CLINIC IT SUPPORT COMMUNITY

Purpose

In response to physician feedback for increased assistance with their IT needs, Doctors Technology Office (DTO) has created the **Clinic IT Support Community** to share knowledge and learn from IT that supports private practices.

Physicians are telling us:

"More workshops for local IT would be an excellent idea.

"Yes — [to] having our IT have better security training to be able to guide us.

What are the benefits for IT professionals?

- Gain information on new technologies, best practices and hot topics affecting clinics.

- Access online resources, webinars, bulletins and channels for providing feedback.

- Understand technical escalation paths and clinic security requirements.

Join the Community

Contact DTO to be added to our email distribution list at **DTOinfo@doctorsofbc.ca**.

About DTO

Doctors Technology Office acts as a trusted advisor, a neutral body, and an advocate for health technology issues impacting physicians. We play an influential role in advocating for positive change in health system transformation for the development of a digitally enabled and integrated community health care system.

DTO Doctors Technology Office — A GPSC initiative

GPSC General Practice Services Committee

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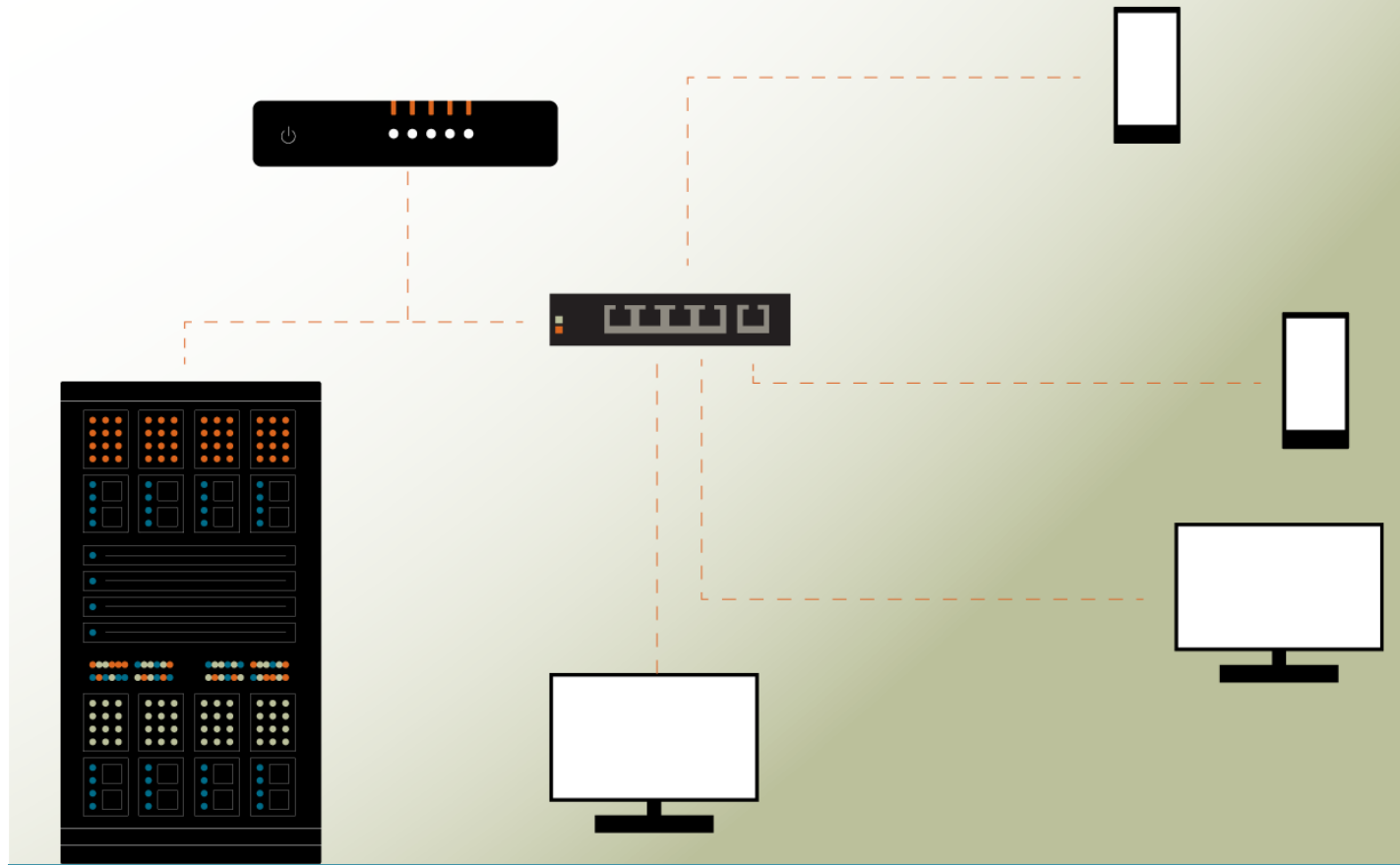
CLINIC IT SUPPORT COMMUNITY LEARNING SESSION 3:
IT SUPPORT FOR PPN CLINICS

