Health Partner Gateway Reference Guide for Health Partners – Module 1

MODULE 1
Introduction &
Common Functions

Revision Table

Date	Version	Author	Comments
October 4, 2011	1.0	Darlene Patgunarajah	Update to Reference Guide to include functionality from 2010 and 2011 Releases
August 1, 2012	1.1	Darlene Patgunarajah, Kimberly Hanson	Update to include CHRIS 2.0 and 2.1 functionality (addition of Referral Management tab and addition of new sub tabs in Client View (CHP)
March 2013	2.0	Darlene Patgunarajah Kimberly Hanson	Reference Guide divided into multiple modules focusing on different areas/functionalities. Updates to include CHRIS 2.2/ HPG 3.0 release enhancements. Module 1 – Introduction and description of functionality common to all HPG users (regardless of team/role assignments)
June 2013	2.1	Darlene Patgunarajah	**RFC – 2291 HPG Audit Report:** Section 7 – Audit Report – the date range option in the search criteria has been increased from 14 to 31 days; retrieved records in the report has been increased from 2000 to 10000 records

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1. INTRODUCTION

1.1 Background & Overview

The Health Partner Gateway (HPG) provides a single solution to securely exchange health information between a CCAC and its partners. It was built to interoperate with longer term e-Health initiatives and to enable Health Partner access to client health information held within CCAC tools and applications such as the Client Health and Related Information System (CHRIS).

HPG is deployed with CHRIS and serves as the Health Partner interface for Service Offers, Orders, Billing/Invoicing, and Document Sharing. Since the application was made available in 2007, it has evolved into a robust, integrated application that enables CCACs and Health Partners to communicate and share information in ways that go far beyond the initial applications of one way notifications, services offer responses and equipment/supply orders between CCAC and Services Providers/Vendors.

The HPG is now integrated with document management systems and more intricately with CHRIS to enable more sophisticated methods of information sharing, including the access of client information through the Community Health Portal (CHP) and through Referral Management.

1.2 Overview of Functionality

The HPG is one application, featuring a main area that links to each of the 14 CCACs. Each CCAC has its own secure area for their internal or external partners where information is exchanged.

There are two ways to access HPG:

- Internally - from within the CCAC network, logging in as a CCAC user/CCAC Admin user using Active Directory credentials

- Externally - from outside the CCAC network – accessible via internet – logging in as a Health Partner user.

This reference guide version update will outline the functionalities within HPG for the **External HPG User** – i.e. health partner users (providers, vendors, pharmacies, LTCHs, etc.) that access HPG from outside the CCAC network.

A user's account type, team membership and role assignments determine what that user is able to see and do within HPG.

Summary of functional principles in HPG:

- All communication in HPG occurs between teams, as opposed to between individual users
- A team is always owned by a single CCAC
- A single user can belong to many teams
- A team can have members (users) from other CCACs
- A user can either be a person or a system (such as CHRIS)
- Teams are either designated as a CCAC Team or a Health Partner Team
- Only users set up as CCAC users can be members of CCAC (internal) Teams
- Only users that are set up as Health Partner users can be members of Health Partner Organization (external) Teams

1.3   Module 1 Layout

This document is intended for all **HPG Health Partners**. Module 1 will provide information on common HPG functionalities that pertains to most or all Health Partner users accessing HPG. This document will address the following areas in HPG:

- Section 2:   Accessing HPG – *Logins, Password policies, System Access Forms*
- Section 3:   Administration – *Email Notification Management for Health Partners with Provider Team Admin role*
- Section 4:   Reports – *Audit Log*
- Section 5:   Options – *Changing your password*
- Section 6:   Help – *link to Service Provider/Health Partner portal on HPG website*

Other modules available include:

- Module 2:   Document Exchange *(available March 2013)*
- Module 3:   Offer Management *(available March 2013)*
- Module 4:   Community Health Portal (CHP) *(available March 2013)*
- Module 5:   Referral Management *(available May 2013)*
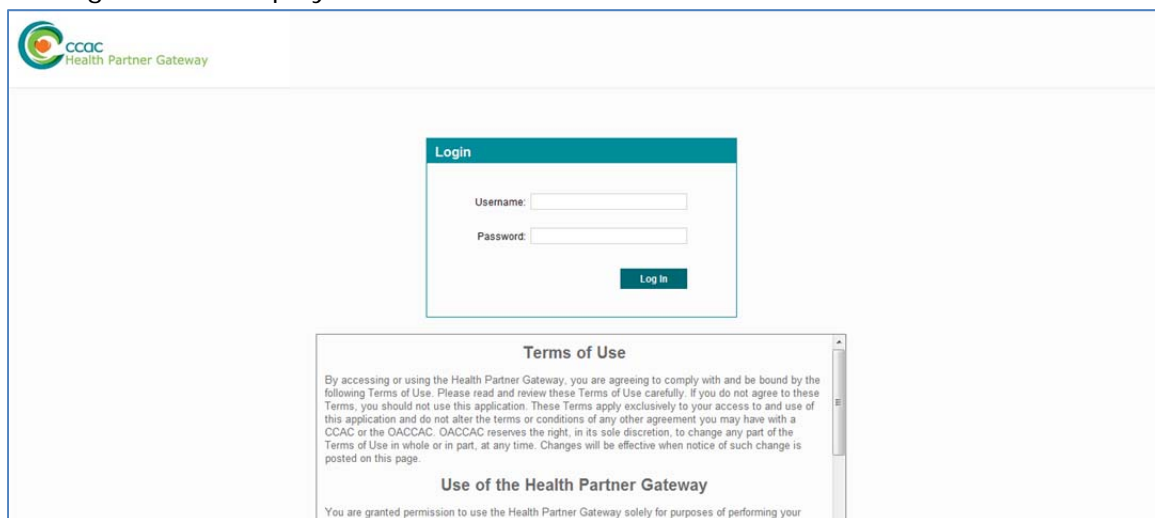- Module 6:   Self-User Management *(available May 2013)*

