

Hospital Local Registration Authority (LRA) Responsibilities in Accordance with CritiCall Ontario Master Participation Agreement (MPA) effective June 3, 2019

The MPA requires that an organization have at least one LRA appointed at all times. LRAs, on behalf of an organization, are responsible for carrying out the duties outlined below in conformity with the CritiCall Ontario Master Participation Agreement.

1. Identifying Users of the organization whose role requires them to access a CritiCall Ontario Service such as:
 - i. the CritiCall Ontario Reports and Data Portal business intelligence tool (**CORD BI**) including personal health information (PHI);
 - ii. the CritiCall Ontario Secure File Transfer Portal (**SFTP**) including PHI; and
 - iii. the Provincial Hospital Resource System (**PHRS**) **Repatriation Tool** including PHI.

Please consult with the Privacy Contact at your organization if you have questions about User access in compliance with the *Personal Health Information Protection Act, 2004* (PHIPA).

2. Verifying the accuracy and authenticity of information for Users requiring access to a CritiCall Ontario Service and submitting completed **User Registration Forms** to the CritiCall Ontario Help Desk.
3. Adhering to registration and/or identity management processes in place at your organization.
4. Notifying the CritiCall Ontario Help Desk when a User account for a CritiCall Ontario Service should be disabled or terminated for any User who no longer requires or should not have access to a CritiCall Ontario Service, or are no longer employed by the organization.
5. Attesting as requested by CritiCall Ontario that Users of the organization continue to require access to a CritiCall Ontario Service.
6. Ensuring Users authorized to access a CritiCall Ontario Service receive privacy and security awareness training required by the organization in compliance with PHIPA.
7. Ensuring Users are aware of their obligations for accessing a CritiCall Ontario Service. Users must accept User Agreements for CritiCall Ontario Services at the time of first login and annually thereafter, and when User Agreements are updated for any CritiCall Ontario Service.
8. Liaising as requested, with the CritiCall Ontario Help Desk regarding registration issues relating to Users at the organization.