



TITLE

CLINICAL INFORMATION SYSTEM USER DEACTIVATION

SCOPE

Provincial

DOCUMENT #

1105-01

APPROVAL AUTHORITY

Connect Care Executive Committee

INITIAL EFFECTIVE DATE

February 1, 2020

SPONSOR

Chief Medical Information Office / Chief Information Office

REVISION EFFECTIVE DATE

Not applicable

PARENT DOCUMENT TITLE, TYPE AND NUMBER

Access to Information (Physical, Electronic, Remote) Policy
(#1105)

SCHEDULED REVIEW DATE

February 01, 2023

NOTE: The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definitions section.

If you have any questions or comments regarding the information in this document, please contact the Policy & Forms Department at policy@ahs.ca. The Policy & Forms website is the official source of current approved policies, procedures, directives, standards, protocols and guidelines.

OBJECTIVES

- To standardize expectations, conditions, and processes for deactivation of access to **Clinical Information System(s) (CIS)** for **users** of Alberta Health Services (AHS) information systems and applications.
- To provide consistent deactivation definitions and principles that can be applied to any current and future AHS CIS including the Connect Care Epic system.
- To reduce safety and information risks associated with lack of monitoring of user CIS competence and access.

PRINCIPLES

- Like the paper health record, the records in the CIS constitute part of the legal record of care and is subject to professional, legislative, and organizational standards, expectations, and norms.
- Regular exposure and use of the CIS is vital for periodic reinforcement of CIS skills and safety measures.
- Lack of use of the CIS removes the user from exposure to system update bulletins, learning opportunities, quality controls, and safety assurance checks.
- Any related processes for CIS access management at termination of employment or contract, or long term leave are not addressed specifically within this Procedure.

- Operational managers, as the extension of the AHS custodian and information manager of a CIS, are required to identify users, manage their access, ensure the user is adequately trained, and oversee processes to protect the safety, integrity, privacy, confidentiality, and security of CIS clinical content in their area.

APPLICABILITY

Compliance with this document is required by all Alberta Health Services employees, members of the medical and midwifery staffs, Students, Volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary).

ELEMENTS

1. Applicable Clinical Information Systems

- 1.1 The Connect Care CIS shall follow this Procedure.
- 1.2 All CIS that will continue to be in use within AHS following the full implementation of the Connect Care CIS shall follow this Procedure. These CIS shall be updated to follow the requirements of this Procedure. This Procedure becomes effective on those CIS once those updates have been launched.
- 1.3 The CIS that are to be retired upon the implementation of the Connect Care CIS are not required to follow this Procedure.

2. Clinical Information System User Access Deactivation

- 2.1 Each CIS shall be set up to monitor user access and activity within the CIS, with an ability to detect periods of inactivity where no logon by the CIS user has occurred.
- 2.2 When a user has been inactive in relation to a particular CIS for a period of 150 days, a warning of upcoming deactivation shall be sent. If the user has remained inactive for a total of 180 days, access to the CIS shall be automatically suspended. Notification at 150 days shall proceed as follows:
 - a) For AHS staff:
 - (i) A communication shall be sent to the user and the user's direct manager (as identified in e-People) to inquire whether the user continues to require CIS access.
 - If the direct manager confirms that access is required, the user needs to log on to the identified CIS before 180 days of inactivity in order to reset the inactivity counter.
 - If the direct manager indicates that CIS access is not required, for any reason, Information Technology shall proceed with inactivation of the user's CIS access immediately.

- (ii) If no response is received from the direct manager before 180 days of inactivity, the user's CIS access shall be removed at 180 days of inactivity.
- b) For Non-AHS employees or staff:
 - (i) A communication shall be sent to the user and the responsible program office (e.g., student or resident training, Medical Affairs) to inquire whether the user remains in good standing with the program and continues to need CIS access.
 - If the program confirms that access is required, the user needs to log on to the identified CIS before 180 days of inactivity in order to reset the inactivity counter.
 - If the program indicates that CIS access is not required, for any reason, Information Technology shall proceed with CIS access inactivation processes immediately.
 - (ii) If no response is received from the program office before 180 days of inactivity, the user's CIS access shall be removed at 180 days of inactivity.

3. Clinical Information System User Reactivation (Post Deactivation)

- 3.1 A user who has been deactivated as part of the exercise of this Procedure shall require direct manager or responsible program submission of a new *Network & Access Request* Form (online) in order to reinstate user's CIS access.
- 3.2 A reinstated user shall demonstrate system competence similar to a new user.
 - a) Training modules similar to new user training may be used if no refresher or renewal training is available.
 - b) User readiness for CIS access shall be assessed in a manner similar to a new user.

DEFINITIONS

Clinical Information System (CIS) means a computerized system dedicated to collecting, storing, manipulating, and making available clinical information important to the delivery of healthcare. CISs may be limited in scope (e.g., laboratory systems) or they may be comprehensive and include electronic medical record, transition planning, bed management, and other health enterprise information management. A CIS provides an institution-centric view of the health information space.

User, for the purposes of this Procedure, means any person authorized to access an AHS CIS, including AHS employees, members of the medical and midwifery staffs, students, trainees,

volunteers, and other persons acting on behalf of AHS (including contracted service providers) or working in Alberta Health Services.

REFERENCES

- Alberta Health Services Governance Documents:
 - *Access to Information (Physical, Electronic, Remote) Policy (#1105)*
- Alberta Health Services Forms:
 - *Network & Access Request Form*

VERSION HISTORY

Date	Action Taken
Click here to enter a date	Optional: Choose an item
Click here to enter a date	Optional: Choose an item