LEARNING SESSION OVERVIEW

Topic: **IT Support for PPN Clinics**

Speakers: **Kate Laird**, PPN Administrator, PHSA

Ralph Buschner, Senior IT Analyst, DTO

Jesse Zacharias, Health Technology Consultant, DTO
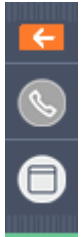
Agenda: 03 min – Introductions and Housekeeping

15 min – Private Physician Network (PPN)

15 min – PPN Technical Information

27 min – Q&A

HOUSEKEEPING

Control Panel:

By default the control panel is set to auto-hide.

If it disappears, check the top, right-hand corner of your screen for the minimized control panel.

Click on the orange arrow to expand to control panel.

Mute: By default, you will be put on Mute when you join the Webinar.

Questions:

The question box feature is found at the bottom of the GoTo Webinar control panel.

If you have a question or comment, please write in the question box.

Your question will automatically go to the presenters.

PRIVATE PHYSICIANS NETWORK (PPN)

➢ PPN Overview

➢ Clinic Engagement

➢ EMR Vendor Engagement

➢ Order Process

➢ Project updates

- WAN

- NaaS

- SharePoint

PPN OVERVIEW

What is the PPN?

- The PPN is the private, high-speed network available to physicians and practice staff to access clinical information in their qualified electronic medical record (EMR) systems.

- Provincial Health Services Authority (PHSA) offers this PPN service as part of a province-wide initiative.

- The PPN currently has approximately 900+ clinics supporting 4500+ clinicians.

PPN OVERVIEW

What does the PPN do for physicians?

- Connect the computers in their practices to their selected EMR application;

- Clinicians are able to access clinical reference tools available on the public Internet and available clinical applications via Health Authorities (HAs);

- Clinicians can access their EMRs for periodic use from a home computer with Internet access, or other locations outside their practice, over a strongly encrypted virtual private network (VPN); and

- Eventually, clinicians will be able to access information in other provincial eHealth systems such as PharmaNet and ePrescribe.

PPN OVERVIEW

What are the benefits of the PPN?

- Professionally and centrally managed firewall, anti-virus, intrusion prevention and intrusion detection systems;

- High service levels for network availability and problem resolution;

- Help desk support integrated with each qualified EMR vendor help desks; and

- No PPN monthly costs because the network is funded by the Ministry of Health Services.

