



Ministry of  
Health

British Columbia  
Professional and Software Conformance Standards

Electronic Health Information Exchange

Glossary of Terms - Conformance Standards

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## 1.0 Glossary of Terms

This Glossary of Terms is provided to define each key term, acronym and abbreviation that is included in the *British Columbia Professional and Software Conformance Standards for Electronic Health Information Exchange* (the “Conformance Standards”).

## 1.1 A

Term	Acronym	Definition
Access		<p>User initiated, authorized, real time access to Ministry electronic health information (i.e., Create, Read, Update, and Delete).</p> <p>This access is dependent on the terms and conditions of a Ministry agreement (e.g., ISA) and based on program and business decisions on how the information can be used.</p> <p>See: Data Access/Exchange Framework.</p>
Access Controls		<p>The process by which an entity permits or denies access to a resource; a set of rules to govern user access to data; the process of determining if a user is authorized to execute a particular function or transaction; and the control of user privileges (e.g., read, update) with respect to an application or database.</p>
Access Word		<p>A Disclosure Directive Keyword or Patient's Protective Word.</p>
Accession Number		<p>The PLIS Report Identifier – a unique identifier placed on a report that distinguishes it from all other reports issued.</p>
Accountable Provider		<p>The licensed provider, registered in the provincial Provider and Location Registry, who is professionally accountable for the provincial clinical information access and any subsequent review of updates or corrections to the accessed information.</p>
Accreditation		<p>The final approval to authorize operation of an information system and to explicitly accept the risk to organization (including mission, functions, image, or reputation), assets, or individuals, based on the implementation of an agreed upon set of security controls.</p>
Active Integration		<p>In the context of the Client Registry, a real-time search and identification of a patient at the point of registration.</p>

Term	Acronym	Definition
Adapt / Adaptation		A term used to describe the pharmacists' authority under the Professional Practice Policy-58, to adapt an existing prescription when, in their professional judgment, the action is intended to optimize the therapeutic outcome of treatment.
Adaptation Prescription Record		A record of a prescription that is an adaptation.
Administrative Gender		In the context of the Client Registry, a HL7 tag depicting the gender of a client as reported upon registration.  For example: <ul style="list-style-type: none"> <li>• Male (M);</li> <li>• Female (F); or</li> <li>• Undifferentiated (UN).</li> </ul> <b>Note:</b> This is not to be confused with clinical gender.
Adverse Reaction	ADR	An unintended effect of a medication that is harmful or unpleasant. An ADR is a special type of adverse drug event (ADE) in which a causative relationship can be shown.
Adverse Reaction Information <a href="#">Business Record</a>		A record that contains ZPB2 segment fields from PharmaNet. <b>Note:</b> For further details refer to Volume 4C: Application Enforced Rules – PharmaNet.
Adverse Drug Event	ADE	Any injury occurring at the time a drug is used, whether or not it is identified as a cause of the injury.
Annotation		A note added by way of comment or explanation.
Application		A collection of computer hardware, computer programs, and databases that work together to access/use one or more Ministry Health Information Exchange system or services.

Term	Acronym	Definition
Application Enforced Rule		A minimum requirement, which is testable during a conformance test, that the application must meet to be compliant.
Application Hosting Environment		The physical location (e.g., data centre) housing the information processing system, service, or infrastructure, which hosts multiple client's 'application' and data.
Application Service Provider	ASP	An organization that hosts a client's information system, application, and data on its secured computer servers in a secure centralized data centre environment, so the client does not have to manage the computer servers and other related technologies themselves.  Information is made available to clients via a web browser or thin client.
Attest / Attestation		To affirm to be true or genuine; to certify in an official capacity.
Audit		An examination of the facts to render an opinion and would include testing evidence to support the opinion.
Audit Logging and Monitoring		Mechanisms and related business processes for recording and reviewing system activities, particularly from the perspective of privacy- and security-related concerns, though audit and monitoring processes may also be used for service delivery quality control.
Audit Logs		Includes all types of event logs including (but not limited to) security, audit, application, access, and network across all operating system platforms.
Audit Team		Responsible for independent examination and evaluation of compliance with information security standards, including organizational security practices and business processes.
Authentication		The verification of the identity of a person or process.
Availability		Information or information systems being accessible and usable on demand to support business functions.

## 1.2 B

Term	Acronym	Definition
Bag Use Medications	O-Meds	See: Office Use Medications.
Bag Use Prescription		See: Office Use Prescriptions.
Batch(s)		Refers to input data that is collected into batches of files and processed by a program to run to completion without manual intervention.
Battery		<p>A test that is ordered in the laboratory information system to fulfill the test requested by a healthcare provider.</p> <p>It is used to group observations that have been performed to fulfill the ordered test.</p> <p>The Battery Event is a mandatory component of the Observation Report and is always reported within the context of an Observation Report.</p> <p>The battery is identified by a unique identifier assigned by the laboratory information system.</p> <p>The identifier is the Battery Event id in the HL7 v3 result message.</p> <p>The corresponding identifier in HL7 v2 is “Filler Order Number”.</p>
Battery Event ID / Battery Identifier		<p>Identifies the smallest component of a laboratory result message that is uniquely identified.</p> <p>Updates or revisions to batteries may be sent and will be identified by the same Battery Event ID.</p> <p>The identifier is used by the system to identify an instance of a single battery (LIS test request) within an Observation Report.</p> <p>It is used to link all observations (results) that fulfill the battery test.</p> <p>In a lab query response, one battery is one record.</p> <p>The HL7 v2 equivalent to the identifier is the “Filler Order Number”.</p>

Term	Acronym	Definition
Best Possible Medication History	BPMH	The medication history obtained by a pharmacist which includes a thorough history of all regular medication use (prescribed and non-prescribed).
Breach Policy		The Ministry's eHealth Privacy Breach Policies and Procedures.
British Columbia College of Nursing Professionals	BCCNP	The regulating body for nursing professionals (i.e., licensed practical nurses, nurse practitioners, registered nurses, and registered psychiatric nurses).  The BCCNP sets standards of practice, assesses nursing education programs, and addresses complaints about BCCNP registrants.
British Columbia Services Card	BCSC	Each BC resident enrolled with the Medical Services Plan is given a BC Services Card (previously known as a CareCard) with a unique lifetime identifier for health care called a personal health number (PHN).  This number remains the same regardless of any changes to personal status.
Browsing		Browsing is searching for patients' or providers' health, identifying or other personal information in a provincial registry or clinical repository without enrolling for access and without an approved, legitimate purpose for accessing it.
Business Continuity Plan	BCP	The procedures and information necessary for the timely recovery of essential services, programs, and operations, within a predefined timeframe.  The BCP includes the recovery following an emergency or a disaster that interrupts an operation or affects service or program delivery.

Term	Acronym	Definition
Business Record		<p>A set of mandatory data fields defined in the Conformance Standards (application enforced rules) and message specifications.</p> <p>Also see specific types of business records as follows:</p> <ul style="list-style-type: none"> <li>• <a href="#">Adverse reaction</a> (ZPB2 segment)</li> <li>• <a href="#">Client</a></li> <li>• <a href="#">Clinical information</a> (ZPB1 segment)</li> <li>• <a href="#">Dispense</a> (ZPB3 segment)</li> <li>• <a href="#">Laboratory result</a></li> <li>• <a href="#">Provider</a></li> </ul>
Business Role		<p>A provincial EHR Business Role is defined as a combination of two components:</p> <ul style="list-style-type: none"> <li>• Context - refers to the type of health care service provided (e.g., Urgent Services or Emergency Services, Ambulatory Services); and</li> <li>• Functional Description - describes the type of health care professional or support staff who provides the services (e.g., Prescriber, Physical Care Provider).</li> <li>• Not all Function Descriptions exist within all contexts.</li> </ul> <p>The combination of these two components results in specific provincial EHR Business Roles, such as:</p> <ul style="list-style-type: none"> <li>• Ambulatory Services Prescriber; or</li> <li>• Urgent/Emergency Services Support Staff – Clinical.</li> </ul>

### 1.3 C

Term	Acronym	Definition
Cache		Temporary storage of transactional data for the purpose of application processing or message transformation.
Canada Post Addressing Standards		Standards published by Canada Post intended to provide consistent and accurate addressing for efficient processing by Canada Post.
Canadian Drug Identity Code	CDIC	The drug identification number/product identification number.
Canadian Life and Health Insurance Association	CLHIA	A voluntary trade association that represents the collective interests of its member life and health insurers.
Canadian Pharmacists Association	CPhA	National voluntary organization of pharmacists self-mandated to promote the profession of pharmacy.
Canadian Police Information Centre	CPIC	The 'identification data bank' used for a records check of criminal convictions, and 'investigative data bank' for outstanding criminal charges.
Candidates		In the context of the Client Registry candidates are those clients that match the search criteria.
Canonical Identifier		A canonical identifier is composed of an identifier value qualified by a data namespace.  With the scope of the specified data namespace, the identifier value is guaranteed to be unique.
Carrier		An organization providing insurance for prescription costs.  This definition includes both PharmaCare and Third-Party Insurers.

