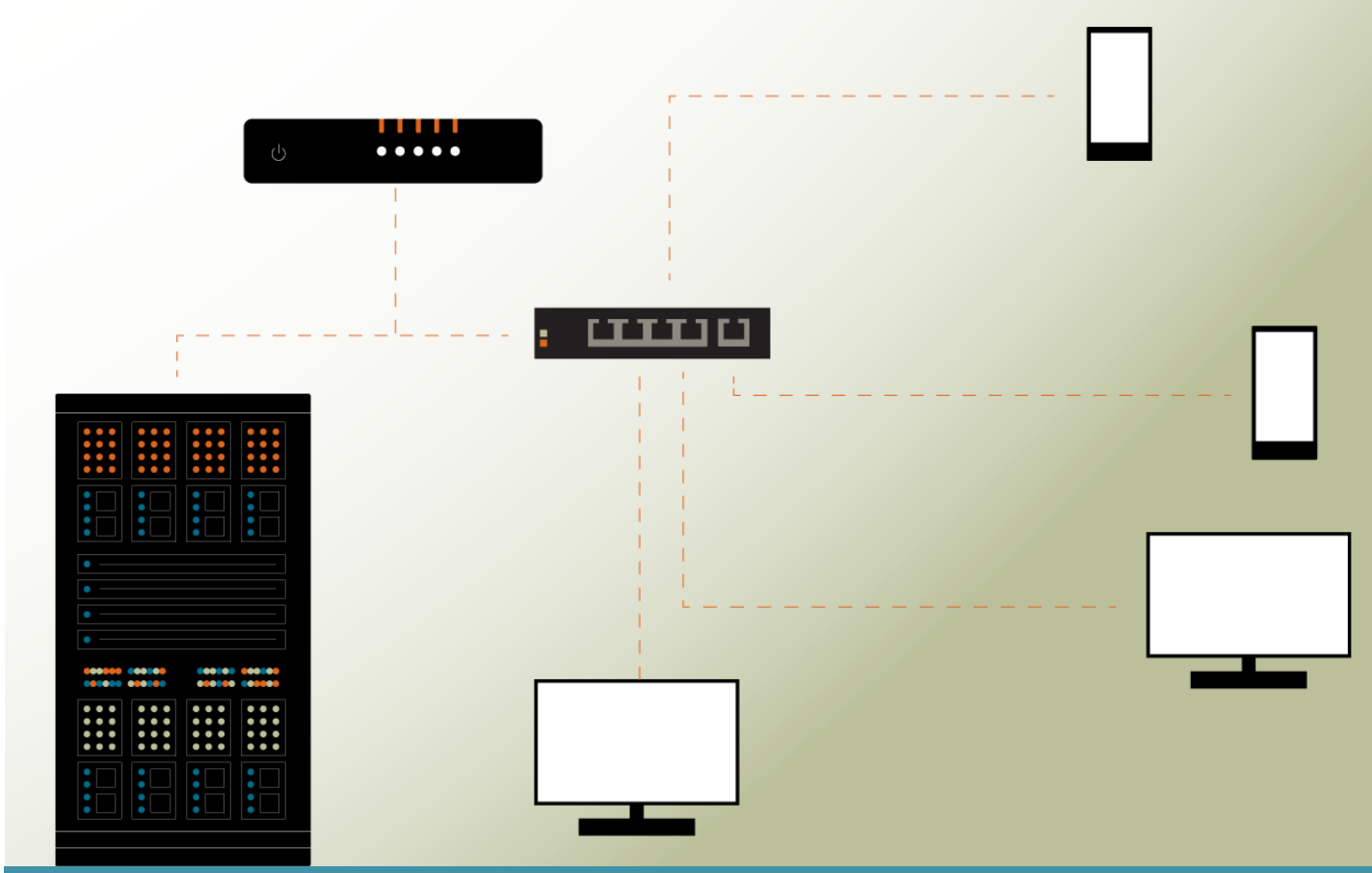
DTO Doctors Technology Office
A GPSC initiative



DTO IT VENDOR COMMUNITY INITIATIVE

GPSC General Practice Services Committee

OVERVIEW

Topic: Introduction to Doctors Technology Office (DTO) and the IT Vendor Community Initiative

