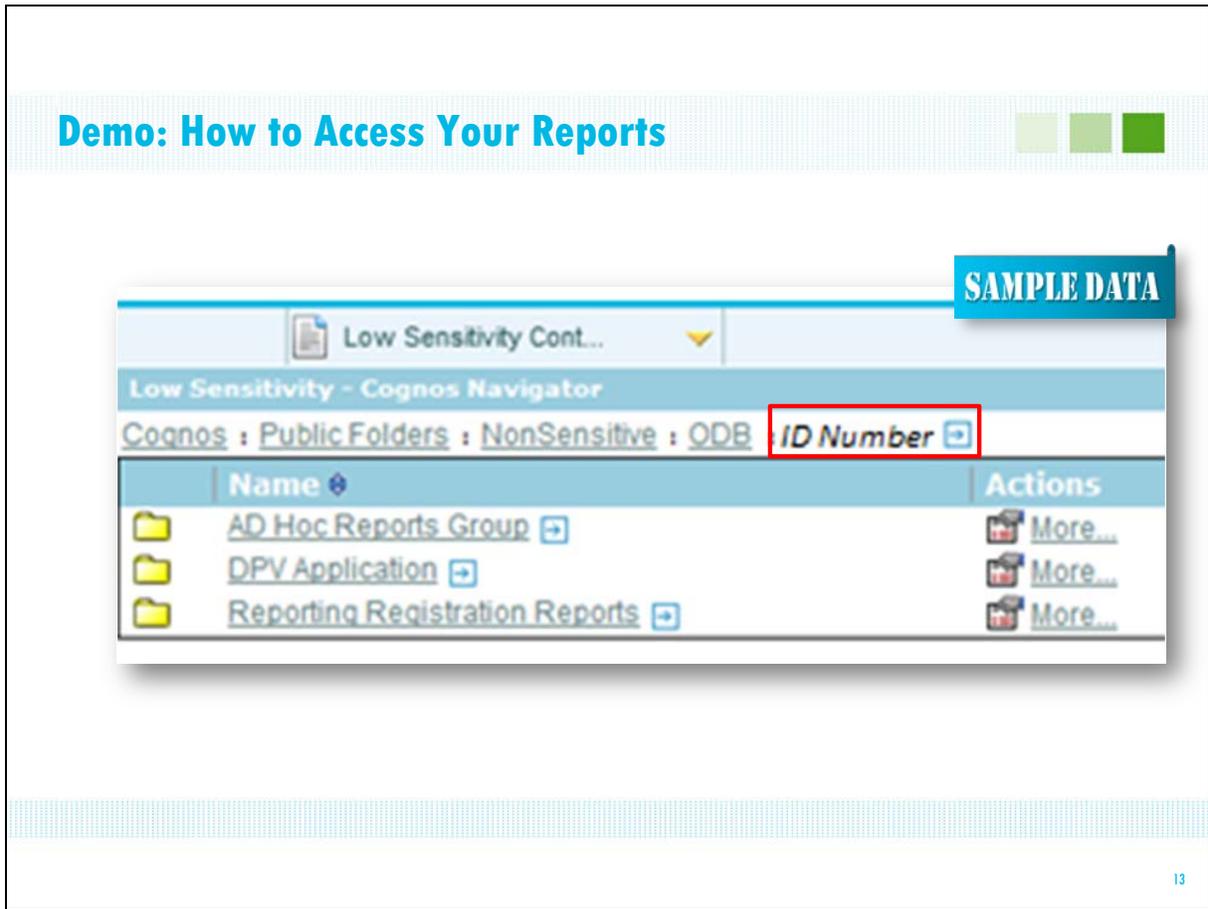
Reporting

Welcome to the eHealth Ontario Enterprise Reporting Service (ERS). If you have questions regarding ERS registration or need technical assistance with ERS, please [contact us](#).

To learn more about ERS, please refer to the [Enterprise Reporting User Guide](#).

