



# ConnectingOntario Support Guide

For Contributing and Viewing Organizations' Help Desks

November 2020

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# Introduction

This guide provides recommendations and support information for ConnectingOntario contributing and viewing organizations' help desks. The information assists help desks when providing the services required to support the organization's contributions to, and / or viewing of, the patient / client information available in ConnectingOntario ClinicalViewer.

## Audience

The audience for this document is limited to all local / organization help desk support providers and authorized subject matter experts (SMEs) who are responsible for providing operational support for ConnectingOntario. This may include, but is not limited to, local / organization help desk managers, interface specialists<sup>1</sup> and the organization's ConnectingOntario Local Registration Authority (LRA). The document assumes participants have, and adhere to, their own internal processes.

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<sup>1</sup> Required only for organizations that contribute data to the Acute and Community Clinical Data Repository (acCDR)

# Role of the Local / Organization Help Desk

The role of the local / organization help desk and / or authorized SME at a participating organization is to perform initial troubleshooting activities before escalating incidents to Ontario Health Service Desk.

Some of the support activities that may be handled by a local / organization help desk or SME are:

- First-level support for health care providers (HCPs): logging calls and where appropriate, escalating to Ontario Health Service Desk
- Repair of supported workstations and devices
- Monitoring and resolving local customer service cases
- Addressing local connectivity issues, including password resets
- Providing local administration for end-users
- Acting as the liaison between local end-users and Ontario Health Service Desk
- Monitoring data feeds and rejected messages on a scheduled basis<sup>2</sup>
- Communicating planned and unplanned service disruptions affecting the operation of data feeds<sup>1</sup> or access to ConnectingOntario ClinicalViewer<sup>3</sup>
- Maintaining and managing Secure Sockets Layer (SSL) certificate renewals<sup>4</sup>

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Incidents / issues that are not related to ConnectingOntario ClinicalViewer (e.g., calls concerning hardware or browsers) will be routed back to the local / organization help desk for investigation and resolution.

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## Ticket Handling

Local / organization help desks are responsible for performing first level troubleshooting of issues within their environments. If an issue or incident occurring at an organization requires further investigation by ConnectingOntario, a support ticket must be opened with Ontario Health Service Desk.

## Communicating Service Notifications

ConnectingOntario teams (Ontario Health Service Desk and ConnectingOntario Operations) communicate all service notifications with local / organization help desks or authorized SMEs. Ontario Health Service Desk communicates service notices of planned and unplanned outages directly to the contact information provided by each organization. It is expected that each local / organization help

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<sup>2</sup> Required only for organizations that contribute data to the Acute and Community Clinical Data Repository (acCDR)

<sup>3</sup> Required for all organizations that access ConnectingOntario ClinicalViewer

<sup>4</sup> Required for organizations that contribute data to the acCDR AND organizations that access the ClinicalViewer using Single Sign On (SSO)

desk or authorized SME distributes these service notices to end-users. **Organizations are responsible for sending changes in contact information to Ontario Health Service Desk.**

In the event of an incident investigation, and when certain information is required, Ontario Health Service Desk will request that the organization obtain any required information on behalf of the organization or HCP.

Organizations are provided with five business days' notice for downtimes that are the result of a planned change.

## Maintenance and Support

Organizations are responsible for maintaining all software, hardware and other components required to access ConnectingOntario ClinicalViewer. Ontario Health provides a [configuration requirements document](#) that details the hardware and software requirements for optimal performance of ConnectingOntario ClinicalViewer. It is expected that organizations keep all desktop / laptop computers used to access the ClinicalViewer current with these requirements.

### Certificate Renewals<sup>5</sup>

Organizations are responsible for maintaining a record of their security certificate expiration dates and their certificate renewal process. The Application Owner associated with each certificate receives email notification 90, 60, 30 days prior to the expiration date of the certificate.