CLINIC ENGAGEMENT

- Clinic engagement begins via a phone call from the Clinic/EMR Vendor/HA support team, or via the PPN Order Form arriving into the PPN Admin inbox

- Email/phone communications occur during implementation milestones from the order perspective as well as the clinics responsibilities for site readiness

- Touch points take place throughout the implementation of the clinic's service including documentation, SharePoint access and EMR vendor support (Tier1)

EMR VENDOR ENGAGEMENT

- EMR vendors are contacted via:

  - Their clients (physician clinic)

  - If the EMR vendor is 'new' to the PPN processes, the PPN Lead will reach out via phone to discuss support processes/gather EMR support contact information

- EMR vendors are provided weekly extracts of their clinics IP information for Firewall purposes

- As part of the PPN Change Management processes, EMR vendors are sent an email communication for:

  - 'ALL' clinic related outages

  - Core Outages/VPN upgrades/Net New PPN offerings/timelines

  - PPN has a standard change management window of 0100 hrs – 0500 hrs

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PPN ORDER PROCESS

- PPN orders are generated via an email to the **ppnadmin@phsa.ca** containing the PPN Order Form

  - EMR vendors may submit an order on behalf of their client

  - A Physician office may submit an order

  - Doctors of BC may submit an order on the clinics behalf

- Detailed communication/documentation is sent to the clinic's PPN contact during each step of the ordering process

  - PPNAdmin receives PPN order

  - When prequal is completed and service type is established

  - Telus provides IP addresses

  - Telus sends completion letter

NAAS PILOT PROJECT

- A NaaS Pilot was conducted (installations started October 2018 – completed January 31st 2019) to allow users to connect to the PPN core network using a high speed Internet service (underlay) combined with TELUS NaaS equipment that provides SD-WAN functionality (overlay)

- Project Closure & hand off to Steady State/Day 2 on track for end of April 2019

- A technical proof of concept has been conducted with a pre-release version of NaaS at 16 sites in BC

# of Sites	EMR Vendor
1	Oscar
5	Med Access
1	IntraHealth
3	Wolf
3	Osler
1	Accuro
2	PPN Back Up sites

WAN PROJECT DELIVERABLES

- Upgrade Kelowna & Vancouver Security COREs (complete)

- Upgrade Internet Gateway from 600M to 3G services (complete)

- Upgrade existing EMR PPN circuits from 100M to 1G services (in progress)

- TH Wolf, TH Osler, TH MedAccess and Intrahealth

- Upgrade existing 5M, 10M, 20M and 30M services to new service offering (in progress)

- Approximately 842 sites are included in the upgrade process as per the MSA SDA listing

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SP 2013 PROJECT DELIVERABLES

- Provision new SharePoint 2013 workspace

- Build content

- Upload documents

- Import existing users

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DOCTORS TECHNOLOGY OFFICE

Doctors Technology Office (DTO) provides leadership, guidance, expertise, and alignment of emerging and current health technology and information needs for private practice physicians across BC.
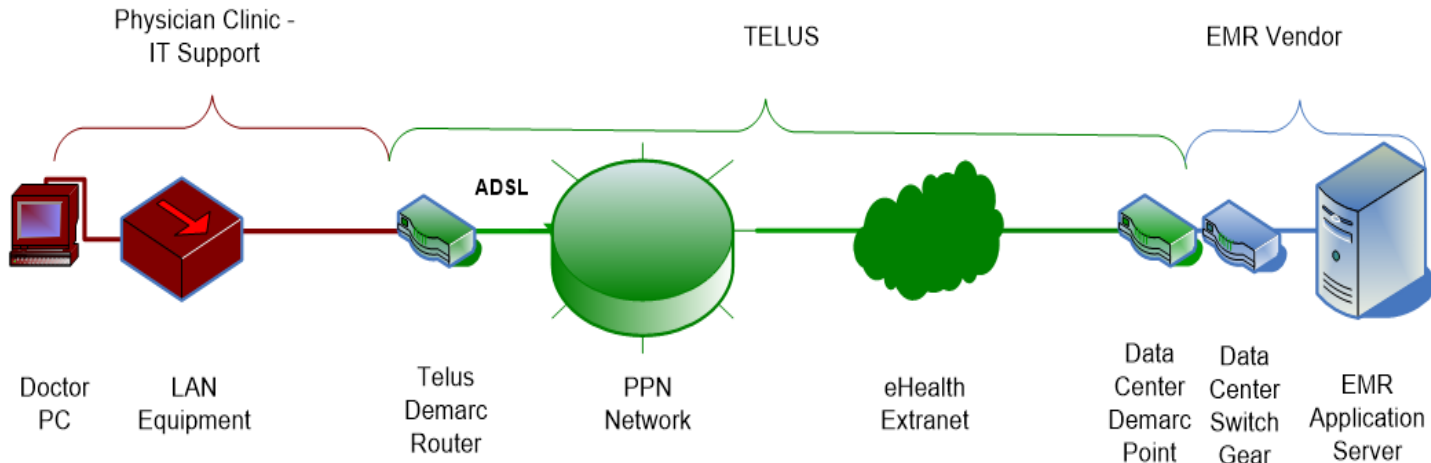
Contact: 604 638-5841 or DTOinfo@doctorsofbc.ca

