

CLINIC PPN GO-LIVE CHECKLIST

Purpose of Document:

To assist the Clinic's PPN Contact, Clinic's IT Support, and EMR Vendor (at pre-, during and post-PPN go-live) and to document the high level details to ensure the clinic's successful migration to the PPN.

Component	Support Responsibility				
	Clinic	Clinic IT Support	EMR Vendor	TELUS	PITO LRM
After TELUS installs the PPN router, schedule date and time to move from the existing Internet connection to the PPN.	✓		✓		
One month prior to go-live on the PITO-approved EMR					
Determine the clinic's need for VPN access (e.g. from home, hospital, etc.) and order VPN Tokens for staff requiring remote access to the EMR.	✓				✓
Once arrived, PPN Contact to circulate the VPN Tokens, login documentation and the EMR Vendor's support details prior to Go-live.	✓				
Coordinate a date and time for cutting over to the PPN.	✓	✓	✓		
Request the PPN IP address range from EMR Vendor.		✓	✓		
Determine the number of clinic devices requiring IP addresses (dynamic or static) and ensure IP addresses are available for all these networked devices.		✓	✓		
Update the MOH's SharePoint site with the clinic's PPN Go-live date.			✓	✓	
Contact TELUS Coordinator (PPNTURNUP@telus.com) to arrange for PPN technical support on the clinic's cutover date.			✓	✓	
Day of go-live and switch to the PPN					
Disconnect the clinic's LAN switch from the existing Internet connection and configure all the clinic's network devices with the new PPN IP addresses (supplied by the EMR Vendor).		✓	✓		
Connect the clinic's switch to the PPN router and conduct speed tests to the EMR Vendor's data center and key Internet sites (e.g. Health Authorities' Web Portals).		✓	✓		
Monitor clinic's LAN switch and router for any interface errors between the switch and the PPN router. If errors are detected, work to configure the two devices (switch and router).		✓		✓	
Staff tests functionality of the EMR application over the PPN; notes any issues or concerns.	✓		✓		
Log all EMR application issues with the EMR Vendor's Helpdesk. If Clinic is not satisfied with the process, concerns must be escalated to the EMR's Helpdesk Manager/Supervisor.	✓		✓		
Assist clinic with any escalations to the MOH, TELUS or EMR Vendor.					✓

Key Success Factors

1. Clinic engages its IT Support for the duration of the cut over (pre-, during, and post-PPN Go-live).
2. TELUS works with the Clinic's IT Support and EMR Vendor throughout PPN Go-live.
3. All issues encountered with the EMR application must be logged with the EMR Vendor's Helpdesk. If the clinic is not satisfied with the process, the clinic must escalate the concerns to the EMR Vendor's Helpdesk Manager / Supervisor.