Presenters: Daniel Kirkpatrick, Jesse Zacharias, Ralph Buschner, Philip Chow

Agenda:
05 min – Welcome and Introductions
15 min – Introduction to DTO
10 min – DTO IT Vendor Community
10 min – DTO Security Program
15 min – Hot Topic: Private Physician Network (PPN)
05 min – Open Topic Q&A

MEET THE DTO TECHNICAL TEAM

Daniel Kirkpatrick, Client Support Manager

Ralph Buschner, Senior IT Technical Systems Analyst

Philip Chow, Health Technology Support Specialist

Jesse Zacharias, Health Technology Consultant

Additional team members that work with divisions and provincial initiatives

Contact: 604 638-5841 or DTOtechsupport@doctorsofbc.ca

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 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.

Hand raising:

The hand raising feature is found on the left-hand side of the GoToWebinar control panel.

By default, your hand will not be raised.

When your hand is down, the button look like this: 

Click on the button to raise your hand if you have a question or a comment.

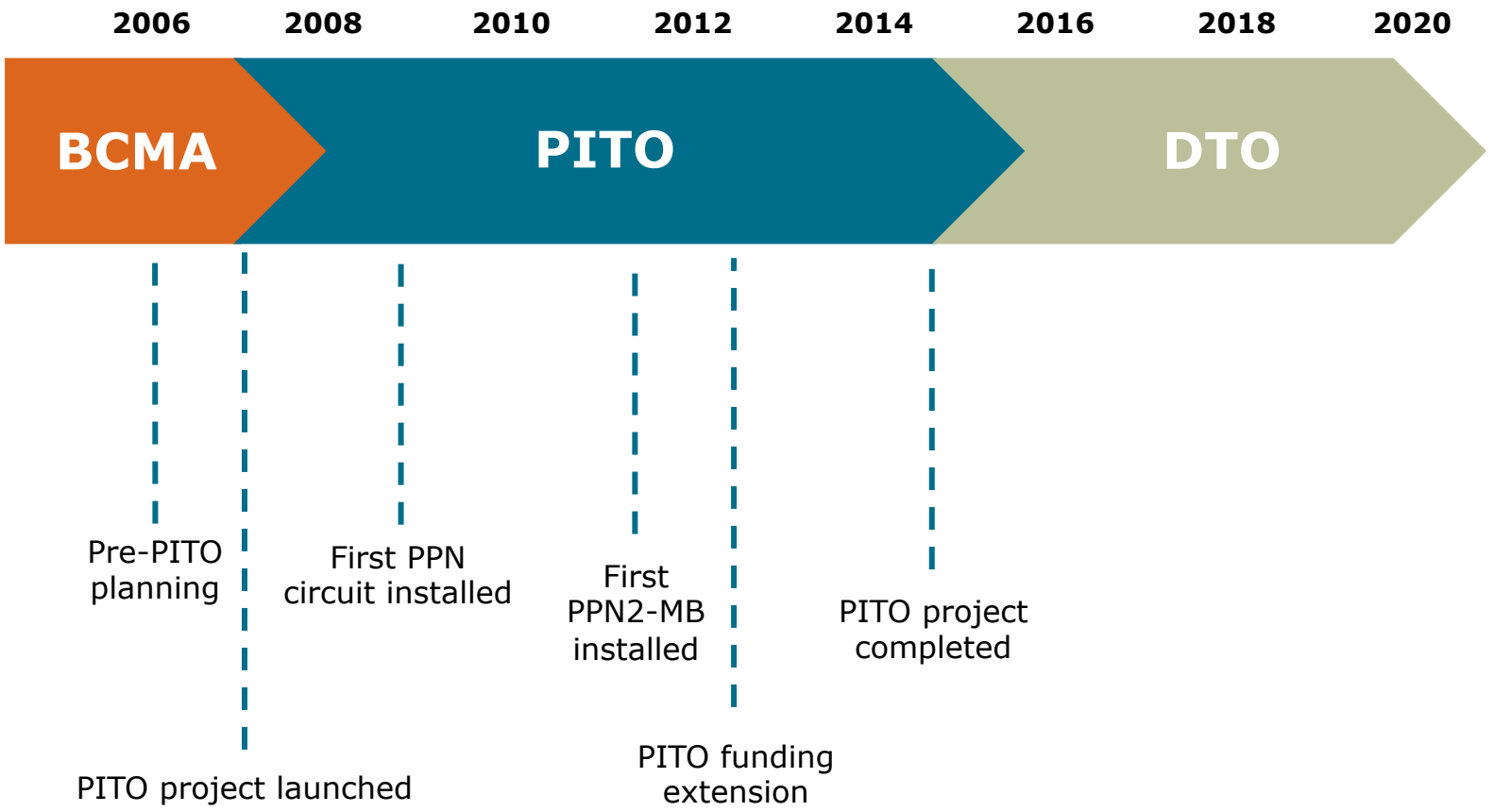
When your hand is raised the button looks like this: 

Click on the button to lower your hand if your question or comment has been addressed.