DTO PPN SUPPORT MODEL

We get involved when the clinic has gone through the support model but is not able to be resolved or the issue isn't being resolved in a timely manner.

Examples:

- Poor performance

- Application not working

- E-Mail not working

- Advice on applications

Physician Clinic - IT Support — TELUS — EMR Vendor

Doctor PC | LAN Equipment | ADSL — Telus Demarc Router | PPN Network | eHealth Extranet | Data Center Demarc Point | Data Center Switch Gear | EMR Application Server

KNOWING WHEN TO ESCALATE

The escalation path for PPN issues is Clinic-EMR-TELUS-PHSA
(DTO should/was always the point of last resort for clinical troubles)

Things to look for and notify EMR or PHSA:

- Improper installations (TELUS/PHSA/DTO)
- Improper IP addressing (EMR/DTO)
- Poor local LAN design (Clinic IT/DTO)
- Poor WAN performance (EMR/Clinic IT/DTO)
- Security concerns (Clinic IT/DTO)
- Local LAN issues that cannot be resolved (Clinic IT/DTO)
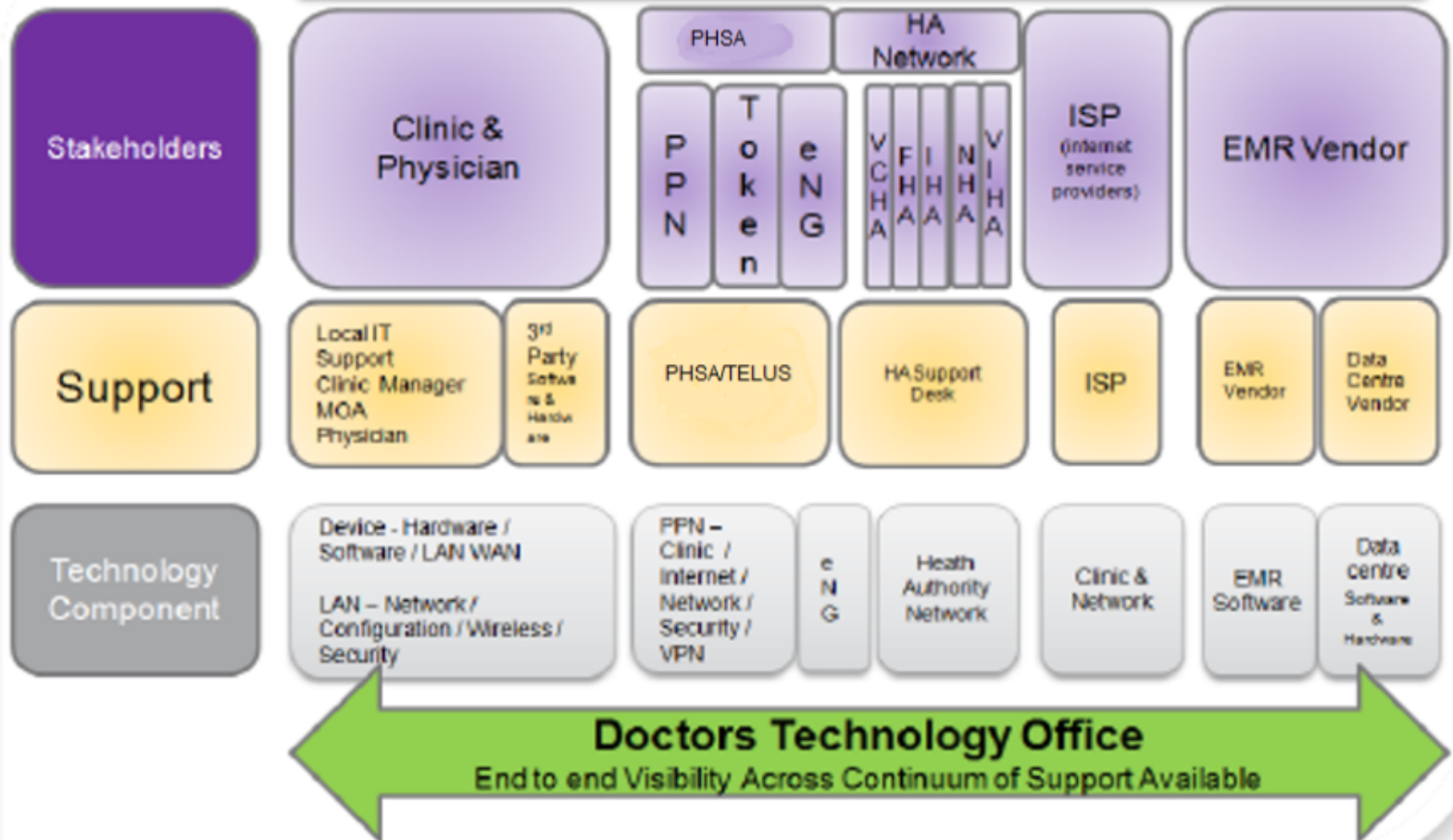
BE AWARE DURING PPN TRANSITION

