

## Frequently Asked Questions

### Private Physician Network Services

***What is the purpose of the PPN?***

Physicians use the PPN to access clinical information in their PITO-qualified EMR systems either from their practices or from home computers, over a strongly encrypted virtual private network (VPN).

The PPN is a Private Wide Area Network (WAN) service, not a direct connection to the Internet. This service connects to a security core that sends EMR traffic over the private network to the EMR provider, and also has access to the Internet. All traffic passing through the secure core is going through security devices that protect you from viruses and other threats.

***What speed levels can I expect?***

The Asymmetric Digital Subscriber Loop (ADSL) service has download speeds greater than upload speeds.

Bandwidth for downloads is between 1-5 mbps and is dependent on line conditions as well as on the distance from the nearest Digital Subscriber Line (DSL) node. Upload speed is typically in the 640k range.

***What are the benefits of using the PPN service if the speed is not the same as what I have now?***

The PPN service is a gateway to eHealth service, a private secure connection to your EMR vendor, and has the potential for other eHealth connections and applications in the future.

***What kind of testing can I do and what result shall I expect?***

When the clinic is ready to go-live over the PPN service they should contact their EMR vendor to arrange a suitable date and time, and also ask for Telus to be present for the cutover to test the service prior, during and after the go-live.

It is important for the clinic to have their IT support vendor on-site to work with Telus and the EMR vendor if unforeseen PPN performance issues arise. The clinic is responsible for all their devices within the clinic including the device (switch) that makes the direct connection to the Telus PPN service. Sometimes it is necessary to make minor configuration changes to the clinic's switch, thus the requirement for a programmable switch and the Telus PPN device, thus the importance to have both parties available.

***What is a PPN1 / PPN 2 PPN 3 / PPN 4 Service?***

A PPN 1 service is an Asymmetric Digital Subscriber Loop (ADSL) service that can accommodate up to 14 Dynamic Host configuration Protocol (DHCP) hosts and 14 static hosts at the site. The number of the Dynamic and Static hosts can be modified to suit the clinic's specific requirements.

A PPN 2 service consists of two PPN1s for a larger number of hosts available at the site. The bandwidth is similar to the PPN1 service.

The PPN1 and PPN 2 delivers download speeds to 4 Mbps and upload speeds to 1 Mbps depending on the clinic's distance from the DSL node.

PPN 3 delivers symmetrical upload and download speeds of 10 Mbps while PPN4 delivers symmetrical up and download speeds of 100 Mbps.

***What type of PPN circuit will be ordered for my clinic?***

The PPN circuit is sized based on the number of staff members accessing the EMR application at the same time

***What if I am in a rural / remote location?***

Most rural locations will receive the same services and speeds as urban locations. However, long distances can slightly delay the delivery of these services. There are also times when delivery of services happens sooner than in urban locations because there is less demand, thus the appropriate staff is available in a timely manner to configure and install the PPN service.

***What is the difference between the PPN service and the consumer-based Internet service that I have in my office now?***

The consumer-based service is not monitored and has access only the Internet. The PPN services are monitored to insure quick response if there is a failure. If the monitoring system detects a fault, a Telus ticket will be generated and Telus will call the EMR vendor supporting your practice.

***What is the difference between my access to the Internet on my existing service and my access to the Internet on the PPN service?***

The PPN service provides Internet access through a PPN core firewall (enhanced security).

***Who should I talk to about any concerns after the service is installed?***

Please contact your EMR vendor after circuit installation to determine when your migration will occur and to speak about any other concerns that you might have. Your EMR vendor will work with Telus to insure line quality or performance concerns are resolved.