HEALTH
REPORT MANAGER

Service Level Objectives (SLO) for HRM® Recipients

OntarioMD
Empowered Practices. Enhanced Care.

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Section 1: Summary

1.1 Document Version Control

Version	Date	Description of Change
1.0	November 2013	Initial Published HRM SLA
1.1	January 2018	Updated formatting, branding and enhanced details of the HRM Service
1.2	September 2020	Accepted previous changes. Updated Service Desk phone number and replaced eHealth Ontario with Ontario Health.
1.3	November 2022	Removed critical category to align with new incident categories in CRM

1.2 Purpose

The purpose of this document is to:

A. Outline the scope of the **Health Report Manager (HRM®)** service

B. Explain the roles and responsibilities of both OntarioMD and the HRM Recipient

C. Describe the support services available and how to contact/initiate support when required; and

D. Set expectations for service

This document outlines the Service Level Objectives (SLO) between organizations who subscribe to OntarioMD's Health Report Manager ("HRM Recipients") and OntarioMD. Examples of HRM subscribers are physician practices and nurse practitioner-led clinics. It helps HRM Recipients understand how to get support for electronic report delivery through HRM whenever they need it.

It also outlines the roles and responsibilities of each party to the SLO and the agreed upon service levels. The document itself is not a legally binding agreement and OntarioMD will not be held legally responsible in the event of any breach of service level.

1.3 Who Should Use This Document?

The intended audience of this document are **HRM Recipients**; that is, organizations and individuals who subscribe to HRM to receive of electronic health reports directly into their certified electronic medical record (EMR).

For information on levels of service and support for HRM Contributors, please see the HRM Contributor Service Level Objectives located on the OntarioMD website (www.ontariomd.ca).

1.4 What is HRM?

HRM is a provincial digital health solution that enables clinicians using an OntarioMD-certified EMR (HRM Recipients) to securely receive patient reports electronically from participating hospitals and specialty clinics (HRM Contributors).

OntarioMD is designated as a Health Information Network Provider (HINP) in the provision of the HRM solution and the Ontario *Personal Health Information Protection Act* (PHIPA).

HRM Recipients and HRM Contributors are designated as Health Information Custodians (HICs) under PHIPA.

Please refer to the *OntarioMD Privacy Policy* for further details regarding OntarioMD's Personal Information (PI) and Personal Health Information (PHI) policies.

1.5 Who Plays a Role in the SLO?

The primary stakeholders who play a role in this SLO are:

A. **HRM Recipients:** Any organization or individual that receives electronic health reports through HRM
B. **HRM Contributors:** Any organization that sends electronic health reports through HRM
C. **HRM Service Provider:** OntarioMD
D. **Service Desk:** OntarioMD
E. **Infrastructure Hosting:** Ontario Health

Section 2 – Role of HRM Recipients

2.1 Service Scope

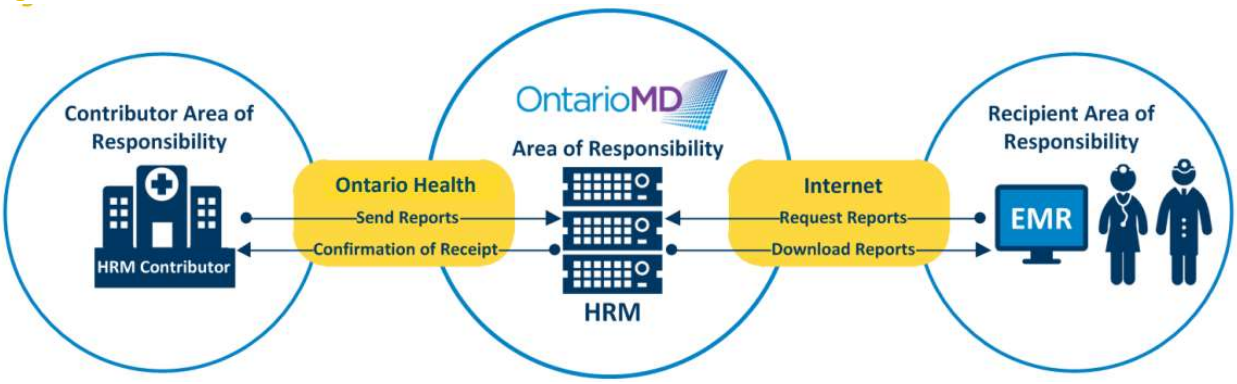
HRM is a service that electronically delivers reports generated by HRM Contributors to OntarioMD-certified EMRs. Clinicians can retrieve the reports and save them to their patients' electronic charts.