Term	Acronym	Definition
Claim		A request to a carrier, for payment of the costs of providing a product or service.
Client		A person who is receiving or has received health care services in British Columbia.  A client is also known as a patient.  May also refer to a business relationship between organizations.
Client <a href="#">Business Record</a>		A record that contains data fields (e.g., patient demographics and identifiers) from the Client Registry.
Client Registry	CR	The Client Registry is a central repository of demographic information for the clients of the healthcare system in British Columbia.  <b>Note:</b> The Client Registry is also referred to as the Enterprise Master Patient Index (EMPI).
Clinical Data		Any data obtained during an encounter relating to the assessment of a client's health state, diagnosis and/or treatments.
Clinical Encounter		An interaction between a patient and/or healthcare provider(s) for the purpose of providing healthcare service(s) or assessing the health status of a patient.
Clinical Information <a href="#">Business Record</a>		A record that contains ZPB1 segment fields from PharmaNet.  <b>Note:</b> For further details refer to Volume 4C: Application Enforced Rules – PharmaNet.
Clinician		A clinician is a medical professional authorized to provide health services to clients within British Columbia.  Authorization may take the form of licensing or registering with a professional body.  Examples of clinicians include physicians, midwives, and nurse practitioners.

Term	Acronym	Definition
College of Pharmacists of British Columbia	CPBC	The regulatory body for pharmacy in British Columbia which is responsible for registering pharmacists and pharmacy technicians and licensing pharmacies throughout the province.
College of Physicians and Surgeons ID	CPSID	The Physician ID number – a unique lifetime identifier issued by the provincial licensing body to identify each individual Physician.
College of Physicians and Surgeons of British Columbia	CPSBC	The licensing and regulatory body for all physicians and surgeons in British Columbia with legislative responsibility to establish, monitor, and enforce high standards of qualification and medical practice across the province.
Community Health Practice Access to PharmaNet	COMPAP	Enhances patient care by providing authorized health care professionals (e.g., CPSBC, BCCNP) and supervised persons acting on their behalf with complete, accurate and comprehensive patient and drug information.
Community Pharmacy		A pharmacy that dispenses prescription medication directly to the patient for use at home and processes the prescription through PharmaNet.

Term	Acronym	Definition
Compliance		<p>The state of ‘being in accordance with’ established legislation, standards, specifications, and guidelines.</p> <p>Compliance adds the elements of process and system to the development of a Product (i.e., not only is the item conforming (see Conformance), as determined through inspection, but it was produced in accordance with approved procedures and under an approved system) and specifies how the Product is to be used and protected.</p> <p>The objectives of compliance in information security management are to:</p> <ul style="list-style-type: none"> <li>• Avoid breaches of any criminal or civil law, statutory regulation, or contractual obligations and of any security requirements;</li> <li>• Ensure compliance of systems with organizational security policies and standards; and</li> <li>• Maximize the effectiveness of and minimize interference with/from the system audit process.</li> </ul>
Composite View		A dynamically created view of a client’s most recent demographic attributes (in the Client Registry).
Confidentiality		Information is not made available or disclosed to unauthorized individuals, entities, or processes.
Confidentiality Mask		<p>In the context of the Client Registry, data that is prevented from displaying to a user when demographics are queried.</p> <p>Any subsequent search on the client record will result in the word “confidential” or an asterisk (“*”) for the masked attribute.</p>
Conformance		<p>Is the state or act of ‘adherence’ at a point in time to a published specification, standard, or guideline and can be confirmed through inspection and test.</p> <p>Conformance typically deals with characteristics of a Product such as form, fit, and function.</p>

Term	Acronym	Definition
Conformance Environment		A non-production provincial system environment that mirrors the functionality of its production environments for software organizations to demonstrate that their application complies with all the requirements specified in the Conformance Standards.
Conformance Self-Test		A software organization self-administered conformance readiness assessment ran in the Sandbox environment to validate developed functionality and confirm they can pass the rules specified in the Conformance Standards prior to requesting a formal Ministry conformance test.
Conformance Team		Subject matter experts responsible for evaluating compliance to the conformance standards.
Conformance Test		A scheduled demonstration of the application by the software support organization to demonstrate the application meets the application enforced rules.  The conformance test is generally performed remotely with screenshares.
Connecting Organization		Any organization (e.g., health authority, software support organization) that integrates with a Ministry HIE system.
Control Balance		Computational aids for data verification (e.g., records counts, row and column counts, sub-totals).
Controlled Prescription Program		To prevent forgeries and reduce inappropriate prescribing of selected drugs (narcotic or controlled substance).  Controlled substances may only be prescribed in writing using a special controlled prescription program – duplicate pad printed for the purpose.

Term	Acronym	Definition
Co-ordination of Benefits Router	COB Router	A specialized computer on PharmaNet used to forward claims to the insurance provider with 'first payer' responsibility.
Cryptographic Key		<p>A piece of information that controls the operation of a cryptography algorithm which can be used to protect the confidentiality of information, preserve its integrity, provide multi-factor authentication, and support non-repudiation (i.e., to enable the identity of the originator of information to be proven).</p> <p>In encryption, a key specifies the particular transformation of data into encrypted data and the transformation of encrypted data into data during decryption.</p> <p>The cryptographic algorithm ensures that only someone with knowledge of the key can reproduce or reverse the transformation of data.</p>
Cryptography		The art and science of writing secrets; storing and transmitting information in a form that allows it to be revealed only to those intended.
Custody		<p>Custody (of a record) means having physical possession of a record, even though the public body does not necessarily have responsibility for the record.</p> <p>Physical possession normally includes responsibility for access, managing, maintaining, preserving, disposing, and providing security.</p>

1.4 D

Term	Acronym	Definition
Data		<p>An individual fact (datum) or multiple facts (data) or a value, or set of values, but is not significant in and of itself.</p> <p>Data is the raw material stored in a structured manner that, given context, turns into information.</p>
Data Access / Exchange Framework		<p>The framework for the access and exchange of electronic health information with Ministry systems uses the following terms:</p> <p>Mode: the transfer of data is either:</p> <ul style="list-style-type: none"> <li>• user initiated, termed ‘Access’; or</li> <li>• system initiated, termed ‘Exchange’.</li> </ul> <p>Direction: the direction data is transferred is either:</p> <ul style="list-style-type: none"> <li>• From POS to Ministry system; and the received data is either: <ul style="list-style-type: none"> <li>○ retained temporarily, termed “Send”; or</li> <li>○ retained persistently, termed “Upload”.</li> </ul> </li> <li>• From Ministry system to POS; and the received data is either: <ul style="list-style-type: none"> <li>○ retained temporarily, termed “View”; or</li> <li>○ retained persistently, termed “Store”.</li> </ul> </li> </ul> <p>Note that only a copy of data is ever accessed/exchanged; the original version remains in the source system, either the POS or the Ministry.</p>
Data Element		<p>The smallest unit of data stored for a record.</p> <p>Also known as a data field (e.g., “First Given Name”).</p> <p>Data elements are individual data items that define a data object.</p> <p>For example, the data object “Address” has nine data elements: address line 1, address line 2, address line 3, address line 4, city, province or state, postal code, and country.</p>

