BORN Information System (BIS): Midwifery - Local Administrator Guide

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BORN

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BORN Information System (BIS): Local Administrator Guide - Midwifery

Introduction

This guide is designed to support your role as a BORN Local Administrator to:

- create new user accounts
- assign access to different permissions (e.g. data entry, data quality and clinical reports)
- support/edit existing user accounts in the BORN Information System (BIS)
- protect BORN Registry data by providing the approrpriate access for individuals at your practice group.

Background Information

BORN was granted registry status under the Personal Health Information Privacy Act (PHIPA) in Nov. 2009. This special authority requires BORN to develop and adhere to rigorous privacy policies and have them reviewed and approved by the Ontario Information and Privacy Commissioner.

Each organization that provides data to the BORN Information System enters into a Data Sharing Agreement (DSA) with BORN Ontario. You will note that there are several roles identified in the DSA including:

Role	Legal Description	Example
Legally Responsible Person	Person **legally** responsible for the BORN Ontario registration process, signs the Data Sharing Agreement (DSA) and identifies the sponsors and Local Administrator(s)	Midwifery Practice Group (MPG) partner or other senior leader with authority to 'bind' the organization
Sponsoring Organization	The legal entity (organization) named in the DSA with BORN	MPG X
Sponsor	Person who identifies individuals who require access to the BIS	MPG Practice Partner
Individual	Person who requires access to the BIS	MPG staff, midwives or other persons within organization who

Role	Legal Description	Example
		require BIS access for their role
Local Administrator	Person/s responsible for BORN user management (assigning user specific access to different permissions i.e., data entry, clinical reports) for your practice group Local Administrators are assigned the role of 'Organization Local Administrator' in the BIS and can assign this access to other(s) as needed	MPG staff (e.g. Clerk, Manager, Practice Partner)

Note: Find BORN Ontario's privacy policies, frequently asked questions, and other information under Privacy Resources on the BORN website.

What is a BORN Local Administrator?

A BORN Local Administrator is/are the person/s responsible for assigning, monitoring, and managing user access to the BIS. BORN recommends assigning two or three persons as BORN Local Administrator(s) to ensure role coverage.

Each MPG has an assigned BORN coordinator who is available to assist with the Local Administrator role.

What if a Practice Group Does Not have a Current Local Administrator?

- A sponsor (eg. Practice Partner) can assign a new Local Administrator and notify your BORN coordinator to assign the person with this role in the BIS.

Duties and Responsibilities

1. Create and Maintain Accounts (BIS Access)

- Grant access and assign roles (See Appendix A - Guide for Assigning User Roles)
- Inactivate accounts for staff who no longer require BIS access (See BIS User Review)

2. Privacy and Security

- Remind BIS users to follow applicable privacy and security policies at your practice group

A Note About Multi-Factor Authentication

To access the BIS, **Multi-factor Authentication (MFA)** is required.

MFA is a security enhancement that asks you to present two pieces of evidence – your credentials – when logging in to your account.

Your Login information (username/password) is one credential, the other credential is a texted phone code or phone call.

Navigating the BORN Information System

You will need to access the Administration link on the BIS landing page to create or modify BORN user accounts.