Reports are generated by HRM Contributors and sent to HRM. Upon validating the report metadata and structure (not report content) to ensure they comply with the published specification for HRM use, HRM then makes these reports available to the HRM Recipients identified by the HRM Contributor. The report is formatted in a way that complies with the EMR-HRM Specification, which is a requirement for all certified EMR systems in Ontario.

HRM does not validate or modify the report content and only looks at the report structure and metadata. Report content is delivered to the HRM Recipient(s) exactly as it was sent by the HRM Contributor.

Figure 1 (below) depicts the flow of information from the HRM Contributor to the HRM Recipient. Figure 1 also shows the areas of responsibilities for all stakeholders. Each stakeholder is responsible for the uptime, accessibility and functionality of their respective systems and networks.

Figure 1



2.2 HRM Support Contact

The OntarioMD Service Desk is the primary point of contact for all HRM support. Support hours are **Monday to Friday, 9am-5pm EST**, excluding statutory holidays. Please refer to sections 2.3, 2.4 and Appendix C for target response and turnaround times.

For further details regarding how and when to contact the OntarioMD Service Desk, please refer to the *Health Report Manager Operations User Guide* on OntarioMD.ca.

OntarioMD Service Desk Phone Number: 1-866-744-8668
OntarioMD Service Desk E-mail Address: support@ontariomd.com

Please note that PHI and PI should never be sent to the Ontario Health Service Desk or OntarioMD. PHI and PI are not required for troubleshooting HRM issues. For further details, please refer to the *OntarioMD Privacy Policy* on OntarioMD.ca.

2.3 HRM Service Requests

Table 1 (below) is a catalogue of standard HRM services that can be requested via the OntarioMD Service Desk and the expected turnaround time for each request. For further details about each type of request, please see the Health Report Manager Operations User Guide or contact the OntarioMD Service Desk.

Table 1

Service Request	Target Completion Time
Add/move/disable an HRM Recipient	15 business days
Registered EMR Static IP address change	7 business days
Update HRM contact information	5 business days
Notify OntarioMD of EMR maintenance, outage or change (e.g. HRM configuration change, IT Infrastructure maintenance)	3 business days (lead time)
HRM Enhancement Request	Prioritized into a future version of HRM

Please note that target completion time only measures OntarioMD's time to complete the service request. Time spent waiting for required information or action from parties external to OntarioMD/Ontario Health will not count towards these service levels. Any service request that is not pre-defined in Table 1 (above) has not been assigned a target completion time and will be completed on a best effort basis.

2.4 HRM Incident Management

For any HRM-related issues, the OntarioMD Service Desk is the primary point of contact. Please refer to section 2.2, for further information.

The priority of every incident reported will be classified based on the impact and urgency of the issue as determined by OntarioMD. This classification is based on the impact and urgency of the issue as applicable to all users of the HRM service. Please refer to Appendix C for a description of each priority classification as well as the target response and resolution time for each.

In the event of unplanned high priority system outages, Ontario Health or OntarioMD may notify HRM Recipients of downtime via e-mail. The e-mail address on file[1] with the HRM Recipient's Primary Help Desk and HRM Technical contact will be used for these communications. HRM Recipients will also be notified when service has been restored.

2.5 HRM Recipient Responsibilities

The following section details the requirements and responsibilities of HRM Recipient.

2.5.1 EMR Maintenance

Report Type Confirmation

The HRM Recipient is responsible for configuring report categorization within the EMR. This facilitates the seamless delivery of reports to the appropriate sections of each patient's electronic chart. Please contact your EMR vendor for assistance with HRM auto-categorization.

Report Error Identification

The HRM Recipient is responsible for identifying reports successfully downloaded from HRM which were then not successfully consumed into the HRM Recipient's EMR, or which have generated an error. The HRM Recipient is responsible for resolving the issue with the EMR vendor and/or contacting the necessary HRM Contributors to have the reports resent electronically or through alternate means.

2.5.2 Notification of Changes

Recipient or Practice Location

It is the responsibility of the HRM Recipient to notify OntarioMD of any changes to:

- Practice location(s)
- Additional recipients who wish to subscribe to HRM
- HRM Recipient who has changed practices or is no longer active

Maintenance and Downtime

It is expected that the HRM Recipient's EMR is online and polling HRM regularly (every 30 minutes is recommended). In the event the EMR or HRM polling function will be offline for longer than 24 hours, the HRM Recipient is required to open a ticket with the OntarioMD Service Desk, providing as much advance notice as reasonably possible regarding any system changes or downtimes. These include, but are not limited to:

- Any planned or unplanned outage affecting the EMR's ability to download reports

[1] On-file contact information must be kept updated to ensure proper communications, see section *2.5.2 – Contact Matrix Updates*

- EMR upgrades or migrations
- HRM configuration changes within the EMR
- Network, Internet Service Provider or static IP address changes affecting EMR connectivity to HRM
- Any compromise of the secure connection to HRM, or security of the HRM decryption key

Upon being engaged through the support ticket process, OntarioMD HRM support staff can help in assessing the impact of the planned changed and provide guidance to minimize interruption to your connection to HRM.