ABOUT 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.

DTO TIMELINE



WHAT IS OUR ROLE?

Act as a **trusted advisor, neutral body**, **and** an **advocate** for IM/IT issues impacting physicians

Advocate & facilitate physician engagement in health sector information management and information technology (IM/IT) initiatives across BC

Lead **development and dissemination of information** related to trends and best practices in the areas of health technology and physician office security

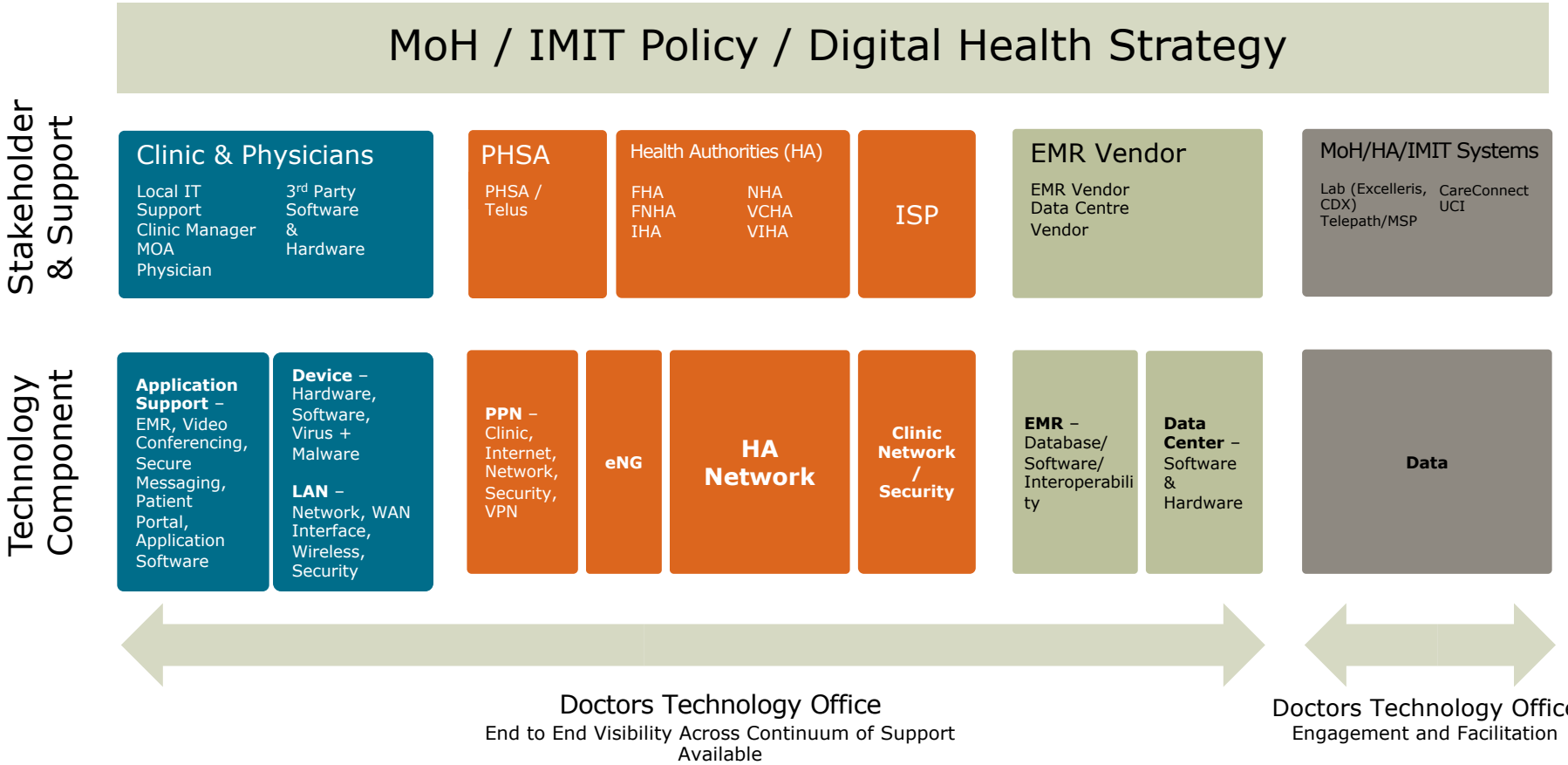
Liaise with partners at all levels including physicians, Health Authorities, Ministry of Health, vendors and others on important IM/IT trends and issues

