

EMR and PPN Support Responsibility Matrix

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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 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.

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	HSSBC
Physician Practice				
Practice IT equipment <ul style="list-style-type: none"> Includes computers, printers, and other devices. 	✓	✓ Only if practice has contracted with EMR vendor for IT equipment support.		
Practice software (excluding EMR application) <ul style="list-style-type: none"> Computer operating systems, office productivity and security software, browser, email client, etc. 	✓	✓ Only if practice has contracted with EMR vendor for practice software.		
Practice LAN <ul style="list-style-type: none"> Includes internal practice network wiring, and hub/switch that interconnects to TELUS router equipment. 	✓	✓ Only if practice has contracted with EMR vendor for LAN support.		
LAN Security <ul style="list-style-type: none"> Installing and maintaining security software Detecting spyware, viruses Fixing security breaches 	✓	✓ 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"> Local Health Authority; Clinical sites; BCMA. 	✓ 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.	
PPN: TELUS network that starts with PPN router equipment installed at the physician practice.		✓ Tier 1 triage: to eliminate clinic LAN, EMR data centre or general Internet issues before forwarding to TELUS Tier 2 support	✓ Tier 2 support	

Component	Support Responsibility			
	Physician Practice	EMR Vendor	TELUS	HSSBC
PPN Core				
<ul style="list-style-type: none"> Ongoing security monitoring including firewall, anti virus, intrusion protection Informing Tier 1 helpdesks of PPN outages or security incidents 		<p>✓</p> <p>Tier 1 triage: to forward TELUS notifications to affected practices</p>	<p>✓</p> <p>Tier 2 support</p>	
EMR Application				
<p>Use of EMR application</p> <ul style="list-style-type: none"> Provided by EMR vendor Accessed by practice users from their office or from outside their office via VPN 		<p>✓</p> <p>Tier 1 support</p>		
EMR Vendor Data Center				
Data center side equipment, servers, etc.		<p>✓</p> <p>Tier 1 support</p>		
<p>TELUS WAN side</p> <ul style="list-style-type: none"> Starts with TELUS router equipment at data centre 		<p>✓</p> <p>Tier 1 support To report issues with PPN router installed at data centre to TELUS Tier 2 support</p>	<p>✓</p> <p>Tier 2 support</p>	
VPN				
<p>VPN Token Distribution</p> <ul style="list-style-type: none"> Tokens will be couriered to office by TELUS Separate package will be emailed containing token assignments and user guide. 	<p>✓</p> <p>Main practice contact to distribute tokens to designated practice staff.</p>		<p>✓</p> <p>Tokens, user info and guide will be couriered to main practice contact.</p>	
<p>VPN Token Support for:</p> <ul style="list-style-type: none"> Token usage Resetting PINs Faulty/broken token 		<p>✓</p> <p>Tier 1 triage: to forward questions/ requests</p>	<p>✓</p> <p>Tier 2 support</p>	

Component	Support Responsibility			
	Physician Practice	EMR Vendor	TELUS	HSSBC
VPN Token Support for: <ul style="list-style-type: none"> • New token requests • Deactivation or Reactivation of token • Reassignment of token • Lost/Stolen token 		✓ Tier 1 triage: to forward questions/ requests		✓ Email to hssbc.ppnadmin@hssbc.ca
Maintaining remote/home computer with standard software, plus Internet connection to be used for VPN.	✓			
VPN <ul style="list-style-type: none"> • General usage of VPN service including sign-in and portal pages 		✓ Tier 1 triage: for server side issues	✓ Tier 2 support Only for server side issues	
VPN Orientation <ul style="list-style-type: none"> • Includes a walkthrough of the VPN service including logging in and accessing the EMR with at least 1 user at a practice • Create bookmark in VPN portal to access practice EMR application 	✓ At option of each practice to have their computer support person provide an orientation	✓ At option of each EMR Vendor to provide an orientation		
Email				
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	✓			

