

# Reviewing Investigations

A reviewer's guide

For First time reviewers:

- If you are invited to review an investigation but have never logged into the Privacy Monitor (aka “Maize”) tool in the past, you will receive an automated account creation email from [noreply@maizeanalytics.com](mailto:noreply@maizeanalytics.com)
- Follow the link in email to create a Maize Analytics user account.

Create an account on Maize Analytics External Inbox x



**Maize** noreply@maizeanalytics.com via sendgrid.net

to me ▾

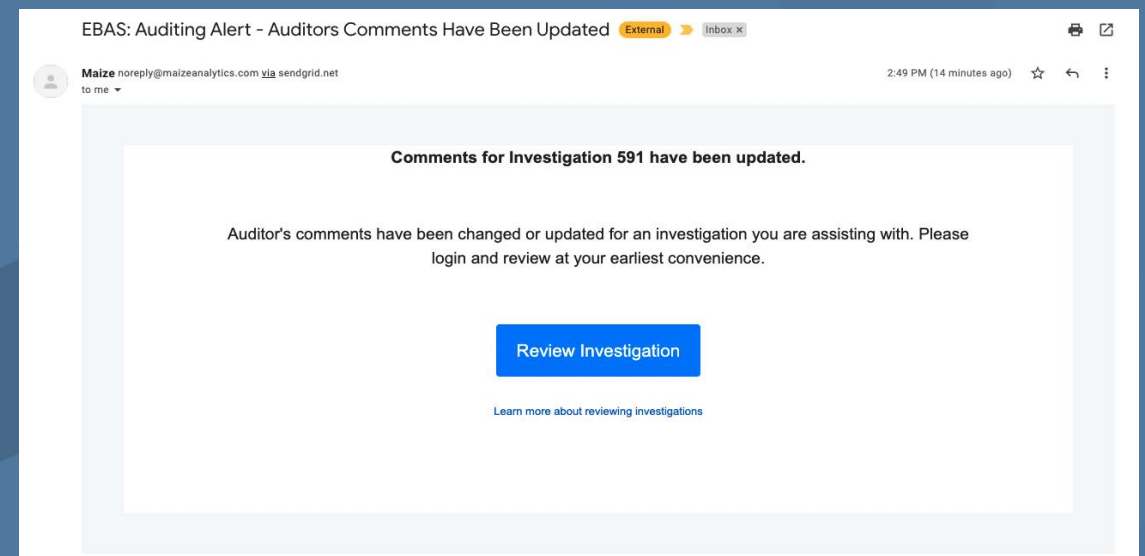
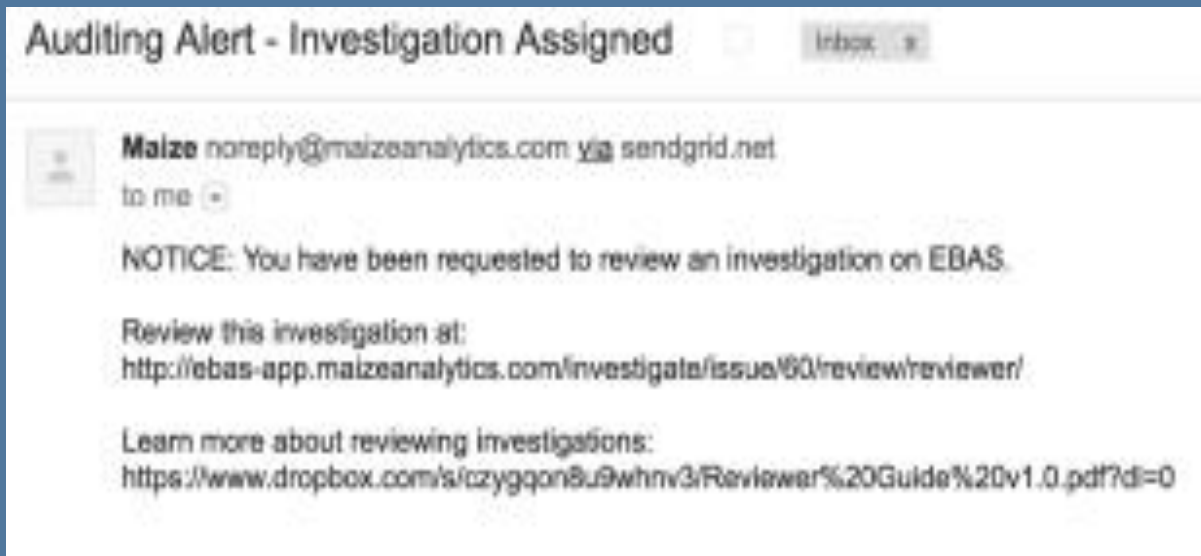
You have been invited to sign up at Maize Analytics.