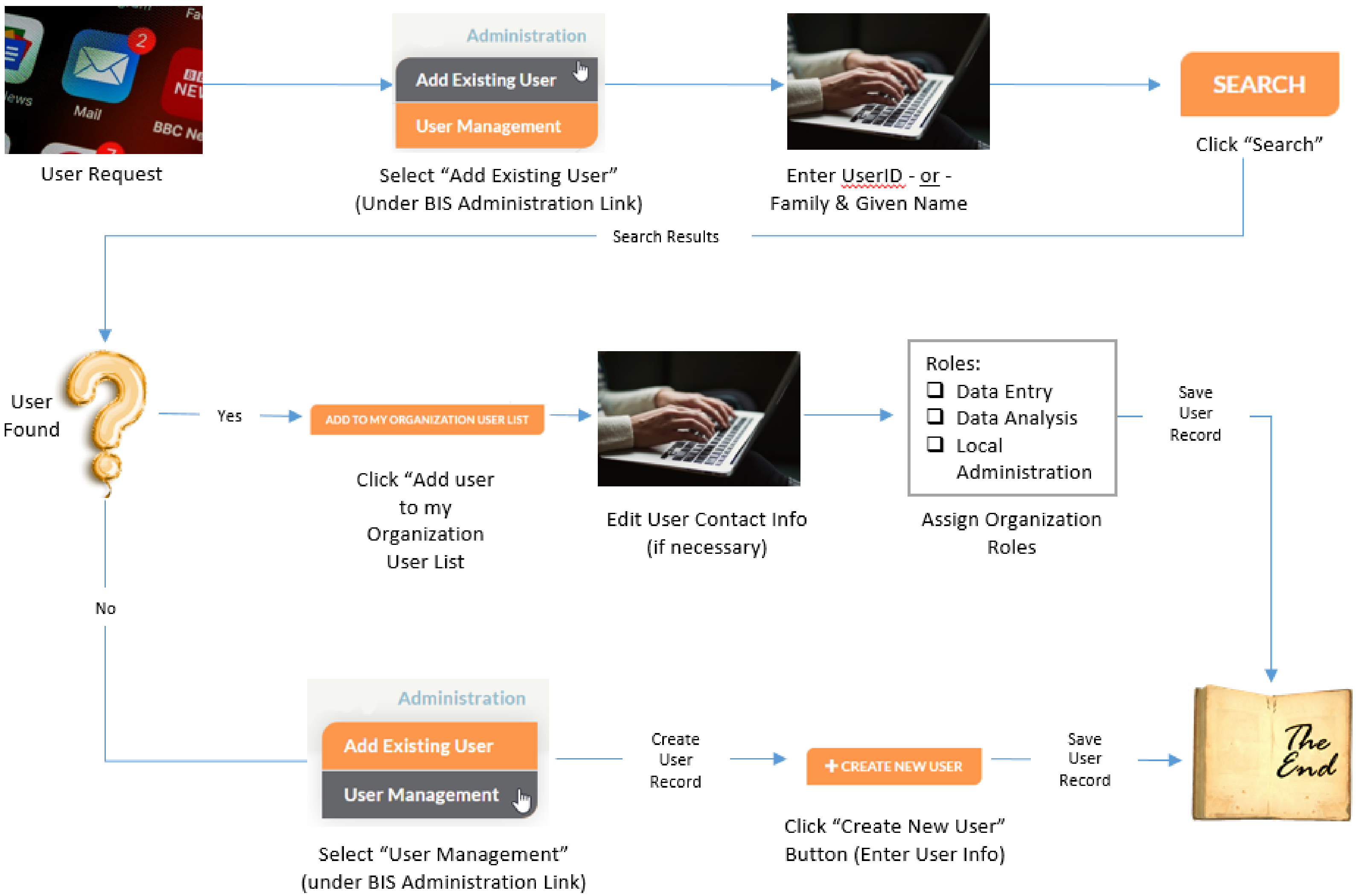
Figure 1 - Administration Link

Creating a New BIS User Account

- The following diagram outlines the steps for creating a new account
- Your first step is to check if the user already has an existing BIS account

Creating a New User Account – Workflow Diagram

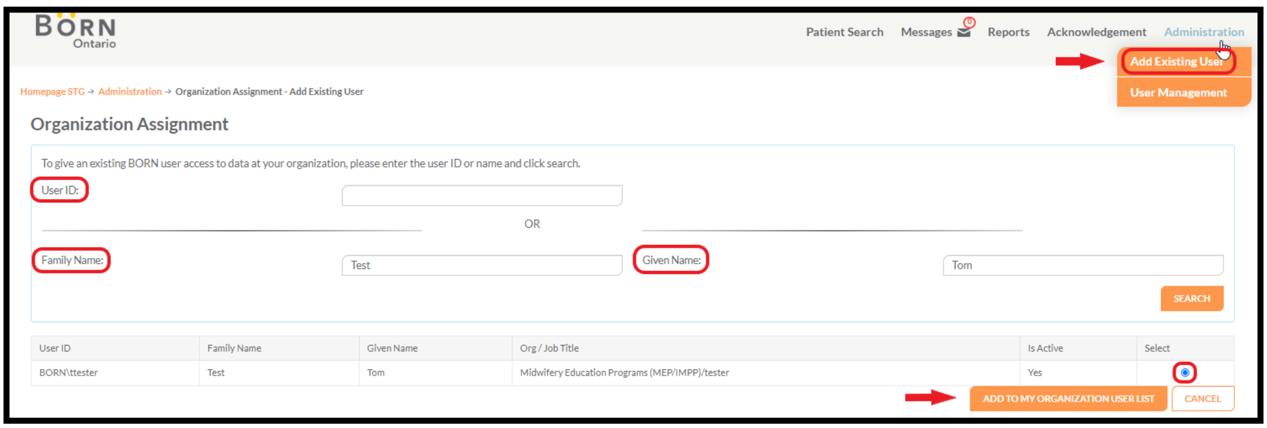
Figure 2 – Creating a New User Account – Workflow Diagram



Checking if users have an existing account

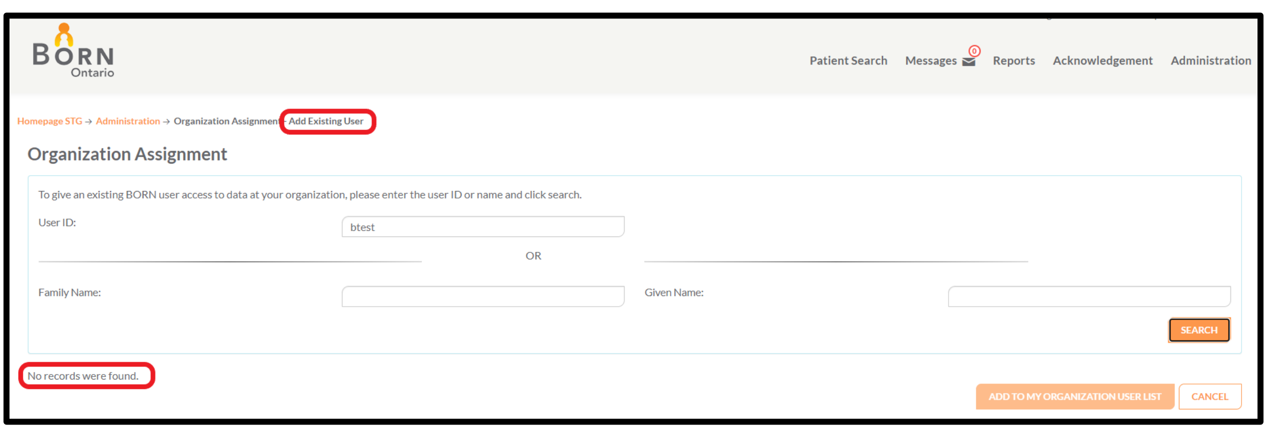
- Click the **Administration** link on the BIS landing page, then click **Add Existing User**
- Search for an existing account by entering Family and Given name or User ID – click Search
- If the correct user account appears, click to select and click Add to My Organization User List
- Verify that you have selected the correct user before assigning roles

Figure 3 - Check if User has an Existing BIS Account



- If the user does not have an existing account, you will see “No records were found” under the search fields and you will have to create a new user account.

