PHYSICIAN NETWORK ACCESS POLICY (PNAP)

Section: Information Technology

Policy Date: Revision: November 8th, 2011

Responsibility: Director of Medical Affairs and Director of Infrastructure Technology

POLICY

This policy details the agreement between London Health Sciences Centre (LHSC) and St. Joseph's Health Centre London (St. Joseph's) and their related Physicians, Trainees and Professional Staff on the use, deployment, support, and cost allocation of Computer Workstations, Printers, Remote Access and BlackBerry use in the London hospitals. Medical Affairs will approve eligibility for these services.

This policy does not apply to:

- Physicians whose salaries and operating expenses are covered by the hospitals' operating budgets (e.g. pathology, radiology)

- Researchers, research assistants or research nurses

Qualifying Physicians and their secretaries will be connected to the LHSC or St. Joseph's computer network. As with all network customers, physicians and anyone they grant system access to within their offices will be required to read and sign a Systems Access Agreement.

PURPOSE

To outline the Hospital standard resources that are available and the fees for these resources, if applicable. These resources are there to maintain the integrity of the corporate network and provide effective support, for standard workstations. This policy outlines the roles and responsibilities of the organization and the Professional Staff Member / Trainee for obtaining internal network access, remote access and corporate email (GroupWise) on a BlackBerry hand-held device.

This policy outlines the system standards and procedures for system access and support.

DEFINITIONS

- Medical Leaders - Positions holding the title of Department Chief or Site Chief, at the discretion of the VP Medical Affairs, who will determine the eligibility of each position for any hospital-provided resources.

- Physicians – Physicians must hold a current Appointment, as approved by the Medical Affairs Department

- Professional Staff – Physicians, Dentists and Midwives that hold a current Appointment, as approved by the Medical Affairs Department

- Trainees – Residents and Clinical Fellows that hold a current clinical appointment as approved by the Medical Affairs Department

- Secretaries to Physicians - Secretary refers to the Physician's private secretary. In some cases, a secretary is "shared" by two qualifying Physicians. In this case, the two Physicians would "share" the 50% cost. Research Assistants and Research Nurses do not qualify.

- Secretaries to Chiefs - The Department Chief position includes the support of one additional administrative secretary. This policy supports network connection for an additional administrative secretary for the Chief positions only.

- Hospital Standard Workstation - In order to maintain the integrity of the network communications and the support of individual desktop computers, LHSC/St. Joseph's have chosen to have one specific corporate standard desktop.   Although the cost of this workstation and network connection card is the responsibility of the physician, it is important for all computers throughout the hospital to be standardized. Information on the current hospital standard workstation is available from the Information Technology Services Department.

- Non-standard workstation – Any workstation or notebook computer with hardware architecture that differs from the LHSC/St. Joseph's standard. These would include privately owned devices as well as non-standard hospital devices.

- BlackBerry Enterprise Server (BES) – A server that allows for GroupWise corporate email to be sent down to BlackBerry hand-held device.

- Remote Access – A means of connecting into the hospital network electronically from outside the hospital. A connection is made through an Internet browser (Internet Explorer) with security authentication (username and password) and the use of a token.

  - Hospital Standard Network Printer – In order to maintain the integrity of the network communications and the support of individual printers, LHSC/St. Joseph's have chosen to have one specific corporate network printer.   Although the cost of this printer and network connection card is the responsibility of the physician, it is important for all printers throughout the hospital to be standardized. Information on the current hospital standard printer is available from the Information Technology Services Department. Non-Standard printers cannot be connected to the network.

PROCEDURE

1. **<u>Network Connectivity</u>**

   1.1. Eligibility:

   1.1.1. Medical Leaders holding the title of Department Chief or Site Chief

   1.1.2. Physicians who hold a current clinical appointment, as approved the Medical Affairs Department and have an office in a building supported by either the LHSC or St. Joseph's network infrastructure

   1.1.3. Secretaries to Physicians

   1.1.4. Secretaries to Chiefs

   1.2. **LHSC / St. Joseph's Information Technology Services Responsibilities***:*

   1.2.1. *Network connections of workstations*:

   The hospital will, on one occasion only, pay for the network connection of one workstation for the physician and the connection of one workstation for his/her private secretary. For Department Chiefs, an additional connection for his/her administrative secretary will be provided. This network connection includes:

   - All cabling to the workstation

   - All network switches and other additional network hardware required

   - All software licenses for hospital-supported software (e.g. electronic mail, web browser, word processor, spreadsheet, presentations software, Electronic Patient Record (EPR), or Administrative system software)

   - All labour required to install cabling, hardware, and software

   1.2.2. *Network support*:

   The hospital will also supply up to three individual login accounts, which are intended to be used by the physician, his/her private secretary and in the case of Medical Leaders, an account for the administrative secretary. Along with the accounts, support will include:

   - Access to the Help Desk to answer questions and dispatch assistance as required to support hospital standard hardware and/or supported hospital software

   - Training and support on the use of network services. Network

services include, but are not limited to, the use of:

- o Hospital-wide electronic mail

- o Corporate Productivity Tools Software: MS Office Standard including Word, Excel and PowerPoint, Telephone Directory

- o Internet services (e.g. World Wide Web Internet Explorer)

- o Central file server storage space, complete with daily backup services and disaster recovery protection; the amount of personal file space available will be governed by each hospital's standards and policies on network disk space allocation. Available on hospital standard workstations only

- o Depending on individual requirements, additional network services may be offered including access to:

  - ▪ Hospital applications such as EPR on hospital standard equipment or on non-standard equipment through remote access

  - ▪ Consulting services on printer sharing, system configuration and system procurement

  - ▪ Network management and administration

1.2.3 *Workstation and Printer support*

Equipment purchased under this policy will be covered by LHSC / St. Joseph's as long as the workstation or printer is a hospital standard, has been purchased through Information Technology Services and is covered by a manufacturer's warranty.

