Subject: Ontario Health Virtual Visits Verification Program Update

RE: Security Control Objectives

Date: March 6th, 2023

Dear Virtual Visit Solution Providers,

On Aug. 10, 2022, Ontario Health informed all solution providers that they are required to meet requirement 2.3.11 (Security Control Objectives) in Ontario Health's [standard](#) for virtual visits by Aug. 10, 2023. Requirement 2.3.11 states that:

In order to validate requirement 2.3.11, solution providers are required to follow general security guidance based on industry-standard control objectives by providing one of the following:

- ISO 27001 certification
- SOC2 Type 2 Audit Report
- HITRUST certification
- OntarioMD certification
- Canada Health Infoway certification

Where solution providers are not able to meet this requirement, they are required to inform Ontario Health to initiate remediation. Solution providers are required to have successfully completed one of these certifications within 12 months of Aug. 10, 2022, in order to maintain their verified status in the program.

This notification serves as a firm reminder of this pending deadline. Any solution provider that holds concern that it may not be able to present to Ontario Health one of these five documents by Aug. 10, 2023, should approach Ontario Health immediately to discuss. Solutions that are not verified to be in compliance with Security Control Objectives by this date risk being withdrawn from the program. Withdrawn solutions are reflected on the [Withdrawn Solution List](#) following an interim 60 day period where a notation of a pending change to status will be posted on your listing.

Please also note that included in the Dec. 1, 2022 letter was an update on changes made to the Attestation Letter and to Virtual Visits Verification Program Terms and Conditions. Verified solutions are required to sign the updated Attestation Letter no later than their next checkpoint with Ontario Health or OntarioMD, should that be for validation testing or for re-attestation. Vendors are encouraged to sign the Attestation Letter and to complete schedules A and B as soon as reasonably possible. Solution listings now include additional information sourced from

these schedules to support health service providers to make informed solution selection decisions. Where new Attestation Letters are not received, solution listings will include blank fields.

For program information visit ontariohealth.ca/verification. Terms and Conditions were last updated on Oct. 14, 2022.

Regards.

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