2.   ACCESSING HPG

2.1   Login

Click on the HPG shortcut on your desktop (if it has been set up) or enter the URL address in your current version of Internet Explorer (link via public web):

https://76.75.129.238/Login.aspx
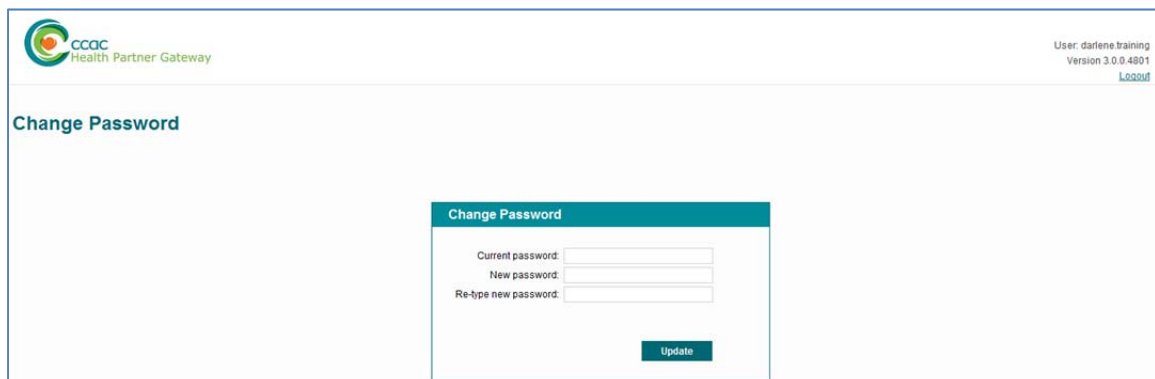
The login screen displays:

Enter the following:

Username – assigned to you by your organization; most will follow the convention: Firstname.Lastname

Password – when your account is first set up, you will be assigned a temporary password; you will be prompted to change your password the first time you login:
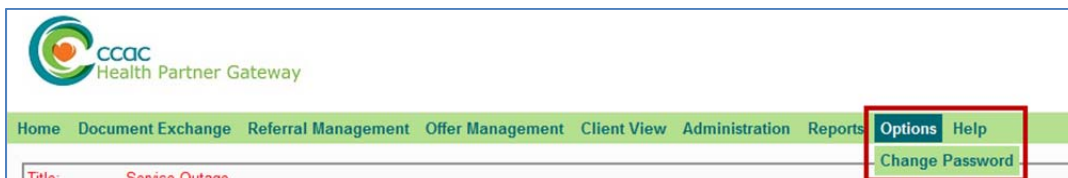
2.2 Passwords

When creating a new password, you must adhere to the following password rules:

- Must contain a minimum of 12 characters and a maximum of 50
- Must <u>not</u> contain the user's name
- Must <u>not</u> contain any spaces
- Must contain characters from **three** out of the following **four** categories:

  English upper case characters (A - Z)

  English lower case characters (a - z)

  Single digit numbers including zero (0 - 9)

  *Non-alphanumeric characters, e.g. !, $, &, @, * (Avoid _ or -)*

2.2.1 Changing Passwords

You can change your password at any time by selecting **Options-Change Password** on the navigation bar at the top of your screen:

Complete the Change Password fields:

Ensure that the new password follows the above password rules.

Note that there is now a Password History Policy force. See <u>Section 2.2.5</u> for more information.

2.2.2 Failed Login

If you fail to login after 3 unsuccessful attempts, your account will become 'locked'.

You can either:

- Wait 20 minutes for the account automatically unlock itself and try again (see Section 2.2.3) or

- Contact your CCAC Help Desk to have your HPG account manually unlocked. You must contact the CCAC that originally set up your HPG user account.

> If your Health Organization implements the 'Self User Management' functionality, your organization will have administrative rights to its own user accounts and be able to unlock your account

2.2.3 Account Automatic Unlock Policy

The HPG system automatically unlocks accounts that have been locked for 20 minutes and have had no login attempts during this period.

This policy applies to all Health Partner users (external) including administrator type users.

The audit log message that will display is: User <username of user who is unlocked> was un-locked automatically by System

2.2.4 Password Expiration Policy

With the HPG 3.0 update, the system now enforces a password expiration policy. This means HPG monitors all Health Partner accounts and de-activates all accounts with password age greater than 365 days.

During login, HPG verifies the age of the password for the account and informs you if the password is about to expire within 10 days. This provides you with a reminder to change the password prior to the account being disabled. This activity should also log an action type of "Disable" in the Audit log table.

2.2.5 Password History Policy

This policy enforces the number of unique new passwords that have to be associated with a user account before an old password can be reused. When you choose to or are required to change your password, the system ensures that you use a different password than the ones that have been used in the last 10 password changes. If you attempt to use a previously used password (i.e. one of the last 10 passwords), the system will display a warning message: "Cannot reuse a previously used password".

2.3   Account Expiration Policy

This policy allows the HPG system to de-activate all accounts with no activity for the past 120 days. Unsuccessful activities (e.g. failed attempt to login) are not considered as legitimate activities for this policy.
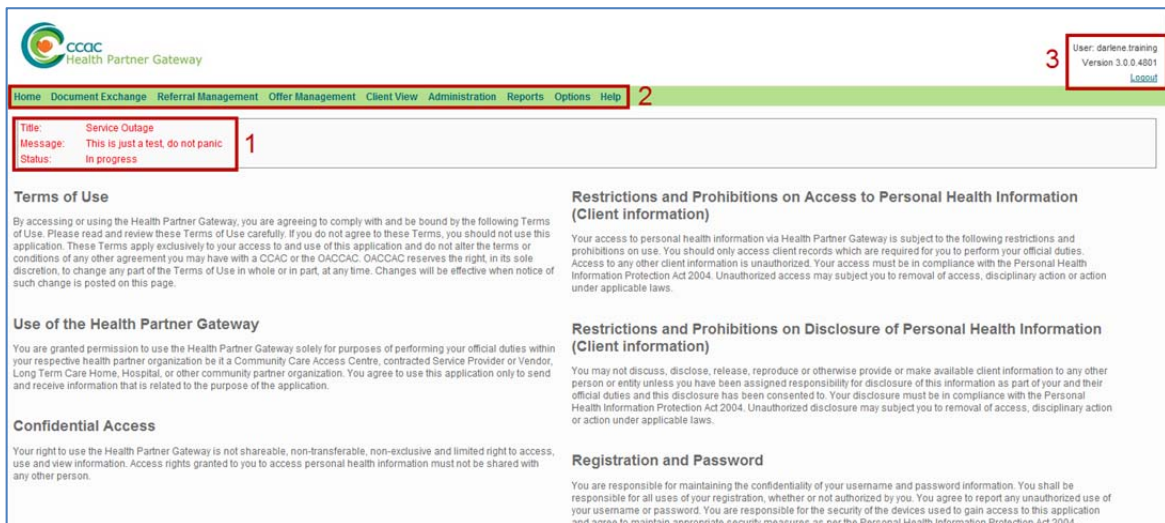
The audit log message that will display is: User <username of disabled user> disabled by System due to inactivity of the account.