<https://ebas.maizeanalytics.com/account/signup/?code=af1f79aee0de55dd1717b7fa19e0dcc86c9c22d392646d6883347e71dc1873f8>

# For all reviewers:

Both first time and returning reviewers will also receive an email to alert them that they have been assigned to an investigation within the tool.

This email will include a direct link to the investigation to which you have been assigned. This email will be titled either "Auditing Alert-Investigation Assigned" or "EBAS: Auditing Alert - Auditors Comments Have Been Updated".



# Navigation

*Getting to your investigation and digging into the accesses*

There are **two ways** to navigate to the investigation you have been assigned:

Method #1: Follow the link provided in your “Auditing Alert-Investigation Assigned” email that you received (for returning users, this will have been the only email you received – for first time users, this will be the second email you receive after your account creation email).

Method #2: Log-in to the tool and click on the crosshair icon on the left-hand side to head to the investigation page. On the investigation page you will see a list of any **currently active** investigations that **you** have been invited to review. Click an **Investigation Number** to open an investigation.

Investigations

## Investigate

Investigate accesses that are discovered through the auditing process.

Show  entries

>	Id	↕	↕	Created	▼	Status
>	<u>591</u>	★		May 09, 2022		Open - Reviewing

Showing 1 of 1 entries



Investigations

Review

(Not yet entered) Auditor's Notes to Reviewers

Please review.

Access Information

Search

Show 10 entries

View Access Information	Time	Patient	User	Data Field	System from Access	User's Role	Access Action	IP Address	Document
	2017-08-30 10:33	P27331764	E36826605	DEMOGRAPHICS	MEDITECH	PSYCHOLOGY	MEDIA VIEWED	192.168.0.94	GREY NL
	2017-08-30 08:46	P27331764	E36826605	DEMOGRAPHICS	MEDITECH	PSYCHOLOGY	VISITS VIEWED	192.168.0.8	GREY NL

Showing 1 to 2 of 2 entries

Comment

Save



Search:

Access Information  
Show  entries

View Access Information	Time	Patient	User	Data Field	System from Access	User's Role	Access Action	IP Address	Document Access Type
	2017-08-30 10:33	P27331764	E36826605	DEMOGRAPHICS	MEDITECH	PSYCHOLOGY	MEDIA VIEWED	192.168.0.94	GREY NUNS HOSPITAL
	2017-08-30 08:46	P27331764	E36826605	DEMOGRAPHICS	MEDITECH	PSYCHOLOGY	VISITS VIEWED	192.168.0.8	GREY NUNS HOSPITAL

Showing 1 to 2 of 2 entries

Previous  Next

Included in the middle of your screen will be the accesses that the auditor has asked you to review. You will see information such as the user ID, patient ID, access action, and date/time stamp. If this does not provide you with enough information to make a decision, you may need to click the “i” icon (located to the far left of each access) to navigate to the “Access Details” page.



# Access Details page

**Patient: JOEL RETCHLESS**

|||| P27331764

🏠 , EDMONTON, AB, CANADA

📅 1986-7-21

📄 Yes; ID: E09260188

[View All Patient Info](#)

**User: GREGORY PAQUETTE**

|||| E36826605

🏠 12817 161 AVENUE NW, EDMONTON, AB, CANADA

📅 1983-5-10

📄 No title

📄 PSYCHOLOGY [View All User Info](#)

- ✔ Appropriate Explanations 0
- 👍 Manual Explanations 0
- 🚩 Flags 2
- 🔍 Indicators 0
- 🔗 Investigations 1

Access Log | EMR Encounter Info | Patient Diagnosis History | User Behavior Summary | Investigations

📅 07/29/2017 - 10/01/2017

Download Accesses

Show 10 entries

Showing 1 to 2 of 2 entries

☐	Time	Access Action	IP Address	User's Role	System from Access	Document Access Type	Data Field	Associated Data
☐	2017-08-30 20:46:49	VISITS VIEWED	192.168.0.8	PSYCHOLOGY	MEDITECH	GREY NUNS HOSPITAL	DEMOGRAPHICS	
☐	2017-08-30 10:33:52	MEDIA VIEWED	192.168.0.94	PSYCHOLOGY	MEDITECH	GREY NUNS HOSPITAL	DEMOGRAPHICS	<a href="#">🔗</a>

Showing 1 to 2 of 2 entries

Previous | 1 | Next

The *Access Log* gives you a log of the accesses between the given user/patient pair that you are investigating. This is the same information that was presented to you when you first opened the investigation.

