

ONE® ID

Identification
Information and User
Name Standard

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Review Frequency

This standard shall be reviewed on an annual basis following the date of approval.

Document Control

The electronic version of this document is recognized as the only valid version.

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1.1 Purpose

The purpose of this Standard is to establish a uniform set of business rules that:

- Establish the minimum mandatory identification information for Registering Client Organizations, individuals, Computer Applications and Devices in the ONE® ID system; and
 - Govern the creation of User Names for these different types of Registrants.

2.0 Application of the Standard

2.1 Scope

This Standard applies to:

- All User Names and unique electronic identities created in the ONE® ID system for Client Organizations, individuals, Computer Applications and Devices.
- Any Healthcare Application that uses ONE® ID to validate users' identities.

2.1.1 Out of Scope

This Standard does not apply to:

- The Agency's internal corporate systems.
- User Names created by Client Organizations.

Note: this Standard sets out what the Agency considers to be best practices in connection with User Names that Client Organizations may wish to adopt.

2.1.2 Link to the *ONE® ID Policy*

This Standard is incorporated by reference into the Agency's *ONE® ID Policy*.

3.0 Responsibilities

3.1 Approval

3.1.1 Authority

This Standard is issued under the authority of the Senior Director, Integrated Solutions & Services, eHealth Ontario.

3.1.2 Revision, Review and Approval

This Standard follows the Agency's coordinated method for the revision, review and approval of Agency policies and standards.

3.1.3 Effective Date

This Standard is effective on the date set for its publication, and on the date(s) set as it may be amended from time to time.

3.2 Administration and Interpretation

3.2.1 Responsibility

The Senior Director, Integrated Solutions & Services, is responsible for the administration and interpretation of this Standard.

The ONE® ID team is responsible for:

- Developing and enforcing the business rules stated in this Standard;
- Reviewing the policy implications of any new Healthcare Application or change to existing Healthcare Applications as they relate to User Names.

3.2.2 Interpretation

This Standard shall be interpreted in accordance with the *ONE® ID Policy*.

3.2.3 Exceptions and Waivers

The Senior Director, Integrated Solutions & Services, is responsible for making all decisions regarding Clients' requests for exceptions or waivers to the requirements herein.

Any Client who seeks an exemption from the requirements in this Standard shall submit a written application to the Agency, which shall include reason(s) for the request. The Agency shall review all applications and determine whether a waiver may be granted on a case-by-case basis.

4.0 Identification Information

4.1 Client Organizations

The minimum mandatory identification information required to Register a Client Organization is:

- Corporate name: the legal name of a corporation as noted on its articles of incorporation or their equivalents.
- Business name: the name under which the Client Organization operates on a day-to-day basis. This may be the same as or different from the corporate name.
- Facility identification number: the unique number assigned to a Client Organization as noted on the articles or certificate of incorporation issued pursuant to relevant Laws and Regulations.
- Authorized representative: the person(s) authorized by a Client Organization to act on its behalf for purposes related to ONE® ID. Each authorized representative must be Registered as an individual in the ONE® ID system.
- Where applicable, Unique Provider Identifier (UPI): a system-generated identifier that uniquely identifies Client Organizations and health care providers in the Agency's Provider Registry.

4.2 Individuals

4.2.1 General

The minimum mandatory identification information required to Register an individual is: legal name, gender, date of birth. Where applicable, the professional designation(s) and license number(s) of an individual is required.

4.2.2 Legal Name

Every individual must be Registered with a legal name in accordance with applicable provisions of Ontario's *Change of Name Act* [R.S.O. 1990, c.C.7] (the "Act").

- A person whose birth is registered in Ontario is entitled to be recognized by the name appearing on the person's birth certificate or change of name certificate.
- A person whose birth is not registered in Ontario is entitled to be recognized by the name recognized in law in the last place where the person had a real and substantial connection before residing in Ontario.
- A person who adopted a name on marriage prior to 1987 April 01 is entitled to be recognized by that name unless the person subsequently changed the name under the Act or a predecessor of it.

4.2.3 Preferred Name

An individual may indicate a preferred name by which he/she is commonly known (e.g., short names – "Beth" for Elizabeth or "Rob/Bob" for Robert) for use in any directory maintained by the Agency, including ONE® ID, provided that the legal and preferred names remain consistent.