This policy applies to all Health Partner users, including administrator type users.

3. HOME

The home page screen is the initial screen displayed once you login to HPG. It displays the Terms of Use information (updated as of November 2012 to all users before they navigate to another screen. The Terms of Use outlines the appropriate accesss and use of the HPG, restrictions and prohibitions to client data and on disclosure of client information.

It is worth noting that since external HPG users do not require any specific software to be installed (i.e. accessible via the internet with secure, authenticated login and password), it is important that health partners have policies instituted to ensure that HPG is accessed by the appropriate people within the appropriate environments.

1. Above the Terms of Use (in the red text), a message box displays when the Enterprise Service Desk (ESD) broadcasts a system advisory when applicable. The message box contains a **Title** field, a **Message** field and **Status** field. The system advisory is managed only by the ESD.

2. The main menu displays across the top of the page in the green bar, below the logo. The menu choices available depend on the role(s) that the user has been granted.

3. At the top right of the Home page, the Username of the person logged in will display and the current version of HPG will display beneath it. A user can log out of HPG immediately at any time by clicking on the 'Logout' link.

If there is 20 minutes of inactivity, the session will time out automatically and you will need to log in again.

4. TEAMS

HPG communication between health partners and CCACs occurs between **Teams** as opposed to users (i.e. nothing is sent to a specific person). A user's access to the team information is controlled by team membership, i.e. users can only access information from the team(s) they are a member of. Each team is owned by a single CCAC.

Each Health Partner organization is automatically assigned one team per CCAC branch they service. If additional teams need to be created for an organization (for example, to designate a north office and south office), discuss with the CCAC(s) you are servicing. Each HPG User at a health partner organization can be associated with one or more teams.

Example: Victorian Order of Nurses provides service to Toronto Central, Mississauga Halton and Central CCACs. An HPG user at VON needs to have access to information coming from all 3 CCACs. That user is given team membership to:

- Toronto Central-VON Team
- MississaugaHalton-VON Team
- Central-VON Team

When that VON HPG user logs in, his/her Inbox will display notifications that are coming from all 3 CCACs.

If another user at the VON only needs to have access to Toronto Central, she will only be associated with the TorontoCentral-VON Team and will only be able to access information received from that CCAC (i.e. sent from that CCAC's CHRIS-Mailbox).

Each HPG user can only have one HPG account (one login username) regardless of how many teams he/she is a member of. It is the addition or removal of team associations that will determine his/her access to client information.

5.   ROLE ASSIGNMENTS

It is the Roles you are assigned during the account set up that defines what functionality you will have in HPG. Multiple roles can be assigned to you, depending on your role at the organization. Refer to the role definitions below:
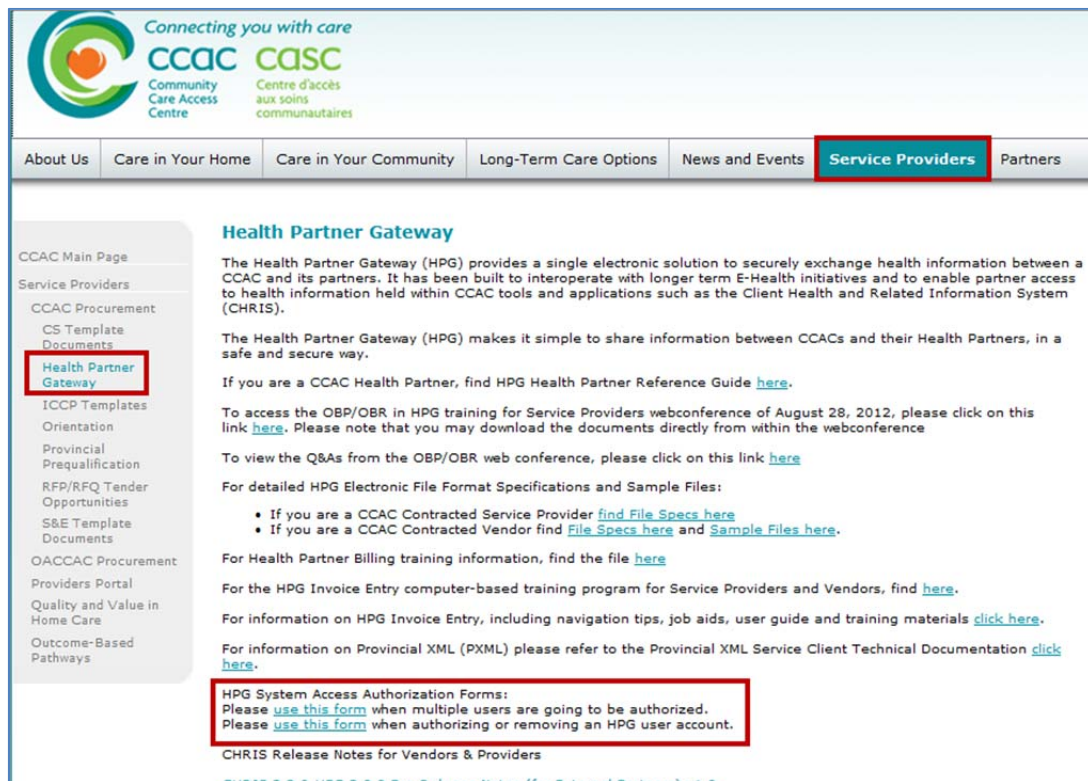
Role	Permissions
Document Sender	Enables user to Send (Post) documents to HPG, upload document to CHRIS and has access to Team's Sent Document list
Document Receiver	Enables user to Process (Download/Open) documents that have been sent to the Team(s) which the user is associated with and has access to Team's Inbox
Document Viewer	Enables user to View his/her Team's Sent Documents, Inbox and CSR Upload Documents history, but cannot send (Post/Upload) or Process (Download/Open) documents.
Offer Manager	Enables Service Provider user to access the Offer Management tab and is able to Accept or Refuse Offers – as well as perform an Offer Query
Client Viewer	Enables the Health Partner user to have access to the Community Health Portal (CHP) - access to the Client View tab in HPG
Manual Invoice Subscriber	Enables a Provider/Vendor user to submit invoice files directly to CCACs as a request for payment of services
Provider Team Administrator	Enables the Health Partner user to specify email addresses for their HPG team to receive a variety of notifications in the Inbox
Referral Manager	Enables the Health Partner user to access and respond to the referrals/applications in HPG related to one or more of the following types of referrals: Complex Care Referrals, LTCH, Community Services, Rehab (eReferral).