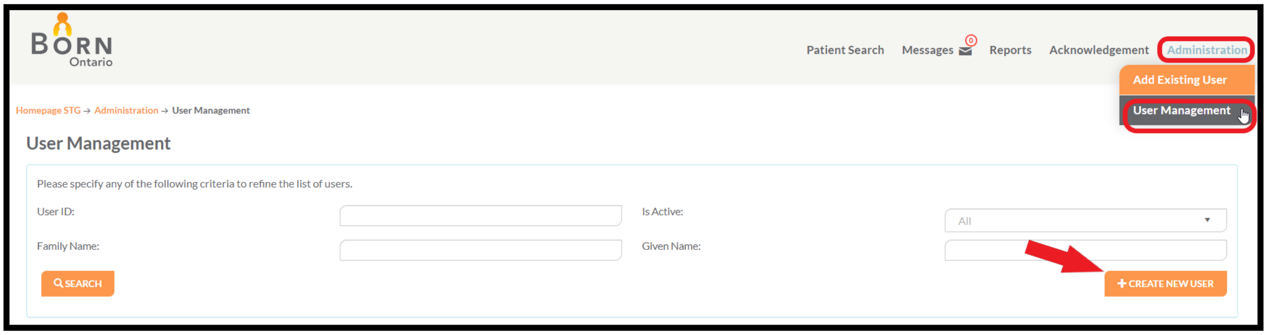
Figure 4 - Existing User Account not found



Creating New User Accounts

- Click the **Administration** link on the BIS landing page, then click **User Management**
- Search for an existing account by entering Family and Given name or User ID – click Search
- Click + Create New User

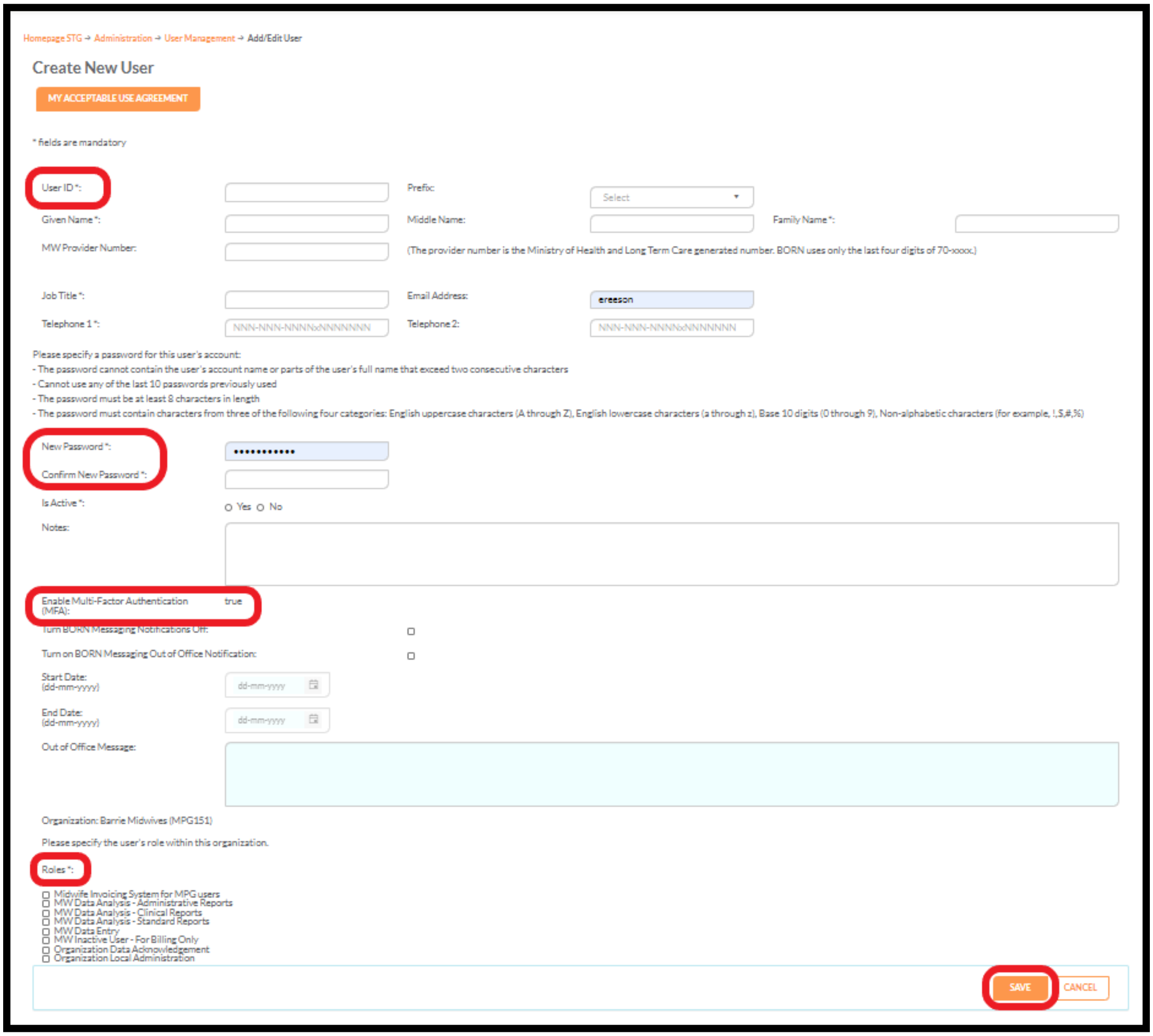
Figure 5 - User Management - Create New User



- Create a user ID: Determined by the user/practice group.
    - Example: first letter of first name followed by last name (ex. jsmith), can mirror other organization IDs.
    - User IDs are unique, two BIS users cannot have the same user ID in the databse. You will get a message stating user ID has been assigned.
- Enter name, job title, email address and phone number
- Assign a temporary password
- Click on active status: Yes
- Assign roles (type of access) within your organization – see <u>Appendix A - Guide for Assigning User Roles</u>

- Check the roles that are appropriate for the user and click 'Save'
- It may take **up to 15 minutes** for an account to become active

Figure 6 - Creating a New User Account

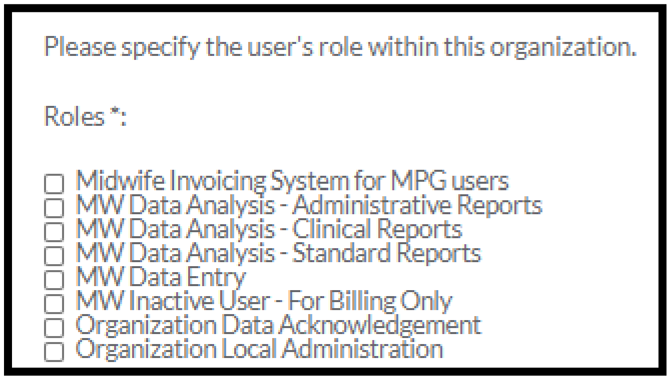


Note: Enable Multi-Factor Authentication = true field is for the BORN Helpdesk only.