**Access Log** | EMR Encounter Info | Patient Diagnosis History | User Behavior Summary | Investigations

07/29/2017 - 10/01/2017

[Download Accesses](#)

Show  entries

Search:

Showing 1 to 2 of 2 entries

<input type="checkbox"/>	Time	Access Action	IP Address	User's Role	System from Access	Document Access Type	Data Field	Associated Data
<input type="checkbox"/>	2017-08-30 20:46:49	VISITS VIEWED	192.168.0.8	PSYCHOLOGY	MEDITECH	GREY NUNS HOSPITAL	DEMOGRAPHICS	
<input type="checkbox"/>	2017-08-30 10:33:52	MEDIA VIEWED	192.168.0.94	PSYCHOLOGY	MEDITECH	GREY NUNS HOSPITAL	DEMOGRAPHICS	<a href="#">🔗</a>


Showing 1 to 2 of 2 entries

Previous  Next

The *EMR Encounter Info* is a log of clinical encounters that the patient in the given investigation had within the time frame that is being investigated. This encounter information is meant to provide you with context for the access that you are reviewing. The “Audit Log” encounter type is a placeholder for the access which you are investigating. Having this placeholder here allows you to visualize when the user was in the patient’s record in the context of the patient’s documented clinical activity.

Access Log	EMR Encounter Info	Patient Diagnosis History	User Behavior Summary	Investigations	07/29/2017 - 10/01/2017			
User Under Review: GREGORY PAQUETTE (E36826605), -----								
Show 10 entries				Search: <input type="text"/>				
Time	Encounter Type	Encounter ID	Encounter Speciality	User ID	User Name	User Department	Info	
2017-08-30 10:33:52	Audit Log	--	--	E36826605	GREGORY PAQUETTE	PSYCHOLOGY	--	
2017-08-17 10:08:10	Order Labs	6125	--	E82407061	ELMER FARNHAM	DERMATOLOGY	--	
2017-08-13 22:49:10	Notes	7009	--	E82407061	ELMER FARNHAM	DERMATOLOGY	--	
Showing 1 to 3 of 3 entries						Previous	1	Next

The *User Behavior Summary* gives you text based descriptions of the access that you are investigating in the hopes of providing you with further insight / context for the access.

Access Log   EMR Encounter Info   Patient Diagnosis History   **User Behavior Summary**   Investigations    07/29/2017 - 10/01/2017

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***Descriptions based on this access:***

- This user accessed 0 patients that live within 1/4 mile of themselves.
- This user had never accessed this patient before this encounter.
- This user accessed 0 other patients within the same age range ( $\pm 5$  years) as this patient.
- This user spent 0 minutes in this patient's record on this day.
- This encounter took place 13 days ago.

***Rank values of this access:***

- Time Since Encounter: 13.0

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***Descriptions of patient and user interactions in the date range:***

- This user modified this patient's record 2 times.
- This patient was not accessed by any other user within the specified date range.
- This user accessed 1 patient(s) on this day.

After reviewing the accesses, leave a *comment* for the investigation owner (member of compliance team who invited you to be a reviewer) letting them know your thoughts. The auditors will use your feedback to determine next steps, these next steps for the auditors could range from closing the investigation as ultimately appropriate to coordinating with HR on taking corrective action against the investigated employee so it is important to be as detailed as possible.

**Comment**

**Save**



At the bottom of the investigation page, you will see an area for *files*. This is an optional section that can be used in two ways:

- 1.) As a reviewer, you can *upload* any files that you think may aid the auditor in making a final decision.
- 2.) Under “Files Attached to this Investigation” you can *view* any files that the auditor may have attached to this investigation to aid you in your review.

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#### Upload a New File

Choose Files No file chosen

Upload

#### Files Attached to this Investigation

Time	User	File	Delete
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If you are in need of **support**, feel free to submit a ticket by navigating to the drop down menu with your name in the upper right hand corner and clicking “**Create Ticket**”.

This site is for trials! It is NOT HIPAA/PHIPA compliant!

### Create a New Support Ticket

Ticket storage is not HIPAA compliant! Do not send PHI in this form. If further details are required Maize will follow up via secure email.

First Name

Last Name\*

Email\*

Subject\*

Description

Attach files  No file chosen

Files can be up to 20MB in size.

kjohnson@securelink.com

- EBAS Apps
  - Dashboard
  - Investigate
- Admin
  - Docs
  - Settings
  - Support
  - Create Ticket**
  - Logout

Search:



If you have any questions about this presentation,  
email [maize\\_prof\\_svc@securelink.com](mailto:maize_prof_svc@securelink.com)



