



## OntarioMD Case Study:

### **Benefits of the OntarioMD Privacy and Security Training Module**

#### THE CHALLENGE

Information technology has, and continues, to play an integral role in the health care industry. While digital health technology has improved the way patient care is administered, sensitive data such as personal health information (PHI) has become increasingly susceptible to data breaches. In order to prevent these types of incidents, Health Information Custodians (HICs) such as clinicians, must have sufficient knowledge of current laws to safeguard against unauthorized access to data and must implement privacy protocols. Proper privacy and security training is required, however it can often be time consuming and expensive.

#### BACKGROUND

Ontario's Personal Health Information Act (PHIPA) sets out the responsibilities of HICs and the rules for handling PHI. Clinicians and their staff must be aware of these legal and professional obligations to their patients. Their responsibilities include the protection of patient PHI. To ensure that clinicians and their staff are aware of and can meet their obligations, OntarioMD developed a comprehensive Privacy and Security Training Module. This self-learning program has been certified by the College of Family Physicians of Canada and the Ontario Chapter for up to two Mainpro+ credits.

Privacy incidents and breaches arise in many ways. Sensitive data and confidential information may be accessed through cybercrime (i.e. hackers) or confidential information may be mistakenly disseminated. Regardless of how a privacy incident or data breach is triggered, the damage can range from minimal to significant and the results can be quite costly. Furthermore, non-compliance with PHIPA and other applicable laws could possibly result in fines and penalties for HICs.

In addition to the financial burden, incidents and breaches negatively impact both the clinician's practice and the health care system in general. A clinician's primary concern should be patient care. Actively protecting patient PHI is an extension of that care. Where a patient's PHI is shared incorrectly or the patient's medical identity is stolen, the patient is put at risk. The consequence of which could result in delayed treatment and/or misdiagnosis. Therefore, adequately protecting PHI not only ensures better patient care, but maintains patient trust.

# WHY TAKE ONTARIOMD'S PRIVACY AND SECURITY TRAINING?

The OntarioMD Privacy and Security Training Module is a self-learning program that is beneficial for both HICs and their delegates. The Module is entirely online and can be completed at the clinician's own pace and convenience. It is available 24/7 from wherever the internet is accessible and it can be completed within one hour. The Module does not need to be completed in one sitting. It can be resumed later, without having to start over. Once the training is completed, a certificate is generated as proof of completion.

This innovative learning solution is updated to address and reflect the evolving landscape of privacy legislation and new technology. OntarioMD recommends completing the training once a year.

Through this self-learning program, you will learn about the following:

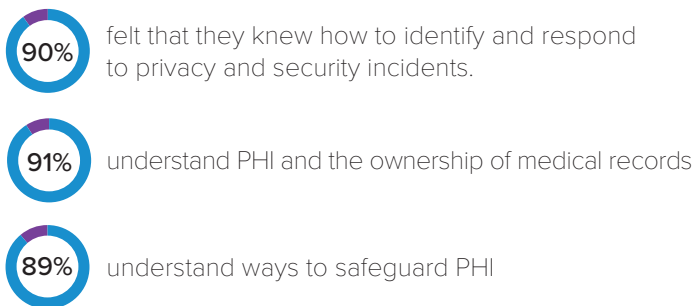
- The importance of privacy and security, and your legal and professional obligations
- How to manage relationships with electronic service providers
- PHI and ownership of medical records
- Ontario's Electronic Health Record (EHR) systems and your obligations as a user of these systems
- Consent and consent directives
- Ways to safeguard PHI
- Policies and Protocols for acceptable use of PHI and EHR systems
- System and network controls that must be in place before you access EHR systems
- Identifying and appropriately responding to security incidents and privacy breaches

## WHO SHOULD COMPLETE THIS TRAINING

- Physicians
- Clinic managers
- Dietitians
- Pharmacists
- Other medical staff
- Nurse practitioners
- Administrative staff
- Mental health case workers
- Allied health professionals

### USER FEEDBACK:

Users who completed the Privacy and Security Training Module provided their feedback on what they learned:



*"The comprehensiveness of the OntarioMD Privacy and Security Training Module allowed me to ensure that my staff would be well educated in privacy and security."*

**Dr. Therese Hodgson**  
Family Physician, Champlain LHIN

## How to Sign Up

If you would like to complete the OntarioMD Privacy and Security Training module, you must be a registered user of OntarioMD.ca with a username and password. For further help with registration, please e-mail [support@ontariomd.com](mailto:support@ontariomd.com) or call **1-866-744-8668**.

### General Inquiries

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