Contact Matrix Updates
The HRM Recipient is responsible for notifying the OntarioMD Service Desk when the HRM contact information changes. Please refer to Appendix B for the required contact information and the role of each contact type.

2.5.3 Privacy

PHIPA Compliance
The HRM Recipient is responsible for complying with applicable PHIPA legislative requirements, as well as following their internal PHI management policies and procedures for any privacy incidents. For additional information, please refer to the *Health Report Manager Privacy Policy* found on OntarioMD.ca.

2.6 HRM Service Provider Responsibilities

The following section details the requirements and responsibilities of OntarioMD as the HRM service provider with respect to HRM Recipients.

2.6.1 HRM Report Delivery

Report Processing and Availability
Upon receipt of an HRM report from an HRM Contributor, HRM targets to make the report available for download by the HRM Recipient's EMR in 30 minutes or less.

Recipient List Distribution
OntarioMD will distribute a list of active and deactivated HRM Recipients to all HRM Contributors on a weekly basis. HRM Contributors are responsible for making the appropriate updates in their system.

HRM Recipient Report Download Audit
OntarioMD keeps an audit of reports downloaded by HRM Recipient EMRs, as required by PHIPA. Neither report content nor any other PI/PHI is maintained as part of audit records.

2.6.2 Operational Processes

Stale Report Notification
OntarioMD will notify the HRM Recipient's HRM Escalation Contact and HRM Technical Contact (as defined on the Contact Matrix, see Appendix B) if a report is not downloaded from HRM after 24 hours of the report being made available for download. OntarioMD will follow up on the issue thereafter as appropriate.

If the issue is not rectified after 28 days, OntarioMD will provide a final notice to the HRM Recipient to download the report before purging the report from the HRM system.

Report Type Distribution to HRM Recipients
OntarioMD will make HRM Contributor report types and their descriptions available for HRM Recipients.

A list of report types for all HRM Contributors can be found on OntarioMD.ca at www.ontariomd.ca/ir/liveonhrm.

2.6.3 Uptime and Maintenance

HRM System Availability
OntarioMD is responsible for working with the HRM hosting service provider to maintain the uptime of HRM and its infrastructure to facilitate the HRM Recipient's EMR's ability to poll and subsequently download reports as per the EMR-HRM Specification. This is described in more detail in section 3.

System Maintenance and Downtime
OntarioMD will communicate HRM system maintenance, downtime and report processing delays as applicable.

Section 3: Service Operation Levels

3.1 Service Availability

Availability for a given period is defined as the percent of actual time during which the HRM service is available for use or consumption, measured against the total agreed upon time the HRM service was to be available (the Potential Service Time) during the same period.

$$\text{Availability} = \frac{\{(\text{Potential Service Time}) - \text{Downtime}\}}{\text{Potential Service Time}}$$

The Potential Service Time is the agreed upon hours of service during the period, excluding:

- Periods of scheduled maintenance;
- Service enhancements / changes that force an outage requested and approved by the customer;
- Service disruptions due to a natural disaster and/or in the event of a major disaster declaration at the data centre;
- Service downtime due to HRM Contributor systems or infrastructure;
- Service downtime due to HRM Recipient downtime including the EMR, configuration, associated infrastructure and network requirements;
- Service interruptions classified by OntarioMD and/or the infrastructure hosting provider as High priority (P2) or lower

Downtime shall only be calculated when it occurs within the Potential Service Time.

HRM Potential Service Time: 24 Hours/7 Days a Week/365 Days a Year

HRM Application Target Service Availability Level: 95%

3.2 Maintenance

HRM reports will queue during maintenance periods and be available for download following any downtime.

Maintenance will be scheduled between 9pm and 6am whenever possible, with exceptions as required with approval as part of OntarioMD and the HRM hosting service provider's change management processes. Notification of downtime will be communicated to stakeholders a minimum of three (3) business days in advance when possible.

In the event emergency system maintenance is required, stakeholders will be notified with as much lead time as is reasonably possible.

3.3 Business Continuity

3.3.1 HRM Recipient Business Continuity

The parties involved are required to manage their own business continuity governance, requirements, processes and recovery procedures as applicable to their respective systems.

3.3.2 HRM Business Continuity

The HRM solution was designed and implemented with consideration for redundancy and fault tolerance to maintain service availability and reduce the impact of commonly possible hardware and software faults. However, in the event of a major disaster affecting an entire data centre (e.g., a flood or earthquake), the business continuity plan will be initiated to restore HRM service.