Term	Acronym	Definition
Data Provider		Organizations providing source data to a Ministry or provincial data repository.
Data Repository		A central place where data is stored and maintained and is accessible by an information system.
Declared Identity		A client's identity (i.e., name, birth date, and gender), captured during a health care encounter, that has not been validated by an identity-proofing process.
De-Militarized Zone	DMZ	<p>In computer networking, a de-militarized zone (DMZ) is a firewall configuration for securing local area networks (LANs).</p> <p>In a DMZ configuration, most computers on the LAN run behind a firewall connected to a public network like the Internet.</p> <p>One or more computers also run outside the firewall, in the DMZ.</p> <p>Those computers on the outside intercept traffic and broker requests for the rest of the LAN, adding an extra layer of protection for computers behind the firewall.</p> <p>Traditional DMZs allow computers behind the firewall to initiate requests outbound to the DMZ.</p> <p>Computers in the DMZ in turn respond, forward or re-issue requests out to the Internet or other public network, as proxy servers do.</p>
Demographic Information		<p>Personal health information used to identify the person including:</p> <ul style="list-style-type: none"> <li>• name,</li> <li>• date of birth,</li> <li>• gender,</li> <li>• address,</li> <li>• telephone number, and</li> <li>• date of death (if applicable).</li> </ul>
Designation Order		<p>An order establishing or designating a health information bank under Section 3 of the eHealth Act.</p> <p>See: Health Information Bank.</p>

Term	Acronym	Definition
Diagnostic Ports		Ports, services, and systems used for diagnostic, maintenance, and monitoring activities for managing information system performance, function, or capacity (e.g., physical network switch diagnostic ports, logical management services such as SNMP and modems for remote maintenance).
Digital Certificates		<p>A digital identifier that is issued by a digital certificate authority and serves as an electronic identification document.</p> <p>It includes user information and serial numbers and public key information and expiration dates.</p>
Digital (Electronic) Signatures		<p>Information that is encrypted with an entity private key and is appended to a message to assure the recipient of the authenticity and integrity of the message.</p> <p>The digital signature proves that the message was signed by the entity that owns, or has access to, the private key or shared secret symmetric key.</p>
Disaster Recovery Plan	DRP	<p>The procedures and information necessary to recover critical IT functions from any event that may interrupt an operation or affect service or program delivery, within the timeframes determined in the Business Impact Assessment.</p> <p>The DRP is part of a ministry's overall business continuity plan (Business Continuity Plan or BCP).</p>
Disclosure Directive		<p>The mechanism by which an individual or their personal representative(s) can restrict access to their personal health information in the PLIS repository.</p> <p>The Ministry oversees the disclosure directive service by which patients can make, modify, or revoke a disclosure directive.</p>

Term	Acronym	Definition
Disclosure Directive Keyword		A password assigned by a patient and used to control access to the patient's PLIS records.  This password is requested through a Disclosure Directive with HIBC.
Discontinued Dispense		Term to describe the inactivation of a dispense record on a patient medication profile.  Once a dispense has been discontinued it will not be considered in future drug utilization evaluation checks.
Discrete Data		Data that is separated into distinct data fields, each of which can be individually referenced and used (e.g., each displayed on a screen or stored into a database).
Dispense		Includes the preparation and sale of a drug or device referred to in a prescription and taking steps to ensure the pharmaceutical and therapeutic suitability of a drug or device for its intended use and taking steps to ensure its proper use.
Dispense <a href="#">Business Record</a>		A record that contains ZPB3 segment fields from PharmaNet.  <b>Note:</b> For further details refer to Volume 4C: Application Enforced Rules – PharmaNet.
Documented Identity		A client's name (most often the client's legal name), birth date and gender recorded as a result of a high-quality identity-proofing process from acceptable, valid identity documentation.
Domain		See: Data Repository.
Domain Specific Data		Data from a specific HIE system (Client Registry, PharmaNet, Provider and Location Registry, or Provincial Laboratory Information Solution) designed for that domains transactions.

Term	Acronym	Definition
Drug		A substance or combination of substances used or intended to be used to diagnose, treat, mitigate, or prevent a disease, disorder or abnormal physical or mental state, or a symptom of them, or to restore, correct or modify organic functions, in man or animal, and includes a substance or combination of substances named or included by reference in Pharmacy Operations and Drug Scheduling Act (PODSA).
Drug Identification Number	DIN	A unique number assigned to a drug product by Health Protection Branch.  Each DIN is unique to a drug, strength, dosage form and manufacturer.
Drug Information System	DIS	The component of PharmaNet responsible for interaction checking, medication profile maintenance, and other clinical support functions.
Drug Utilization Evaluation	DUE	Drug interaction and dosage checking.
Drug-to-Drug Interaction Module	DDIM	The PharmaNet drug-to-drug interaction module used for drug utilization evaluation screening.

## 1.5 E

Term	Acronym	Definition
eHealth Access Policy		The policies and rules related to accessing the EHR Service, such as the Provincial EHR Business Roles Model.
Z Enrolment Policy		The policy and rules related to enrolling users to access the EHR Service.
eHealth Operations		<p>The group within the Provincial Health Services Authority providing the following services:</p> <ul style="list-style-type: none"> <li>• Service Desk;</li> <li>• Privacy Services;</li> <li>• Technical Services;</li> <li>• Data Quality and Standards; and</li> <li>• Identity Management.</li> </ul> <p>In the context of Privacy Conformance Standards, eHealth Operations refers to the eHealth Operations Privacy Services.</p>
Electronic (Digital) Signature		Information in electronic form that a person has created or adopted in order to sign a record and that is in, attached to, or associated with the record.
Electronic Health Information	EHI	Personal health information stored in and provided by Ministry information systems and services.
Electronic Health Record	EHR	Province-wide ministry information systems that store information relevant to the wellness, health, and healthcare of an individual, in computer-processable forma and represented according to a standardized information model. (ISO1803)

Term	Acronym	Definition
Electronic Health Record Business Role	EHR Business Role	<p>A provincial EHR Business Role is defined as a combination of two components:</p> <ul style="list-style-type: none"> <li>• <b>Context:</b> Refers to the type of health care service provided (e.g., Urgent Services or Emergency Services, Ambulatory Services); and</li> <li>• <b>Functional Description:</b> Describes the type of health care professional or support staff who provides the services (e.g., prescriber, physical care provider); not all function descriptions exist within all contexts.</li> </ul> <p>The combination of these two components results in specific provincial EHR Business Roles, such as:</p> <ul style="list-style-type: none"> <li>• Ambulatory Services Prescriber; or</li> <li>• Urgent/Emergency Services Support Staff – Clinical.</li> </ul>
Electronic Health Record Service	EHR	High-level software components that encapsulate all business processing and accessibility functions relating to EHR data allowing authorized health care providers to view a patient's health history no matter where the individual seeks medical attention in the province.
Electronic Medical Record System	EMR System	<p>A clinical information system used most often in a medical practice setting.</p> <p>It contains individual patient information such as clinical assessment, care planning details, individual interventions, and health services, as well as providing access to other health services.</p> <p>An EMR includes other practice management functions such as patient registration, scheduling, and billing.</p>
Electronic Picture		<p>A single electronic image (e.g., a 'screen print') of the personal health information.</p> <p>If a printed record of the information is required, that record should be produced as a PDF.</p>

Term	Acronym	Definition
Electronic Prescribing	e-Rx e-prescribing	Electronic authorization from a practitioner to dispense a specified drug or device for use by a designated individual or animal.
Emergency Department Access to PharmaNet	EDAP	This service permits authorized individuals in hospital emergency departments, and diagnostic/treatment centres to access and update patient medication histories in support of patient therapy.
Encryption		<p>A security feature that assures only the parties who are supposed to be participating (e.g., in a videoconference or data transfer) are able to do so.</p> <p>Encryption is the process of transforming information to make it unreadable to anyone except those possessing special knowledge, usually referred to as a “key”.</p> <p>Information is encrypted by using a formula and a unique, secret “key” value to convert it into encoded data.</p> <p>Decoding the data back into useable information requires a copy of the formula and the value of the “key”.</p> <p>Encrypted data is considered to be secure from interpretation by unauthorized providers.</p> <p>See: Cryptographic Key.</p>
Episode of Care		<p>A collection or series of health care encounters for a Person.</p> <p>A state of being which has a beginning and an eventual end.</p> <p>Examples include pregnancy, Injuries, acute disease, chronic disease, risk factors, and wellness deficiencies.</p>
Event		An identified occurrence of a system or service state indicating a possible breach of information security policy or failure of safeguards, or a previously unknown situation that may be security relevant.