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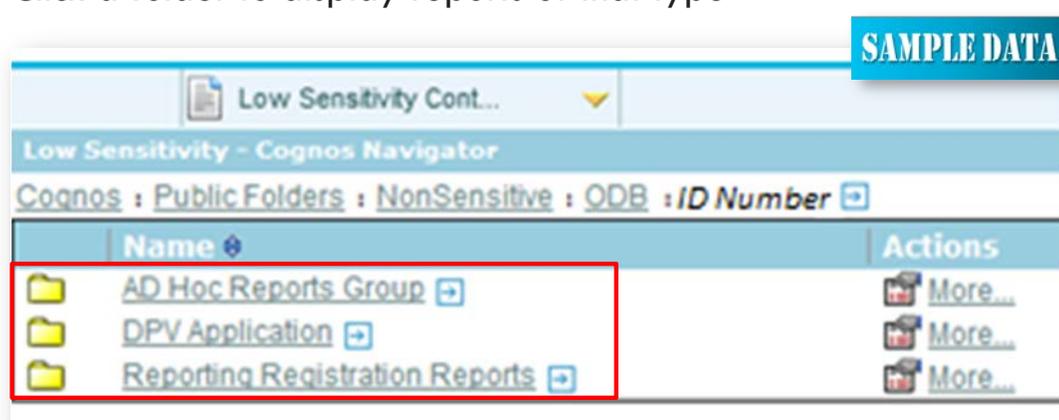
- The Enterprise Reporting System home page displays.
- Clicking the **Home Page tab** at the top of the screen displays the report types we've reviewed today. You would click your selection.
- Instructor Note: "Cont" stands for "content"



The breadcrumb trail at the top indicates the report category selected (low or high sensitivity) and your organization's identifying number. The rest of the entries in this bar stay the same.

Demo: How to Access Your Reports

5. Click a folder to display reports of that type



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Reports are organized into folders, similar to the filing structure you may be using on your computer.

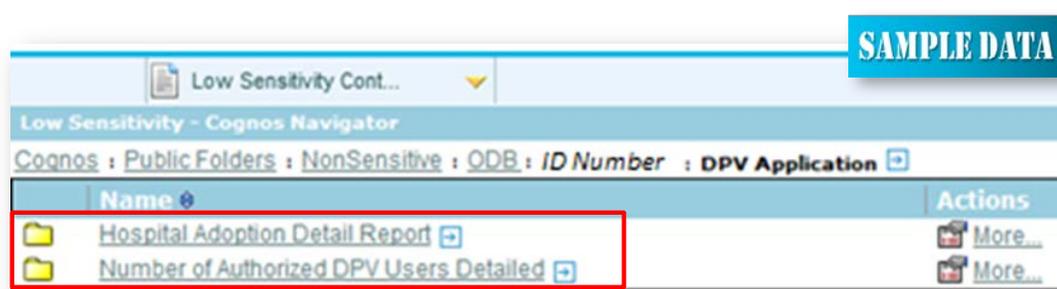
There are 3 broad categories of folders:

- the Ad Hoc Reports folder is intended for special request reports and is not currently in use
- the DPV Application folder is where you will find the reports pertaining to DPV usage for your organization
- and the Reporting Registration Reports, which is where reports pertaining to use of the Enterprise Reporting System by people in your organization are stored

Here, you would click the folder you're interested in.

Demo: How to Access Your Reports

6. Click a folder to display all available instances of that report



In this screen shot, DPV Application has been selected. Notice that it is added to the end of the breadcrumb trail.

Here are the folders for the 2 low sensitivity reports . . . Adoption and Number of Authorized Users.

Again, you can see the original audience for these reports in the folder name. The Hospital Adoption Detail Report contains adoption reports for both hospitals and CHCs.

You would click the folder you're interested in.

