

eCTAS Facility Role Administrator (FRA) Training

Training Team



**Ontario
Health**

Session Logistics



Intended Audience

Integration(s): Basic, Complex, Certification, Web Service

Facility resources who are responsible for managing access to eCTAS (i.e., eCTAS Facility Role Administrator, Help Desk, ONE®ID LRA)



This session is being recorded



Press  to mute. Press  to unmute.

Agenda

- Learning Objectives
 1. About the eCTAS Facility Role Administrator
 2. Understand eCTAS User Roles
 3. Using the Site Role Management Tool
- Next Steps
- Resources

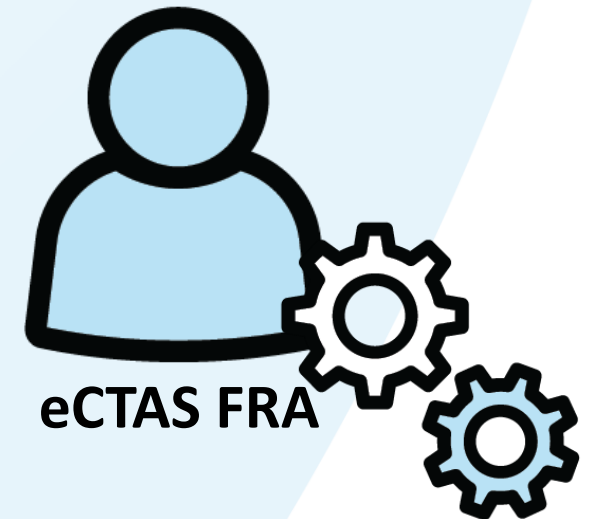
eCTAS Facility Role Administrator (FRA)

- Responsibilities
- How to set up your First eCTAS FRA and End Users
- Best Practices

Your eCTAS Facility Role Administrator





Plays a key role in the functioning of eCTAS at your facility and responsible for:

- Managing user access to eCTAS environments and application features
- Understanding eCTAS user roles
- Following privacy and security policies and mitigate security risks



Important: Each Facility must designate **at least** 1 eCTAS FRA.

eCTAS Environments and Applications

Environments	Application	URL	Purpose
Production (LIVE SYSTEM)	Clinical Application 	https://ectas.ccohealth.ca/	<ul style="list-style-type: none"> Used by triage nurses to triage real patients Access clinical application Contains real patient data
	Administration Console 	https://ectas-admin.ccohealth.ca/	<ul style="list-style-type: none"> Used by resources to access features such as: Site Role Management, Registration View, Site Level Extracts, HL7 Viewer Contains real patient data
Conformance (TRAINING & CONFORMANCE TESTING)	Clinical Application 	https://confectas-spa.ccohealth.ca/	<ul style="list-style-type: none"> Used to train nurses on the clinical application using fake patient data only Used for conformance testing using fake patient data only Should never contain real patient data
	Administration Console 	https://confectas-admin.ccohealth.ca/	<ul style="list-style-type: none"> Used to train resources on how to use features (i.e. Site Role Management, Registration View, Site Level Extracts, HL7 Viewer) using fake patient data only Used for conformance testing using fake patient data only Should never contain real patient data



Note: This table and the eCTAS Environment URLs can be found in the [Online Help](#)

ONE[®]ID Credentials

eCTAS is designed to work seamlessly with ONE[®]ID Credentials

What is ONE[®]ID?

- [ONE[®]ID](#) is an identity and access management service
- Provides easy and secure access to digital health services including eCTAS

ONE[®]ID Accounts and Support

- ONE[®]ID account creation requests and enrollment to the eCTAS service are managed by your facility's **ONE[®]ID LRA**
- End-Users are to contact Ontario Health's **Digital Services** team directly for password/login support

