

EMR and PPN Support Quick Reference

Last Updated : August 15, 2011
Version: 1.4

This overview is to inform physicians and their practice staff on the support available when using their EMR application.

Complete details on the Private Physician Network are available on the PITO website at www.pito.bc.ca under its 'Document Library' section.





Who Do You Call for Helpdesk Support?

EMR Application Problems

If you are having difficulties accessing your EMR application you must call your EMR Vendor helpdesk. Your EMR Vendor will provide your practice with their helpdesk phone number, its hours of availability and protocols for using it.

The EMR Vendor support is known as 'Tier 1' support and will respond to your practice's support call according to service levels outlined in your vendor agreement.

To determine if your problem is EMR application or network related, try to access both your EMR application and your favorite internet site. If both are inaccessible you may have a network problem.

Network Problems

If access to your EMR is via the PPN:

If your practice is using the PPN (99% of practices) you will contact your EMR Vendor (Tier 1) for support. Your EMR Vendor will triage the call and if it is believed to be a problem with the PPN network or its related services your EMR Vendor will contact the TELUS helpdesk on your behalf. The EMR Vendor is responsible for managing and tracking the call, even if it does turn out to be a PPN issues, and to advise you of the outcome and resolution.

Note: For problems that occur within 5 days of the TELUS router equipment installation, you should call the TELUS coordinator (contact information will have been provided at installation time). The coordinator will engage the TELUS installation team to expedite problem resolution. Once the five days interval has passed, the problem must be reported to the EMR Tier 1 help desk as per standard procedures.

If access to your EMR is via a Health Authority Network or the eNG:

In certain situations a practice may access their EMR through a Health Authority network (e.g. Physician Connect Network at the NHA) or through the eNG (e.g. when the practice location is within a hospital or Health Authority setting).

If this is your mode of EMR access and you have a network problem you should contact the Health Authority IT Helpdesk. You will have been provided with the helpdesk phone number for your Health Authority IT Helpdesk.

VPN Problems

If access to your EMR is via the PPN or eNG:

If your practice is using the PPN (99% of practices) or if you access your EMR data via the eNG, you will contact your EMR Vendor (Tier 1) for VPN support. Your EMR Vendor will open a ticket with the TELUS Helpdesk on your behalf. The EMR Vendor is responsible for managing and tracking the call, even if it does turn out to be a PPN issues, and to advise you of the outcome and resolution.

If access to your EMR is via the NHA Physician Connect:

NHA has its own VPN solution so any issues with these tokens should be reported to your NHA IT helpdesk.

How Is Your Support Call Handled?

EMR Vendor Helpdesk

The EMR Tier 1 Helpdesk will triage the problem received from your practice and will take the following actions:

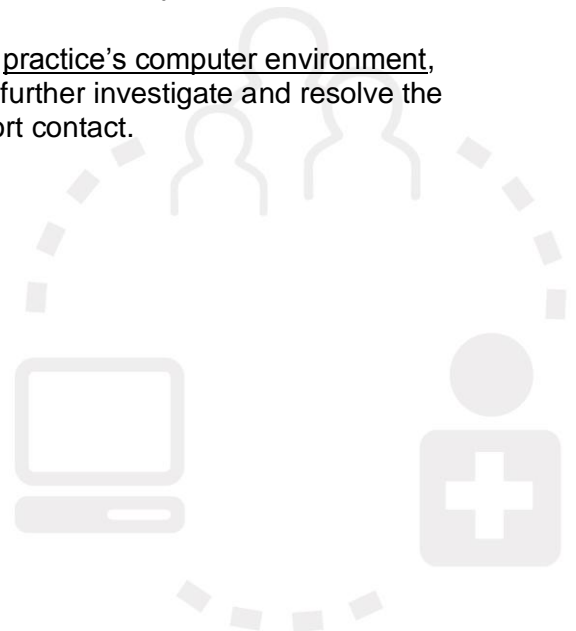
- If the problem is with the EMR data centre or application, the EMR Tier 1 Helpdesk will open an internal “problem ticket” and resolve it within their support organization.
- If the problem appears to be originating in the practice’s computer environment, the EMR Tier 1 Helpdesk will advise the practice to further investigate and resolve the problem with their designated computer support contact.
- If the problem is with the TELUS router equipment, the PPN Core network, its gateway to the public Internet, or its VPN service, the EMR Tier 1 Helpdesk will:
 - Open a ‘problem ticket’ directly with TELUS helpdesk support.;
 - Monitor progress on the ticket, and where required, initiate escalation actions; and
 - On resolution, contact the person who logged the problem to ensure it is resolved to their satisfaction, and then inform the TELUS helpdesk that the TELUS ticket can be closed.