Assigning User Roles

- Assign roles (type of access) within your practice group – see Appendix A - Guide for Assigning User Roles

Figure 7 - Assigning User Roles



Please specify the user's role within this organization.

Roles *:

- [ ] Midwife Invoicing System for MPG users
- [ ] MW Data Analysis - Administrative Reports
- [ ] MW Data Analysis - Clinical Reports
- [ ] MW Data Analysis - Standard Reports
- [ ] MW Data Entry
- [ ] MW Inactive User - For Billing Only
- [ ] Organization Data Acknowledgement
- [ ] Organization Local Administration

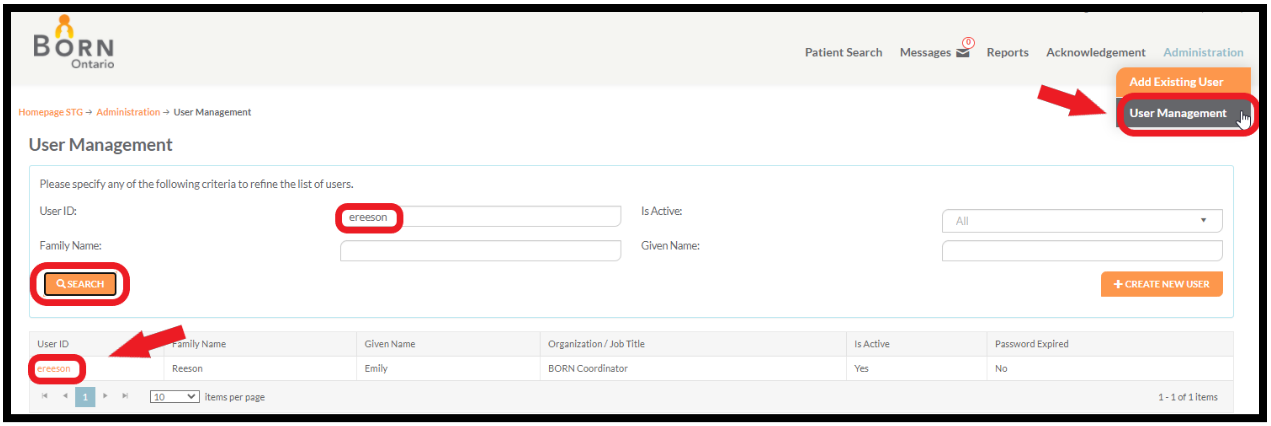
- Click box to assign a role, unclick to remove and save.
- Additional roles may be added by BORN
- Edit BIS user roles as required

Editing User Accounts

- Once you have added a user to your practice group or created a new user account, you can make changes through the 'Edit User' screen.
- Click the **Administration link** then click **User Management** to access the **Edit User** page
- Search using unique BIS user ID or Family and Given name