Demo: How to Access Your Reports

SAMPLE DATA

Low Sensitivity Cont...
Low Sensitivity - Cognos Navigator
Cognos : Public Folders : NonSensitive : ODB : ODB : DPV Registration Reports : Number of Authorized DPV Users

Entries: 1 - 10

Name	Actions
DPVSYS_REGISTRATION_AUTHORIZED_201107.pdf	More...
DPVSYS_REGISTRATION_AUTHORIZED_201108.pdf	More...
DPVSYS_REGISTRATION_AUTHORIZED_201109.pdf	More...
DPVSYS_REGISTRATION_AUTHORIZED_201110.pdf	More...
DPVSYS_REGISTRATION_AUTHORIZED_201111.pdf	More...
DPVSYS_REGISTRATION_AUTHORIZED_201112.pdf	More...
DPVSYS_REGISTRATION_AUTHORIZED_201201.pdf	More...
DPVSYS_REGISTRATION_AUTHORIZED_201202.pdf	More...
DPVSYS_REGISTRATION_AUTHORIZED_201203.pdf	More...
DPVSYS_REGISTRATION_AUTHORIZED_201204.pdf	More...

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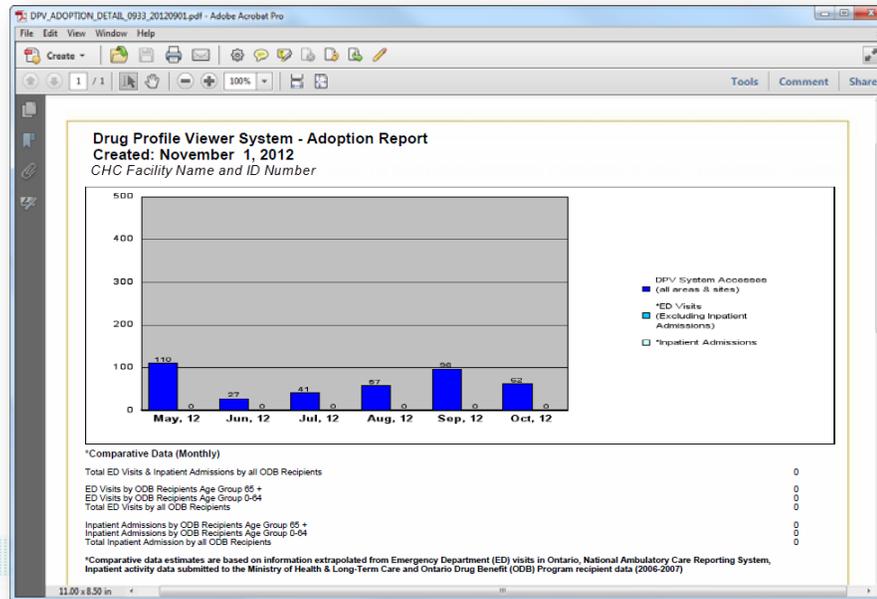
Here, “Number of Authorized DPV Users” was clicked.

To navigate to the newest report, you have a couple of choices:

- You can click these navigation buttons to move through the other pages of reports.
 - Clicking the Move to End button will take you to the most recent report.
 - Or, your other choice is to resort the reports into reverse chronological order – newest to oldest – by clicking this button
- To view a report, click on its name.