The role(s) you are assigned will determine which tabs (drop down menus) in HPG will be available to you. If you have not been assigned a particular role, that option will not be visible at all on your menu selection.

5.1   System Access Authorization Forms

There are two main forms to complete when setting up HPG user accounts. These forms need to be completed, authorized and sent to the CCAC to administer and maintain the user accounts. These forms are located on the CCAC public website:

http://www.ccac-ont.ca/Content.aspx?EnterpriseID=15&LanguageID=1&MenuID=128

5.1.1 Multiple User Account Set Up

The Multiple User Set-Up Form is most frequently used when an organization is initially registering users in HPG:

HPG SYSTEM ACCESS AUTHORIZATION

PLEASE ONLY USE THIS FORM WHEN MULTIPLE USERS ARE GOING TO BE AUTHORIZED
ONE PAGE PER TEAM/ROLE

Organization Name _____   Expected Start Date _____

Supervisor _____   Contact # (____)_____-_____

Check All Applicable Roles: (*Note: all users must require the same role. If not, use a separate form)

☐ **CCAC Based Administrator** - (limited to CCAC only)

☐ **Client Viewer** – Ability to access Community Health Portal (Client Information, Shared Notes/Documents)

☐ **Document Receiver** – ability to Open/Download

☐ **Document Sender** – ability to Send Documents

☐ **Document Viewer** – view only of Inbox/Sentbox

☐ **Manual Invoice Subscriber** – ability to add Manual Invoices

☐ **Offer Manager** – ability to accept or refuse Offers

☐ **Provider Team Manager** – ability to add/manage email notifications

☐ **Referral Manager** – ability to access Referral Management tab for Complex Care or CSSA/LTCH eReferrals

☐ **Organization is associated with Multiple CCACs** (please specify with * beside user name if user already has an existing account in HPG and if so, which CCAC(s)_____

CCAC Name		Team Name	
USER NAME - First Name, Middle Initial, Last Name	**CCAC Employee** Yes	No	**EMAIL ADDRESS or Contact Information**

_____   _____
Date   Authorized Signature

Office Use Only	Initial	Date
HPG Accounts created		
HPG users' notified & temporary password provided?		

OACCAC updated 04 October 2012

5.1.2 User Maintenance Form

The User Maintenance Form is used when either adding or removing individual users from HPG or an update needs to be made to an existing user's account (e.g. name change or a change in role assignments)

HPG SYSTEM ACCESS AUTHORIZATION

Complete the following to authorize or remove a HPG user account

Organization Name _____ Contact # (____)_____-_____

User Name (first name, middle initial, last name)

_____

User's Email _____ Title/Position _____

Supervisor _____Expected Start/End Date _____

CCAC Name	Team Name

User Options	Please circle Yes/No	
	Authorize	Remove
Authorize/remove HPG system access		
A System Account (for automatic transmissions only)	Yes	No
A CCAC User (CCAC Employee)	Yes	No
Associated with multiple CCAC s – does this user already have an HPG account? If YES, please specify which CCAC(s)	Yes	No
Role - specify all applicable roles for this user:		
Client Viewer – Ability to access CHP (Client Info, Shared Docs/Notes)	Yes	No
Document Receiver – Ability to Open/Download Documents	Yes	No
Document Sender – Ability to Send Documents	Yes	No
Document Viewer – view only of Inbox and Sentbox	Yes	No
Manual Invoice Subscriber – ability to add Manual Invoices	Yes	No
Offer Manager – ability to accept or refuse Offers	Yes	No
Provider Team Administrator – ability to manage email Notifications	Yes	No
Referral Manager – ability to access Referral Management tab for Complex Care or CSSA/LTCH eReferrals	Yes	No
CCAC Based Administrator – limited to CCAC only	Yes	No

Reason for Change_____

_____

Date   Authorized Signature

Office Use Only	Initial	Date
Account Created or Disabled		
HPG login name:		
Team(s):		
HPG user notified & temporary password provided?		

OACCAC updated October 4, 2012
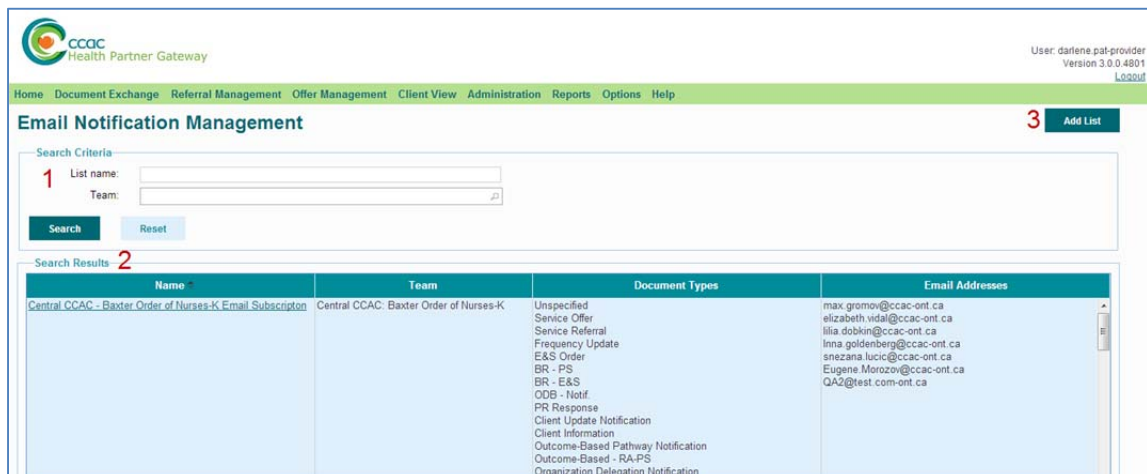
6. ADMINISTRATION

6.1 Email Notification Management

The Administration tab in external HPG is accessible by those users who have been assigned the **Provider Team Administrator** role (assuming that their organization is still under administrative management by the CCAC – not a delegated Health Partner organization for Self User Management).
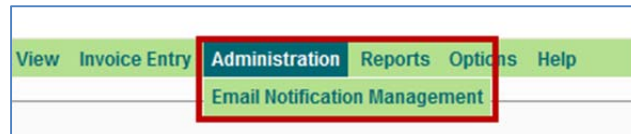
This tab allows users that have been assigned this role to send notifications to individuals via email to let them know that a particular document type/notification has been posted to HPG (previously, this had been limited to Service Offers only). This page will display all email lists for teams that their user account has been assigned to.

