

Glossary of Terms

Application Service Provider (ASP)

A company that hosts a client's information system and data on its secured computer servers in a secure environment, so the client does not have to manage the computer servers and other related technologies themselves.

Community Engagement

A key responsibility of Local Physicians Champions (LPCs) and Community of Practice (CoP) Leads; they support communication and collaboration in local communities, including: writing newsletters, attending information sessions and conferences to share knowledge and best practices, and initiating and facilitating local Physician User Groups (PUGs).

Community of Practice (CoP)

A group of practices (or service area) that collaborates to improve services to a shared patient population using a common Electronic Medical Record (EMR). This group or service area may share a physical building or be located across a community.

Community Relationship Manager (CRM)

PITO representatives responsible for one or more Community of Practice (CoP) projects.

Early Adopter (EA)

Pioneering physicians who have adopted EMR prior to June 20, 2006 and are using full EMR clinical functionality, defined as performing the following in the EMR for all visits: documenting clinical notes, maintaining a problem list, capturing orders, prescriptions, and immunizations, and using reports/queries to review their patient population.

Electronic Health Record (EHR)

Computerized record of a patient's medical care while in a hospital.

Electronic Medical Record (EMR)

Computerized record of a patient's medical care under a physician.

Enrolment Period

The timeframe during which physician applicants to PITO are selected to begin their EMR implementation journey. An Enrolment Period has a limited number of available spaces. The number of available spaces in an Enrolment period is determined by PITO and is based on funding restrictions.

Firewall

A dedicated appliance, or software, running on a computer that inspects network traffic passing through it, and restricts access based on preset rules and condition.

Go-Live Date

The date the EMR is "turned on" for use in day-to-day care and the practice physicians and staff begin regular use of the EMR (i.e. after implementation, testing, and training).

Implementation & Transition Support Program (ITSP)

Pre- and post-implementation support services provided by PITO representatives to individual physicians or groups to help them prepare for EMR upgrade/conversion/implementation of a PITO-Qualified EMR

Local Physician Champion (LPC)

BC physicians who have officially engaged with PITO, by means of a formal application process, to support their colleagues in EMR and Information Technology (IT) adoption.

Local Relationship Manager (LRM)

PITO representatives responsible for program and service delivery in their respective communities, including overseeing services delivered by other PITO representatives and contractors.

Master Standing Agreement (MSA)

An overall agreement or contract between the province of British Columbia and external vendors (such as TELUS or EMR vendors) that sets the terms for their participation in the PITO initiative.

Medical Office Assistant (MOA) Champions

MOAs involved in the EMR implementation process, assisting the physicians and the staff through the initial transition to an EMR.

Peer Mentors

Experienced EMR users who are passionate about helping others realize the benefits of an EMR. They are always local and they focus on clinical optimization.

Physician User Group (PUG)

Group of local physicians (organized by geographic area or by specialty) that wants to collaborate on EMR implementations.

Privacy and Security Checklist

A PITO checklist completed by a clinic's privacy officer to ensure that critical privacy and security issues have been properly addressed. The *PITO Privacy Checklist* must be completed prior to reimbursement.

Privacy Working Group

An advisory group comprised of BC Medical Association (BCMA) members, the College of Physicians and Surgeons of BC (CPSBC) and the Ministry of Health Services (MoHS), appointed by the PITO Steering Committee (SC) to advise and support program development with specific focus on privacy and security of personal information. The Privacy Working Group was established in 2006.

PITO Solution Offering

The full suite of products and services available to eligible BC physicians through PITO, including: PITO-qualified EMRs, hardware, network, implementation costs, implementation and transition support.

PITO-Qualified EMR

An EMR that has passed conformance testing with the Ministry of Health Services (MoHS) to ensure it meets all the core requirements as stated in the Request for Proposals procurement process initiated in February 2007.

Practice Relationship Manager (PRM)

PITO representative responsible for supporting LRMs with requirements for one or more clinics.

Private Physician Network (PPN)

The private network provided by the Ministry of Health Services for access from the physician's office to the EMR and the Ministry or Health authority systems. Physicians can also access the PPN and their EMRs from outside their offices using a Virtual Private Network (VPN) service provided by the PPN.

Procurement

The process of selecting and purchasing an EMR vendor product.

Quality of Service (QOS)

In the context of computer networking, QOS refers to a network's capability to either assign a different priority to the transmission of different network data types (e.g. HTML, FTP, etc), or guarantee a level of performance.

Registration Agreement

The legal agreement between physicians and the Ministry of Health Services (MoHS) that establishes the stipulations for funding and participation in PITO programs.

Virtual Private Network (VPN)

An enhanced security authentication and encryption mechanism that enables physicians to connect over the Internet to the PPN from outside their offices and access their EMRs.