OntarioMD will work closely with the HRM hosting service provider in disaster scenarios as the hosting service provider is primarily responsible for target objective times.

Service Restoration Target

In the event of a disaster scenario affecting the entire data centre which hosts HRM services, the target timeframe to restore original service is within one (1) business day. This restoration time objective will begin following declaration of a disaster scenario by the HRM hosting service provider and concludes when service is confirmed to be fully restored by OntarioMD. HRM Contributors are required to queue HRM reports in their system until service resumes, at which point these reports will be made available for download by HRM Recipients.

Undelivered Reports

In a disaster scenario, HL7 messages may be received and acknowledged by HRM, but not delivered due to system failure. As part of HRM service restoration, OntarioMD will work with the HRM Contributors to identify time periods for messages which may need to be resent by the HRM Contributors to guarantee their delivery. It is the responsibility of the HRM Contributor to ensure delivery of any such messages identified by OntarioMD electronically and/or through alternate means. It is the responsibility of the HRM Recipient to ensure reports have resumed downloading once service has been restored. Check with your EMR vendor if you suspect your connection to HRM is not functioning.

Section 4: SLO Management

4.1 Governance

OntarioMD is responsible for governing and managing the SLO.

Any changes to the SLO may require changes to associated documents or any other agreements that have been, or will be, signed with the involved parties, as well as enabling technology third party vendors.

4.2 Review and Change Process

The SLO will be reviewed as required. If changes are required, OntarioMD will determine the disposition and determine any levels of endorsement needed to execute the amendment based on the results of the analysis, including acknowledgement by the requesting party and further review, if necessary, with other affected parties.

The SLO has no specific expiry date and only the most current version published on OntarioMD.ca website will be considered valid.

4.3 Regulatory Environment

In accordance with the *Personal Health Information Protection Act* (PHIPA), the safeguarding of an individual's privacy is critical to OntarioMD's role as a Health Information Network Provider (HINP) for the HRM service.

Section 6 of O. Reg. 329/04 to PHIPA requires OntarioMD to notify every applicable Health Information Custodian (HIC) at the first reasonable opportunity if, while providing services to enable a HIC to use electronic means to collect, use, disclose, retain or dispose of personal health information, the PHI has been stolen, lost or accessed by a person without authorization.

Authorized HRM Recipients who are made aware of a confirmed or suspected privacy or security breach related to HRM are instructed to follow their internal breach management policies and procedures as well as to report the suspected or confirmed breach to OntarioMD's Privacy Officer. For clarity, such users include contributing HICs such as hospitals, and consuming HICs such as clinician practices.

For additional information please refer to the *OntarioMD Privacy Policy*.

Appropriate and authorized access to PHI by the parties is described in detail in the *HRM Services Subscription Agreement* executed between each HRM Recipient and OntarioMD.

Appendices

Appendix A – Terms and Definitions

Table 2

Abbreviation	Term
CNO	College of Nurses of Ontario
CPSO	College of Physicians and Surgeons of Ontario
EMR	Electronic Medical Record
HIC	Health Information Custodian
HINP	Health Information Network Provider
HRM	Health Report Manager
HRM Contributor	Any organization that sends electronic reports through HRM
HRM Recipient	Any organization or individual that receives electronic reports through HRM
ITSM	Information Technology Service Management
Ontario Health Network	The Ontario Health managed private network (ONE Network)
PHI	Personal Health Information
PHIPA	Personal Health Information Protection Act, 2004
PI	Personal Information
Report	The content or payload of an HL7 message conforming to the HRM input specification.
SLO	Service Level Objectives

Appendix B – HRM Recipient Contact Matrix

Table 3 (below) illustrates the different contact types and the scenarios when each will be used.

Table 3

Contact Type	Purpose of Contact
Primary Help Desk	Primary technical contact used for technical support and service availability notification.
HRM Technical Contact	Escalation technical contact in the event the Primary Help Desk contact is unresponsive.
Escalation Contact	Escalation contact in the event any HRM related contact does not meet their obligatio

Appendix C – Incident Priority Matrix

Table 4

Priority (P)	Definition	Response Time	Resolution Time	Description
P1	High	20 minutes	2-4 hours	A service degradation or outage causing significant impact for a large portion of users.
P2	Medium	2 hours	5 business days	Service degradation affecting a small portion of service or users.
P3	Low	4 hours	10 business days	Non-essential functionality issues affecting a small portion of service or a single user. This does not include enhancement requests or predefined service requests.

Resolution times apply during business hours Monday to Friday, 9am-5pm EST, excluding statutory holidays. Response and resolution times apply to incidents opened via telephone contact to the Primary Help Desk only.