### Management of Data Feeds<sup>6</sup>

Organizations are required to:

- Maintain terminology maps for their organization by appointing a Terminology Mapping SME who provides accurate maps for:
  - a) new codes created by the organization
  - b) unmapped codes reported to the help desk via the Codes on the Fly process
  - c) any inquiries from Ontario Health about the organization's mappings
- **Note:** Documents submitted to the acCDR using unmapped local codes may not show up in ConnectingOntario ClinicalViewer as expected and represent a patient risk
- Monitor the transmission of Personal Health Information (PHI) to the acCDR
- Monitor all alerts and other error messages regarding the receipt of the transmissions on a scheduled basis
- Manage errors in the transmission and processing of PHI

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<sup>5</sup> Required for organizations that contribute data to the acCDR AND organizations that access the ClinicalViewer using Single Sign On (SSO)

<sup>6</sup> Required only for organizations that contribute data to the Acute and Community Clinical Data Repository (acCDR)

## Weekly Conformance Error Report<sup>7</sup>

The weekly Conformance Error Report captures all high severity errors (non-conformant messages) received within the last reporting period (week). These reports are sent every Monday to contributing organizations' help desks from [cOntario@one-mail.on.ca](mailto:cOntario@one-mail.on.ca) for corrective action. The reports contain PHI and are encrypted – **help desk personnel must not open the reports**. Instead, the reports must be distributed to the individuals within the organization responsible for reviewing the reports, correcting the errors, and resubmitting the rejected messages.

## Terminology Mapping<sup>7</sup>

The Codes on the Fly report notifies organizations of codes requiring mapping to ConnectingOntario provincial codes. It consists of a terminology mapping worksheet containing all local codes with existing mappings, with unmapped codes submitted by your organization added to the bottom of the table of codes.

Following the start of your organization's contributions to ConnectingOntario, the Codes on the Fly report is sent weekly to the help desk **only** if new codes were sent to ConnectingOntario during the previous week. The help desk must distribute the report to the appropriate, responsible resources in a timely manner, as unmapped codes may result in documents not being viewable by health care providers using the information for patient care and therefore, represent a patient risk. The individuals responsible must review the worksheet, map these codes and return the worksheet to the Ontario Health Service Desk. Newly created codes not yet reported may also be entered and highlighted at the bottom of the worksheet and sent to the Ontario Health Service Desk.

## Organization Downtime Procedures

Each organization is responsible for establishing and implementing a downtime process in the event that ConnectingOntario ClinicalViewer, or access to ConnectingOntario ClinicalViewer, is unavailable due to an extended unplanned downtime or a planned major system downtime.

Organizations are responsible for

- Outlining the general procedures that end-users should follow to ensure continuance of access to patient / client information during a major system downtime
- Ensuring that end-users are trained in downtime procedures
- Defining a specific downtime communication to all end-users to ensure information is relayed in a timely manner
- Establishing roles and responsibilities to ensure appropriate contact information is provided to Ontario Health Service Desk

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<sup>7</sup> Required only for organizations that contribute data to the Acute and Community Clinical Data Repository (acCCR)

## Organization Service Outages

Organizations must notify Ontario Health Service Desk of planned and unplanned service disruptions to their electronic health information system and any other components used to transfer or receive PHI that may affect ConnectingOntario ClinicalViewer.

## Incident Management

Ontario Health Service Desk manages and coordinates all reported incidents. Incident tickets are assessed according to priority and severity levels and may be reassessed after additional investigation by Ontario Health (Digital Services) Tier 2 Support teams.

## Maintenance Windows

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The standard ConnectingOntario maintenance window for all application updates, operating system patching and anti-virus updates is Sunday, 12:00 a.m. – 6:00 a.m.

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The Ontario Health Service Desk sends an email notification five business days in advance to the contact provided for your organization. It is important that this contact information be kept up to date so that your organization continues to receive notification of both planned and unplanned down time as well as new releases. Should the contact change, inform the **Ontario Health Service Desk**.

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Ontario Health Service Desk:

 1-866-250-1554

 [servicedesk@ehealthontario.on.ca](mailto:servicedesk@ehealthontario.on.ca)