Term	Acronym	Definition
Exchange		With authorized permission, to physically send and receive electronic health information between organizations, systems, or applications (i.e., system to system).

1.6 F

Term	Acronym	Definition
Facility		<p>A designated facility could include:</p> <ul style="list-style-type: none"> <li>• Community pharmacy</li> <li>• Community Practice</li> <li>• Emergency Department</li> <li>• Health Authority site</li> <li>• In-patient/out-patient hospital pharmacy</li> <li>• Medical device supplier</li> </ul>
Fan Out		See: PharmaNet Participant Message.
Firewall		A dedicated appliance, or software running on a computer, which inspects network traffic passing through it, and denies or permits passage based on a set of rules.
First Data Bank	FDB	Provides a set of drug data base elements and clinical information with multiple types of unique drug identifiers for drug utilization evaluation.
Folio Number		<p>Triplicate/duplicate prescriptions are used to prescribe controlled substances.</p> <p>A folio number is pre-printed on each copy of a single prescription to protect from fraud.</p>

Term	Acronym	Definition
Freedom of Information	FOI	<p>In reference to the Freedom of Information and Protection of Privacy Act (FOIPPA).</p> <ul style="list-style-type: none"><li>• <b>Freedom of Information:</b> To make public bodies more open and accountable by providing the public with a legislated right of access to government records.</li><li>• <b>Protection of Privacy:</b> To protect your right to personal privacy by prohibiting the unauthorized collection, use or disclosure of your personal information by public bodies.</li></ul>

## 1.7 H

Term	Acronym	Definition
Health Authority Viewer (CareConnect)	HA Viewer	A secure, view-only electronic health record (EHR) application that provides community-based primary care services to authorized end-users with an integrated, provincial view of clinical information.
Health Information Access Layer	HIAL	Provides a standards-based message set for securely exchanging electronic health information with Ministry systems; including standards, common services and communication services required to integrate applications across the continuum of care, providing a federated view, as well as privacy/security management.
Health Information Bank	HIB	A provincial repository established or designated under Section 3 of the <i>eHealth Act</i> .  Personal health information may be collected, used and, subject to sections of the <i>eHealth Act</i> , disclosed through the health information bank by a person who is authorized.
Health Information Exchange	HIE	The electronic exchange of health information between and among providers and clients.
Health Insurance British Columbia	HIBC	The organization that administers the Medical Services Plan and PharmaCare on behalf of the BC Government.
Health Level 7	HL7	An application protocol for electronic data exchange in health care environments.  The HL7 protocol is a collection of standard formats that specify the implementation of interfaces between computer applications and different vendors.  This communication protocol allows health care institutions to exchange key sets of data among different application systems.

Term	Acronym	Definition
HIE Services		The processes and technology that support health information exchange and access to health information between and among providers and clients.
Hospital Access to PharmaNet	HAP	<p>Allows authorized physicians, nurse practitioners, and pharmacists at each registered hospital or designated mental health facility (DMHF) to request and receive, up-to-date records of medications dispensed to a patient.</p> <p>This access is limited to four transactions for hospitals and DMHFs:</p> <ul style="list-style-type: none"> <li>• TID – view patient demographic information;</li> <li>• TRP – view full 14-month patient medication profile;</li> <li>• TRR – view the 15 most recent filled prescriptions; and</li> <li>• TIP – view prescriber identification (optional).</li> </ul>
Hospital Clinical Information System	HCIS	A system that manages a patient’s medical record during in-patient treatment.
Hypervisor		The virtualization component that manages the guest operating systems on a host and controls the flow of instructions between the guest operating systems and the physical hardware.

1.8 I

Term	Acronym	Definition
Individual		Someone acting in a personal or domestic capacity; or as an employee.
Information		The data in context. The meaning given to data or the interpretation of data, based on its context, for purposes of decision making.
Information Consumer		Organizations and individuals belonging/representing an organization who access electronic health information in a Ministry or provincial data repository.
Information Custodian		Maintain or administer electronic health information resources on behalf of the Information Owner. Custodianship includes responsibility for accessing, managing, maintaining, preserving, disposing, and providing security for the information resource.
Information Labeling		Affixing a physical or electronic label identifying the security category of a document, file, or records series in order to alert those who handle it that it requires protection at the applicable level.
Information Owner		Someone with the responsibility and decision-making authority for electronic health information throughout its life cycle, including creating, classifying, restricting, regulating, and administering its use or disclosure.
Information Processing Facilities		The physical location housing any information processing system, service, or infrastructure; this includes storage facilities for equipment not yet deployed or awaiting disposal.

Term	Acronym	Definition
Information Security		Preservation of confidentiality, integrity, and availability of information; in addition, other properties, such as authenticity, accountability, non-repudiation, and reliability can also be involved.
Information Security Classification		A system of designating security categories for information based on the impact to the business mission from loss of information confidentiality, integrity, or availability (also classification, information classification, security classification).
Information Security Incident		<p>Indicated by a single or a series of unwanted or unexpected information security events that have a significant probability of compromising business operations and threatening information security.</p> <p>(ISO/IEC TR 18044:2004) Information security incidents may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Inappropriate use of government resources causing a service disruption;</li> <li>• Breaches of privacy and/or confidentiality;</li> <li>• Denial of service;</li> <li>• Detection of network probing;</li> <li>• Detection of malicious code, e.g., virus, worm, or Trojan horse;</li> <li>• Errors due to incomplete or inaccurate data;</li> <li>• Outgoing network traffic not associated with typical business processing;</li> <li>• Repeated attempts of unauthorized access;</li> <li>• Repeated attempts to email unknown internal accounts;</li> <li>• System activity not related to typical business processing; and</li> <li>• System failures and loss of service.</li> </ul>

Term	Acronym	Definition
Information Sharing Agreement	ISA	<p>An organization accessing the Ministry’s electronic health information must have a duly executed ISA with the Ministry.</p> <p>The ISA describes the legal authority and the terms and conditions for collection, use and disclosure of the personal health information; including specifying those roles which may collect, use, or disclose the personal health information and for what purpose and under what circumstance.</p>
Information Source		<p>Where the data originated:</p> <ul style="list-style-type: none"> <li>• POS system (i.e., created by the POS system) or</li> <li>• EHI/EHR (i.e., retrieved from a Ministry system and potentially stored in the POS system).</li> </ul>
Information System		<p>Any equipment or interconnected system or subsystems of equipment that is used in the acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data and that includes computer software, firmware, and hardware.</p> <p>Included are computers, word processing systems, networks, or other electronic information handling systems and associated equipment.</p>
In-Patient Hospital Pharmacy		<p>A pharmacy that dispenses medications to persons who are admitted and treated in a hospital.</p> <p>The in-patient pharmacy does not:</p> <ul style="list-style-type: none"> <li>• dispense out-patient prescriptions for at home use;</li> <li>• update patient medication records on PharmaNet; or</li> <li>• perform on-line adjudication through PharmaNet for out-patient prescriptions.</li> </ul> <p>In-patient hospital pharmacies most commonly dispense medication for Hospital Admitting and Emergency Departments.</p>

Term	Acronym	Definition
Integrated Data		Provides data from all pertinent HIE systems (Client Registry, PharmaNet, Provider and Location Registry and the Provincial Laboratory Information Solution) for the same patient to provide a more holistic, real-world view of the patient health information.
Integrity		The characteristic of information being accurate and complete and the preservation of accuracy and completeness by protecting the information from unauthorized, unanticipated, or unintentional modification.
Interface Approval Notice	IAN	A formal letter of compliance from the ministry to the software organization issued upon successful completion of all components of the conformance test including training materials evaluation, privacy and security, application enforced rules, message specifications and transport protocols.
International Organization for Standardization	ISO	A global network that identifies what International Standards are required by business, government, and society; develops them in partnership with the sectors that will put them to use; adopts them by transparent procedures based on national input; and delivers them to be implemented worldwide.