- The legal name is the preferred name where no other choice is indicated.

4.2.4 Gender and Date of Birth

The gender and date of birth recorded for an individual must comply with the following requirements:

- For a person born in Canada, the gender and date of birth recorded by the vital statistics agency of the province or territory in which the individual was born.
- For Canadians born abroad, the gender and date of birth recorded by the Department of Citizenship and Immigration.
- For persons born outside Canada: (a) the gender and date of birth recorded by the Department of Citizenship and Immigration in issuing permits to enter or remain in Canada.

4.2.5 Identification Documentation or Evidence

Depending on the Level of Assurance required, supporting identification documentation or evidence may consist of the type of document or evidence presented (e.g., birth certificate, professional designation) and the document or identification number associated with it (e.g., birth registration number, professional license number).

Where supplementary identity verification is used, the accepted types of contextual evidence are set out in the *ONE® ID Identity Assurance Standard*.

4.2.6 Professional Designation/Licence Number

An individual who is a member of a College of a regulated health profession in Ontario must provide his/her professional designation and licence number.

4.3 Computer Applications

The minimum mandatory identification information required to Register a Computer Application is as follows:

- Application name: the name of the Computer Application.
- Application identifier: the identification number assigned to the Computer Application.
- Contact persons(s): the person(s) with direct responsibility for the day-to-day operation of the Computer Application. The contact person may or may not be the same as the authorized representative designated by a Client. Each contact person must be Registered as an individual in the ONE® ID system.

4.4 Devices

The minimum mandatory identification information required to register a Device is as follows:

- Device name: the name of the Device.
- Device type: the type of Device.
- Contact person(s): the person(s) with direct responsibility for the day-to-day operation of the Device. The contact person may or may not be the same as the authorized representative designated by a Client. Each contact person must be Registered as an individual in the ONE® ID system.

5.0 User Name Formats

5.1.1 General

A unique User Name must be assigned to each ONE® ID Registrant. User Names shall be issued in formats approved by the Agency.

5.1.2 Individuals

Typically, a User Name shall be in the following format:

[Preferred First Name].[Preferred Last Name]@ONEID.on.ca

For example, Bob.Smith@ONEID.on.ca.

The [Preferred First Name] segment of the User Name shall be populated according to the following rules:

- Preferred first name recorded at Registration.
- If preferred first name is blank, then legal first name recorded at Registration.

The [Preferred Last Name] segment of the User Name shall be populated according to the following rules:

- Preferred last name recorded at Registration.
- If preferred last name is blank, then legal last name recorded at Registration.

5.1.3 Domain Segment

For all User Names, the domain segment shall have the ONEID.on.ca suffix.

5.1.4 Vanity Domains

Vanity domains shall only be allowed for email address enrolments and must not be used in the User Name of a ONE® ID account.

5.1.5 Character Limit

Due to a limitation in active directory, all User Names shall be truncated if they exceed 20 characters (i.e., Debbie Parker-Mackenzie would be truncated to debbie.parkermackenz).

5.1.6 Exception

The accepted format of User Names may be varied for Computer Applications, since the required attributes may be different for a Computer Application (e.g., organization identifier, service type, computer type, environment).

The User Names of Computer Applications must be unique within their sponsoring Client Organizations. The User Name must also be meaningful, e.g. it describes the type of Computer Application that is being Registered.

The formats that are typically employed are as follows:

- [Computer Application name].[sponsoring Client Organization]@[Domain], e.g., LIS.UHN@ONEID.on.ca
- [Computer Application name].[sponsoring Client Organization].[Environment]@[Domain], e.g., HIS.Lakeridge.Staging@ONEID.on.ca

The User Names of Computer Applications must not exceed 20 characters.

5.1.1 Hosted Service Provider (HSP) Support Group

HSP support staff has a User Name format of: [lastname].[firstname]@[suffix], which identifies Registrants who have administrator access to the servers.

5.2 Duplicate Accounts

5.2.1 General

Before creating a new Registration, a RA shall search for duplicate Registrations in the ONE® ID system using the Registrant's first and last names.

