Plain language description of network services and security for the MEDITECH system

Waypoint
CENTRE for MENTAL HEALTH CARE
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The following description of the MEDITECH system has been created to highlight privacy and security safeguards within the MEDITECH system.

Description of the MEDITECH system

MEDITECH is an electronic health record for authorized Participants who are involved in a Patient's care, to access Patient's information such as demographics, physician orders, treatment, recovery plans, assessment tools, inter-professional progress notes, etc. MEDITECH offers a secure and accurate method of collecting, using, viewing and sharing of Patient's personal health information (PHI) as part of the Patient assessment process. Participants will have the ability to view common patients' most recent and historical assessment information.

Summary of Privacy and Security Safeguards

There are numerous controls built into the MEDITECH system to protect PHI. Participating Custodians (HICs) are obligated under the Ontario health information privacy law, the Personal Health Information Protection Act, 2004 (PHIPA) to provide the following safeguards:

Secure Hosting

The MEDITECH system is hosted in a secure environment with effective security safeguards in place that are in compliance with industry best practices.

Authorization

Users' identities are verified before they are granted access to the MEDITECH system.

Users' access to the MEDITECH system must be authorized by the administration of their Health Service Provider (HSP) organization in accordance with the established User Account Management process.

Authentication

All users are authenticated through an enhanced authentication process prior to accessing the MEDITECH system.

Strong password policy is enforced in the MEDITECH system.

Application timeout sessions are in place.

Data Security

MEDITECH data can only be changed or modified by users with those permissions.

Data retention and disposal policies and procedures are in place to ensure the availability and confidentiality of MEDITECH data.

Logging

All privacy and security related events and activities such as access to PHI and administrative actions are logged.

Audit logs are reviewed by Participating Organizations' Privacy Officer on a regular basis to detect suspicious activities or potential privacy or security breaches.

Technical logs and alerts are monitored and actioned by the technical teams.

Security Assessment

A Privacy Impact Assessment (PIA) and a Threat Risk Assessment (TRA) were conducted to identify privacy and security gaps and deficiencies which were mitigated appropriately to ensure compliance.

Penetration testing has been performed to prevent any unauthorized access and modification to the MEDITECH system and the data.

Privacy

Each participant and Waypoint who provides the Health Information Network Provider (HINP) services have implemented and followed information practices that comply with PHIPA and its regulations regarding the collection, use and disclosure of PHI.

A consent management process is in place to manage and enforce a Patient's wishes to limit access to their personal health information among the Participating Organizations.

An integrated incident management process is in place to detect, investigate and manage incidents collaboratively among Participating Organizations.

An integrated patient privacy support process is in place to manage Patients' requests to access and/or correct their PHI in the MEDITECH system and to challenge the Privacy compliance of the participating Health Service Provider (HSP).

Conclusion

Participating Organizations that use the shared MEDITECH system comply with the provisions of PHIPA and relevant industry standards. They use a variety of

administrative, physical and technical safeguards to protect PHI. In addition, Participating Organizations have policies and procedures in place to ensure that their employees and other authorized users of the MEDITECH system understand their obligations with respect to the system and protection of PHI.