



## **Subject: Ontario Health Virtual Visits Verification Program Update and Ongoing Compliance Notice**

**Date: December 1, 2022**

Dear Virtual Visit Solution Providers,

Ontario Health's Virtual Visits Verification (VVV) Program is pleased to announce that the second version (V2.0) of the [Virtual Visits Solution Requirements](#) (the "Requirements") has been released. Solution Providers on Ontario Health's [Verified Solutions List](#), as well as those in the process of becoming verified, are required to determine whether their solution continues to comply with all the current Mandatory Requirements and with updated [Terms and Conditions](#), and if not, to inform Ontario Health within two (2) weeks of receipt of this program update and ongoing compliance notice. Your continued participation in the VVV Program confirms your acceptance of the updated Terms and Conditions. Change highlights are found on pages 4 and 5 of the Requirements.

### **Security Control Objectives**

On August 10, 2022, Ontario Health notified all Verified Solution Providers that a change would be made to Requirement 2.3.11, which states that in order to meet privacy and security control objectives, a current copy of one of the following certifications is required: ISO 27001 certification, SOC 2 Type 2 Audit Report, HITRUST certification, OntarioMD certification or Canada Health Infoway certification. Within two (2) weeks of receipt of this program update, Solution Providers are required to confirm which certification is being performed and the deadline for its completion.

### **Solution Provider Attestation Letters**

Attached is an Attestation Letter for Vendors and an Attestation Letter for Health Service Provider ("HSP") Innovators. HSP Innovations are non-commercially available solutions designed for one or more specific HSPs, or commercial solutions that have been uniquely customized to meet the needs of one or more than one HSP. HSP Innovations are not generally available solutions that can be procured in the open market. HSPs are defined as one or more legal entities, be they clinics, hospitals or any other incorporated health care practitioner or organization that is Ontario Ministry of Health funded in full or in part. An HSP Innovation may be implemented by one or more participating HSPs provided that (i) there is a justified reason for doing so, (ii) all participating HSPs are working together in the form of a collaborative/collective within the scope of a common project, pilot or program and (iii) a Lead HSP represents the collaborative/collective.

If Solution Providers are participating in or are considering participating in an HSP Innovation, contact the VVV Program at [verification@ontariohealth.ca](mailto:verification@ontariohealth.ca).

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Solution Providers are required to re-submit to Ontario Health by signing the Attestation Letter for Vendors no later than their next checkpoint with Ontario Health or with OntarioMD who perform the validation testing function on behalf of Ontario Health. Ontario Health encourages vendors to re-attest as soon as reasonably practicable.

## Next Steps

Solution Providers are required to send their confirmation of compliance or plans to comply with requirement 2.3.11 within two (2) weeks of this date.

Solution Providers are required to inform Ontario Health should their organization or solution no longer comply with the Requirements, Terms and Conditions, or statements made in the Attestation Letter from the Solution Provider to Ontario Health.

Solution Providers are required to sign the Attestation Letter for Vendors, to complete Schedules A and B, and where changes to the solution may impact compliance with privacy and/or security requirements, to re-submit updated privacy and security assessments and/or audit materials in Schedules C (Privacy) and D (Security).

Attached is an updated Communications Protocol that all Solution Providers are required to comply with.

All inquiries, updates and submissions are to be sent to [verification@ontariohealth.ca](mailto:verification@ontariohealth.ca). The VVV Program web page is available at [ontariohealth.ca/verification](http://ontariohealth.ca/verification).

Sincerely,



Jordan Himel  
Program Manager, Virtual Visits Verification Program