

PPN Health Authority Gateway Support Quick Reference

This overview is to inform physicians and their practice staff on the support available when using their EMR application and Private Physician Network (the “PPN”) through a gateway at their local Health Authority, either on Northern Health’s Physician Connect Network or Vancouver Coastal Health’s Diamond Centre.

Note: The information in this document does not apply to practices connecting to the PPN through a router installed by TELUS at their practice location. These practices should, instead, refer to the “**EMR and PPN Support Quick Reference**” 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.





Who Do You Call For Helpdesk Support?

Who to call first for helpdesk support depends whether you encounter problems using your EMR application, either at your practice location (on NH's Physician Connect or VCH's Diamond Centre through a PPN gateway), or from a remote location outside of your practice through a VPN (Virtual Private Network) service. If you have other problems than these, they are not PPN related, and should be reported through your existing support contacts.

EMR Application Problems

If you are at your practice location and are having trouble using your PITO-qualified EMR application when on the NH Physician Connect or VCH Diamond Centre networks, your practice has two choices to call for first line (known as the 'Tier 1 support') helpdesk support. To decide this, try to access two sites: a) your most used HA application, and b) your favorite Internet web site (e.g. google).

1. If either one is not accessible, then first call your HA IT service desk as the problem is likely with the HA network or its Internet service; or
2. If both are accessible, then call your EMR Tier 1 helpdesk for EMR application support.

VPN Remote Access Problems

If you are having troubles using your PITO-qualified EMR application through a VPN service from a remote location outside of the practice (e.g. home), and:

- If you are a NH Physician Connect user, then first call the NH HA IT service desk for support for their VPN service; or
- If you are a VCH Diamond Centre user, then call your EMR Tier 1 helpdesk for support for the PPN's VPN service.

How Do You Access Helpdesk Support?

How you access helpdesk support is described separately for your HA IT service desk versus EMR vendor helpdesk as follows.

HA IT Service Desk

Your Health Authority will provide your practice with their helpdesk phone number, its hours of availability and protocols for using it. If the problem you are experiencing is with the PPN, their HA network support group will contact the TELUS "Tier 2" helpdesk on your behalf to resolve the problem.

EMR Vendor Helpdesk

Your EMR vendor will provide your practice with their Tier 1 helpdesk phone number, its hours of availability and protocols for using it. If the problem you are experiencing is with

the PPN's VPN service, the EMR helpdesk will contact the TELUS "Tier 2" helpdesk on your behalf to resolve the problem.

Their Tier 1 helpdesk is to respond to your practice's support call according to service levels outlined in your vendor agreement with them. The service levels set response time targets based on how your support call is made: phone call with analyst, email or voicemail.

How Is Your Support Call Handled?

How your support call is handled is described separately for your HA IT service desk versus EMR vendor helpdesk as follows.

HA IT Service Desk

Your HA IT service desk will triage the technical 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 (and for NH their VPN service), their service desk will:
 - Open a 'problem ticket' internally;
 - Monitor progress on the ticket, and where required, initiate escalation actions;
 - On resolution, contact the person who logged the problem to ensure it was resolved to their satisfaction, and if so close the ticket; or
- If the problem is with the PPN network service, their HA network support group will:
 - Open a 'problem ticket' directly with TELUS Tier 2 support;
 - Monitor progress on the ticket, and where required, initiate escalation actions;
 - On resolution, contact the person who logged the problem to ensure it was resolved to their satisfaction, and then inform the TELUS Tier 2 helpdesk their ticket can be closed; or
- If the problem is suspected to be with the EMR data centre or application, their service desk will instruct you to open a "problem ticket" directly with the EMR Tier 1 helpdesk.
 - Note: For NH Physician Connect, where possible they may also transfer your call to the EMR helpdesk;
- If the problem appears to be originating in the practice's computer environment, your HA IT service desk will advise the practice to further investigate and resolve the problem with their designated computer support contact.

EMR Vendor Helpdesk

The EMR vendor helpdesk will triage the technical problem received from your practice and will take one of the following actions:

- If the problem is with the EMR data centre or application, their Tier 1 helpdesk will open an internal “problem ticket” and resolve it within their support organization; or
- If the problem is suspected to be with the PPN VPN service, their EMR Tier 1 helpdesk will:
 - Open a ‘problem ticket’ directly with TELUS Tier 2 support;
 - Monitor progress on the ticket, and where required, initiate escalation actions;
 - On resolution, contact the person who logged the problem to ensure it was resolved to their satisfaction, and then inform the TELUS Tier 2 helpdesk their ticket can be closed;
 - If the problem is suspected to be with the HA network, its Internet service or the PPN, their helpdesk will instruct you to open a “problem ticket” directly with the HA IT service desk and where possible transfer your call to their service desk; or
- 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.

Note that all support calls by your practice to the 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.

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 connection into the Health Authority provided network equipment. Specifically, this includes:

- Local practice computers, laptops, LAN equipment and non EMR 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 local relationship manager or EMR vendor.

