

**This document answers frequently asked questions about the provincial Organizational Readiness Assessment (pORA).**

## What is the pORA?

The *Health Information Act* (HIA) requires custodians to protect the confidentiality and security of health information by establishing and upholding procedures aimed at reducing the risk of inappropriate access to databases containing personal health information.

To address this regulatory framework, the pORA serves as a **security assessment** for community facilities that want to access Alberta Netcare applications. It evaluates a set of minimum administrative, physical and technical security requirements that when met, will mitigate associated risks.

## Why do I need a pORA?

The pORA is one of the core requirements for access to ANP and assists the custodian in meeting their legislative requirements. It is used by Alberta Health to verify that custodians meet the minimum information technology security standards prior to accessing provincial health information.

## What are the steps in the pORA process?

- 1 The custodian obtains an assessment form from their assigned eHealth consultant.
- 2 The custodian works with the eHealth consultant to complete the responses for the required sections.
- 3 The eHealth consultant, on behalf of the custodian, submits the pORA to the Alberta Health HIA Policy, Privacy and Security Unit (HIAPPSU) for review and approval. Discrepancies or responses requiring clarification will be routed from the Alberta Health Security Manager back to the Transition Coordinator and custodian for clarification.
- 4 Once Alberta Health agrees that all responses meet the minimum security standards, the custodian signs the pORA.
- 5 At this stage, the Security Manager, as the

**NOTE**

The questions aim to elicit detailed responses, demonstrating an understanding of the requirements and a comprehensive plan of action to fulfill them.

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 ANP: 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 facility. Once the documents are submitted, the review and approval process with the Security Manager may take a few weeks.

## Will my eHealth consultant help me complete the pORA?

While your eHealth consultant can guide you through the process and facilitate approval with the Alberta Health Security Manager, as the custodian you are responsible for completing the pORA.

## Do facilities operated by Alberta Health Services (AHS) need to complete a pORA?

The pORA pertains to community facilities only. AHS facilities have already completed a verification of the necessary security requirements.

## What is the validity period for an 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 facilities be audited after completing the pORA?

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

### Key Contacts

#### eHealth Services Provider Support

To initiate Alberta Netcare implementation:

1-855-643-8649

[eHealthProviderSupport@gov.ab.ca](mailto:eHealthProviderSupport@gov.ab.ca)

#### HIA Help Desk

For more information about the IMA or IEP:

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

[hiahelpdesk@gov.ab.ca](mailto:hiahelpdesk@gov.ab.ca)