DTO SERVICES

We offer BC doctors and clinic staff health technology resources and supports:

1. Health Technology Support Desk
2. Best practice guides, toolkits & assistance selecting technology solutions
3. Privacy & Security education
4. Physician Engagement Advisory Sessions
5. IT Vendor Community Initiative
6. PMH and PCN information and technology support

WHAT TYPES OF SUPPORT REQUESTS DO WE GET?



WHAT TYPES OF SUPPORT REQUESTS DO WE GET?

Technical

Connectivity, Performance, Optimization, Network Architecture, Privacy & Security

Application

Vendor Selection, Training/Workflow, Data Conversion, Data Integration, Data Storage, Forms/Templates, Vendor Contracts

Engagement

Health Organizations (Ministry of Health, Health Authorities, CPSBC, CMPA, etc.), Partner Programs (Divisions of Family Practice, Practice Support Program), Health Technology Vendors (EMR, Virtual Care, IT Vendors, Clinical IMIT Systems, etc.)

IT VENDOR COMMUNITY INITIATIVE

The primary goal of this community is for the Doctors Technology Office and IT Vendors to share knowledge and work together to provide the best service possible to the private practice clinics we support.

IT VENDOR COMMUNITY INITIATIVE

Benefits

- Learn about new technologies, best practices and hot topic issues affecting clinics
- Access to online resources, webinars, bulletins, and channels for providing feedback
- Understand responsibilities and escalation paths for technical issues
- Understand provincial security and related reporting requirements and responsibilities
- Stay up to date with ongoing changes to the PPN and other provincial IMIT initiatives

COMMUNITY RESOURCES

Current Resources

- DTO Website (Guides, Technical Bulletins, Links)
- Security Program (Physician's IT Security Guide, Self-Assessment form, etc.)
- Email Updates for Community (New Content and Current Trends)
- Learning Session Webinars

Future Resources

- Documentation Resources (Updated Guides and Bulletins on Identified Subjects)
- Trends and Issues Reports
- Templates (Privacy Agreements, Security Checklists, etc.)
- Technology Presentations

COMMUNITY RESOURCE LINKS

Physician's Office IT Security Guide (DTO)
https://www.doctorsofbc.ca/resource-centre/physicians/doctors-technology-office-dto/physician-office-it-security/

DTO Technical Bulletins
https://www.doctorsofbc.ca/technical-bulletins/

BC Privacy Toolkit & Supplements
https://www.doctorsofbc.ca/resource-centre/physicians/managing-practice/privacy-toolkit/

DTO Health Technology Guides:

- **EMR Data Portability**
  https://www.doctorsofbc.ca/sites/default/files/dtohealthtechnologyguide-emrdataportablityaugust2018.pdf
- **Videoconferencing in Private Practice**
  https://www.doctorsofbc.ca/sites/default/files/dto_health_technology_guide_-_videoconferencing_privacy_and_security.pdf.pdf

REQUESTED FUTURE TOPICS & RESOURCES

Topics From Surveys and Interviews

- Security requirements for Health Authority system access
- Security requirements for Personal Health Information
- Data breach procedures and logging requirements
- Private Physician Network (PPN)
- Performance optimization and troubleshooting
- New health technologies and solution demos (eg. virtual care)
- Roles and responsibilities of stakeholders in B.C. Healthcare IT
- EMR technologies and best practices

UPCOMING LEARNING SESSIONS

Planned

- Security Requirements for Health Authority System Access (CareConnect, UCI)
- Private Physician Network (PPN) Update and Overview (Presented by PHSA)
- Virtual Care Solutions and Related Security Considerations

Potential

- Introductions to New Health Technology Initiatives (Ongoing TBD)
- Auditing and Logging Requirements for PHI under PIPA
- Password Management Best Practices & Solutions
- More TBD!