The Email Notification Management page displays:

1. Search Criteria – allows user to filter by List Name and Team
2. Search Results – use the scroll bar to view the entire list (if needed); results are displayed including the list **Name**, **Team**, **Document Types** (list of document types selected for the email notification) and **Email Addresses** (list of email addresses the email notifications are sent to)
3. Add List button – will display the Add List Pop-Up screen (see Section 6.1.1)

6.1.1 Add List

Click on the Add List button at the top right of the Email Notification Management screen:
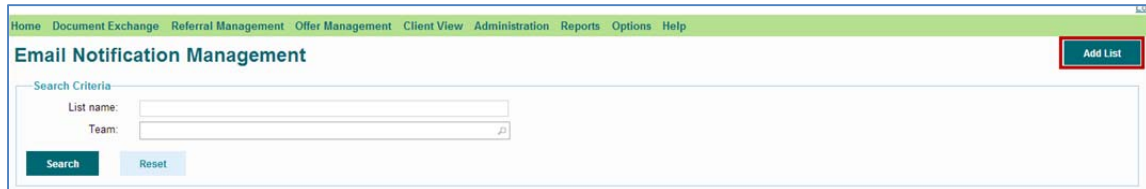
The Add Notification List window will open:
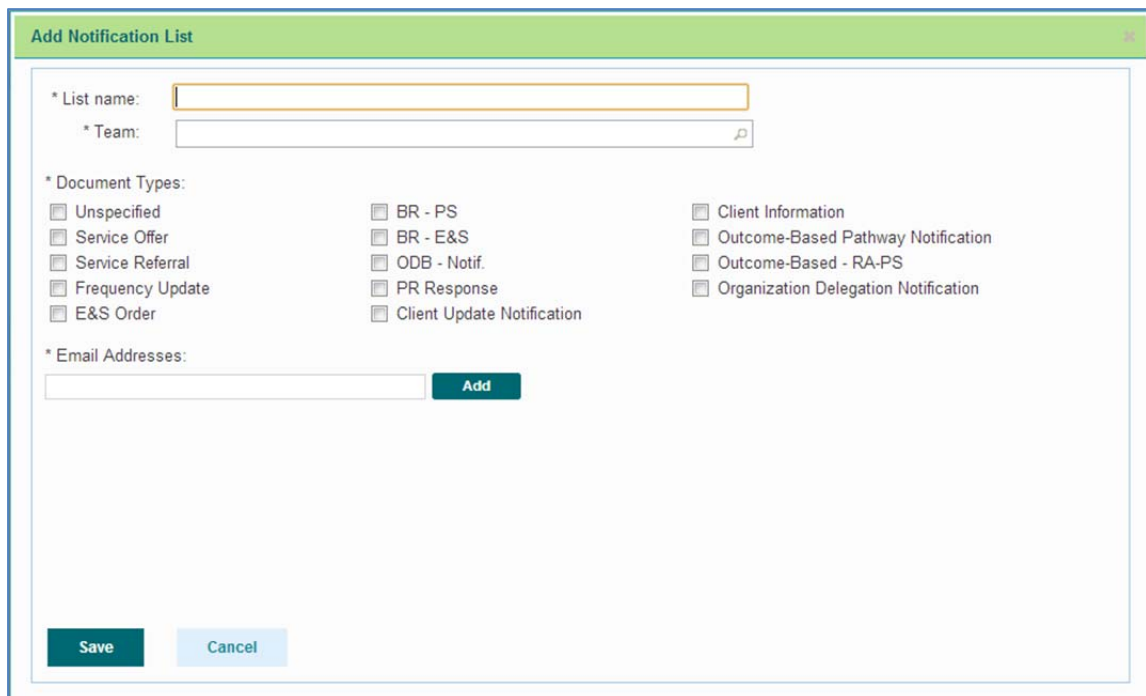
Complete the fields:
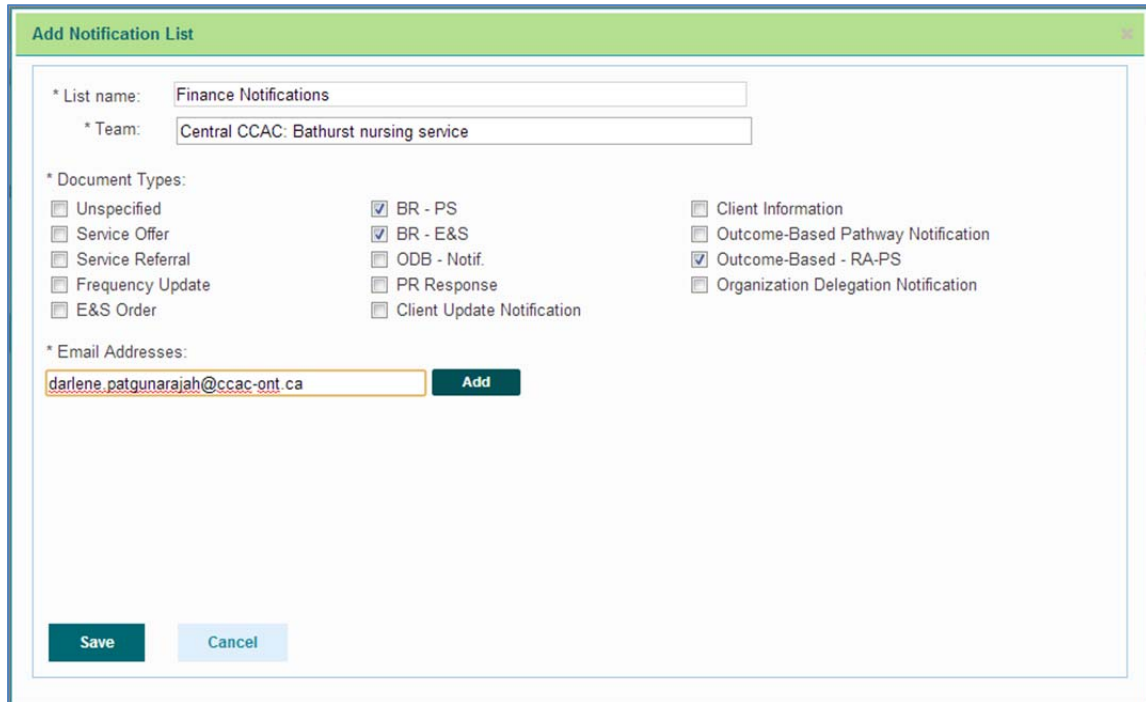
List Name – mandatory field; create a name for this email list (max 100 characters)

Team – mandatory field; specify the Team associated with the email notifications (you are able to choose from Teams that your user account has been assigned to)

Document Types - displays the document types that can be selected for the email notification (see Section 6.1.1.1)

Email Address – enter the recipient email address to receive the notification

The example below is an email notification list for finance users who want to be notified when reconciliation reports are received:

Click the **Add** button to add the email address. To add more email recipients, add another email address and click Add again. The list of recipients will display:

To remove email recipients, click the 'x' beside the email address.