- IP address change (no longer under local control, changes during an upgrade)

- Lease time for IP addresses

- 70 / 30 split of dynamic and static addresses

- Cannot use top 3 IP addresses of subnet (reserved for gateway, switch & diagnostic device)

- Email service needs to use TELUS for outgoing SMTP

- Reference to old local IP may not work

- Need admin password on TELUS-owned switch on PPN2 MB

- The local LAN must not be connected to any other commercial internet service

- Firewall rules in effect to and from internet (not all applications will work)

- Speed may not be the same as previous

PPN ASYMMETRICAL SERVICE

- **PPN1** delivers an asymmetrical download speed of 5 Mbps and a maximum of 1 Mbps upload

- **PPN1 (25x5)** delivers an asymmetrical download speed of 25 Mbps and an upload of 5 Mbps

PPN SYMMETRICAL SERVICE

- **PPN1(ER)** delivers symmetrical upload and download speeds of 1.5 Mbps

- **PPN2(MB)** delivers symmetrical upload and download speeds of 5 Mbps.

- **PPN3** delivers symmetrical upload and download speeds of 10 Mbps.

- **PPN3-30** delivers symmetrical up and download speeds of 30 Mbps.

- **PPN3-100** delivers symmetrical up and download speeds of 100 Mbps.

- **PPN-NaaS** delivers symmetrical up and download speeds of 150 Mbps.

