

ONE[®] Mail Direct

ONTARIO NETWORK FOR EHEALTH

Improving Ontario's Healthcare Through Innovation



ONE Mail Direct is a comprehensive e-mail product developed by eHealth Ontario and hosted in our highly secure environment, which is available for eligible healthcare organizations requiring e-mail accounts.

ONE Mail Direct allows subscribers to exchange e-mail messages with subscribers from other participating organizations.

A feature of ONE Mail Direct, ONE Pages is a central directory providing contact information for an authoritative list of ONE Mail subscribers within participating organizations. Contact information in ONE Pages is updated every 12 hours.



Benefits

- E-mail transmitted across a managed private network enables participating users to exchange personal health information.
- Features built-in anti-virus and anti-spam filters.
- E-mail communications are automatically encrypted while traversing the eHealth Ontario Network.
- Reliable, scalable, highly available service.
- eHealth Ontario provides policies and processes to ensure only authorized people can access ONE Mail.
- Every contact appearing in ONE Pages has been registered through the ONE ID product, giving healthcare providers the assurance that contacts are who they say they are.
- Training documentation is provided to guide end users in the secure use of ONE Mail.

Frequently Asked Questions



Why is ONE Mail more secure than my web-based e-mail account at home?

- ONE Mail provides additional layers of security designed to allow healthcare providers to securely and reliably send personal health information.
- ONE Mail servers are hosted in eHealth Ontario's highly secure data centres and include security features such as firewalls, intrusion detection systems, anti-spam and anti-virus protection.
- Users access ONE Mail using highly secure connection protocols.
- ONE ID helps ensure that users really are who they say they are.

Can I use my organization's e-mail domain?

Yes, you may use eHealth Ontario's default domain name or register and maintain your own domain name.

What will it cost me to participate?

There is no charge for eligible organizations to use ONE Mail. However, a small amount of effort is required to implement ONE Mail and some process changes may be needed.

How much time will be needed to implement ONE Mail Direct?

Once eligibility requirements have been approved, customers should allow 3 to 6 weeks for implementation, including training.

What is my first line of support?

Most clients' first line of support is their organization's internal IT Support or Help Desk. Issues related to eHealth Ontario services will be referred to the eHealth Ontario Service Desk. For those clients who do not currently have an internal Help Desk, an option exists to use an eHealth Ontario-provided Support Centre.

Features

- Customers may choose to use the eHealth Ontario default domain name or may register and maintain their own domain name.
- Includes user registration and authentication
- E-mail features include:
 - Offline Access
 - Remote Access
 - Contacts
 - Shared Calendars
 - Shared Tasks
 - A mailbox with access to e-mail through Outlook 2003 Web Access and any e-mail software that supports SMTP and IMAP protocols
 - Validated e-mail addresses, assured identity, ease of use, accuracy of e-mail addresses, searchable contacts.
- ONE Mail messages are securely exchanged between subscribers using Transport Layer Security (TLS) or Secure Socket Layer (SSL) protocols.

Client Testimonial

"Using ONE Mail saves me time and allows me to receive patient information so much faster."

Dr. Bart Steele
Lead Physician,
Nation River Health Group



Service Level Commitments

We have designed our service levels with the needs of healthcare providers in mind.

ONE Mail Direct

Availability: 99.9% ^{1, 2}

Support for all ONE Products

Service Desk - Call Answer Speed: 1 minute, 80% of the time ^{2, 4}

Service Desk - Call Abandonment Rate: 7% ^{2, 4}

Incident Management - Mean Time to Restore: ^{2, 3}

<ul style="list-style-type: none"> ■ Priority 1 - Emergency <ul style="list-style-type: none"> » Critical or multiple sites down. » Loss of service poses substantial risk to eHealth Ontario client(s). » Posing a public health safety, privacy or security risk. » Causing adverse impact affecting a large number of internal and/or external clients, e.g. computer virus outbreak. 	2 hours ³
<ul style="list-style-type: none"> ■ Priority 2 - High Urgency <ul style="list-style-type: none"> » Single, non-critical site down. » Loss of non-mission-critical services. » Alternative or work around exists. » Service degradation affecting localized # of clients. 	4 hours ^{3, 5}
<ul style="list-style-type: none"> ■ Priority 3 - Medium Urgency <ul style="list-style-type: none"> » Minimal impact on internal/external users. » Service interruption for a single internal/external user. 	12 hours ³

¹ Measured monthly.

² The service levels set out in this document are only a summary of the current service levels provided by eHealth Ontario. Such service levels may not be available in certain circumstances. eHealth Ontario reserves the right to change such service levels. Full details are provided in the applicable legal agreements between eHealth Ontario and client.

³ The "Mean Time to Restore" or "MTTR" with respect to all Incidents of a certain priority is equal to the average of the Restoration Times for each Incident of that priority, measured over all clients and products, in the applicable month. "Incidents" are defined as a loss of service (outage or degradation) classified by priority level.

⁴ Measured over all clients to whom eHealth Ontario provides support services, monthly. Calls to the eHealth Support Centre are 7 x 24 x 365. Calls from a Client's Service Desk to the eHealth Ontario Service Desk outside of the hours of 8:00 a.m. and 10:00 p.m. on a Business Day are excluded.

⁵ Excluding ONE Network Access sites outside the geographic boundaries of any city in Ontario.

Designed to allow Ontario healthcare professionals to send **personal health information** quickly between registered users, ONE Mail Direct facilitates the connection of healthcare organizations that regularly **exchange** personal health information.



Privacy and Security

eHealth Ontario follows industry best practices (e.g. ISO security standards) and legislative requirements (e.g. the Personal Health Information Protection Act and the Freedom of Information and Protection of Privacy Act). Our Privacy and Security team plays an active role in building and managing security within our products and services.

In addition to the safeguards which apply to all our products and services, the following security safeguards are in place for ONE Mail Direct:

- A Public Key Infrastructure (PKI) Secure Socket Layer (SSL) or Transport Layer (TLS) solution provides a high level of security for the data exchanges over the ONE Mail Direct system.
- Our ONE ID Direct product, which is necessary for access to ONE Mail, provides identity assurance and access management services.
- We provide additional security and privacy guidance through policies (e.g. Acceptable Use Policy). As well, we contribute to subscriber training to guide end users towards the responsible handling of sensitive information, specifically personal health information.

It should be noted that clients do not become privacy compliant, nor are their information and applications secure, simply by using our products and services. They must still train their personnel on privacy and security obligations with respect to their own operations and ensure these obligations are met.

Contact us

To enquire about ONE Mail Direct, call
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