Once you've added all the email recipient addresses, click **Save.**
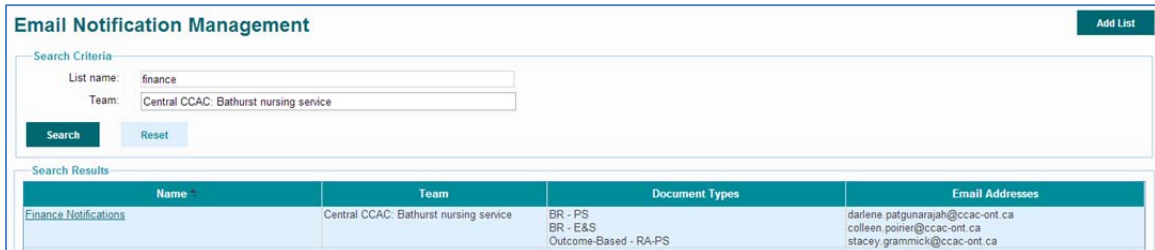
6.1.1.1 Document Types

The following document types are available for selection for Email Notification Management:

Document Type	Description
Unspecified	Any document type that is sent by a CCAC that is not generated in or sent out of CHRIS
Service Offer	Contains the same client information as the offer in the Offer Management tab
Service Referral	Contains client information details needed by a Provider to deliver service
Frequency Update	Notifies provider of an update has been made to client's service frequencies
E & S Order	Equipment and Supply Order received by vendor org
BR – PS	Billing Reconciliation – Purchased Services; intended for finance staff at provider org
BR – E & S	Billing Report – Equipment & Supplies; intended for finance staff and vendor org
ODB Notification	Ontario Drug Benefit Notification (may be a new, renew or remove notification type)
PR Response	Provider Report Response
Client Update Notification	Contains updates from the CCAC re: a particular client. It may be a Provider Notification (a message that can be sent from CHRIS to all providers of a specific client) or it may be a Referral Package details (sent with the Service Referral)
Client Information	External Communication Package – PDF document containing client documents and/or notes
Outcome-Based Pathway Notification	Notification for when interval is coming due or when interval is past due
Outcome-Based – RA – PS	Reconciliation Report for Outcome-Based Purchased Services
Organization Delegation Notification *For Self-User Management enhancement*	*Notification for when a Health Partner Org is delegated to manage own administrative functions*

6.1.2 Search and Modify Email Notification List

To search for the Email Notification list you just created, use the Search Criteria filters and click Search:

Email Notification Management
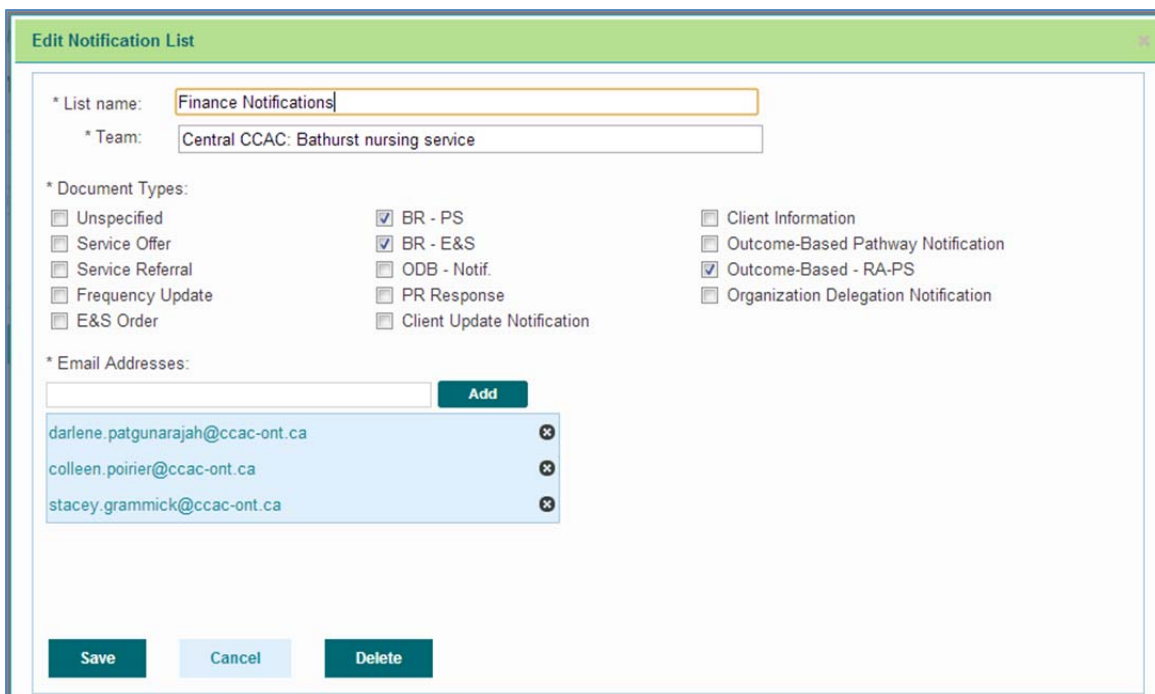
Search Criteria

List name: finance
Team: Central CCAC: Bathurst nursing service

[Search] [Reset]

Search Results

Name	Team	Document Types	Email Addresses
Finance Notifications	Central CCAC: Bathurst nursing service	BR - PS BR - E&S Outcome-Based - RA-PS	darlene.patgunarajah@ccac-ont.ca colleen.poirier@ccac-ont.ca stacey.grammick@ccac-ont.ca

You can click on the List Name to modify/edit the list (i.e. change the list name, team, document types and/or email recipients). The **Edit Notification List** window will open:

Edit Notification List

* List name: Finance Notifications

* Team: Central CCAC: Bathurst nursing service

* Document Types:

☐ Unspecified   ☑ BR - PS   ☐ Client Information
☐ Service Offer   ☑ BR - E&S   ☐ Outcome-Based Pathway Notification
☐ Service Referral   ☐ ODB - Notif.   ☑ Outcome-Based - RA-PS
☐ Frequency Update   ☐ PR Response   ☐ Organization Delegation Notification
☐ E&S Order   ☐ Client Update Notification

* Email Addresses:

[   ] [Add]

darlene.patgunarajah@ccac-ont.ca   ✖
colleen.poirier@ccac-ont.ca   ✖
stacey.grammick@ccac-ont.ca   ✖

[Save]   [Cancel]   [Delete]

To delete the Email Notification List, click the **Delete** button.