## 1.9 K

Term	Acronym	Definition
Key Management		The processes for the generation, exchange, storage, safeguarding, use, vetting and replacement of cryptographic keys.
Keyword		See: Disclosure Directive Keyword.

## 1.10 L

Term	Acronym	Definition
Lab Information Systems	LIS	<p>A system used in clinical laboratories to order Lab tests, result lab tests, handle Quality Control and Workload statistics, retrieve lab data.</p> <p>The LIS handles all the electronic management of Laboratory information.</p>
Laboratory		<p>A laboratory is a physical location where laboratory tests are performed, and specimens can be acquired.</p> <p>Laboratories are usually located in hospitals or at a business location operated by the private sector.</p>
Laboratory Result <a href="#">Business Record</a>		<p>A record that contains data fields (e.g., lab test name, report identifier, specimen type) from the PLIS.</p>
Laboratory Test Result (Lab Result)		<p>The result from pathology testing that involves human blood or other body fluid, tissue, or cell.</p> <p>Pathology testing includes microbiology, anatomical pathology, transfusion medicine, clinical chemistry and hematopathology.</p>
Least Privilege		<p>A security principle requiring that each subject in a system be granted the most restrictive set of privileges (or lowest clearance) needed for the performance of authorized tasks.</p> <p>The application of this principle limits the damage that can result from accident, error, or unauthorized use.</p>
Location Identifier		<p>Unique number assigned to a point of service using PharmaNet.</p>
Logical Observation Identifiers Names and Codes	LOINC	<p>A set of universal names and ID codes for identifying laboratory and clinical test results.</p>

## 1.11 M

Term	Acronym	Definition
Malware		<p>Typically includes computer viruses, worms, Trojan horses, spyware, adware, and malicious mobile code (e.g., executable code in the form of Java applets, MS ActiveX, JavaScript, or VBScript, that has been written deliberately to perform unauthorized functions).</p> <p>Malicious code is designed, employed, distributed, or activated with the intention of compromising the performance or security of information systems and computers, increasing access to those systems, disclosing unauthorized information, corrupting information, denying service, or stealing resources.</p> <p>Types of malicious code can include viruses, worms, Trojans, spyware, and denial of service attacks.</p>
Mask / Masking		<p>The process of concealing specific data elements of a patient's personal health information, at the specific request of the patient in order to limit or control the information that is disclosed to other healthcare providers.</p> <p>Viewers of the patient record can see that the data exists but cannot see the actual content.</p>
Matching Algorithm		<p>A formula or set of steps for solving a particular problem.</p> <p>A client identity matching algorithm can employ deterministic, probabilistic and/or rules-based algorithms to determine if clients are the same.</p>
Media		<p>A particular form of storage for digitized information (e.g., magnetic tape, discs).</p>
Medical Device Distributor	MDD	<p>A manufacturer or authorized distributor of medical devices and related products (e.g., replacement parts and supplies).</p> <p>They are not licensed to sell drugs of any kind; and are not bound by the bylaws of the BC College of Pharmacists.</p>

Term	Acronym	Definition
Medical Services Plan	MSP	A Ministry program offering universal health care coverage for BC residents.
Medication Administration Record	MAR	The record of the administration of all doses of medication to a resident in a long-term care facility.
Medication Management Framework	MMF	An umbrella term that encompasses all professional activities that a pharmacist undertakes, as the medication experts, to optimize safe and effective drug therapy outcomes for patients.
Medication Management Intervention	MMI	A PharmaNet drug therapy problem.
Medication Reconciliation Report		A summary report, based on local data and PharmaNet data, indicating what the patient is currently taking that is prepared by the user and the POS application, similar to a Best Possible Medication History.
Merge		In the context of the Client Registry and PharmaNet, a merge is performed within these systems by Ministry staff (CR or PharmaNet help desk) whenever it is discovered that two PHNs have been allocated to the same individual.  One of the PHNs is retired, in favour of a surviving PHN.
Message Integrity		The assurance of unaltered transmission and receipt of a message from the sender to the intended recipient to maintain the completeness, accuracy and validity of the information contained in the message.
Metadata		Data about data; more specifically, data that provides information about a piece or set of data.

Term	Acronym	Definition
Ministry Agreement		<p>A formal arrangement between the organization and the ministry (i.e., a properly executed and legally binding contract).</p> <p>Examples include, but not limited to:</p> <ul style="list-style-type: none"> <li>• Information Sharing Agreement (ISA);</li> <li>• Data Access Agreement (DAA);</li> <li>• Service Level Agreement (SLA); and</li> <li>• Master Standing Agreement (MSA).</li> </ul>
Ministry (of Health)	MOH	The British Columbia Ministry of Health.
Ministry Practitioner ID	MPID	<p>The number assigned by the province's insurance billing plan (e.g., the Medical Services Plan of BC) to identify an individual provider who is registered with the billing plan.</p> <p>The health community often uses this number as the identifier for a practitioner.</p>
Mobile Computing Device		Portable self-contained electronic devices, including portable computers (e.g., laptops, netbooks, iPads), personal digital assistants (PDAs), cell phones, digital cameras, etc.
MOH Policy		In the context of the Privacy conformance standards, eHealth privacy policy requirements established from time-to-time by the Ministry, such as those noted in the eHealth Privacy Policy Policies and Procedures Manual.
Monitoring		A regular/ongoing check on aspects of operations to identify and correct deviations from policies and standards.
Monographs		Clinical data that provides the provider with additional information on the proper use and side effects of the medication being dispensed.

Term	Acronym	Definition
Multi-Factor Authentication		<p>A combination of two or more authentication techniques to form a stronger or more reliable level of authentication.</p> <p>This usually involves combining two or more of the following types:</p> <ul style="list-style-type: none"> <li>• Secret - something the person knows</li> <li>• Token - something the person has</li> <li>• Biometric - something the person is</li> </ul> <p>Also known as Strong Authentication.</p>
Mutual / Two-Way Authentication		<p>Refers to two parties authenticating each other suitably.</p> <p>In technology terms, it refers to a client or user authenticating themselves to a server and that server authenticating itself to the user in such a way that both parties are assured of the others' identity.</p>

## 1.12 N

Term	Acronym	Definition
Need to Know		<p>A privacy principle where access is restricted to authorized individuals whose duties require such access.</p> <p>Individuals are not entitled to access merely because of status, rank, or office.</p> <p>The need-to-know principle may be implemented in various ways.</p> <p>These include physically segregating and controlling access to certain records, listing individuals who may access certain records, or installing access controls on automated information systems.</p> <p>The need-to-know principle is especially important in protecting the privacy of individuals as required by the Freedom of Information and Protection of Privacy Act.</p>
Network Routes		<p>The physical and logical pathways that comprise the connections within the network infrastructure.</p>
Network Security Zone		<p>A logical entity containing one or more types of services and entities of similar security requirements and risk levels.</p>
Network Segregation		<p>The separation of groups of users, information systems and services with similar business functions by control of network traffic flow, e.g., by use of security gateways, physically separate networks, or access controls.</p>
Nomenclature Standard		<p>The standard used within the province of British Columbia for medical laboratory test order names, test result names, test result values and test result ranges</p>

Term	Acronym	Definition
Non-Discrete Data		<p>A rendering of one or more distinct data fields, where the separate field(s) cannot be individually referenced or used (e.g., a 'picture,' a non-editable PDF, a view-only window of EHR data separate from POS system data, a printout).</p> <p>Also called Electronic Picture.</p>
Non-Insured Health Benefits	NIHB	<p>Federal government coverage of health benefits provided to First Nations by Health Canada.</p>
Non-Pharmaceutical Supplier	NPS	<p>Suppliers who are not a pharmacy and only dispense non-pharmaceutical supplies (e.g., prostheses, orthoses, ostomy or diabetic supplies, or other medical devices).</p> <p>If the supplier connects to PharmaNet the access to patient records/history is limited to purchases made from that supplier site.</p> <p>In addition, restrictions apply to the type of PharmaNet transactions that are permitted.</p>