1.2.4 *Professional Staff Member's Responsibilities:*

- *Medical Leaders:*

  - o If a Physician's position is defined by the VP Medical Affairs as a Medical Leader position, the Physician will be provided with the hospital standard computer and network connection, at no cost to the Physician, for the term of their appointment. This computer will be upgraded at the end of the warranty period and will remain the property of LHSC/St. Joseph's. At the end of his/her term, the computer will be transferred to the next incumbent in the position.

- *For physicians with on-site offices:*

  - o The Physician is responsible for the entire cost of their workstation. The Information Technology Services Department

will order, install and support the approved hospital standard workstation.

- *For secretaries to eligible physicians:*

  o LHSC/St. Joseph's will contribute 50% of the cost of the hospital's   standard workstation computer for the physician's secretary and for a Department Chief's administrative secretary.

  o The secretarial workstation cannot be re-allocated to any other individual. It must be purchased for the sole use of the physician's private or administrative secretary.

2. Workstation Hardware Software & Peripherals

2.1. *Eligibility*:

- Medical Leaders holding the title of Department Chief or Site Chief

- Physicians who hold a current clinical appointment, as approved by the Medical Affairs Department, and have an office in a building supported by either the LHSC or St. Joseph's network infrastructure.

- Secretaries to Physicians

- Secretaries to Chiefs

2.2 LHSC / St. Joseph's Information Technology Services Responsibilities:

- To assist in selection, procurement and setup of equipment that would qualify under this agreement.

2.3 Professional Staff Member's Responsibilities:

- It is the responsibility of the Physician to fund any necessary hardware upgrades required to keep up with corporate software upgrades that may occur. (e.g. if additional memory or hard drive space is required to run a new or upgraded corporate application.)

- It is the responsibility of the Physician to purchase his/her own hospital standard network printer. It is understood and agreed that after the installation of a network printer, the Physician is responsible for the cost of toner and paper.

- There are many systems that physicians may need or want that are not offered as standard network services. In these cases, the physician assumes responsibility for the effective operation and management of those systems and Information Technology Services do not offer support services for them. This refers to hardware and software purchased personally by the physician, and may include

scanners, OHIP billing packages or other productivity software. The hardware or software vendor typically provides support for these systems.

2.4 *Payment*

- The approved Physician has the option of either purchasing his/her own workstation or the secretarial workstation outright, or has the choice of three standard payment plan packages over a three-year period. Interest is not charged in this instance. For a payment plan, the total cost of the workstation package is divided by 36 months and the physician is invoiced on a quarterly basis. While the equipment is on a payment plan, it remains the property of the hospital. The final month's payment of the payment plan will be increased by one dollar, and transfers ownership of the equipment to the physician. Further details of the payment plan packages and payment plan agreement are available from the Information Technology Services Department.

- A Physician who purchases a secretarial workstation at a cost of 50% will not be able to enter into another 50% secretarial incentive for a period of three years.

- Hospital Standard Network Printers and additional peripherals are not eligible for the interest free payment plan option and must be purchased outright by the physician.

2.5 *Warranties*

- All desktop and laptop computers purchased through the Information Technology Services department have a three-year on-site warranty for parts and labour. Printer warranties are provided by the manufacturer and are normally good for one year.

- Once a warranty has expired, the physician is responsible for any costs incurred in repairing or replacing the equipment. A physician may remove the non-warrantied product from the network and purchase new equipment under the same terms as outlined in this policy.

- If a physician or his/her agent install or remove hardware components on an LHSC/St. Joseph's warranted workstation without authorization, this may VOID the warranty and the physician will be responsible for all costs incurred to repair the system.

3. **Blackberry & Remote Access**

3.1 *Eligibility*:

- Medical Leaders holding the title of Department Chief or Site Chief

- Professional Staff & Trainees

3.2 *LHSC / St. Joseph's Information Technology Services Responsibilities:*

- Information Technology Services will setup an account for the Physician on the BlackBerry Enterprise server (BES) and hospital corporate GroupWise email will then be securely pushed down onto the BlackBerry.

- Training classes and documentation

3.3 *Professional Staff Member's Responsibilities:*

- BES Service Option

    o This email is secured within the hospital environment and cannot be forwarded to any other email address account i.e. UWO, Sympatico, Rogers, Gmail or Hotmail. A fee of **$10/month** applies for this service. Information Technology Services provides no technical support for the BlackBerry device, as this will fall under the terms and conditions of the agreement between the Physician and the service provider.

    o BlackBerry device and an airtime plan must be purchased to allow voice and data transmission to the BlackBerry. These first two costs will be charged directly by the vendor.

- Remote Access

    o A means of connecting into the hospital network electronically from outside the hospital or from inside the hospital on a non-standard workstation. A connection is made through an Internet browser (Internet Explorer) with security authentication (username and password).

3.4 *Payment*

- Professional Staff will be billed monthly to a LHSC/St. Joseph's recoverable account.

- Residents / Clinical Fellows will pay monthly using a credit card preauthorized billing.

Purchase Options	Eligible Roles	Price/Month	Final Approval
Desktop Option 1a	Physicians/Medical Leader	$50	Medical Affairs
Desktop Option 1b	Physician Secretary	$25	Medical Affairs
Desktop Option 2a	Physicians	$60	Medical Affairs
Desktop Option 2b	Physician Secretary	$30	Medical Affairs
Notebook Option 1	Physicians	$75	Medical Affairs
Hospital Standard Printer	Physician	One-time fee $436 + taxes	Medical Affairs
BES Service Option	Professional Staff	$10	Medical Affairs