Demo: How to Access Your Reports

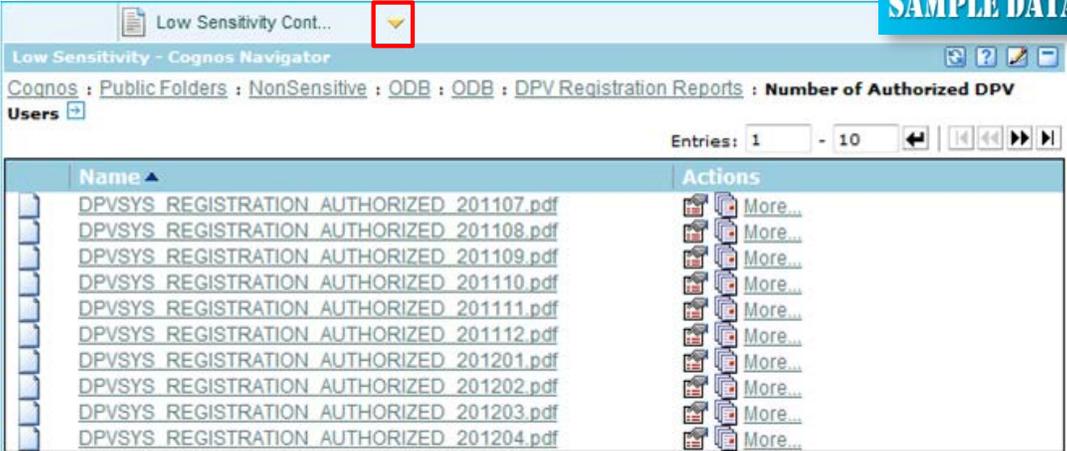
■ The report opens



- The report opens in the appropriate application— pdf's will open in your pdf reader and the spreadsheets will open in Excel (or whatever spreadsheet application you use).
- You can print or save the report as you would any other file opened in that application.

Demo: How to Access Your Reports

1. Select High Sensitivity from the drop down menu



The screenshot shows the Cognos Navigator interface. At the top, there is a breadcrumb trail: **Cognos** : **Public Folders** : **NonSensitive** : **ODB** : **ODB** : **DPV Registration Reports** : **Number of Authorized DPV Users**. Below this, there is a table with two columns: **Name** and **Actions**. The **Name** column lists several PDF files, all starting with "DPVSYS REGISTRATION AUTHORIZED" followed by a year (e.g., 201107.pdf, 201108.pdf, etc.). The **Actions** column contains a "More..." link for each file. A red box highlights a dropdown arrow in the top right corner of the report list area. A blue box labeled "SAMPLE DATA" is overlaid on the top right of the screenshot.

Name	Actions
DPVSYS REGISTRATION AUTHORIZED 201107.pdf	More...
DPVSYS REGISTRATION AUTHORIZED 201108.pdf	More...
DPVSYS REGISTRATION AUTHORIZED 201109.pdf	More...
DPVSYS REGISTRATION AUTHORIZED 201110.pdf	More...
DPVSYS REGISTRATION AUTHORIZED 201111.pdf	More...
DPVSYS REGISTRATION AUTHORIZED 201112.pdf	More...
DPVSYS REGISTRATION AUTHORIZED 201201.pdf	More...
DPVSYS REGISTRATION AUTHORIZED 201202.pdf	More...
DPVSYS REGISTRATION AUTHORIZED 201203.pdf	More...
DPVSYS REGISTRATION AUTHORIZED 201204.pdf	More...

Now let's look at accessing High Sensitivity reports. Its pretty much the same as for Low Sensitivity except that, because of the sensitive information these reports contain, you must enter additional credentials.

Assuming you are already logged into the ERS system and want to review the high sensitivity ones, you can click the drop arrow beside Low Sensitivity here and choose High Sensitivity

Demo: How to Access Your HIGH SENSITIVITY Reports

2. Click a folder to display reports of that type



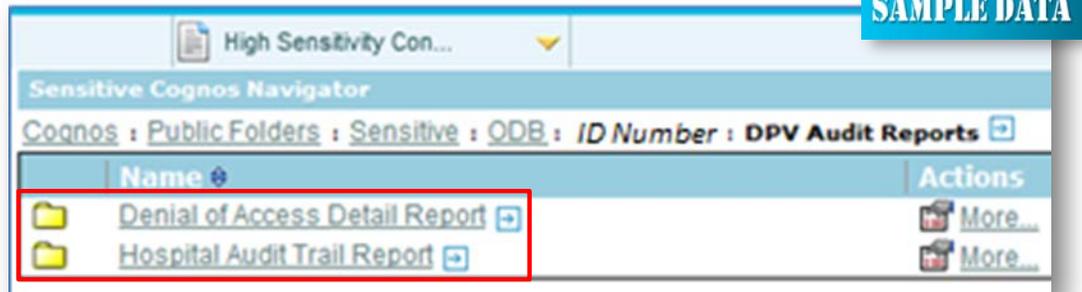
The High Sensitivity report folders display.