- Click on the **User ID hyperlink** to advance to the **Edit User** screen

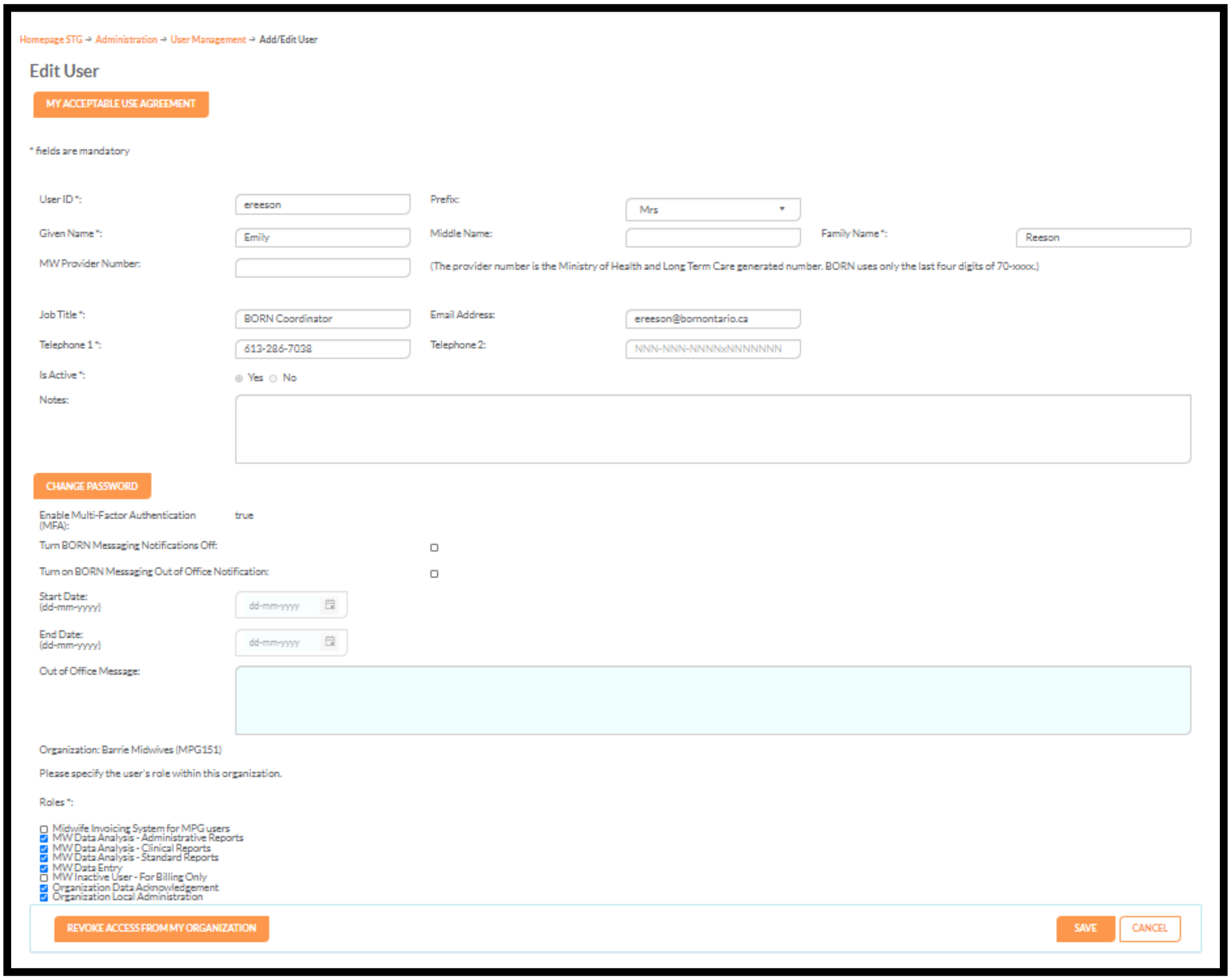
Figure 8 - Edit User



- Use the Edit User screen to:
    - Modify contact information
    - Change passwords
    - Change user roles
    - Revoke Access from my organization
- User IDs cannot be edited
    - If a new User ID is requested due to a name change, create a new user account and make the old account inactive by clicking ‘No’ on the ‘Is Active’ section of the Edit User screen (See <u>Making an Existing User Not Active</u>)

Edit User Screen

Figure 9 - Edit User Screen



Making an Existing User Not Active

- Click the **Administration link** then click **User Management** to access the **Edit User** page
- Search using unique BIS user ID or Family and Given name
- Click on the **User ID hyperlink** to advance to the Edit User screen

For users with BIS access privileges for your Practice Group only:

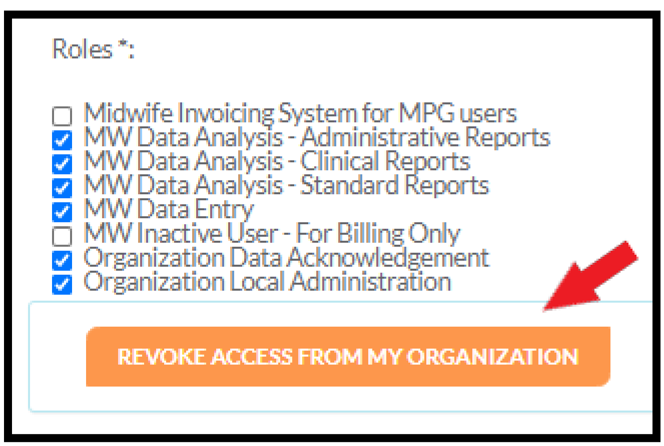
- Make the user inactive by clicking ‘No’ on the ‘Is Active’ section of the Edit User page:

Figure 10 –Edit User Screen - Is user Active?

For users with BIS access privileges at more than one organization:

- Revoke access from your practice group ***only*** by using the ‘Revoke Access from My Organization’ button.
- This will remove all permissions the user has for your practice group, but will not delete the user from the BIS.
- This button will not display for users with access to your practice group only.

Figure 11 - Revoke Access from my Organization



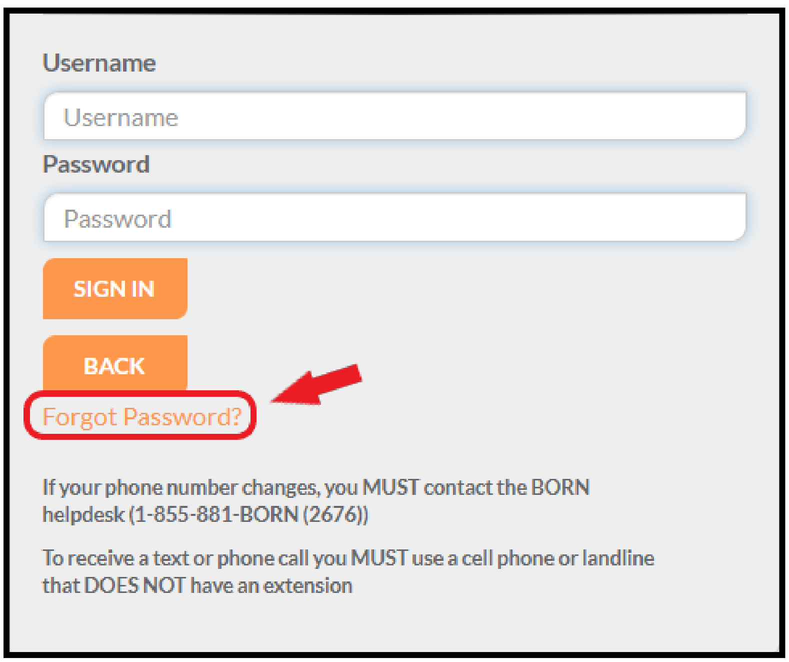
Password

1. User Forgot Password

- Users can change their own forgotten password by clicking the ‘Forgot Password’ link on the BIS login page and following these 3 steps:

    1. Enter your user ID
    2. Answer 2 security questions
    3. Create a new password

Figure 12 - Forgotten Password



2. User Wants to Change Password

- Users can reset their own password by accessing the ‘**Change Password’** page under the profile tab on the Landing Page.