Note that all support calls by your practice to the EMR Vendor Tier 1 Helpdesk will be counted towards the call limit outlined in your agreement with your vendor. Charges to the practice may apply if the limit is exceeded.

Health Authority IT Helpdesk

The Health Authority IT Helpdesk will triage the problem received from your practice and will take one of the following actions:

- If the problem is with the HA network including its Internet service the helpdesk will:
 - Open a 'problem ticket' internally;
 - Monitor progress on the ticket, and where required, initiate escalation actions; and
 - On resolution, contact the person who logged the problem to ensure it was resolved to their satisfaction, and if so close the ticket.
- If the problem is with the eNG network the helpdesk will:
 - Open a 'problem ticket' with the HSSBC eNG Helpdesk;
 - Monitor progress on the ticket, and where required, initiate escalation actions; and
 - On resolution, contact the person who logged the problem to ensure it was resolved to their satisfaction, and then inform the HSSBC eNG Helpdesk their ticket can be closed.
- If the problem is related to a PPN network service installed at the Health Authority (e.g. NHA) the HA Helpdesk will:
 - Open a 'problem ticket' directly with TELUS support;
 - Monitor progress on the ticket, and where required, initiate escalation actions; and
 - On resolution, contact the person who logged the problem to ensure it was resolved to their satisfaction, and then inform the TELUS helpdesk their ticket can be closed.
- If the problem is suspected to be with the EMR data centre or application, the HA Helpdesk will instruct you to open a "problem ticket" directly with the EMR Tier 1 helpdesk.
- If the problem appears to be originating in the practice's computer environment, the HA IT Helpdesk will advise the practice to further investigate and resolve the problem with their designated computer support contact.



What Are Your Practice's Support Responsibilities?

Practices are responsible for organizing the technical support services they require for their local computers, printers and LAN up to the TELUS-provided router equipment (for most practices) or to the HA network or eNG access point. Specifically, this includes:

- Local practice computers, laptops, LAN equipment and software, including computer security software (ex. firewall, anti-virus);
- Clinical reference tools available on the public Internet or available clinical applications from Health Authorities. The organization managing the tool or application would need to be contacted directly for support;
- Laptops or computers outside of the practice (e.g. home) and their Internet connections (e.g. Shaw, TELUS) when used by physicians and staff to remotely connect to the VPN; and
- 3rd party email services (e.g. Shaw, Yahoo, Gmail) including configuring laptops or computers to initially access the email service, or other ongoing usage issues.

It is recommended that practices contract with a computer support vendor or their EMR vendor for technical support services for their local computer environment.

For questions regarding this support model, please contact your PITO relationship manager or EMR vendor.

What Are Your Support Escalation Options?

If you have followed the support model described above but your problem is not being resolved, or if you are not getting satisfactory service through the support model, you may escalate your issue by contacting the PITO Operational Support Centre (OSC) at:

osc@pito.bc.ca

(604) 638-5841

Support Hours are Mon-Fri 9:00 AM – 4:00 PM

The OSC will work with the EMR Vendor, the practice's IT vendor and TELUS to resolve the issue.

Note: Prior to contacting the OSC you must have the open ticket numbers from the EMR Vendor and from TELUS (if applicable). This is a mandatory requirement.

This escalation option should not be applied until the use of standard support model process has been exhausted.