They are similar to the Low Sensitivity ones:

- Ad Hoc Reports folder for special request reports (not currently used)
- DPV Audit Reports contain both types of high sensitivity reports

Demo: How to Access Your Reports

3. Click a folder to display all available instances of that report



Here, DPV Audit Reports was selected.

There are folders for each of the high sensitivity report types. Click the folder you're interested in.

Demo: How to Access Your Reports

4. Click the report you want



•The list of reports displays. Notice that these are in XHT format – these open in the spreadsheet application you have on your computer.

•Click the report you're interested in.

Demo: How to Access Your HIGH SENSITIVITY Reports

5. Enter your PIN and the current token code; click **Confirm**

RSA Token Challenge
Enter PIN and Secure Token Number

On this screen you should enter the PIN you have previously created for this token and the number displayed on the token. You must then click on the «Confirm» button.

If you are using your token for the first time and have not previously created a PIN for it, or the PIN has been reset by the eHealth Ontario Service Desk, please leave the PIN field blank.

Click [here](#) if you would like further information about the completion of this screen.

Username

PIN

Tokencode

Leave this field blank if a PIN needs to be created for this token.

Confirm

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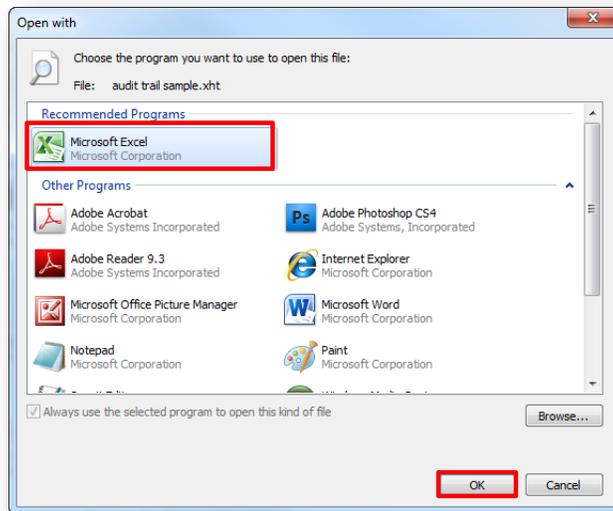
The first time you select a high sensitivity report during a session, you will see this screen, prompting you to enter the additional credentials I mentioned. The additional credential is an RSA token, provided to you as a result of your enrolment into the High Sensitivity ERS reports.

You enter the PIN you selected for your RSA Token and in the 2nd box, the 6 digit code displayed on the front of the token. Then you click **Confirm**.

Once you've completed these steps, you do not have to re-enter these credentials for the rest of the current session with ERS. Which means that as long as you do not log out, you can move between high and low sensitivity reports.

Demo: How to Access Your HIGH SENSITIVITY Reports

6. Select your spreadsheet application from the list; click **OK**



If this dialog box appears, it means that your computer doesn't know what application or program to open the file in.

Select Excel (or whatever spreadsheet application you use) and click **OK**.