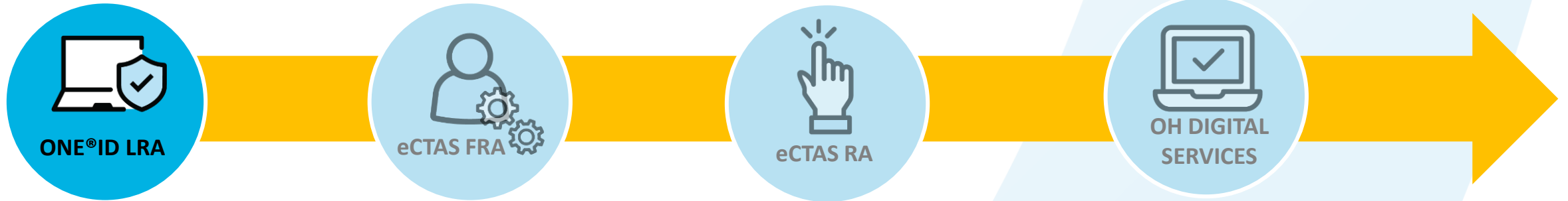
A large, light orange circle with a darker orange border, containing the text "ONE[®]ID" in a bold, black, sans-serif font.

ONE[®]ID



Note: All eCTAS users (including the eCTAS Facility Role Administrators) must have an ONE[®]ID account to use eCTAS.

Set Up Your First eCTAS FRA

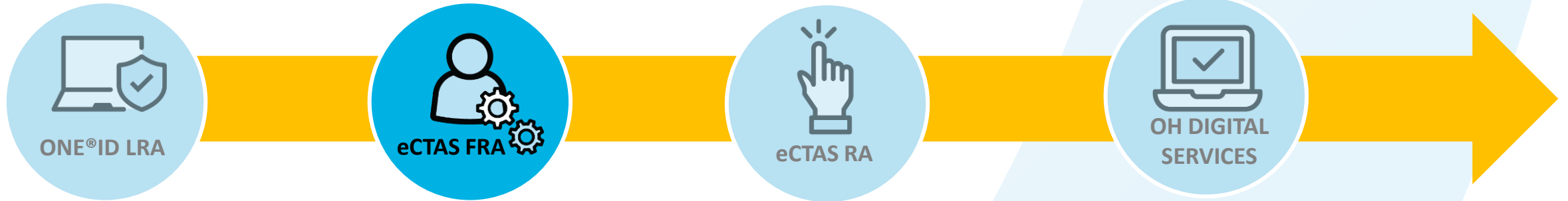


- Contact your facility's ONE®ID LRA to request ONE® ID account creation and/or enrollment to the eCTAS service



Note: It is recommended to leverage your ONE®ID LRA to hold the role of the eCTAS FRA to streamline the process of your end users gaining access to eCTAS

Set Up Your First eCTAS FRA



- Complete ONE® ID related activities (if applicable)
- Visit the URL of both eCTAS environments (Production & Conformance)
- Acknowledge the eCTAS End User License Agreement (EULA) for each

Set Up Your First eCTAS FRA



- RA must complete and submit the [eCTAS Facility Role Administrator Registration Form](#) to Ontario Health

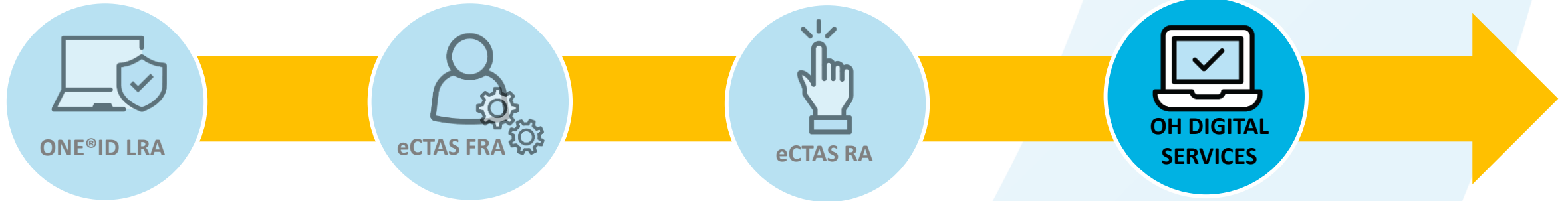


Note: The eCTAS Registration Authority (RA) designates hospital's first **eCTAS Facility Role Administrator (FRA)**.



Note: The LRP (Legally Responsible Person) designates the hospital's **ONE®ID LRA** and is responsible for ONE®ID process in organization.

