

## EMR and PPN Support Responsibility Matrix

This overview is for the person(s) in a practice leading the implementation of their EMR application and the Private Physicians Network – the “PPN”. It provides a detailed description of the roles and responsibilities for all parties involved in supporting EMR and PPN implementations through PITO.

**Note:** The information in this document does not apply to practices connecting to the PPN through a gateway at their local Health Authority (including Northern Health Physician Connect Network and Vancouver Coastal Health’s Diamond Centre). These practices should, instead, refer to the “*PPN Health Authority Gateway Primer*” and dialogue directly with their Health Authority for support information.

Complete details on the Private Physician Network are available on the PITO website at [www.pito.bc.ca](http://www.pito.bc.ca) under its ‘Document Library’ section.





Physicians registering with PITO to adopt an EMR will implement a wide variety of technology in their practices in addition to their EMR application. As a result, multiple organizations will be involved with supporting the implemented technology on an ongoing basis. The key organizations are:

- Physician Practice: Each practice is responsible for organizing the technical support services they require for their local computers, printers and LAN up to the connection into the PPN's TELUS-provided router equipment. They may contract with a computer support vendor or their EMR vendor for technical support services for their local computer environment;
- EMR Vendor: Provides the first line of support (known as "Tier 1 support") for practices when they are having trouble using an EMR or the PPN. Their Tier 1 support will triage each problem and assign it to the appropriate organization to investigate and resolve. The problem would pass to their own support team if related to their EMR application or data centre.  
*Note that all support calls from the practice to the Tier 1 helpdesk will be counted towards the call limit outlined in their agreement with their vendor. Charges to the practice may apply if the limit is exceeded;*
- TELUS: Will receive problem calls from the EMR Vendor Tier 1 help desk for technical issues with the PPN including: TELUS router equipment at the practice, the PPN core network, its Internet gateway, and VPN service. TELUS will assign their network support personnel (known as "Tier 2 support") to investigate and resolve the problem; and
- Ministry of Health Services (MoHS): Will support PPN email distribution and administration when this service is available in the future.

The following matrix depicts which organization is responsible for supporting each component. In situations where a physician's practice is identified as having primary responsibility for a support function, the practice may decide to contract for these services through a separate arrangement with a computer support company or their EMR vendor.

✓ indicates support responsibility

Component	Support Responsibility			
	Physician Practice	EMR Vendor	TELUS	MoHS
<b>Physician Practice</b>				
Practice IT equipment <ul style="list-style-type: none"> <li>Includes computers, printers, and other devices.</li> </ul>	✓	✓ Only if practice has contracted with EMR vendor for IT equipment support.		
Practice software (excluding EMR application) <ul style="list-style-type: none"> <li>Computer operating systems, office productivity and security software, browser, email client, etc.</li> </ul>	✓	✓ Only if practice has contracted with EMR vendor for practice software.		
Practice LAN <ul style="list-style-type: none"> <li>Includes internal practice network wiring, and hub/switch that interconnects to TELUS router equipment.</li> </ul>	✓	✓ Only if practice has contracted with EMR vendor for LAN support.		
Use of "Internet based" sites/applications/portals (e.g. via browser) For example: <ul style="list-style-type: none"> <li>Local Health Authority;</li> <li>Clinical sites;</li> <li>BCMA.</li> </ul>	✓ Must deal directly with Internet site/application hosting organisation.	✓ Tier 1 triage: for PPN Internet gateway and firewall issues	✓ Will only support PPN Internet gateway connectivity and firewall issues.	
LAN Security <ul style="list-style-type: none"> <li>Installing and maintaining security software</li> <li>Detecting spyware, viruses</li> <li>Fixing security breaches</li> </ul>	✓	✓ Only if practice has contracted with EMR vendor for LAN support.		
PPN <ul style="list-style-type: none"> <li>Starts with TELUS router equipment at the physician practice</li> </ul>		✓ Tier 1 triage: to forward issues	✓ Tier 2 support	
<b>PPN Core</b>				
<ul style="list-style-type: none"> <li>Ongoing security monitoring including firewall, anti virus, intrusion protection</li> <li>Informing Tier 1 helpdesks of PPN outages</li> </ul>		✓ Tier 1 triage: to forward issues	✓ Tier 2 support	

Component	Support Responsibility			
	Physician Practice	EMR Vendor	TELUS	MoHS
<b>EMR Application</b>				
Use of EMR application <ul style="list-style-type: none"> <li>• Provided by EMR vendor</li> <li>• Accessed by practice users from their office or from outside their office via VPN.</li> </ul>		✓ Tier 1 support		
<b>EMR Vendor Data Center</b>				
Data center side equipment, servers, etc.		✓ Tier 1 support		
TELUS WAN side <ul style="list-style-type: none"> <li>• Starts with TELUS router equipment at data centre</li> </ul>			✓ Tier 2 support	
<b>VPN</b>				
VPN Token Distribution <ul style="list-style-type: none"> <li>• Tokens will be couriered to office by TELUS</li> <li>• Separate package will be emailed containing token assignments and user guide.</li> </ul>	✓ Main practice contact to distribute tokens to designated practice staff.		✓ Tokens, user info and guide will be couriered to main practice contact.	
VPN Token Support <ul style="list-style-type: none"> <li>• Token usage, lost/stolen tokens, resetting PINs, etc.</li> </ul>		✓ Tier 1 triage: to forward questions/ requests	✓ Tier 2 support	
Maintaining remote/home computer with standard software, plus Internet connection to be used for VPN.	✓			
VPN <ul style="list-style-type: none"> <li>• General usage of VPN service including sign-in and portal pages</li> </ul>		✓ Tier 1 triage: for server side issues	✓ Tier 2 support Only for server side issues	
VPN Orientation <ul style="list-style-type: none"> <li>• Includes a walkthrough of the VPN service including logging in and accessing the EMR with at least 1 user at a practice</li> <li>• Create bookmark in VPN portal to access practice EMR application</li> </ul>	✓ At option of each practice to have their computer support person provide an orientation	✓ At option of each EMR Vendor to provide an orientation		

Component	Support Responsibility			
	Physician Practice	EMR Vendor	TELUS	MoHS
<b>Email</b>				
Non-PPN (e.g. Shaw, Yahoo, Google) Email Client Setup and Test (The practice will need to independently access documentation for configuring their practice's specific ISP email service.)	✓	✓ Tier 1 triage: for firewall issues	✓ Only for firewall issues in connecting to email ISP services.	
Non-PPN Email Support	✓			
<b>PPN Email – Future Service</b>				
PPN Email Client Setup and Test	✓ Will need to deal with any email client specific issues (eg. MS Outlook)			✓ Email setup documentation for the PPN email service
PPN Email Administration • Includes setup and maintenance of email accounts/passwords		✓ Tier 1 triage: to forward PPN email request		✓
PPN Email Distribution • Includes User ID / password and supporting setup instructions		✓ Tier 1 triage: to forward PPN email questions / issues		✓
PPN Email Client Support • General usage of email client (eg. MS Outlook) on user's computer, including its installation, configuration and use of key features	✓			
PPN Email Support • TELUS server issues		✓ Tier 1 triage: for server issues	✓ Tier 2 support	