

Optimize compliance and privacy risk management in healthcare.

Privacy Services from Bell

Healthcare providers are increasingly turning to electronic medical care technologies and processes to improve patient access, increase efficiency, and lower the cost of service delivery. However, in order to comply with relevant privacy law, healthcare providers must be able to manage risks before these solutions are fully implemented. Privacy Services from Bell assist with privacy risk management and provides mechanisms to ensure due diligence so that you can demonstrate to your patients, senior management and funding agencies that the health solutions you implement are compliant.

Solutions

The following Privacy Services from Bell can be tailored to suit your organizational needs:

- **Privacy Impact Assessments** – Our privacy impact assessments (PIA) are standardized and aligned to meet industry best practices. Our project management approach ensures timely review of documentation and related information, and includes stakeholder interviews and thorough analysis of the proposed project and associated technology. The customer receives a comprehensive report that incorporates recommendations aimed at reducing and mitigating risks to privacy.
- **Privacy Manager** – This service offers a full range of assessment, analysis and report generation capabilities to help streamline your privacy requirements; it also provides a variety of dashboards and traditional privacy impact assessment reports that can be customized to help streamline your privacy management. It builds on



the strength of governance and risk management methodology to provide detailed compliance analysis of relevant privacy legislation. This service enables you to undertake in-house privacy compliance and impact assessments, re-use earlier relevant analysis, and address multi-jurisdiction privacy compliance analysis when required.

- **Privacy Management Framework** – Our experts can help you develop an overall privacy strategy that is tailored specifically for your organization.
- **Privacy Policy Development** – We can work with you to develop specific privacy policies and procedures that are aligned with your business objectives. In addition, we provide organizational seminars on this topic and, using a ‘train the trainer’ approach, we develop tailored packages that you can use on an ongoing basis to train employees, third-party contractors and other relevant stakeholders.

The Bell logo, consisting of the word "Bell" in a bold, blue, sans-serif font.

- **Privacy Incident Management Framework** – Policies and best practices regarding privacy breach notification are driving many healthcare providers to seek guidance on effective privacy incident management responses. Many organizations that have experienced privacy breaches have been ill-equipped to deal with the consequences, and provincial and federal privacy oversight bodies have criticized the responses that have been taken. We can provide an effective privacy incident management framework based upon your needs and overall business profile.

Benefits

With Privacy Services from Bell:

- Privacy safeguards are built into the design and implementation of your health system
- Patient trust is increased because they know their private information will not be breached
- Costs of privacy management are reduced through implementation of sound privacy risk management practices
- Compliance with privacy law, such as Ontario's Personal Health Information Protection Act (PHIPA) is ensured
- Internationally recognized privacy standards and practices for the management of personal health information are met

Why Bell?

Bell combines extensive clinical best practice knowledge with innovation, business sense, technological expertise and a thorough knowledge of the healthcare industry to help you optimize your healthcare services.

The foundation of our world-class ICT infrastructure is a high-powered, reliable network backed by multidisciplinary experts. Our highly skilled professionals offer diverse expertise in eHealth solutions, from initial assessment of your needs through design, implementation and support.

For more information visit bell.ca/enterprise, or request to be contacted by a Bell representative at bell.ca/contact-me.