7. REPORTS

7.1 Audit Log
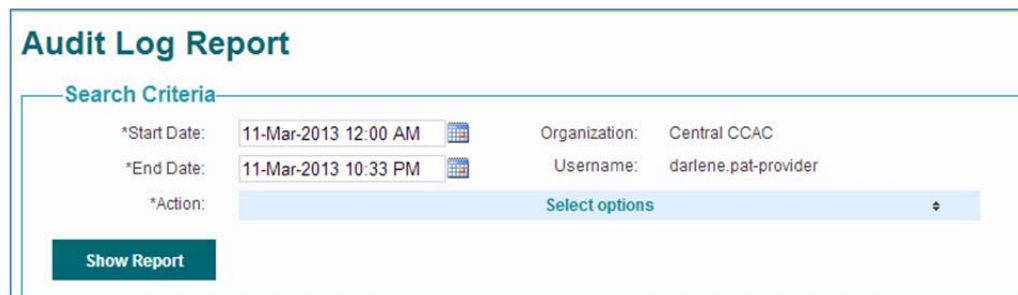
The Audit Log report allows you to view a report of all your user actions that are audited. You are only able to view your own activities (those with administrator roles are able to audit activities of users on their team).

Audit log records are viewable for a maximum of 3 years in the past from the current date. Content of the audit log table is monitored on a weekly basis and records older than 3 years are archived.

The report is accessible from the Reports drop-down menu on the **Audit Log** page:
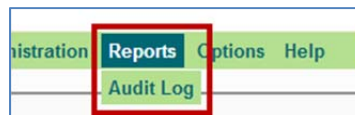
Generate a report by using the Search Criteria on the Audit Log Report page:

The **Organization** field will be pre-populated with your managing CCAC (i.e. the CCAC that owns your user account)

You can specify the **Start Date** and **End Date** of the report results (date range). The date corresponds to when the Action took place).

The default for the **Start Date** is 12:00AM of the current date.

The default for the **End Date** is the current date and time.

⚠ The date range cannot be more than 31 days.

The **Username** field is pre-populated with your username.

The **Action** options list allows you to select one or more actions to report on (use the scroll bar to see all the available Action options). You can select one or multiple actions, or select All actions:
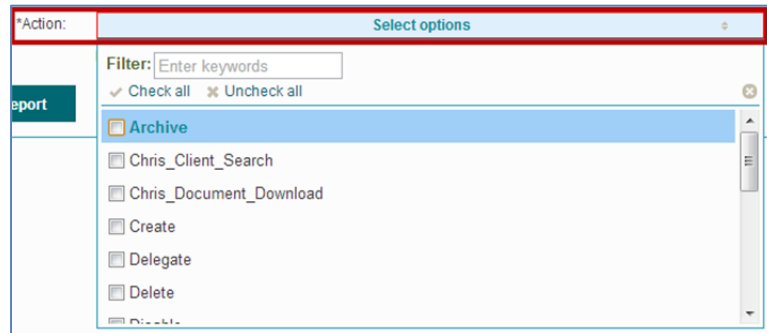
The **Filter** field allows you to search for a specific action by typing in letters or sets of letters contained in the Action name:
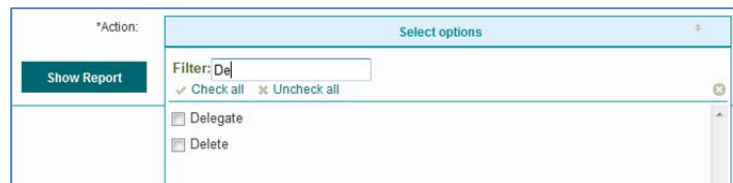
Click **Show Report** button to generate the report. The audit report will return a maximum of 10,000 records (regardless of the date range) – if the results are greater than 10,000, it will indicate that not all records were retrieved.

The example below displays results for 'All' actions for a specific user:

1. The top of the report displays the Search Criteria selected to generate the report
2. The Organization name is displayed at top left of report
3. The total number of records in the grouping is displayed at the top right of report

The following information is displayed in the report:

Time – displays the date and time the action took place

Action – displays the action that occurred

Username – displays the username of the user who performed the action (it will always be your own)

Description – displays a description of the action

7.1.1 Audit Log Tools

The Audit Log tools found at the very top of the report, right under the HPG menu
tabs are similar to the report tools found in CHRIS and function the same way:
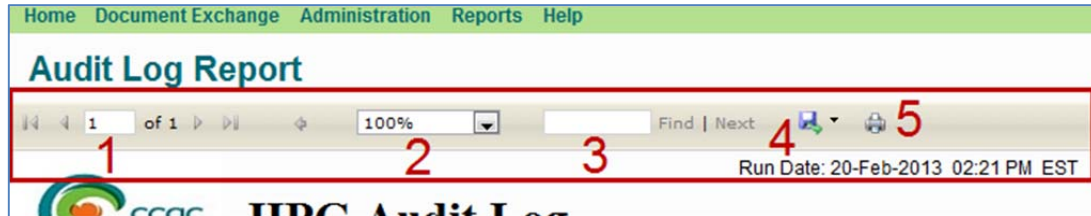
1. Page scroll – either enter the page number you want to view (if there is more
   than one page) or use the forward and back arrows to scroll through the pages.

2. Page size – select from drop-down menu page view % (zoom/shrink):
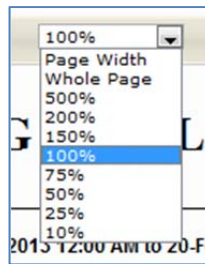
3. Use this field to search for a specific word/name in the report. Enter the word
   and click Find. Click Next to find the next instance of the word.

