ONE® Network Migration Program Frequently Asked Questions
Equipment

1. What is a firewall?

A firewall is a secure, trusted device that resides between the public network (Internet) and the local area network (LAN) at an office (i.e., physician's office). It protects the network resources on the LAN against security threats such as malware, spam and viruses, and can manage an organization's Internet use (e.g., blocking access to inappropriate web sites). The firewall is configured with a set of security rules or policies that govern network traffic that can be set up to block non-trusted traffic and deny access to the LAN or allow trusted traffic to pass through to the LAN.

2. What are SOFAs and ISRs?

A SOFA is a small office firewall appliance— essentially a type of firewall. An ISR is an integrated services router that has firewall capabilities. Both types of device are used to provide local network security for your office. These devices will not be required after the removal of the eHealth Ontario circuit and will be removed as part of migration activities. Funding has been allocated to support the procurement of a firewall device for each site to maintain security post- migration. Please contact your migration agent or the migration team for more information.

3. Does my site require a firewall?

Yes, your site requires a firewall. A properly configured firewall is strongly recommended and it is each site's responsibility to purchase one according to eHealth Ontario guidelines. To assist in the migration, eHealth Ontario will provide every site with a one-time reimbursement to help defray the costs of procuring a firewall (receipts are required). eHealth Ontario has developed guidelines for both selecting and configuring a firewall. This information will be provided to you during the migration process. If you choose not to implement a firewall, you will need to sign a waiver acknowledging that your site does not require one.

Please note that it is your responsibility to ensure that:

- Hardware and software firewalls are installed, configured and maintained by a knowledgeable person
- Antivirus software is installed and updated on an ongoing basis
- Computer operating systems and applications are updated with service packs, security patches, etc. The EMR solution is properly configured to protect private health information data travelling across the network for all networked based electronic medical record implementations.

4. **What type of firewall will I need?**

eHealth Ontario has developed guidelines to help you select and configure a firewall. This information, along with security parameters/policies will be provided to you during the migration process. Your migration agent will provide additional information upon request.

5. **What kind of equipment will I need to purchase in order to setup my connection like it is now?**

eHealth Ontario will provide you with details about your current connection and configuration that will help you when choosing an Internet service as well as selecting and configuring a firewall. Network equipment that is used in your office such as switches and routers will continue to be the responsibility of each site.

6. **How do I set up my own virtual private network (VPN) and firewall?**

eHealth Ontario has developed guidelines for both selecting and configuring a firewall. This information will be provided to your site during the migration process. The firewall should have VPN or remote access capabilities. All remote access requirements should be discussed in advance with your local IT support and ehealth application providers (e.g., your EMR vendor) in order to ensure your needs are met.

7. **Once I have purchased my private Internet connection, how do I make the changes to firewall ports that are currently open on my eHealth Ontario connection? Can I open and close ports and make other configuration changes that were not previously allowed on my eHealth Ontario connection?**

Each site is responsible for implementing and maintaining any firewall configurations and security policies. Please discuss all firewall changes and security implications with your local IT support.

8. **Do I have to return the eHealth Ontario equipment that was installed at my location? What if I have misplaced the equipment?**

All equipment that was installed by eHealth Ontario's network vendor must be returned to the vendor.

A dedicated migration agent from eHealth Ontario will work with each site throughout the migration process to assist in the return of the equipment. The cost of returning the equipment, if applicable, will be covered by eHealth Ontario. Should any equipment not be recovered, the cost of each item not returned will be deducted from your total reimbursement amount. The cost of each piece of equipment as follows:

- SOFA: up to $550.00
- ISR: up to $2,000.00

- Router: up to $1,500.00
- Modem: up to $150.00

Please note that these charges are approximate. The actual deduction amounts will be based on the charges from our vendor.

Contact Information

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