## 1.13 O

Term	Acronym	Definition
Observation		<p>An observed outcome (result) of a battery.</p> <p>Observations are reported in the context of both the battery and the laboratory report.</p>
Observation Report		<p>The Provincial Lab Information Solution lab report.</p> <p>A Report is used to record outcomes of lab testing performed for one patient and related to a single lab requisition or visit.</p> <p>As the component of a message, the Observation Report is composed of batteries and observations.</p>
Office Use Medications	O-Meds	<p>Prescription and non-prescription medications dispensed by pharmacies to medical clinics, physicians, dentists, veterinarians, and midwives.</p> <p>Office use medications do not include medical supplies, non-pharmaceuticals, or stock transfers to other pharmacies.</p> <p>Also referred to as <i>Bag Use Medications</i>.</p>
Office Use Prescriptions		<p>Medications purchased by a physician for use in a medication practice or on house calls.</p> <p>The medications are given to persons in small or individual doses during office visits.</p> <p>Also referred to as <i>Bag Use prescriptions</i>.</p>
On-Boarding		<p>The process and requirements for an organization to obtain access to specified Ministry repository under the authority of a Designation Order and through the execution of, and compliance to, an ISA with the Ministry and confirmed compliance to the Conformance Standards.</p>

Term	Acronym	Definition
Organization		<p>A unique framework of authority within which a person or persons act or are designated to act towards some purpose. (ISO 18308)</p> <p>Including (but not limited to) a health care body, a person, an individual, a sole proprietor, and a partnership.</p>
Organization-Specific Data		<p>Data created by the ministry to be used solely by a single organization.</p> <p>Organization-specific data is to be used to verify conformance standards that involve updating or deleting data.</p>
Out-Patient Hospital Pharmacy		<p>A pharmacy that dispenses medications for at home use to Out-Patients and connects to PharmaNet for the purposes of updating the PharmaNet patient record and adjudicating PharmaCare claims on-line.</p>
Overlay Status		<p>In the context of the Client Registry, a source system error where a client identity contains information about more than one client.</p> <p>Overlays can be resolved by splitting the information into the correct, separate client identities.</p>

## 1.14 P

Term	Acronym	Definition
Pan-Canadian LOINC Observation Code Database	pCLOCD	<p>The LOINC that meets Canadian requirements with the inclusion of metric units of measure and French display names.</p> <p>This adapted standard of LOINC has been constrained to include only observables applicable to Canadian implementers.</p> <p>It is maintained and distributed by the Standards Collaborative.</p>
Patient		<p>A person who is receiving or has received health care services in British Columbia.</p> <p>May also be known as a client.</p>
Patient Medication Profile		<p>In the context of PharmaNet, that portion of the patient record containing specific patient information in regard to drug therapy.</p> <p>The profile includes all medications prescribed and dispensed for the patient, as well as clinical conditions, allergic reactions, etc.</p>
Patient Record		<p>An electronic tool for collecting and storing information about the healthcare services provide to a patient.</p>
Patient Record (Medical Practice)		<p>A patient record in a medical practice contains the same patient data that would have been stored in the paper record such as: patient demographics, physician notes, diagnostic reports, consult reports, medication history and laboratory results.</p> <p>The information is organized for easy access and is secured so that the physician can control who within the practice has access to which information.</p>
Patient Record (Pharmacy)		<p>A patient record in a pharmacy contains information associated with that patient including PHN, demographics, medical, clinical information, prescription history and any adverse drug reaction data.</p>

Term	Acronym	Definition
Patient Session		When patient's record is open in the POS application. The patient session ends when the patient's record is exited or closed.
Patient's Protective Word		A password (often referred to as a keyword) assigned by a patient and used to control access to the patient's PharmaNet records. This password is requested through a pharmacist or HIBC.
Pay Cardholder		Pay the BC Services Card holder that the prescription was dispensed for.
Pay Provider		Pay the pharmacy that dispensed the prescription.
Person		Individual person, who can assume multiple roles over time. For example, a person may be a patient for a period of time at a hospital. Usually synonymous with patient or client, depending on context.
Personal Firewall		An application running on a computer which controls network traffic to and from the computer; permitting or denying communications based on a security policy. Microsoft Windows Operating System includes its own firewall (e.g., Windows Firewall).

Term	Acronym	Definition
Personal Health Information		Recorded information about an identifiable individual that is related to the individual's health or the provision of health services to the individual.
Personal Health Number	PHN	<p>A unique, numerical, lifetime identifier used in the specific identification of an individual client or patient who has had any interaction with the British Columbia health system.</p> <p>It is assigned only to and used by one person and will not be assigned to any other person.</p> <p>The existence of a PHN does not imply eligibility for health care services in BC or provide any indication of an individual's benefit status.</p>
Personal Information		Recorded information about an identifiable individual other than business contact information.
PharmaCare		PharmaCare helps British Columbians with the cost of eligible prescription drugs and designated medical supplies and provides reasonable access to drug therapy through seven drug plans.
PharmaCare Enrolment Agreement		An agreement between a pharmacy and the Ministry to support pharmacies role as health care providers to facilitate efficient delivery of products and services to PharmaCare beneficiaries, and to ensure appropriate accountability for public funds disbursed to pharmacies from the PharmaCare program.
PharmaCare Plan B		<p>A plan which covers the full cost of eligible prescription drugs and designated medical supplies for permanent residents of licensed residential care facilities in BC.</p> <p>A contracted pharmacy serves each residential facility to provide pharmaceutical services to the facility.</p>

Term	Acronym	Definition
PharmaCare Trial Prescription Program		<p>A program that dispenses a small quantity (10-14 days' supply) of expensive medications with known high incidence of side effects to discourage waste.</p> <p>PharmaCare reimburses the pharmacy for the initial dispensing fee for the trial quantity and the patient is responsible for payment towards drug costs according to the usual plan rules.</p> <p>When the balance of the prescription is filled, the patient is responsible for payment towards the remaining drug cost and dispensing fee according to usual plan rules.</p>
Pharmacist Prescription Adaptation Documentation and Notification Form		A form used to document and communicate the details of an adaptation performed by a pharmacist to the original prescriber.
Pharmacotherapy		The treatment of disease through the administration of drugs.
Pharmacy Equivalency Code	PEC	For non-pharmacy sites, a three-character Pharmicare ID issued by HIBC as a unique code consistent with CPhA Standards.
Pharmacy ID		<p>For pharmacy sites, a unique identification number, issued by HIBC, that is consistent with CPhA Standards.</p> <p>The first two characters will be BC, followed by five zeros (00000), followed by the three-character Pharmicare ID code issued by HIBC as a unique code.</p>
Pharmacy Operations and Drug Scheduling Act	PODSA	The Act governing pharmacy licensing and operation, prohibition, and duties (including PharmaNet), pharmacy license inspections, suspensions, and cancellations, by laws and drug schedules, and other pharmacy-related matters.
Pharmacy System		A Point of Service system or application used in a Pharmacy setting to access PharmaNet.

Term	Acronym	Definition
PharmaNet		The province-wide network that links all BC pharmacies to a central set of data systems.
PharmaNet Help Desk		A support service provided by Health Insurance BC to PharmaNet participants and software vendors.  The Help Desk is staffed 24/7.
PharmaNet Medication Profile		The complete 14-month history of each dispense returned by PharmaNet for the patient.
PharmaNet Participant Message (Fan Out)		A function that is used to transmit urgent messages to appropriate locations.  Messages are routed to all users or to a specified list (e.g., locations within a geographic region, specific software users or specific agencies).
Point of Service	POS	Location where health services are provided to clients (e.g., pharmacy, laboratory, medical practice, hospital).
Point of Service Application / System		The clinical systems that operate at the many locations where the healthcare services are delivered.  These systems may access data from Ministry HIE systems, as well as from their own data stores to provide a more complete view of an individual's health history and current information.
Point to Point		A connection restricted to two endpoints, usually host computers.

