



Malaffi Key Compliance Checklist

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Key Compliance Checklist

This checklist outlines certain key compliance requirements for Participants to abide by

Pre-requisites

- Sign Participant/Accession Agreement and Facility Declaration (Refer Section 4.1.2.1 in DOH Policy on ADHIE)
- Provide required documentation (Trade License, Facility Licenses)
- Share required details requested
- Submit and pass Security Assessment (Refer Section 6.1.2.3 in DOH Policy on ADHIE)
- Have an interoperable EMR in place

Connecting to Malaffi

- Implement & support necessary infrastructure for connectivity [MPLS/SD-WAN/Other] (Refer Section 4.1.2.4.3 in DOH Policy on ADHIE)
- Meet DOH/Industry Clinical Standards (Refer Section 4.1.2.4.4 in DOH Policy on ADHIE)
- Ensure your EMR Solution meets Malaffi Platform Interface Standards (Refer Section 4.1.2.4.2 in DOH Policy on ADHIE)
- Meet Malaffi Embedded Mode technical and functionality standards
- Complete all technical activities (Analysis, SIT, UAT) required for connecting to Malaffi
- Map Authorised User access based on the functional needs and job roles (Primary Provider, Secondary Providers and Front Desk) (Refer Section 4.3.1.1, 6.1.2.7 in DOH Policy on ADHIE)
- Arrange and complete training (using training resources mentioned in “Ongoing Requirements” section) for all Authorised Users, by organizing your own internal training. Ensure signed attendance recorded and shared with Malaffi and that the program covers at minimum (Refer Section 4.3.10.13 in DOH Policy on ADHIE):
 - Authorised Access requirements to ADHIE Platform
 - Acceptable and improper use
 - Incident & Breach notification procedure
 - Participant's sanction policy for non-compliance
 - Privacy & Security training
- Successfully complete Go-Live activity
- Send an internal announcement to all staff that your organisation has connected to Malaffi

Policies, Procedures & Control Requirements

- Check if your Patient Consent form complies with DOH Patient Consent Policy (Search [here](#)), and includes consent to share data with ADHIE Platform (Malaffi)
- Ensure and maintain Policies, Procedures and controls that are in compliance with DOH Standard on Patient Healthcare Data Privacy (This document can be found [here](#))
- Ensure & maintain Policies, Procedures and controls are in place according to ADHICS standards, including but not limited to the below:
 - Protect the security & integrity of Patient Data i.e. User Access Management Procedure, Access Logins and monitoring, Key management, Password management, etc. (Refer Section 4.3.13.4 in DOH Policy on ADHIE)

- Ensure data quality (Refer Section 4.4.3.2 in DOH Policy on ADHIE)
- Restrict & safeguard physical access to data centres and electronic systems (Refer Section 4.3.10.7 in DOH Policy on ADHIE)
- Review access level of Malaffi users i.e. Monitor changes in roles, appropriate access levels, cancelled licenses (Refer Section 4.3.1.3 in DOH Policy on ADHIE)

Ongoing Requirements

- Inform Malaffi when a required interface becomes applicable to connect by contacting your assigned PM or your vendor or alternatively at onboarding@malaffi.ae
- Ensure meeting Malaffi Platform Interface Standards, while connecting to new interfaces (Refer Section 4.1.2.4.2 in DOH Policy on ADHIE)
- Send an internal announcement to all staff when a new interface connects to Malaffi
- Ensure not to share any patient health information via email, including to any Malaffi email address (Refer Section 4.3.10.1, 4.3.13.4 in DOH Policy on ADHIE)
- Authorised Users are expected to contact their Healthcare Facility's IT Service Desk for any Malaffi related issues. If their IT Service Desk is unable to resolve the issue, they are to contact Malaffi Support Desk at support@malaffi.ae. Only the Healthcare Facility's IT Service Desk is allowed to contact Malaffi Support Desk
- Report any compromise of private keys associated with the digital certificates, or suspected compromise at support@malaffi.ae
- Healthcare Provider's IT Service Desk is expected to report any potential or suspected breaches to Malaffi Service Desk at support@malaffi.ae (Refer Section 5.3.2.4, 6.1.2.27 in DOH Policy on ADHIE)
- In case of any breach, notify the affected patient within 60 days as per DOH Policy on ADHIE (Refer Section 4.3.17.3 in DOH Policy on ADHIE)
- Ensure that you submit detailed breakdowns of your Authorised Users to Malaffi in the required format and at requested frequency without any delay by emailing at [\(Refer Section 6.1.2.8 in DOH Policy on ADHIE\)](mailto:onboarding@malaffi.ae)
- Ensure that each of the Authorised Users undergo and continue and/or refresh training on an annual basis as a condition of maintaining Authorised Users status and the hard copy or electronic records of such training are maintained
- Notify Malaffi about any sale, addition, closure, or temporary closure of a Healthcare Facility by emailing at onboarding@malaffi.ae as well completing the necessary requirements to inform DOH
- Notify Malaffi when there is any change in the Executive Leadership Team or Point of contact for Malaffi by emailing at onboarding@malaffi.ae
- Adhere to the required HL7 message specification to ensure data quality is met and the patient data is transmitted correctly in Malaffi ([Refer Section 4.4.3 in DOH Policy on ADHIE](#))

Below are links to the Training Resources:

- [Malaffi Full List of Training Videos](#)
- [Malaffi Provider Portal User Guide](#)
- [Malaffi Proper Use and Security Guide](#)
- [Malaffi Quick Reference Guide](#)

- Notify Malaffi about any sale, addition, closure, or temporary closure of a Healthcare Facility by emailing at onboarding@malaffi.ae as well completing the necessary requirements to inform DOH
- Notify Malaffi when there is any change in the Executive Leadership Team or Point of contact for Malaffi by emailing at onboarding@malaffi.ae

- Adhere to the required HL7 message specification to ensure data quality is met and the patient data is transmitted correctly in Malaffi ([Refer Section 4.4.3 in DOH Policy on ADHIE](#))
- On a daily basis, monitor message NACK's sent from your HL7 interface/EMR system, to ensure that the messages are successfully parsed to Malaffi**
- Ensure that NACKs are acknowledged to Malaffi and rectified within Malaffi agreed timeline
- Notify Malaffi prior to disconnecting the feed and provide justification for doing so by emailing at support@malaffi.ae
- Inform Malaffi in advance of any planned maintenance, upgrades/changes within your EMR or to your EMR system and/or infrastructure services, as it may affect the real time messaging and Malaffi Deliverables, by emailing at support@malaffi.ae

Note: This checklist outlines certain key compliance requirements for Participants. Participants should refer to the Participation Criteria & DOH Policy on ADHIE (available on [Malaffi Website](#)) for full details.

Malaffi Contacts

Malaffi General Queries: contact@malaffi.ae

Malaffi Onboarding and Pre-requisites: onboarding@malaffi.ae

Malaffi Information Security Office: ISO@malaffi.ae

Malaffi Privacy Office: privacyoffice@malaffi.ae

Malaffi Support: support@malaffi.ae