Figure 13 - Change Password

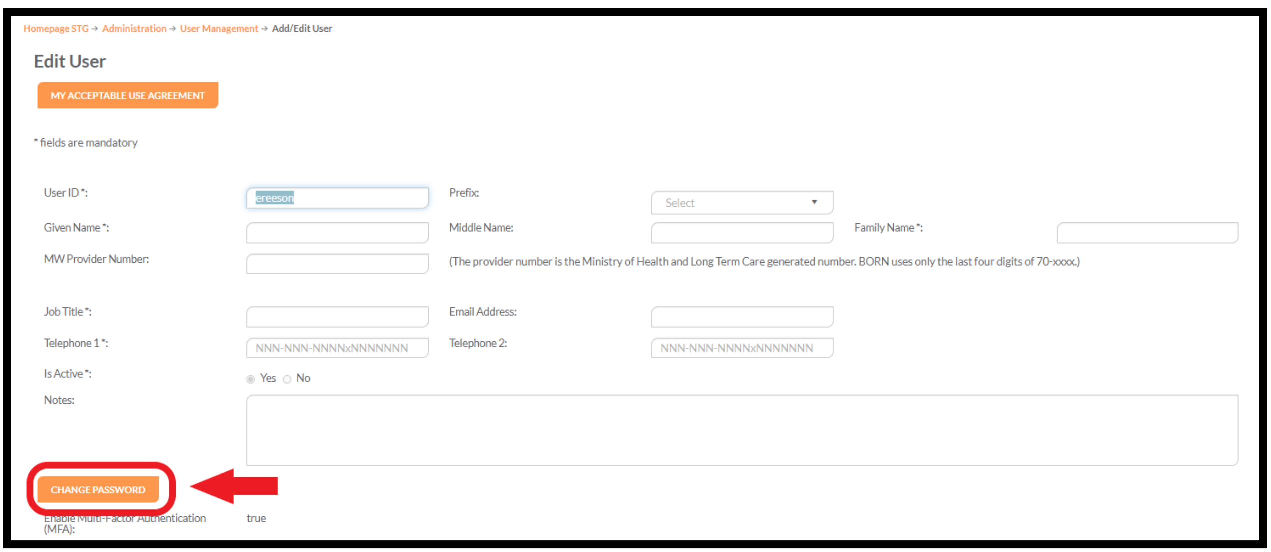
3. Password has expired

- Users will be prompted to change their expired password upon next login.

Local Admin Role in Resetting Passwords

- If a user is unable to change their own password, you can change it for them:
    - Click the **Administration link** then click **User Management** to access the **Edit User** page
    - Search using unique BIS user ID OR Family and Given name
    - Click on the **User ID hyperlink** to advance to the Edit User screen
    - Click 'Change Password'

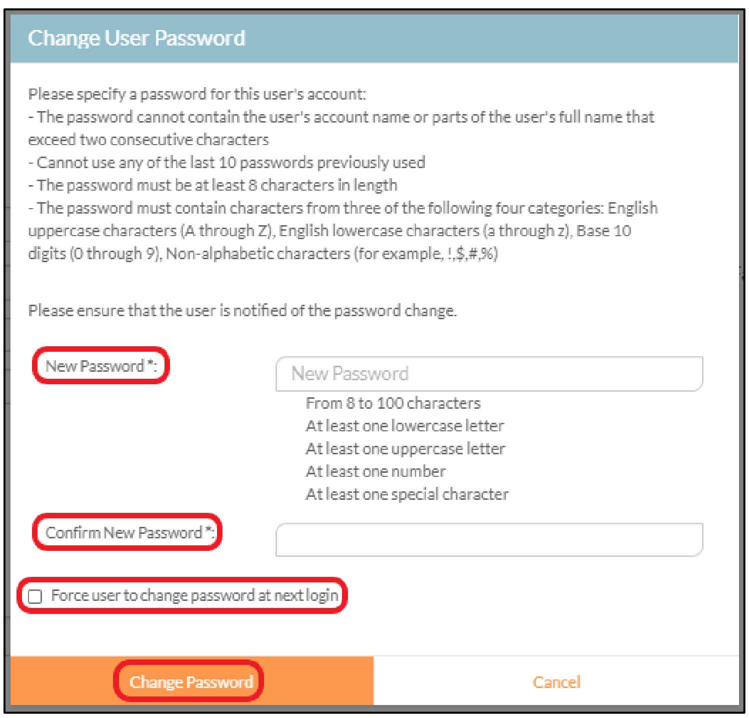
Figure 14 - Changing a Password



‘Change Password’ Steps

- A ‘Change User Password’ box will pop up:
  - Enter a new generic password in the ‘New Password’ field. Enter it again in the ‘Confirm New Password’ field
  - The password must be at least 8 characters in length, contain at least one lowercase letter, at least one uppercase letter, at least one number and at least one special character
- Check the ‘Force user to change password at next login’ box as a measure of security and privacy
- Click ‘Change Password’ to save the changes
- Notify the user of new password

Figure 15 - Change User Password



Password Notes

- Local Administrators or BORN Helpdesk (1-855-881-2676) can be contacted for password lockouts:

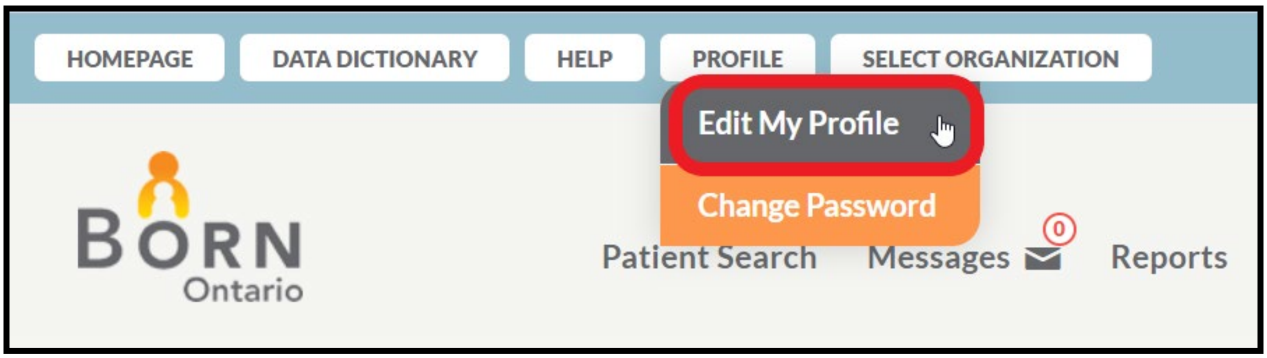
- Users will be asked to confirm their identity by answering their security questions when calling the BORN Helpdesk for assistance with passwords