DTO SECURITY PROGRAM

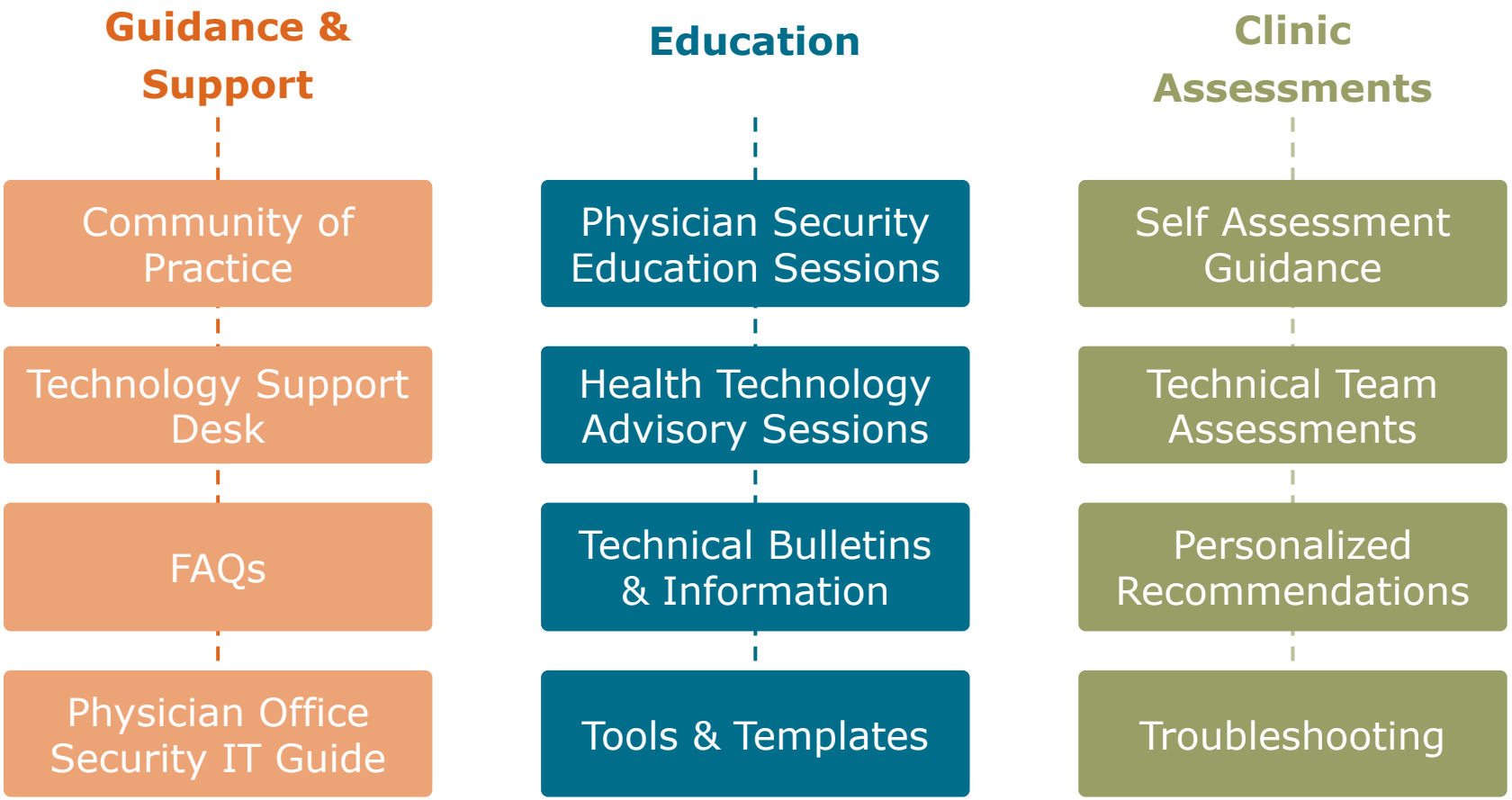
The DTO Security Program was created to support the security requirements which physicians in B.C. must follow when working with Personal Health Information.