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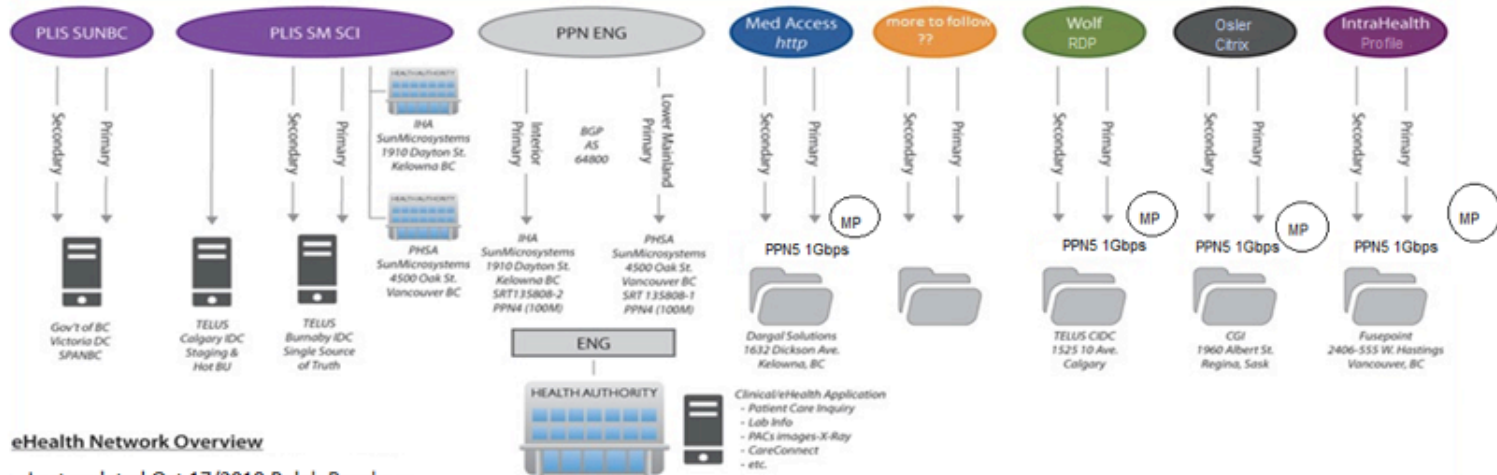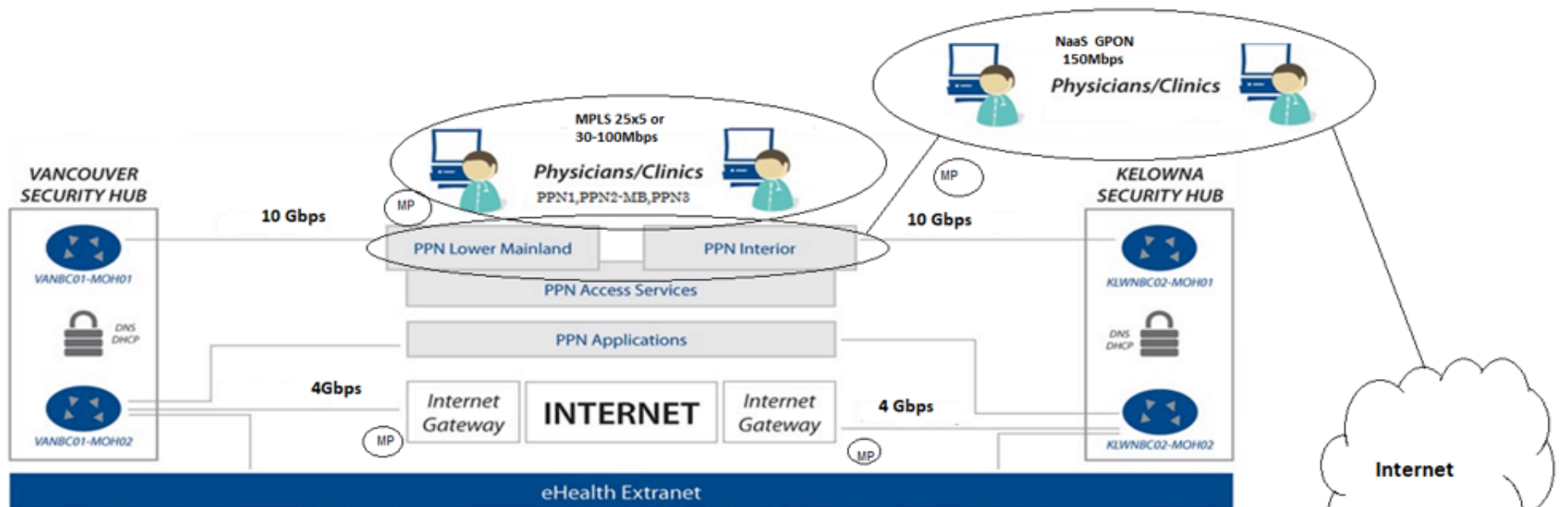
eHealth Network Overview