Set Up Your First eCTAS FRA

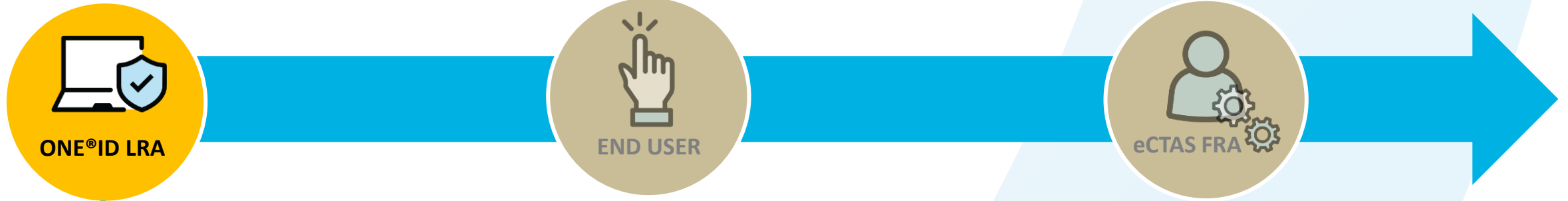


- Requested access is pending approval by Ontario Health (OH) who will complete the set up for the first eCTAS FRA(s) only



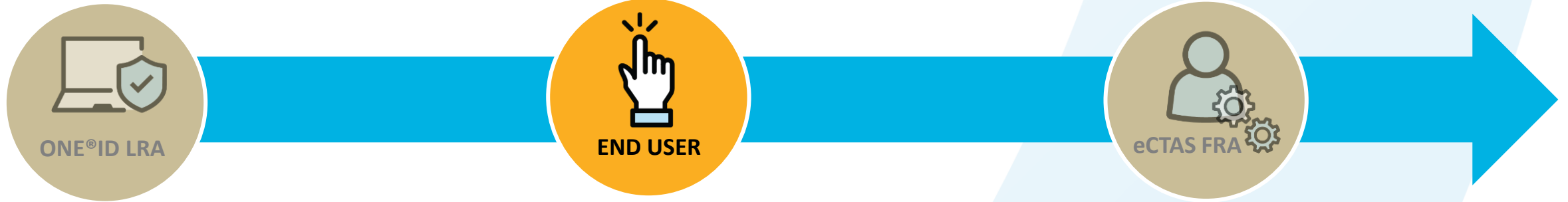
Important: This process is only for setting up your facility's **first** eCTAS FRA, moving forward the **eCTAS FRA** will manage all other end-users' access to eCTAS, including any back-up or new eCTAS FRA.

Set Up eCTAS End Users



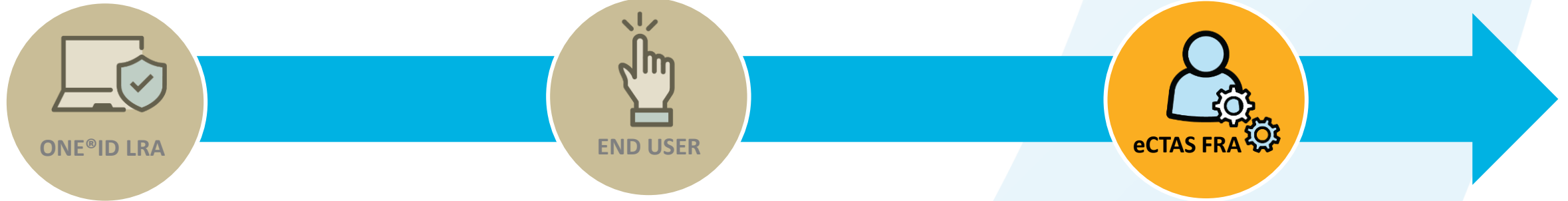
- Contact the facility ONE®ID LRA(s) to request ONE®ID account creation and/or enrollment to the eCTAS service

Set Up eCTAS End Users



- Complete ONE®ID related activities (if applicable)
- Visit the URL(s) of the applicable eCTAS environment(s)
- Acknowledge the eCTAS End User License Agreement (EULA)

Set Up eCTAS End Users



- Access to requested environment(s) is pending approval
- Existing eCTAS FRA(s) will assign site(s) and role(s)