DTO SECURITY PROGRAM

Background

- Secure information sharing is critical with our move to a more integrated and connected health care system.
- Increased demand for community EMRs to have enable direct access to regional and provincial information systems.
- Limited formalized programs, services and supports for GPs related to privacy and information security in private practice.
- We assumed that the clinic is the weakest link. What we found was… that it is.
- To maintain security across the system, private practice clinics need more dedicated support and robust security measures.
- DTO launched the Physician Office Security Program to address gaps in private practice privacy and security.

DTO SECURITY PROGRAM



SECURITY PROGRAM RESOURCES

Physician Office IT Security Guide (2018) | **Tools and Resources** | Security Education

This section contains targeted tools and resources designed to help you start on the journey of creating a culture of security within your practice and:

- Reduce risk of data breaches such as confidential patient information
- Reduce time, material costs, and impact to workflow due to fraudulent activity by cybercriminals
- Protect integrity and trust expected by patients

Cybersecurity Awareness Brochure	A brief guide to share with your staff on protection against two common cyberattack types: phishing and ransomware. It includes a four-step process for addressing a privacy breach.
Recommended Documentation for Clinic Privacy & Security	Keep organized by creating a Privacy and Security Binder for your practice. This resource will help you manage privacy and security required documentation.
Questions To Ask Your Local IT Provider	Guidance to physicians on specific questions to ask your local IT support. This is a great conversation starter and provides tips on what questions to ask your local IT.
Clinic Security Self-Assessment	A short checklist for you, your staff and local IT to assess the status of administrative, physical, and technology safeguards at private clinic.

SECURITY PROGRAM RESOURCE LINKS

Doctors Technology Office Resource Centre – IT Security
https://www.doctorsofbc.ca/resource-centre/physicians/doctors-technology-office-dto/physician-office-it-security/

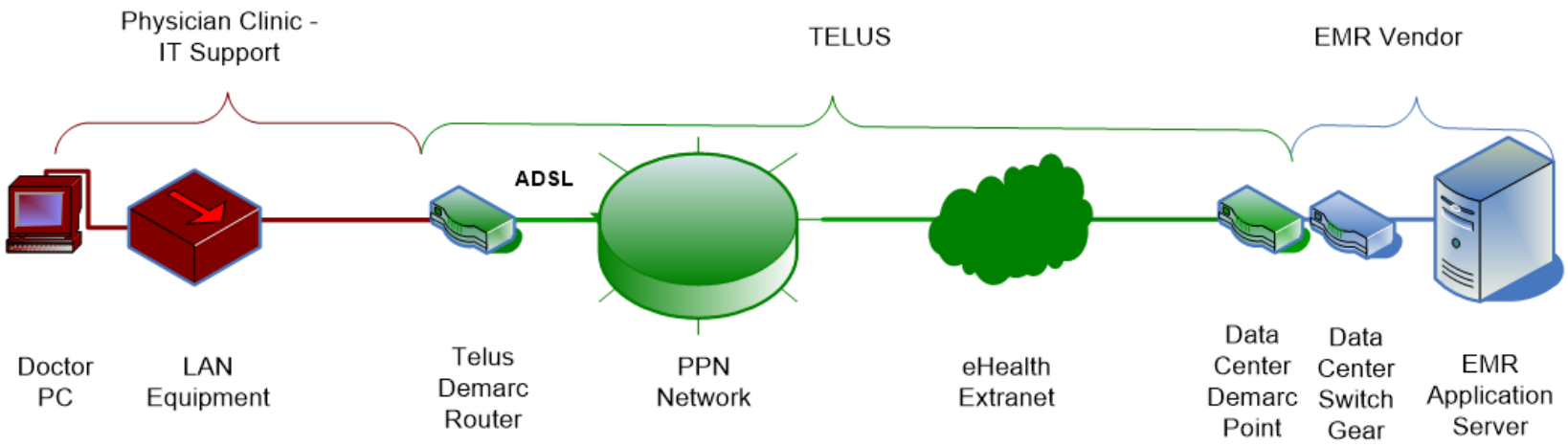
BC Physicians Privacy Toolkit
https://www.doctorsofbc.ca/sites/default/files/ptv3.0_full_document.pdf

Doctors of BC Privacy Toolkit Website
https://www.doctorsofbc.ca/resource-centre/physicians/managing-practice/privacy-toolkit/

