

CRITICAL ONTARIO REPORTS AND DATA (CORD) APPLICATION User Terms

Criticall Ontario is a program of Hamilton Health Sciences Corporation (HHS) funded by the Ministry of Health and Long-Term Care (MOHLTC) to deliver priority provincial services to support hospitals in providing access to urgent and emergency care for Ontario patients through a Master Participation Agreement (MPA).

CORD is a web-based, password protected reports and data portal for Criticall Ontario's key data sources, based on hospital usage of:

- Call Centre Service 1-800-668-4357
- Provincial Hospital Resource System (PHRS)
- PHRS Repatriation Tool

CORD contains LHIN and Specialty-based static summary reports with aggregate data that does not contain personal health information (PHI). To protect the privacy rights of patients and the participating hospitals with legislative requirements under the *Personal Health Information Protection Act, 2004* (PHIPA) and other applicable legislation, each individual *Authorized User/Agent* (referred to as "I" and "me" in what follows) must accept and comply with the following terms in order to access the *CORD Application*:

1. I will abide by the privacy and security policies, procedures and practices of the organization that has registered me as an authorized User, applicable legislation (including but not limited to PHIPA), and applicable professional standards and guidelines.
2. I will direct any inquiries I have about the privacy and security policies and procedures of my organization, my authorized access to the *CORD Application* and any applicable law to the Privacy Contact at my organization.
3. I will keep my computer access codes or access devices secure and will not share them with others and will ensure that I promptly log out of the *CORD Application* at the end of each session. I will not attempt to, or circumvent, or facilitate the circumvention of the security features of the *CORD Application* by any other individual.
4. I acknowledge and understand that my access rights to the *CORD Application* are based on my role in my authorizing organization. I will not transfer or assign my access rights to the *CORD Application* to any other individual. I will notify my authorizing organization immediately upon transferring my position or leaving the organization.
5. If I become aware of any security or privacy breaches, privacy or security policies, procedures and practices implemented by Criticall Ontario, I will notify the Privacy Contact at my authorizing organization or the Criticall Ontario Help Desk at the first reasonable opportunity. I understand that Criticall Ontario may launch a breach investigation and that investigation may include the sharing of my personal information.
6. I acknowledge that audits of access to and the use of reports made under my User access account through the *CORD Application* will be completed and that my personal information may be used or disclosed for the purpose of carrying out and acting upon the results of such audit.
7. I acknowledge that I must ensure the use of a personal identification number (PIN) or password on every device, including mobile devices, used to access the *CORD Application*.
8. I acknowledge that I have read, have had an opportunity to seek clarification of, and understand the above obligations. By accepting this Agreement, I hereby acknowledge and agree that any unauthorized collection, access, use, disclosure, storage and disposal of confidential or personal information are considered to be breaches. Breach of the *CORD Application Terms of Acceptable Use* may result in disciplinary action by my authorizing organization may include the disabling of my user account for the *CORD Application*.