- Passwords expire every 90 days
- At 15, 5, and 1 day(s) before a password is set to expire, a reminder email is sent to users if an email address has been added to their BIS profile

The Edit my Profile Link

- Remind users to access this ‘Edit My Profile’ tab to keep their profile up to date with current information such as phone number, email address and job title

Figure 16 - Edit my Profile



BIS User Review

- In January each year, or if you have a period of high staff turnover, the Local Administrator should perform a review of user accounts by running the **User Role Report**

- The User Role Report provides a list of all BIS users, roles, status and access privileges at your practice group

- Your role as the BORN local administrator is to use this report to:

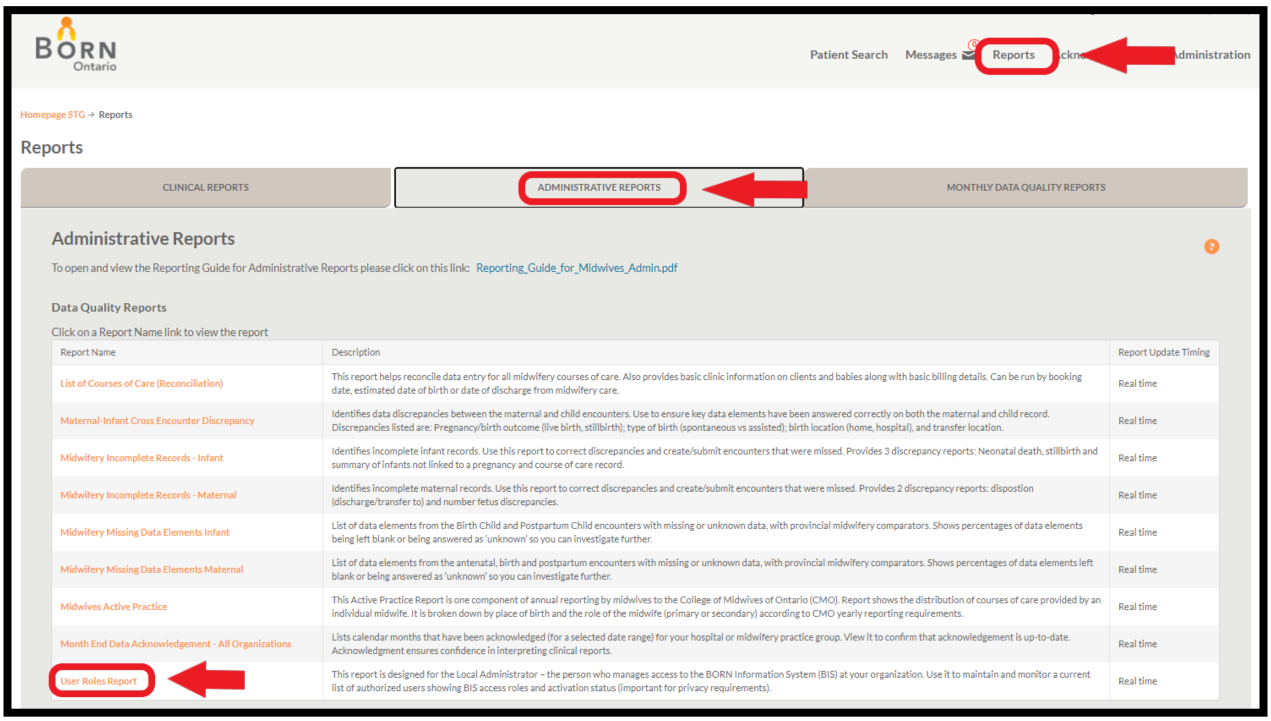
    1. Verify all users have appropriate roles and access

    2. Ensure users no longer requiring access have been made inactive or revoked (See Making an Existing User Not Active)

How to Access the User Role Report

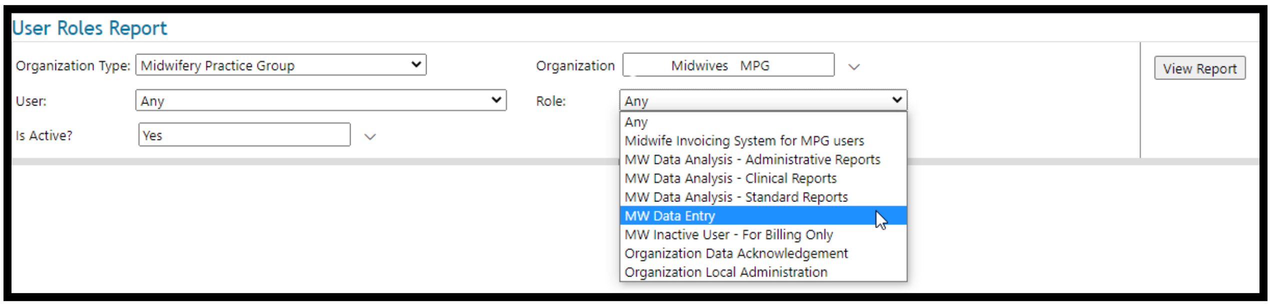
- To locate the User Roles Report:
  - Click the ‘Reports’ tab on the BIS landing page
  - Select the ‘Administrative Reports’ tab
  - Click and open the ‘User Roles Report’