Best Practices

- ✓ Ensure resources at your facility know how to contact their **ONE®ID LRA(s)** and **eCTAS FRA(s)**
- ✓ Be prepared to provide extra support during eCTAS (clinical/admin) training sessions, new hire orientation, and implementation Go-Live
- ✓ Designate a back-up eCTAS FRA to support
- ✓ Leverage existing ONE®ID LRA(s) as the eCTAS FRA
- ✓ Assignment of end-user role(s) be completed at least 48hrs ahead of their first use
- ✓ Provide access to both Production and Conformance environments, as appropriate

End of Section

- ✓ FRA responsibilities
- ✓ Set up your First eCTAS FRA
- ✓ Set up end users
- ✓ Best practices

Understand eCTAS User Roles

- Available eCTAS User Roles
- Features, Resources and Integration

eCTAS User Roles

Resources at your facility will need access to different eCTAS environments and features depending on their responsibilities.

The following eCTAS user roles may be assigned to users:

- Triage Nurse
- Registration Clerk
- Site Integration Administrator
- Hospital Data Viewer
- Site API Tester
- Facility Role Administrator

N **Note:** The eCTAS role(s) you assign an end user may not always align to the job title or function of that resource at your hospital

Triage Nurse

Features Associated with this User Role:	Resources Who May Require this User Role:	Applicable Integration(s):
<p>eCTAS Clinical Application</p> <ul style="list-style-type: none">• Infection Control Screening• Patient Presentation• Pre-triaged and Triaged Patients Queues• Triage Assessment• Triage Re-assessment• Transfer of Accountability	<ul style="list-style-type: none">• Triage Nurses• ED Charge Nurse• ED Manager	<ul style="list-style-type: none">• Basic• Complex

N **Note:** Not all applicable hospitals use all the Clinical Application features listed

Registration Clerk

Features Associated with this User Role:	Resources Who May Require this User Role:	Applicable Integration(s):
<p>Administration Console: eCTAS Registration View</p> <ul style="list-style-type: none">• Access and print patient records• Lookup past patient records• Indicate records that have been triaged in error	<ul style="list-style-type: none">• ED Registration Clerks• Other designated resources responsible for accessing or printing records, or managing records that have been triaged in error	<ul style="list-style-type: none">• Basic• Complex• Web Service• Certification

N **Note:** This role does not grant access to clinical functions that a Triage Nurse can perform

Site Integration Administrator

Features Associated with this User Role:	Resources Who May Require this User Role:	Applicable Integration(s):
<p>Administration Console: HL7 Message Viewer</p> <ul style="list-style-type: none">• Allows technical resources to monitor HL7 messages exchanged between their Hospital Information System (HIS) and eCTAS	<ul style="list-style-type: none">• Technical resources responsible for monitoring HL7 messages• Hospital Help Desk	<ul style="list-style-type: none">• Complex

Hospital Data Viewer

Features Associated with this User Role:	Resources Who May Require this User Role:	Applicable Integration(s):
<p>Administration Console: Site Level Extracts</p> <ul style="list-style-type: none">• Allows users to generate site level data extract for their hospital• The extract generates in an excel compatible (CSV) format	<ul style="list-style-type: none">• ED Director• ED Clinical Educator• ED Manager	<ul style="list-style-type: none">• Basic• Complex• Web Service• Certification

Site Integration Tester

Features Associated with this User Role:	Resources Who May Require this User Role:	Applicable Integration(s):
<p>Administration Console:</p> <p>Test Result Report</p> <ul style="list-style-type: none">• Enables testers to view the status of their Conformance Testing results• Enables testers to view the status of their Clinical Algorithm Validation (Certification only)• The Test Result Report tool is only available in the Conformance environment	<ul style="list-style-type: none">• Resources responsible for testing	<ul style="list-style-type: none">• Certification• Web Service• Complex

Facility Role Administrator

Features Associated with this User Role:	Resources Who May Require this User Role:	Applicable Integration(s):
<p>Administration Console: Site Role Management</p> <ul style="list-style-type: none">• Allows eCTAS Role Administrators to assign sites and roles to users	<ul style="list-style-type: none">• Role Administrators• Technical Resources• Hospital Help Desk	<ul style="list-style-type: none">• Basic• Complex• Web Service• Certification

End of Section

- ✓ Available eCTAS User Roles
- ✓ Features, Resources and Integration



Using the Site Role Management Tool

- Logging into the Administration Console
- Navigating the Tool
- Assigning, Updating and Removing User Roles

