

## Responsibilities of the ClinicalConnect Local Registration Authority (LRA) – For New LRAs Appointed Under New Participation Agreement

LRAs, on behalf of their organization, are responsible for carrying out the duties outlined below in conformity with the ClinicalConnect Participation Agreement. Where an individual has agreed to the Participation Agreement on behalf of a physician practice (whether as a sole practitioner, partnership or corporation) then such Participant needs to individually act as the Participant's ClinicalConnect Local Registration Authority and that the associated tasks may not be delegated.

### **LRAs are responsible for the following:**

#### 1. Attending mandatory LRA orientation

All new LRAs, excluding Sole Practitioner LRAs who complete a different LRA orientation, are responsible to complete a two-part orientation pathway. Part 1 is an eLearning tutorial that provides an introduction to the roles and responsibilities of an LRA and takes approximately one hour to complete. Upon completion, a two-hour, in-person classroom training session is required and will teach LRAs how to use the Access Governance System (AGS) as part of their new role.

Sole Practitioners who have become a Participating Organization as a Health Information Custodian (HIC) unto themselves, and assume the role of their organization's LRA, also complete an orientation in the form of an eLearning tutorial that focuses on not only the responsibilities of a ClinicalConnect LRA but also provides information related to other aspects of their organization's participation in ClinicalConnect; information relayed to non-Sole Practitioners via other channels and to other designated individuals.

#### 2. Verifying the accuracy and authenticity of information submitted by, or for, Users including:

##### a) Physicians and Non-Physicians requesting access to ClinicalConnect

Account requests are created, verified and submitted by the LRA using AGS. Once the accounts are created, Users will receive email notification from AGS with a temporary password, and LRAs are responsible for providing users with their password and assisting them to fully enable their new ClinicalConnect accounts, including enrolling in ClinicalConnect's Self-Service Password Manager tool.

##### b) (For LRAs in HNH B LHIN only) Physicians and Non-Physicians requesting access to EMR Download

Currently, information will be completed by the requester and submitted by the LRA to Hamilton Health Sciences, Identity Provider, via the [Access to EMR Download Request and/or Changes Form](#). These requests are executed by HHS' Computer Access Management (CAM) team.

#### 3. Ensuring that Users are aware of their obligations.

Users must accept the ClinicalConnect User Agreement that appears when they log into ClinicalConnect for the first time and annually thereafter, and when the User Agreement is updated. When a user clicks "I Agree" to the User Agreement in ClinicalConnect, a security log entry is created, which also acts as a mechanism to track users' acceptance of the User Agreement.

#### 4. Arranging security awareness and other related training required by Users.

#### 5. Managing all ClinicalConnect accounts for their organization using AGS on an ongoing basis to:

##### a) Update information for existing ClinicalConnect Users.

##### b) Reset Users' passwords using AGS as needed.

##### c) Disable ClinicalConnect accounts for Users who no longer require or should not have access, or are no longer employed by the organization.

##### d) Attest ClinicalConnect Users on a semi-annual basis (currently May and November) using AGS.

#### 6. Assisting Users with the initial logon to ClinicalConnect and enrollment in Self-Service Password Manager as needed.

#### 7. Assisting Users with troubleshooting as needed.

#### 8. Performing additional duties as directed by the HHS, Identity Provider.