5.2.2 Business Rules

The ONE® ID system shall only assign the same User Name to only one Registrant. Where individuals with the same first and last names are Registered, the ONE® ID system shall apply the following business rules:

- User Names shall be assigned on a first-come-first-served basis. The first Registrant who is assigned a User Name shall retain that User Name if another Registrant with the same first and last names is subsequently Registered (e.g., if the User Name Bob.Smith has been assigned to Registrant, this Registrant shall retain this User Name if a new “Bob Smith” was Registered).
- The Registrant who is subsequently Registered with the same first and last names shall be assigned a User Name in the following format: [preferred first name].[preferred last name][number]@ONEID.on.ca. For example, Bob.Smith1@ONEID.on.ca. The ONE® ID system shall add numbers sequentially (e.g., 1, 2, 3, 4 etc.) to each subsequent Registrant being Registered with the same first and last names until a unique User Name is found within the ONEID.on.ca domain name.

5.3 Effect of a Legal Name Change

5.3.1 General

A Registrant may retain his/her original User Name following a legal name change. However, the Registrant's previous legal name shall become the preferred name in the ONE® ID system.

When Registrants who are Registered at a Level of Assurance of “AL2” or higher wish to change their User Names after a legal name change, they must contact a RA or LRA. Before changing a User Name, the Registrant's change in legal name shall first be verified using the identification documents required by the Agency.

5.4 User Name De-activation

A User Name shall be de-activated where:

- A Registrant changes his or her name in the ONE® ID system;
- A Registrant is assigned a new User Name; or
- If a User Name is revoked.

5.5 Effect of a New Enrolment by a Different Organization

5.5.1 General

A Registrant shall be enrolled into Healthcare Applications using the same User Name, even where the enrolments are sponsored by different Client Organizations. For example, an emergency room nurse who works at two different hospitals shall be enrolled using her unique User Name, even if her enrolments are sponsored by different hospitals.

5.5.2 Exception

The only instance in which a Registrant may have more than one User Name in the ONE® ID system is for enrolment into the Drug Profile Viewer.

Under the Drug Profile Viewer system, a Registrant who is sponsored by more than one Client Organization shall be assigned separate User Names, distinguished by a variation in the prefix (e.g., Mary.Jones @ONEID.on.ca and Mary.Jones1@ONEID.on.ca).

6.0 Appendix A: Glossary

Term	Description
Agency	The corporation formerly known as the Smart Systems for Health Agency, which is continued under the name of eHealth Ontario in English and cyberSanté Ontario in French.
Client or Client Organization	Any organization that has entered into an agreement with the Agency regarding the access or use of one or more Healthcare Applications.
College	The governing body of a regulated health profession in Ontario.
Computer Application	Any software program that is (i) licensed or owned by a Client and (ii) operated by a Client to further any of its legitimate business interests, which relate to the provision of health care services.
Device	Any computer, machine, or component that attaches to a computer, such as a server.
Healthcare Application	The various electronic health information or information management and technology services the Agency provides to a Client and used by a Client pursuant to an agreement.
Laws and Regulations	All statutes, regulations, codes, ordinances, decrees, rules, municipal by-laws, judicial, arbitrable, administrative, ministerial, departmental, or regulatory judgments, orders, decisions, rulings, or awards enacted or promulgated by any regulatory body pursuant to any statutory authority or requirements and, in all cases, applicable, binding, and enforceable in Canada.
Local Registration Authority (LRA)	An individual who has been delegated responsibility by a Client Organization to perform tasks associated with identifying, Authenticating, Registering, enrolling and managing Registrants that are within the scope of his or her authority.
Register r or Registration	The process by which a unique identity and associated Level of Assurance is established for a Registrant.
Registrant	A Client Organization, individual, Computer Application or Device who, or which, has or requires access to one or more Healthcare Applications.
Registration Authority (RA)	An individual who has been delegated responsibility by the Agency's certificate authority to perform tasks associated with identifying, Authenticating, Registering, enrolling and maintaining Registrants that are within the scope of his or her authority.
User Name	Electronic information, which is composed of a string of characters, that uniquely identifies a Registrant.

7.0 Appendix B: References and Associated Documents

Reference	Location
<i>Certification Policy Manual</i> , version 1.1	http://www.ehealthontario.on.ca/
<i>ONE® ID Identity Assurance Standard</i>	http://www.ehealthontario.on.ca/