

# Technical Recommendations for Clinics' IT Support Vendors and Staff

Steps that ensure a successful transition from the Internet to the PPN

*For information about the PPN service, please go to*

<http://www.pito.bc.ca/benefits/ppn.php>

# TECHNICAL RECOMMENDATIONS FOR CLINICS' IT SUPPORT VENDORS AND STAFF

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*PITO, Telus and the Ministry of Health Services encourage the medical clinics' staff and Support Vendors to take the following steps to ensure a successful transition from their Internet connection to the PPN:*

**1. All medical clinics should retain the services of a professional IT support vendor.**

- The PPN is a private Wide Area Network (WAN) and not an Internet connection. Clinics' IT support vendor understand how this impacts the clinics' unique requirements and make recommendations accordingly.
- There are various technical skills required to configure, setup, diagnose and test the PPN.

**2. At the time of installation, Telus will conduct more comprehensive testing of the clinic's PPN circuit.**

- This increased level of testing will ensure the clinic's PPN circuit meets or exceeds the minimum standard for these services and if not then alternate solutions will be implemented.

**3. As a best practice, clinics are advised to install programmable LAN switches.**

- A programmable LAN switch gives the clinic's IT support vendor the ability to optimize the clinic's LAN.
- A programmable LAN switch allows the clinic's IT support vendor to match network configuration settings on the Telus PPN device for a more stable and optimized network.
- This offers the clinic IT various options for testing and monitoring not available with non-programmable switches.
- Puts the clinic in a position for future deployment of QoS (quality of service).

4.	<p><b>PITO purchases loaner programmable switches.</b></p> <ul style="list-style-type: none"> <li>• The clinic has the option to request a loaner programmable switch to demonstrate to potential stability and improvement in “speed” etc. before deciding to purchase one.</li> <li>• PITO has acquired a small number of switches as loaners for clinics to use as a troubleshooting tool to measure the stability and improved network speed before committing to purchase one.</li> </ul>
5.	<p><b>Telus installs a performance testing tool on an internet server and a server within the PPN to allow testing at installation date.</b></p> <ul style="list-style-type: none"> <li>• Since the PPN is a private WAN, any speed test to the Internet is not indicative of the bandwidth or throughput of the PPN.</li> <li>• The Atlantis server is a standardized endpoint solution that offers a more consistent approach for taking measurements.</li> </ul>
6.	<p><b>The EMR Vendor's Level 1 Helpdesk uses a tool for triaging EMR / PPN issues.</b></p> <ul style="list-style-type: none"> <li>• Currently the MOH is working with the EMR vendors to investigate the viability of the their Helpdesk Level 1 support staff to use the tool to triage trouble calls.</li> </ul>
7.	<p><b>The clinic should schedule via their EMR Vendor’s helpdesk a suitable date and time to test their PPN circuit before EMR go-live.</b></p> <ul style="list-style-type: none"> <li>• It is very important to have the EMR vendor, the clinic’s IT support vendor and Telus present to test the newly installed PPN circuit at minimum two week prior to the EMR go-live date.</li> </ul>
8.	<p><b>Deploy a standard performance testing solution between various locations such as EMR vendors, Telus, PITO, and clinics.</b></p> <ul style="list-style-type: none"> <li>• This performance tool would test bandwidth, throughput, download, upload, latency, jitter etc.</li> <li>• By deploying this performance tool, the health of any PPN pipe can be measured, and not have to rely of guess work to the Internet.</li> <li>• This recommendation correlates with recommendations from #2, #5, &amp; #6</li> </ul>

*If you have any questions, please contact the PITO office at: [PracticeITSupport@pito.bc.ca](mailto:PracticeITSupport@pito.bc.ca)*