Last updated Oct 17/2018 Ralph Buschner

SUPPORT SPECTRUM

Potential points of failure:

- Diagnosing troubles can be difficult especially for the clinic staff (remember to follow support model)
- Proper flow should always be Clinic - EMR - TELUS - Local Tech - DTO
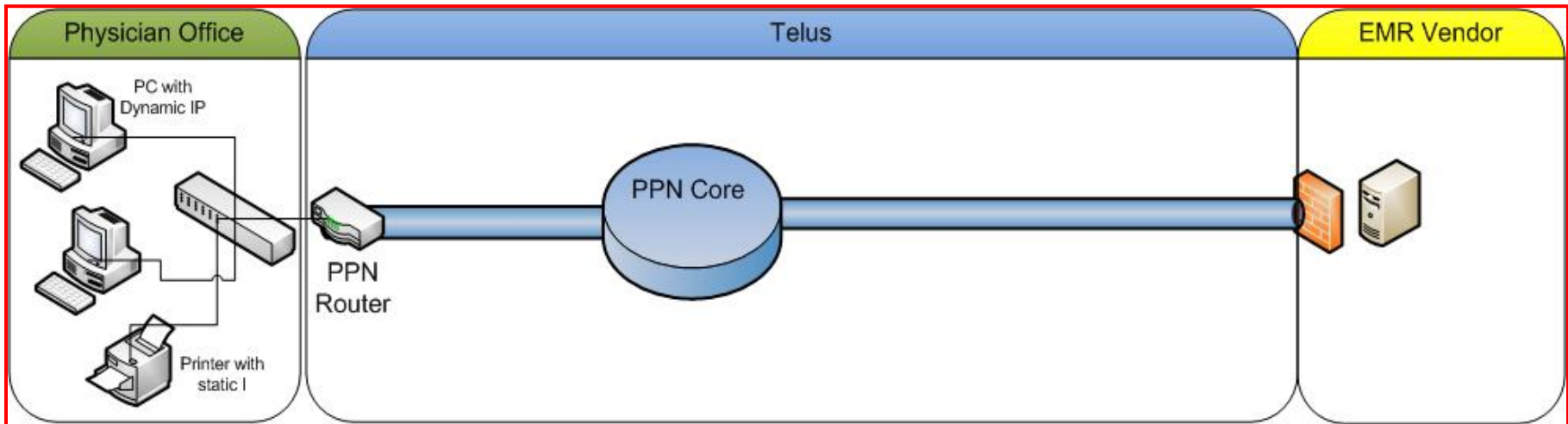
RESOURCE LINKS

Provincial Health Services Authority (PHSA)

Private Physician Network Administration

Email: ppnadmin@phsa.ca

Doctors Technology Office (DTO)

Email: DTOinfo@doctorsofbc.ca

Doctors Technology Office Technical Centre

https://www.doctorsofbc.ca/technical-centre

Physician's Office IT Security Guide (DTO)

https://www.doctorsofbc.ca/resource-centre/physicians/doctors-technology-office-dto/physician-office-it-security/

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Q&A

Question	Answer
Where would NaaS be a preferable service?	NaaS could be a preferable service for a clinic based on several factors that the PPN administrator would need to review on a case-by-case basis to decide upon. However, the NaaS service is currently in a pilot stage only and is not publicly available.
How can we escalate the request for a PPN upgrade?	A project is underway to upgrade all existing PPN clinics. If you need to escalate the request to expedite an upgrade or you feel further bandwidth is needed after the upgrade, email the PPN Administrator at ppnadmin@phsa.ca

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