



Provincial Organizational Readiness Assessment (pORA)

What is a pORA?

The pORA is a risk assessment instrument for a custodian that requests access to Alberta Netcare Portal and/or regional systems when practicing outside of an Alberta Health Services (AHS) facility. It describes the technical, administrative and physical security controls necessary to meet the minimum security standards required by legislation for initial start-up of Alberta Netcare. It also provides the foundation for the required regular review process.

The Health Information Act (HIA) places the responsibility to develop and maintain processes that mitigate the risks of accidental or malicious access to databases containing personal health information on custodians. Under the HIA, custodians are responsible for safeguarding the medical records and other personal health information they collect, use and disclose.

Why do I need a pORA?

The pORA is a tool used by Alberta Health to verify that a custodian meets minimum security standards, before accessing provincial health information. It is one of the core requirements for access to the Alberta Netcare Portal and assists the custodian in meeting their legislative requirements.

What are the steps in the pORA process?

The pORA process transitions through the following activities:

- 1 The custodian obtains an assessment form, from the assigned “eHealth consultant” provided by the eHealth Netcare Support Services team.
- 2 The custodian works with the eHealth Consultant to complete the responses for the required sections. The questions are designed to provide sufficient detail to facilitate responses that clearly show an understanding

of the requirements. The answers document what the facility does to meet the requirements.

- 3 The eHealth Consultant, on behalf of the custodian, submits the pORA to the Security Team of the HIA Policy, Privacy and Security Unit of Alberta Health for review and approval. Discrepancies or responses requiring clarification will be routed from the AH Security Manager back to the Transition Coordinator and the custodian for clarification.
- 4 Once Alberta Health agrees that all responses meet the minimum security standards, the custodian is asked to sign the pORA.
- 5 At this stage, the Security Manager as the Alberta Health security authority will sign the pORA, acknowledging the custodian has met the minimum security standards and can proceed with the next step in gaining access to Alberta Netcare Portal: the Information Manager Agreement (IMA).

How long will it take to complete the PORA?

The time required to complete the pORA will depend on the individual circumstances of each site. Once the documents are submitted, the review and approval process with the Security Manager may take a few weeks.

Will the eHealth Consultant help me complete the pORA?

eHealth Consultant are dedicated to assisting you through the Alberta Netcare Portal deployment process. They will not complete the pORA for you — that is your responsibility as the custodian of the data and the system in accordance with legislation. The eHealth Consultant will guide you and will facilitate the approval process with the Security Manager.

Do sites operated by Alberta Health Services (AHS) have to complete a pORA?

The pORA pertains to community sites only. The sites working as part of Alberta Health Services have already completed a verification of the necessary security requirements. As a result, these sites associated with Alberta Health Services, connecting to Alberta Netcare Portal do not have to complete the pORA.

What is the validity period for approved pORA?

Two years from the date of approval, at which time the contents should be thoroughly reviewed to ensure the information is correct and up-to-date.

Will sites be audited after completing the pORA?

Alberta Health as the approving authority of the pORA reserves the right to audit as necessary.

Key Contacts

HIA Help Desk

For more information about the pORA:

Phone: 780-427-8089 (Toll free in Alberta 310-0000)

Email: hiahelpdesk@gov.ab.ca

eHealth Netcare Support Services

To move forward with the implementation of the Alberta Netcare Electronic Health Record:

Phone: 1-855-643-8649

Email: ehealthsupport@cgi.com