Cyber Security Awareness Brochure
https://www.doctorsofbc.ca/sites/default/files/cybersecurityawareness.pdf

Clinic IT Security Self-Assessment
https://www.doctorsofbc.ca/sites/default/files/clinicitsecurityself-assessment.pdf

PRIVATE PHYSICIAN NETWORK (PPN)

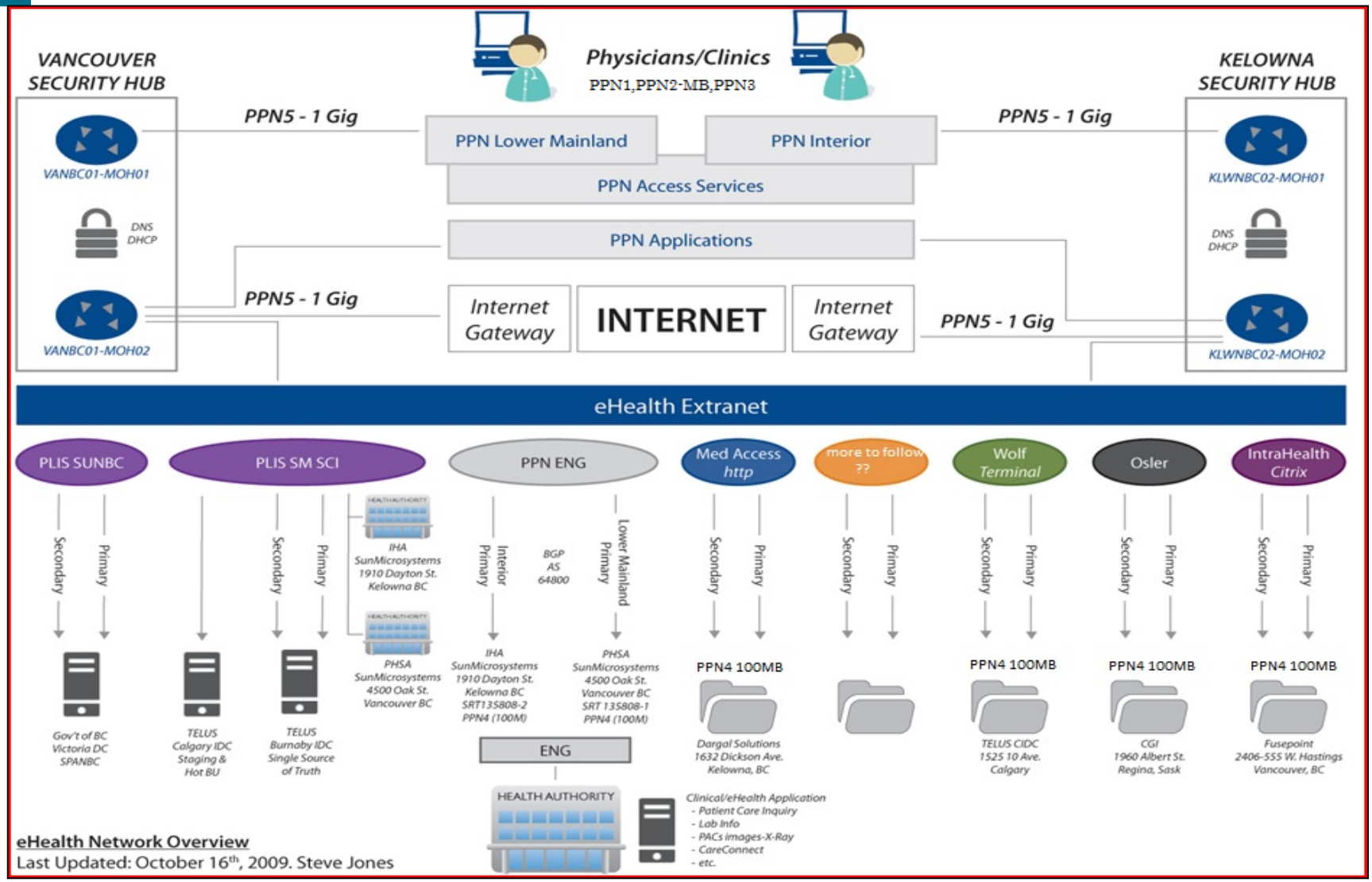


The Private Physician Network (PPN) is a secure private network developed for private practices and Health Authorities in 2007 by the MoH, PHSA, and Doctors of BC (formerly PITO).