Figure 17 - User Roles Report



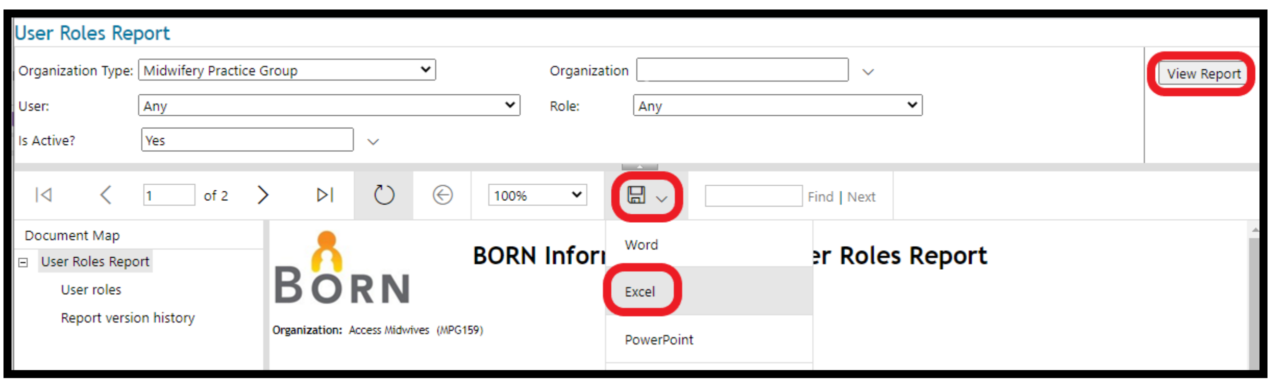
- new screen will open:
    - Choose to search by individual or all users and roles
    - To filter out inactive staff, choose '**No**' in the 'Is Active' box
    - Click 'View Report'

Figure 18 - User Roles Report by Role



- Export to Excel to view and print the report by clicking on the floppy disk icon
- See BIS Reporting Guide for more details.

Figure 19 - User Roles Report Export to Excel



BIS Messaging System

The BIS messaging system is a safe and secure communication tool for sending Personal Health Information. All users of the BIS have access to the messaging system.

Messaging User Guide

- Find the BIS messaging guide on the BORN Ontario website under Manual Data Entry Resources.

BIS Training Site

- The BIS training site mirrors the BIS and serves as an orientation tool
- Obtain mock OHIP numbers from your BORN Coordinator
- Training site passwords can be shared and do not expire
- Contact your BORN coordinator to obtain access to the BIS training site

Accessing the BIS Training Site

- Visit the BIS Training website

Key Reminders to Safeguard BIS Information

- We recommend having more than one, but less than 4 local administrators at your practice group
    - This is so that your practice group is not left without a local administrator during leaves, but also reduces the number of people who can add and remove accounts for security purposes
- Remind users of your practice group's security and privacy best practice guidelines
- Deactivate users when they no longer require BIS access i.e., left practice group (See Making an Existing User Not Active)
- Use BIS messaging when sending personal health information to BORN employees

Appendix A - Assigning BORN Information System (BIS) User Roles

Table 1 - Midwifery BIS User Roles

Role	Location	Notes
Midwifery Invoicing System for MPG users	BORN Information System; link to separate database available on the landing page	Select for Midwives and/or staff who require access to the MIS for the practice group
MW Data Analysis – Administrative Reports	Administrative reports tab of the BIS reporting page	Staff assigned to address issues identified in reports in preparation to acknowledge monthly data
MW Data Analysis – Clinical Reports	Clinical reports tab of the BIS reporting page	For access to clinical reports that provide monitoring, analyzing performance, benchmarking and review of maternal/newborn patient outcomes and clinical practice. Permits extraction of record-level patient data entered into labour, birth mother, postpartum child encounters and consultations
MW Data Entry	BIS encounters	Midwives responsible for completing the Antenatal General, Labour/Birth Mother, Birth Child encounters and Postpartum encounters
MW Inactive User – for billing only	BIS/MIS	For midwives whom no longer work at the practice group, but for whom the MPG still needs to bill. Midwives who have left the practice group should no longer be able to view client records. By selecting this role, they will not be able to update clinical data or see client clinical records.
Organization Data Acknowledgement	BIS	Permits access to acknowledge monthly data for courses of care
Organization Local Administration	BIS	User management: create new users, assign roles, revoke access, change passwords etc.

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Appendix B – Local Administrator Checklist

- ✓ Perform **Annual Review** of all BIS users in January of each year or after high staff turnover
  - Do users have appropriate access?
  - Have users been inactivated if they no longer need access?
  - How many local administrators do you have at your practice group? Access should be limited to 2-3.

- ✓ Remind staff to use **BIS Messaging** system to safely transmit Personal Health Information to BORN Coordinators

- ✓ Educate users about **Security And Privacy Best Practice** guidelines
  - Never share passwords
  - Log out of BIS when finished entering, viewing or downloading data
  - Download data to a secure location on a network drive with restricted access
  - Do not use any portable device to store information or an unencrypted ported device
  - Only share data within your practice group via secure drives
  - Do not print record level data with identifiers
  - Ensure computer screens/tablets are not visible to patients or the public when viewing BIS screens
  - Ensure you are aware of your practice group's security and privacy best practice guidelines
  - Contact your BORN coordinator and hospital privacy officer in the case of a suspected or actual privacy breach

- ✓ Remind users to update their **Profile** (i.e. email address changes, change password, etc.)

- ✓ When creating a new user, always include a work **Email Address** to facilitate communication on password renewals and other administrative communication.

- ✓ Educate users about the **BORN Training Site**
  - Mirrors the BORN Information System with identical functionality and data fields
  - Available to local administrators for BIS orientation with mock data
  - Mock OHIP numbers can be obtained from your BORN Coordinator
  - Training site passwords can be shared **unlike** passwords for the BORN Information System
  - To access the training site: (see BIS Training Site)