Logging into the Administration Console

DEMO

Log into the Administration Console for the applicable environment


- Production (Live) 
<https://ectas-admin.ccohealth.ca>
- or
- Conformance (Training) 
<https://confectas-admin.ccohealth.ca>



Enter your ONE® ID Login ID and Password

Login ID
No need to add '@oneid.on.ca'

Password

Remember me 

Log in



If prompted, select a site

eCTAS  PRODUCTION Admin

Select your Hospital Site to continue to eC

Select a site

Sign in to eCTAS Admin Portal



Select Site Role Management

eCTAS  PRODUCTION Adm

eCTAS Registration View

HL7 Message Viewer

Site Role Management

Site Level Extracts



Note: Google Chrome and Microsoft Edge are the supported internet browser for eCTAS.

Navigating the Site Role Management Tool

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Return to feature selection screen

Change Site

'Registered' or 'Not Registered'

User List

User Information Panel

- Sign Out
- Icons
- User's Name and Facility/Site

The screenshot shows the 'Administration Console' for 'eCTAS CONFORMANCE'. The page title is 'Site Role Management' with a 'CCO' filter. There are radio buttons for 'Registered' (selected) and 'Not Registered'. A table lists users with columns for Username, Last Name, First Name, Facility, Sites, and Roles. A 'User Information Panel' for 'Person, PretendCCO' is open, showing 'Selected Sites' (CCO) and 'Selected Roles'.

Username	Last Name, First Name	Facility	Sites	Roles
<input type="radio"/> User1.User	User, User1	CCO (9999)	CCO	Technical Administrator, TriageNurse, Registration Clerk, Site Integration Administrator, Site Application Configuration Administrator, Triage Nurse Data Viewer, Hospital Data Viewer, Clinical Administrator, Facility Role Administrator, Screening Question Administrator
<input type="radio"/> Pretend.Person	Person, Pretend	CCO (9999)	CCO	TriageNurse, Registration Clerk, Hospital Data Viewer, Facility Role Administrator

Assigning a Site/Role to a New User

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Scenario 1:

A new ED nurse named eCTAS User4 is hired to work at ISMA Training Team Site 1 and requires Clinical Application access to triage patients.

Adding a New Site/Role to a User

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Scenario 2:

eCTAS User4 will also be working at ISMA Training Team Site 2 of the facility.

Role(s): Triage Nurse, Registration Clerk

Assigning a New FRA



Scenario 3:

eCTAS User5 at your facility who will be your backup eCTAS FRA.

Updating a Role

A blue shield-shaped badge with an orange top border and the word "DEMO" in white capital letters.

DEMO

Scenario 4:

eCTAS User2 has already been assigned the role of Triage Nurse at Site2.

The Clinical Manager requests they be given access to data extracts meaning the user role of Hospital Data Viewer will need to be added.

Removing a Role, Add Site/Role

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Scenario 5:

eCTAS User1 is currently assigned Site Integration Administrator and Hospital Data Viewer roles at Site1.

They have accepted a new job at Site 2 and will no longer require access to data extracts at Site 1 but will still be required to monitor HL7 messages.

Remove All Sites/Roles

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Scenario 6:

eCTAS User3 resigns and needs to be removed from access to eCTAS



Important: timely removal of user is important since eCTAS can be accessed from any computer (PHI).

Recap

- There is no 'save' button, selections are reflected at the user end in real time
- Roles are assigned at a site level
- Removing a site will remove all associated roles
- Manage user role(s) and site(s) in both Production and Conformance as needed

End of Section

- ✓ Login to the Administration Console
- ✓ Navigate the Tool
- ✓ Assign, Update and Remove User Roles


Resources




eCTAS Online Help

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Access by:

- Clicking on the question mark icon  from within eCTAS, or
- URL: <https://help.accesstocare.on.ca/helpfiles/eCTASOnlineHelp/>