PPN BACKGROUND

- TELUS was contracted to build, implement and manage the PPN in December 2007 and the Core Network went live in April 2008. The network has received several upgrades since inception and further upgrades are in progress.
- Access to the PPN is free and requires the use of an approved EMR using a network-hosted (ASP) model.
- Secure remote access directly to EMRs from outside of the clinic is available using a virtual private network (VPN) provided by PHSA.

PPN OVERVIEW

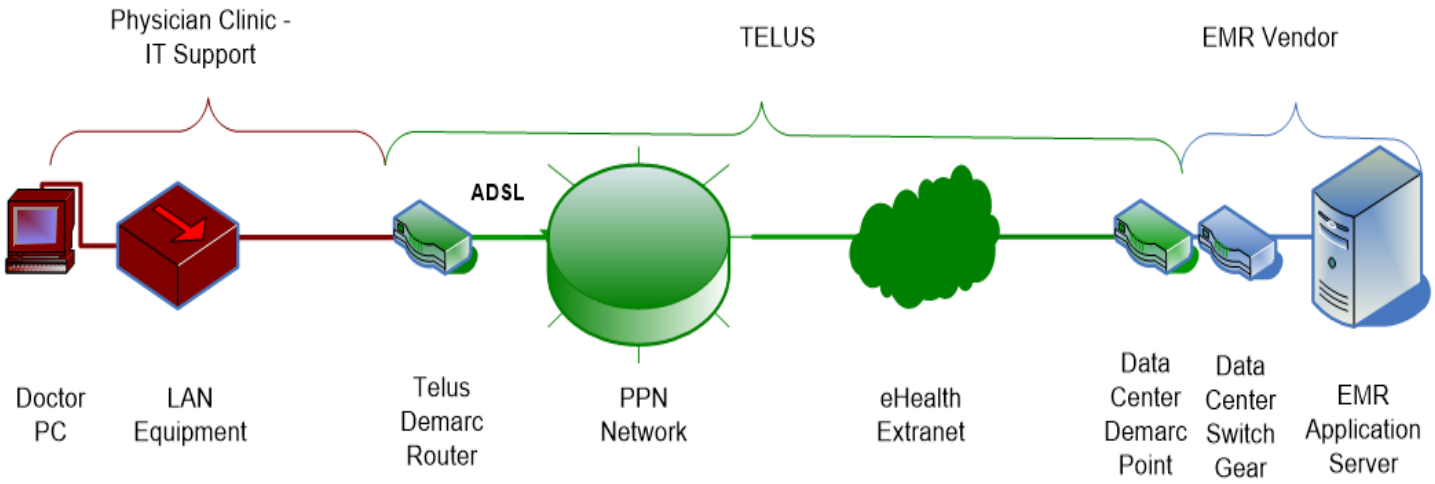


PRIVATE PHYSICIAN NETWORK (PPN)

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



PPN – HOT TIPS

Important tips when implementing a new PPN circuit:

- IP address change (no longer under your control, changes during an upgrade)
- Lease time for IP addresses
- Be aware of 70/30 split of dynamic and static addresses
- Cannot use top three IP addresses of subnet (reserved for gateway & switch and diagnostic device)
- E-Mail services (have to use TELUS for outgoing SMTP)
- References to old local IP address may not work
- Need to get administrative password on TELUS-owned switch on PPN 2 MB
- The local LAN must not connect directly to any other commercial Internet service
- Firewall rules in effect to and from Internet (not all applications may work)
- The speed of the network may not be the speed you had before

PPN – HOT TIPS

Since the entire clinic is sharing network bandwidth, it is important to consider ways to make your network use as efficient as possible:

- Prevent the use of non-business related network applications including audio and video streaming services on your PPN internet connection. A separate internet connection should be used for public access.
- Set your scanner defaults to ensure scans in an efficient format and size. The factory defaults are generally not appropriate.
- Make sure your computer operating system and software updates are regularly scheduled and occur after business hours.
- A business-class network switch is suggested to support remote management and ensure stability for a crucial point of failure.

OPEN TOPIC Q&A

- Questions can be submitted through text or by raising hand to request to speak.
- Attendees raising hand to speak will be unmuted to speak in order.
- Text questions will be responded to between verbal Q&A.
- THANK YOU EVERYONE!!!