

# Glossary of Terms

## Private Physician Network

*For information about the PPN service, please go to*

<http://www.pito.bc.ca/benefits/ppn.php>

## Glossary of PPN Terms

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**Private Physician Network (PPN):** The private network provided by the Ministry of Health Services for access from the physician's office to the EMR and Ministry or health authority systems. The physician may also access the PPN from outside their office using a Virtual Private Network (VPN) service provided by the PPN.

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### **Anti-Virus**

In the context of computer systems, anti-virus software is a computer program that attempts to identify, neutralize or eliminate malicious software. This type of software is so named because the earliest examples were designed exclusively to combat computer viruses; however most modern anti-virus software is now designed to combat a wide range of threats, including worms, phishing attacks, root kits, Trojan horses and other malware.

### **Circuit**

In the context of computer networking, a physical communication cable or wireless transmission facility between two locations. For the PPN, a circuit connects the PPN router installed at the physician premises to the nearest TELUS central office.

### **Customer Interface Unit (CIU)**

The TELUS router equipment that provides a LAN interface port into which the physician office connects their office network into. The CIU, or router, is usually located in a master telephone closet in the physician practice or building.

## **Demarcation Point**

The point at which the PPN router is installed and connects with the wiring at the physician premises. This point marks where the PPN ends and the practice LAN begins.

## **Extranet**

In the context of the PPN, it is a private network that securely extends connectivity to other health sector stakeholders including EMR vendors. In the future, this will also extend to health authorities, and other 'eHealth' initiatives. The Extranet is not available to the general public.

## **Firewall**

A dedicated appliance, or software, running on a computer that inspects network traffic passing through it, and restricts access based on preset rules and conditions.

## **Intrusion Detection System (IDS)**

An IDS generally detects unwanted manipulations of computer systems, mainly through the Internet. The manipulations may take the form of attacks by network hackers. An intrusion detection system is used to detect several types of malicious behaviours that can compromise the security and trust of a computer system. This includes network attacks against vulnerable services, data driven attacks on applications, host based attacks such as privilege escalation, unauthorized logins and access to sensitive files, and malware (viruses, Trojan horses, and worms).

## **Last Mile**

Is the final leg of delivering network connectivity from a communications provider to a customer. With regards to the PPN, it is the private and highly reliable dedicated network connection installed between the nearest TELUS Central Office and the practice location.

### **Live Date**

The time at which the EMR is “turned on” for use in day-to-day care and the practice physician(s) and staff begin regular use of the EMR (i.e. after implementation, testing, and training).

### **Local Area Network (LAN)**

The network within the walls of the physician’s office that connects the computers and printers to the Private Physician Network.

### **Master Standing Agreement (MSA)**

An overall agreement or contract between the Province of BC and external vendors (such as TELUS or EMR vendors) that sets out the terms for their participation in the PITO initiative.

### **Network Bandwidth**

The amount of data that can pass through the network circuit to the physician’s office (i.e. “the size of the pipe”).

### **PITO Solution Offering**

The full suite of products and services available to eligible BC physicians through the Physician Information Technology Office (PITO) including:

- Electronic Medical Record (EMR);
- Hardware;
- Network;
- Email;
- Other Implementation Costs; and
- PITO Implementation & Transition Support Program (ITSP).

See the PITO website at <http://www.pito.bc.ca/> for the most up to date offering details.

## **PITO Privacy and Security Checklist**

A checklist completed by the physician and PITO resource to ensure that critical privacy and security issues have been properly addressed.

## **Quality of Service (QoS)**

In the context of computer networking, QoS refers to a network's capability to either assign a different priority to the transmission of different network data types (e.g. EMR application, HTML, FTP, etc), or guarantee a level of performance.

## **Registration Agreement**

The legal agreement between the physician and the Ministry of Health Services that establishes the stipulations for funding and participation in PITO.

## **Router**

Is a network hardware device that directs, forwards or routes network traffic.

## **Server**

A type of computer designed to store files and software for access from other computers on a network (e.g. a "file server", "web server").

## **Tier 1 Helpdesk**

Provides the initial support for all end user issues relating to a) the complete EMR offering, b) any other products and services provided by the vendor, c) client-side hardware and software, and (d) related PPN network connectivity. The specific services offered include a) the initial triage and assessment of the problem and a determination of the area of scope in which the problem resides, b) an assignment of a unique identifier, c) initial attempts to resolve the issue by phone or email, and d) routing of the problem to the appropriate area of scope (e.g., physician office IT support, TELUS, EMR Tier 2, etc.).

### **Tier 2 Helpdesk**

Address those incidents and issues that a) directly relate to the complete EMR offering and PPN network connectivity and b) are too complex to resolve via the Tier 1 Help Desk services.

### **Uninterruptible Power Supply (UPS)**

Battery units which allow a computer or other device to continue operating for a short period during a power outage.

### **Virtual Private Network (VPN)**

An authentication and encryption mechanism which allows connection from outside the physician office to their EMR over the Internet with enhanced security.