eCTAS  PRODUCTION Administration Console

Krush, Stephanie @ IMDA Training Team Site



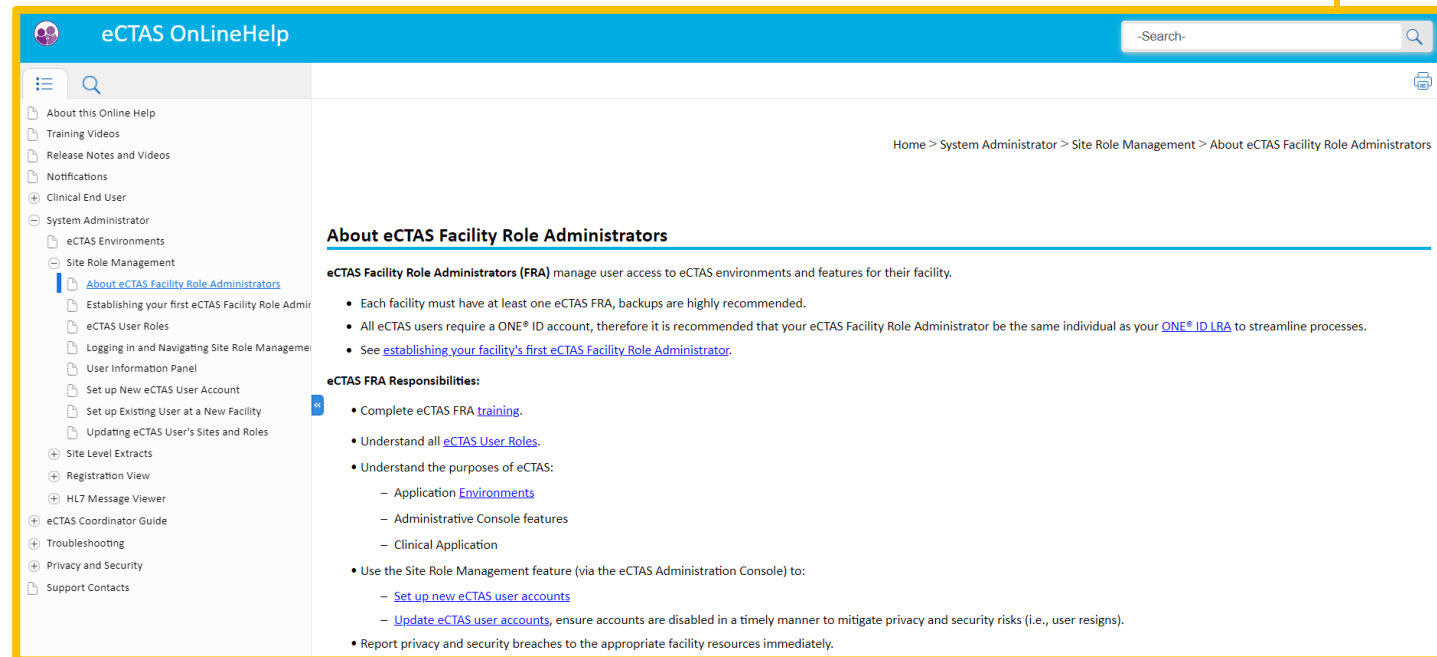
Sign Out

[eCTAS Registration View](#)

[HL7 Message Viewer](#)

[Site Role Management](#)

[Site Level Extracts](#)



The screenshot shows the eCTAS OnLineHelp interface. The top navigation bar includes a search box and a question mark icon. The left sidebar contains a tree view of help topics, with 'About eCTAS Facility Role Administrators' selected. The main content area displays the article title and a list of responsibilities for Facility Role Administrators (FRA).

About eCTAS Facility Role Administrators

eCTAS Facility Role Administrators (FRA) manage user access to eCTAS environments and features for their facility.

- Each facility must have at least one eCTAS FRA, backups are highly recommended.
- All eCTAS users require a ONE® ID account, therefore it is recommended that your eCTAS Facility Role Administrator be the same individual as your [ONE® ID LRA](#) to streamline processes.
- See [establishing your facility's first eCTAS Facility Role Administrator](#).

eCTAS FRA Responsibilities:

- Complete eCTAS FRA [training](#).
- Understand all [eCTAS User Roles](#).
- Understand the purposes of eCTAS:
 - Application [Environments](#)
 - Administrative Console features
 - Clinical Application
- Use the Site Role Management feature (via the eCTAS Administration Console) to:
 - [Set up new eCTAS user accounts](#)
 - [Update eCTAS user accounts](#), ensure accounts are disabled in a timely manner to mitigate privacy and security risks (i.e., user resigns).
- Report privacy and security breaches to the appropriate facility resources immediately.

Questions?



We are happy to answer your questions



Thank you