4. Export icon allows you to export the report to an Excel, PDF or Word file.
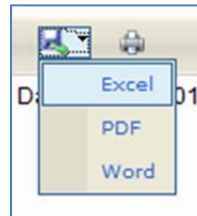
5. Print icon allows you to print the report.
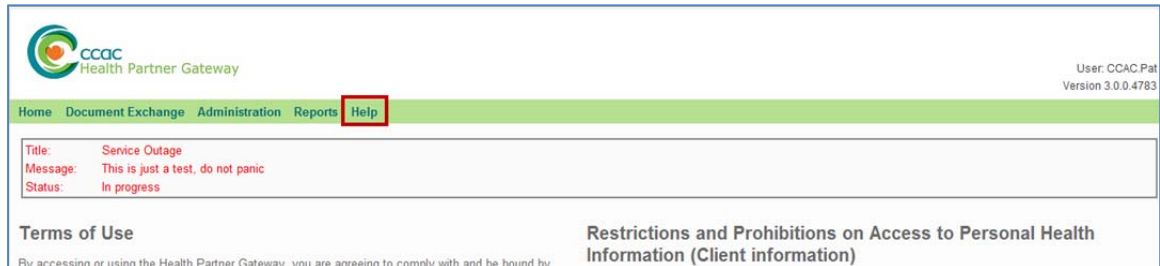
7.1.2 Action Descriptions

For reference, this table lists all of the audit log actions and their descriptions:

Action	Description
Archive	HPG Message Archiving Job started
Chris_Client_Search	User performs search for CHRIS client
Chris_Document_Download	Download a Shared Document (from DMS within CHP)
Create	User creates a new user account upon saving the account details OR user has been added to a team OR user assigned a role
Delegate	*A local organization is delegated to a provincial organization OR a local organization is un-delegated from a provincial organization (part of Self-User Management feature)*
Delete	User's account unassigned role or unassigned from Teams or account removed
Disable	User's account disabled by administrator due to account inactivity – set to 'Inactive'
Edit	User account updated or unlocked, or password reset,
Enable	Setting a user account's status from Inactive to Active
Lock	User has locked themselves out of their account due to 3 failed login attempts
Login	User login to HPG
Login_Failure	User fails to login to HPG
Logout	User logs out
Post	Document posted to the HPG Inbox
Process	Document processed in HPG Inbox (document was opened/ downloaded)
Recall	Recall a posted document
Session_Timeout	Session timed out for user
UnProcess	User has reversed the status of a 'Processed' document/notification back to 'Posted'

8. HELP
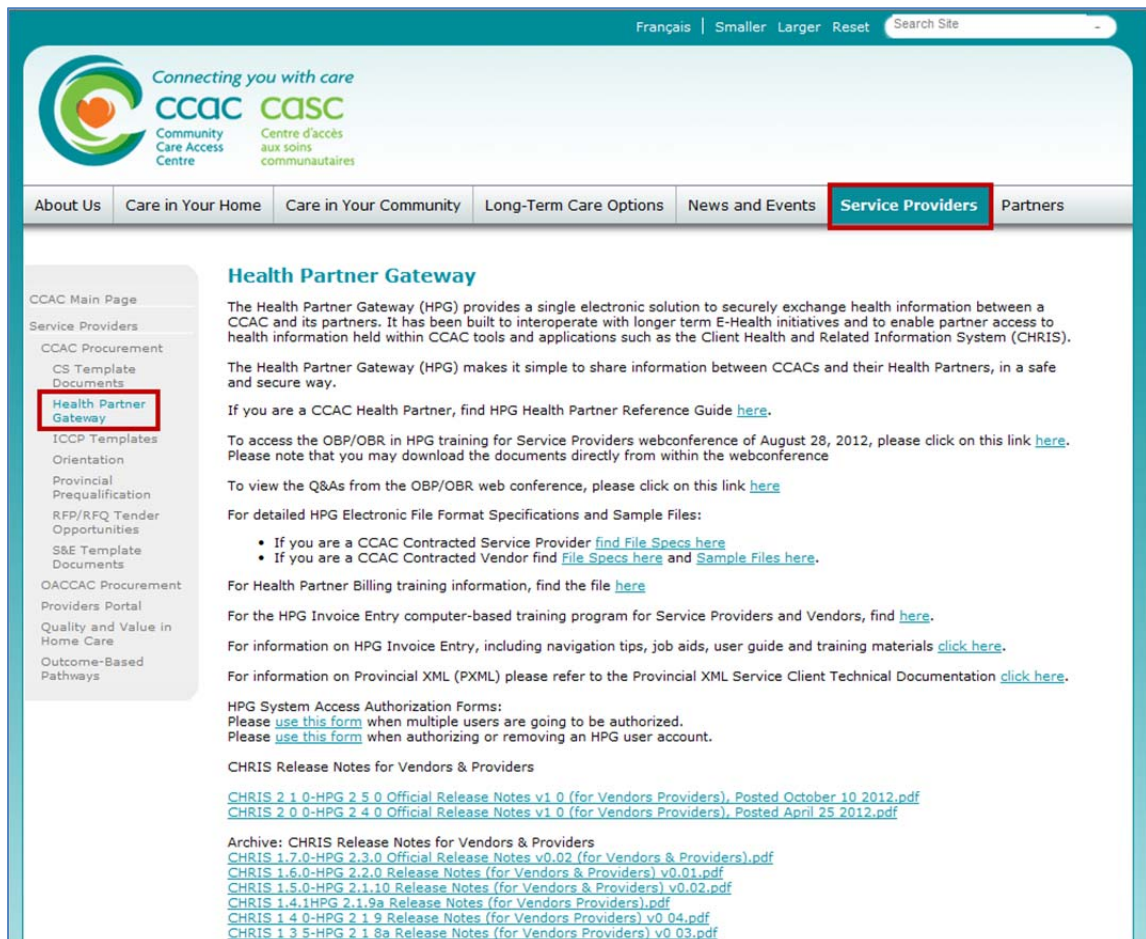
The Help option in the Main Menu is a link that will open a new window containing HPG resources for Service Providers and other Health Partners:

Clicking on Help will navigate you to the HPG page for Service Providers on the CCAC public website:

http://www.ccac-ont.ca/Content.aspx?EnterpriseID=15&LanguageID=1&MenuID=128