Term	Acronym	Definition
Portable Storage Devices		<p>External hard disk drives, flash memory cards such as secure digital and compact flash, USB memory sticks, solid state storage and MP3 players with storage capacity for holding data.</p> <p>Methods of connecting portable storage devices to computer equipment (e.g., laptop computers and desktop computers) include USB, FireWire, and Bluetooth).</p> <p>Electronic media including, but not limited to, laptop and notebook computers, removable hard drives, USB mass storage devices (flash drives, jump drives, memory sticks, memory cards, thumb drives, MP3 players, iPods, and PDAs), zip drives, CDs, DVDs, tapes, and diskettes.</p>
Practitioner ID Reference Code		A number that uniquely identifies each licensing body (College or Association) that assigns Practitioner Identification numbers to its members.
Practitioner Identification Number	Prac ID	A unique number assigned to each practitioner by the practitioner licensing body (e.g., the College of Physicians and Surgeons of BC or the College of Pharmacists of BC).
Prescribe		Authorizing a specified drug or device for a patient.
Prescriber		<p>Any health professional authorized by legislation to prescribe medications to a person.</p> <p>In British Columbia, a Prescriber includes Physicians, dentists, podiatrists, veterinarians, Pharmacists (in limited cases), nurse practitioners and midwives (in limited cases).</p> <p>A healthcare professional that has prescribing privileges based on the regulatory environment in the jurisdiction in which they practice.</p> <p>May include physicians, nurse practitioners, mid wives, dentists, pharmacists, and others.</p>
Prescription		An authorization from a practitioner to dispense a specified drug or device for use by a designated individual or animal.

Term	Acronym	Definition
Prescription Dispense		A dispense recorded by a pharmacy, or a sample medication that was dispensed by a prescriber and recorded on PharmaNet.
Prescription Record		A printed record of a patient's PharmaNet prescription. <b>Note:</b> The prescription record is not a prescription.
Privacy Impact Assessment	PIA	A foundation tool or process designed to ensure compliance with privacy protection legislation and responsibilities.  It is intended to support business objectives and electronic initiatives and ensure that privacy requirements are identified and satisfied in a timely and cost-efficient manner.
Privacy Officer		An individual, working for the Ministry or an organization who conducts data access monitoring, access audits, breach investigations and complaint investigations.
Privileged Operations		Permissions which allow the user to alter access rights and structures of information systems and/or services.
Process		A systematic series of actions, operations or procedures bringing about a result.
Product Identification Number	PIN	A PharmaCare-assigned number for a product or compound that does not have a <i>Drug Identification Number</i> .
Production Environment		The environment used specifically for organizations to exchange "live" health information with provincial systems.
Protected Data		Data protected by a Patient's Protective Word (for PharmaNet records) or a Disclosure Directive Keyword (for PLIS records).
Protective Word		See: Patient's Protective Word.

Term	Acronym	Definition
Provider		<p>In the Provider and Location Registry (PLR) a provider is a person or organization acting in a health care role (e.g. Dr. Sara Harding, medical doctor, or Good Health Medical Clinic).</p> <p>The PLR distinguishes between a person and an organization acting as a provider; and uses the terms Individual Provider and Organization Provider to distinguish between the two.</p>
Provider and Location Registry	PLR	A central repository and trusted source of truth for information about BC health care providers including licensing and work location information.
Provider <a href="#">Business Record</a>		A record that contains data fields (e.g., provider demographics, identifier, status, work details) from the PLR.
Provider Defined Drug Information Numbers		Product Identification Numbers (PINs) for drugs or other PharmaCare benefits to which a DIN has not yet been assigned.
Provider Identifier		<p>In the context of the Provider and Location Registry, a character or string of characters assigned to a provider by a primary data source that is used to identify their providers in the PLR.</p> <p>Typically, this will be the identifier used by the data source to identify the provider in their own local system (e.g., license number for College of Physicians and Surgeons).</p>
Provider Role Type		In the context of the Provider and Location Registry, is a classification of provider roles (e.g., Physician, Licensed Practical Nurse, Midwife, Chiropractor, Pharmacist, Volunteer).
Provincial Lab Information Solution	PLIS	A province-wide repository of all patient lab test results, from public and private labs, accessible at any authorized point of care.

## 1.15 R

Term	Acronym	Definition
Reasonable		<p>Act reasonably, use reasonable efforts or any variations thereof, will mean the use of all reasonable commercial efforts having regard to the surrounding environment.</p> <p>A subjective assessment which means fair, proper, just, moderate, suitable under the circumstances; rational; governed by reason; not immoderate or excessive; the standard which one must observe to avoid liability for negligence, including the foresee ability of harm.</p> <p>It is applied to a variety of assessments, decisions, and duties for which public bodies are responsible under the Act, including:</p> <ul style="list-style-type: none"> <li>• Exercising the duty to assist applicants and to respond to requests without delay;</li> <li>• Assessing the invasion of a third party’s privacy;</li> <li>• Assessing the harm that could be expected to result from disclosure of third-party business information;</li> <li>• Collecting accurate personal information;</li> <li>• Making security arrangements for personal information;</li> <li>• Assessing a proposed consistent use or disclosure;</li> <li>• Taking care to give a notice required under the Act; and</li> <li>• Determining if excepted information may be severed from a record.</li> </ul>
Remote Access		The act of using a remote access service to connect to the government network or government systems.

Term	Acronym	Definition
Reportable Communicable Disease	RCD	A disease (such as measles) which, by public health legislation must be reported to provincial public health officials.
Resource-Based Relative Value Scale	RBRVS	A schema used to determine the amount of the fee to be paid by PharmaCare to a pharmacist for Clinical Services performed to solve a Medication Management Issue.
Restricted Access Area		A controlled area where access is limited to persons who work there and to escorted visitors.  Typically, a standard working area and offices.
Revoke prescription		Revoke (i.e., CANCEL) = revoking the authorization for the prescription and only applies if the prescription has not been dispensed.  By revoking the authorization, a pharmacy will not be able to dispense, and the patient will not receive the prescription.
Risk		Potential that a given threat will exploit the vulnerability of an asset or group of assets to cause loss or damage to the assets.
Risk and Controls Review		An independent and objective assessment of an information system to determine whether the business/system framework has adequate controls to mitigate business, financial, security and general privacy risks.
Route		This medical term describes how a dose of an immunizing agent or drug is to be administered (e.g., subcutaneous, intramuscular).
Routing		The process of determining and prescribing the path or method to be used for establishing network connections or forwarding messages.

## 1.16 S

Term	Acronym	Definition
Sample Medication		A medication intended to be given to patients in a sub-prescription-sized amount.
Sandbox Environment		A non-production provincial system environment that mirrors the functionality of its production environments for software organizations to test the development of an interface application and conduct a conformance self-test to validate compliance to the conformance standards.
Secured Path		A network path that has been protected from eavesdropping, intrusion, and data tampering.
Security Certification		A comprehensive assessment of the management, operational and technical security controls in an information system, to determine the extent to which the controls are implemented correctly, operating as intended, and producing the desired outcome with respect to meeting the security requirements for the system.
Security Review		<p>An independent review with the scope focused on the security framework over the business processes, application, and operating environment.</p> <p>Reviews are distinguishable from audits in that the scope of a review is less than that of an audit and therefore the level of assurance provided is lower.</p>
Security Threat and Risk Assessment	STRA	A component of a risk analysis specifically aimed at identifying security exposures.
Selection Criteria		A combination of user specified query parameters and filters used to search for particular data.

Term	Acronym	Definition
Send		Transmit a copy of POS data to a Ministry system where it is only retained temporarily (e.g., transient data to support a transaction) without being persistently stored.  See: Data Access/Exchange Framework.
Sensitive Information		Such as health information, network configuration or administrative data.  See: Systems/Network Documentation.
Shared Data		Specific data created by the Ministry to be used by all organizations as read-only data.
SIG Codes		Latin abbreviation for Signetur – “let it be labelled” – instructions that direct a patient regarding the recommend use of a medication.  Although SIG codes are not mandated or governed, most pharmacies use ‘universal’ SIG codes (e.g., UD means ‘take as directed’).
Software		Includes (but not limited to) application and system software, development tools, utilities.
Software Organization (Vendor)		Organizations (including in-house system development teams) who develop interfaces to health information exchange systems and/or support those interfaces.
Source		An organization that sends data to a Ministry system (e.g. Client Registry).
Source Identifier		In the context of the Client Registry, the organization’s internal client identifier (e.g. medical record number or ‘MRN’).

