

# ONE<sup>®</sup> Mail Partnered

ONTARIO NETWORK FOR EHEALTH

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*Improving Ontario's Healthcare Through Innovation*



**ONE Mail Partnered** offers a suite of e-mail services and features. It is designed specifically to allow Ontario's healthcare professionals to share personal health information.

**ONE Mail Partnered** allows subscribers to use their existing e-mail system to exchange e-mail messages with subscribers from other participating organizations.

A feature of ONE Mail Partnered, 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.

ONE Mail Partnered provides seamless integration with our clients' existing e-mail policies and infrastructure.

ONE Mail messages are exchanged between subscribers using Transport Layer Security (TLS) or Secure Socket Layer (SSL) protocols.

## 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.
- eHealth Ontario's process helps ensure that every contact that appears in ONE Pages has met our requirements as a ONE Mail user, 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



## Will healthcare providers have to pay to use ONE Mail Partnered?

- No. However your organization may be responsible for upgrades to your own enterprise mail system to meet security or integration requirements. As well, a small amount effort is required to implement ONE Mail and some process changes may be needed.
- Your organization is responsible for the ongoing licensing, maintenance, etc. of your own enterprise mail systems.

## Does the healthcare provider have control over managing e-mail?

Your organization administers mailboxes and users, and the e-mail is routed through our highly secure network.

## How much time will be needed to implement ONE Mail Partnered?

Allow 4 to 6 weeks for implementation, including training.

## 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 care providers to send personal health information.
- Users access ONE Mail using highly secure connection protocols.
- ONE ID helps ensure that users really are who they say they are.

## What security features are available in ONE Mail Partnered?

ONE Mail Partnered includes virus detection software, automated scanning for malicious content, firewalls and intrusion detection systems.

## 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.

## ONE Pages

- Search for individuals and groups of healthcare professionals based on location, role (e.g. Infectious Disease Officers) or organization.
- Send e-mail with confidence that it is highly secure and will reliably go the correct person.



## Client Testimonial

"We decided that providing reports by e-mail from our health records department would provide an immediate benefit to our physician offices, because the manual processes were so time consuming."

Sean O'Brien,  
Chief Technology Officer,  
Winchester District Memorial Hospital.



# Service Level Commitments

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

ONE Mail Partnered	
Availability:	99.9% <sup>1,2</sup>
Support for all ONE Products	
Service Desk - Call Answer Speed:	1 minute, 80% of the time <sup>2,4</sup>
Service Desk - Call Abandonment Rate:	7% <sup>2,4</sup>
Incident Management - Mean Time to Restore: <sup>2,3</sup>	
<ul style="list-style-type: none"> <li>■ <b>Priority 1 - Emergency</b> <ul style="list-style-type: none"> <li>» Critical or Multiple sites down.</li> <li>» Loss of service poses substantial risk to eHealth Ontario client(s).</li> <li>» Posing a public health safety, privacy or security risk.</li> <li>» Causing adverse impact affecting a large number of internal and/or external clients, e.g. computer virus outbreak.</li> </ul> </li> </ul>	<p>2 hours <sup>3</sup></p> <p>4 hours <sup>3,5</sup></p>
<ul style="list-style-type: none"> <li>■ <b>Priority 2 - High Urgency</b> <ul style="list-style-type: none"> <li>» Single, non-critical site down.</li> <li>» Loss of non-mission-critical services.</li> <li>» Alternative or work around exists.</li> <li>» Service degradation affecting localized # of clients.</li> </ul> </li> </ul>	<p>12 hours <sup>3</sup></p>
<ul style="list-style-type: none"> <li>■ <b>Priority 3 - Medium Urgency</b> <ul style="list-style-type: none"> <li>» Minimal impact on internal/external users.</li> <li>» Service interruption for a single internal/external user.</li> </ul> </li> </ul>	

<sup>1</sup> Measured monthly.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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 our Service Desk outside of the hours of 8:00 a.m. and 10:00 p.m. on a Business Day are excluded.

<sup>5</sup> 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 Partnered 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 of our products and services, the following security safeguards are in place for ONE Mail Partnered:

- 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 Partnered system.
- Where necessary, we ensure that the healthcare organizations' own systems meet minimum security requirements. Once the healthcare organization provides us with their architecture design, we will work with the organization on weak points and potential security intrusions to ensure privacy and security safeguards are in place.
- Our ONE ID Partnered assessment of your organization's identity assurance and access management processes includes assessment of safeguards in place to provide confidence in identity of users and their information in the ONE Pages.

- In addition, eHealth Ontario usage policy and subscriber training will help guide end users towards 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 eHealth Ontario 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 Partnered, call **1-888-ONE-2DMO** (663-2366)

### eHealth Ontario

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