Demo: How to Access Your HIGH SENSITIVITY Reports

- The report opens

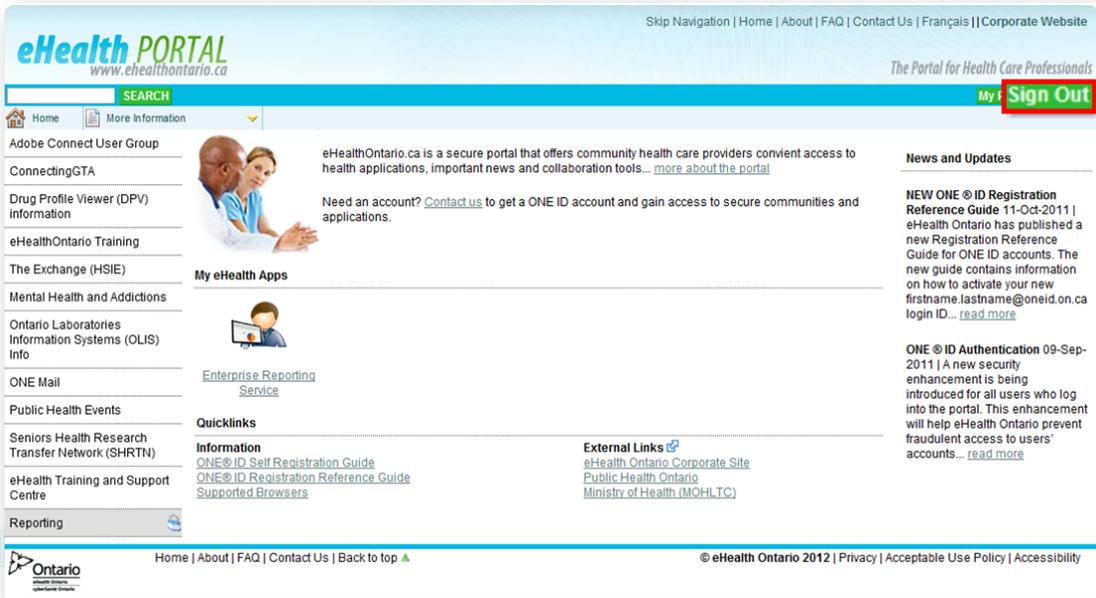
The screenshot shows a Microsoft Excel spreadsheet titled 'audit trail sample.xls [Read-Only] [Compatibility Mode] - Microsoft Excel'. A blue banner in the top right corner reads 'SAMPLE DATA'. The spreadsheet content is as follows:

IP Address	Timestamp	DPV User Name	User ID	Health Number	Patient Name	Date of Birth	Consent Status	Consent Provided By	SDM Type
0.0.0.0	2012-11-23 13:25:25	Last, First	user1	999999999	Last, First	1960-03-17			
0.0.0.0	2012-11-02 12:15:28	Last, First	user1	999999999	Last, First	1960-03-17			
0.0.0.0	2012-11-02 12:15:44	Last, First	user1	999999999	Last, First	1960-03-17			
0.0.0.0	2012-11-06 22:00:23	Last, First	user1	999999999	Last, First	1960-03-17			
0.0.0.0	2012-11-17 00:21:52	Last, First	user1	999999999	Last, First	1960-03-17			

- The report opens in the selected application

When you are finished with your reports

- Click **Sign Out**



The screenshot shows the eHealth Ontario portal interface. At the top right, there is a navigation bar with links for Home, About, FAQ, Contact Us, Français, and Corporate Website. Below this is a search bar and a 'My Sign Out' button highlighted in a red box. The main content area is divided into several sections: a left sidebar with various service links, a central main area with a welcome message and 'My eHealth Apps' section, and a right sidebar with 'News and Updates'.

- When you're finished with your reports, close any ones that you have open
- Click **Sign Out**
- And close the browser window

Tips

- Because ERS times out after 60 seconds of inactivity, it's a good idea to download all of your reports at once
- The most recent 13 reports are saved for you within each report type folder. If you want to keep older reports, it's a good idea to save your reports after download

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Tips for Using ERS

- First, because ERS times out after 60 seconds of inactivity, we recommend downloading all of your reports at once and then reviewing them
- Only the most recent 13 reports are saved for you within each report type folder. Therefore, if you want to keep older reports, we recommend saving your reports to a secure location after download.

How to Get Help

- contact the eHealth Ontario Service Desk @ 1 866 250 1554 (toll free)
- support is available in both English and French, 24/7/365