Term	Acronym	Definition
Source of Information		PharmaNet reference for CPHA “reported by” codes. <ul style="list-style-type: none"> <li>• PH - Pharmacist</li> <li>• PR - Prescriber</li> <li>• PA - Patient (i.e., patient self-reporting)</li> <li>• FA - Family</li> <li>• DP - DPIC (Drug &amp; Poison information Centre)</li> </ul>
Source Record		In the context of the Client Registry, data that a specific organization or “source” has added to the Client Registry.
Special Service Fee Code	SSC	A code that uniquely identifies a special service performed by a Pharmacist (e.g., refusal to fill and triggers payment of the corresponding PharmaCare claim).
Special Services Fee		The special services consistent with contractual agreements between providers and plan administrators.
Split-Tunneling		A computer networking concept which allows a VPN user to access a public network (e.g., the Internet) and a local LAN or WAN at the same time using the same physical network connection.  This method of access enables the user to access remote devices, such as a network printer, at the same time as accessing the public network.
Standard Out-Patient Laboratory Requisition	SOPLR	A standardized form approved by the Medical Services Commission for requesting out-patient laboratory tests.
Stop Prescription		An action to prevent further dispensing of a prescription.  This action changes the prescription status from active to inactive.

Term	Acronym	Definition
Store		<p>Place a copy of EHI data retrieved from ministry system into the Point of Service (POS) system that persists for longer than a query session.</p> <p>There are two modes:</p> <ul style="list-style-type: none"> <li>• <u>Non-discrete Data Storage</u>: Storage of non-discrete EHI data (e.g., storing a screen print of EHI data, non-editable PDF of a pathology report).</li> <li>• <u>Discrete Data Storage</u>: Storage of discrete EHI data (e.g., saving data fields in the POS system database).</li> </ul> <p>In either mode, discrete EHI metadata may also be stored (e.g., saving metadata fields in the POS system database that can be used to uniquely identify an EHR lab result).</p> <p>See: Data Access/Exchange Framework.</p>
Strong / Multi-Factor Authentication		<p>Combines two or more authentication techniques together to form a stronger or more reliable level of authentication.</p> <p>This usually involves combining two or more of the following types:</p> <ul style="list-style-type: none"> <li>• Secret - something the person knows</li> <li>• Token - something the person has</li> <li>• Biometric - something the person is</li> </ul>
System Privileges		<p>Permissions which allow the user to alter access rights and structures of information systems.</p>
System Utility Programs		<p>Tools that when misused can subvert system, access, and application controls (e.g., network sniffers, password crackers, port scanners, root kits and vulnerability assessment scanners).</p>
Systems / Network Documentation		<p>Detailed information about design specifications, internal workings, and its functionality including schematics, architectures, data structures, procedures, and authorization processes.</p>

## 1.17 T

Term	Acronym	Definition
Telework		A working arrangement where employees work away from their official workplace for a portion of their regular work week.
Third-Party System		An external system where EHI data would not be used beyond its original clinical purpose.
Threat		In the security context, any potential event or act that could cause one or more of the following to occur: unauthorized disclosure, destruction, removal, modification or interruption of sensitive information, assets or services, or injury to people.  A threat may be deliberate, accidental or of natural origin.  See: Event; and Vulnerability.
Trace Number		A unique number assigned by the sending system or receiving system software to specifically identify the transaction request and therefore enable the correlation to a response.  Using this definition, the trace number should be unique for each transmission from a client.
Training Environment		A non-production provincial system environment that mirrors the functionality of its production environments for software organizations to demonstrate their interface application's functionality to end users.  It provides end users with an environment to practice tasks without being in a 'live' environment or affecting any real health information.

Term	Acronym	Definition
Transitory Record		<p>Records of temporary usefulness that are needed only for a limited period of time in order to complete a routine action or prepare a final record.</p> <p>They are retained as information or convenience copies by offices or individuals and only while there is an operational need.</p> <p>Transitory records are not required for financial, legal, audit or statutory purposes and are not regularly filed in the office record-keeping system.</p>

## 1.18 U

Term	Acronym	Definition
Upload		<p>The sending of data from a local system to a remote system such as a server or another client with the intent that the remote system should store a copy of the data being transferred.</p> <p>There are two modes:</p> <ul style="list-style-type: none"> <li>• <b>Non-Discrete Data Upload:</b> Upload of non-discrete POS data to the Ministry system (e.g., uploading a referral letter in CDA format).</li> <li>• <b>Discrete Data Upload:</b> Upload of discrete POS data to the Ministry system (e.g., adding an ePrescription or dispense, updating a client registry address, add a POS lab result).</li> </ul> <p>See: Data Access/Exchange Framework.</p>
Usage Identifier		<p>A 2-3 letter identifier assigned to each software organization that is prepended to the last name of the demographic record.</p>
User(s)		<p>An individual who has access and authorization to a computer system.</p> <p><b>End/authorized user</b> is an individual who has been granted access permission to a health information exchange service (e.g., PLIS, PharmaNet) to perform business tasks using functions of an application.</p> <p>Users will have different levels of access to content based on their role.</p> <p><b>Privileged user</b> is an individual with permissions to alter access rights and structures of information systems (i.e., privileged access/privileged account), but does not have the ability to access the health information exchange service.</p> <p>This includes (but is not limited to) system administrators, network administrators, database administrators, security administrators, web site administrators, system operators and network operators.</p>

1.19 V

Term	Acronym	Definition
Vendor		<p>A private individual or organization that provides a product to facilitate connection and access to Electronic Health Information in a provincial data repository.</p> <p>Also referred to as a Software Support Organization (SSO).</p>
Vendor Self-Assessment (Pre-Integration)		<p>A process designed by the Ministry for a vendor to undertake, prior to Ministry engagement, to assess if their organization is prepared for and capable of meeting the requirements for integration with Ministry systems.</p>
Veterans Affairs Canada	VAC	<p>The department within the government of Canada with responsibility for pensions/benefits and services for war veterans, retired personnel of the Canadian Armed Forces (CAF) and Royal Canadian Mounted Police (RCMP), their families, as well as some civilians.</p>

Term	Acronym	Definition
View		<p>Electronic health information (EHI) from Ministry systems is temporarily displayed at the POS system (e.g., transient data to support a transaction) without the data being persistently stored.</p> <p>Two modes:</p> <ul style="list-style-type: none"> <li>• <b>Separate Display:</b> A display where discrete EHI data is NOT blended with POS system data (e.g., a ‘picture,’ a non-editable PDF, a view-only window of EHI data separated from POS system data).</li> <li>• <b>Integrated Display:</b> A display where discrete EHI data is blended with POS system data (e.g., a list of a patient’s local prescriptions combined with the patient’s PharmaNet prescriptions).</li> </ul> <p>See: Data Access/Exchange Framework.</p>
Virtualization		<p>The simulation of the software and/or hardware upon which other software runs.</p> <p>This simulated environment is called a virtual machine (VM).</p> <p>There are many forms of virtualization such as:</p> <ul style="list-style-type: none"> <li>• <b>Application virtualization</b>, which provides a virtual implementation of the application programming interface (API) that a running application expects to use, allowing applications developed for one platform to run on another without modifying the applications itself;</li> <li>• <b>Operating system virtualization</b>, which provides a virtual implementation of the OS interface that, can be used to run applications written for the same OS as the host, with each application in a separate VM container; and</li> <li>• <b>Full virtualization</b>, where one or more operating systems and the applications they contain are run on top of virtualized hardware.</li> </ul>
Vulnerability		<p>In the security context, a weakness in security procedures, processes, or controls that could be exploited by a threat to gain unauthorized access to information or disrupt critical processing.</p>

## 1.20 W

Term	Acronym	Definition
Web-Enabled Application		<p>An application that is accessed over a network connection using HTTP/HTTPS.</p> <p>Web-applications often run inside a web browser.</p> <p>However, web applications also may be client-based, where a small part of the program is downloaded to a user's desktop, but processing is done over the network on an external server.</p>
Wireless Networks		<p>A Local Area Network (LAN) that uses wireless transmission media, such as 802.11a/b/g/n or WiMax.</p>
Work Location		<p>In the context of the Provider and Location Registry, a named location where a provider provides health services.</p>