



# Pediatric EHR Solutions

## Network Equipment and Services

This document is intended as a supplement to the *Fine Print* in your PCC Contract. Nothing in this document supersedes the Contract *Fine Print*, but it should help clarify what equipment and services PCC can provide and support.

PCC wants to make IT easier for your practice. PCC manages all, most, or some of the in-office network for the majority of our clients. In most cases, it is more effective, and less expensive, to let PCC provide network equipment and install and support your backbone network (firewall, UPS, switches, wireless, server and backup).

### **On-premises or cloud-hosted server: Which is right for my practice?**

In most cases, PCC will recommend that your PCC server be hosted in “the cloud”. PCC uses tier 1 cloud platforms to host many of our clients’ servers. These platforms have proved themselves to be robust and secure. “The cloud” is a good choice for clients that:

- Are small- to medium-sized practices (less than ten providers)
- Have reliable Internet to all their office locations, preferably fiber or business-class cable, with a static IP address
- Accept the benefits of a cloud-hosted server vs. an on-premises server

# PCC Network Equipment and Services

<b>Comparison of an on-premises server vs. a cloud-hosted server</b>		
	<b>On-premises Server</b>	<b>Cloud-hosted Server</b>
<b>Environmental and Physical Security</b>	More susceptible to power problems, natural disasters and theft.	Highly protected from power problems, natural disasters, datacenter Internet disruptions and theft.
<b>Server Access / Internet Connectivity</b>	If your Internet connection is disrupted, the EHR will continue to function with some components unavailable (immunization forecasting, eLabs, eRx transmission, eligibility).	If your practice's Internet connection is disrupted, the EHR will be completely unavailable. (A secondary Internet connection can help mitigate this concern. The datacenter Internet connectivity will be highly redundant and unlikely to fail.)
<b>Space Requirements</b>	You will need to provide a dedicated, secure space within your office to house the server and related hardware.	Minimal space is required for PCC-provided equipment. (Space requirements will vary depending on how much of your network PCC manages.)
<b>Data Backup</b>	Your data is backed up each night to an encrypted on-premises storage device and a HIPAA-compliant secure cloud storage facility.	Your entire encrypted server is backed up each night to storage within the Google Cloud Platform and to a HIPAA-compliant secure cloud storage facility. (Optionally, we can provide an encrypted on-premises storage device for your practice.)
<b>Disaster Recovery</b>	Recovering from a disaster such as a fire will require first restoring from your last backup at our cloud storage provider to a temporary cloud-hosted server. You will then work remotely on the cloud server until you have office space and any damaged hardware is replaced. Once you are back at your office location, your server can be restored from the cloud server.	Because you are always operating on a secure cloud server, a disaster is unlikely. While unlikely, recovering from a disaster simply requires setting up a new server instance and restoring your complete server snapshot. (Our cloud providers have data centers all over the US and the world, and even if there is a regional problem, other data centers are unlikely to be impacted.)

# PCC Network Equipment and Services

## What equipment will PCC install at my practice?

If after discussions between your practice and PCC’s new client implementation team it is determined that you will have an on-premises server, PCC will provide the following equipment. PCC will either travel to your office to install the equipment or assist your selected consultant to do so. Cloud server implementations typically do not require an office visit.

<b>Equipment provided by PCC</b>	
<b>On-premises Server</b>	<b>Cloud-hosted Server</b>
One PCC server	N/A
One firewall	One firewall
One UPS battery backup unit to supply power to your server and network devices and smooth out short duration power problems	One small UPS battery backup to supply power to network devices and smooth out short duration power problems
One or more network switches	<i>One network-attached storage (NAS) server for local backups (optional)</i>
One network-attached storage (NAS) server for local backups	<i>* One or more network switches</i>
One or more wireless access points	<i>* One or more wireless access points</i>

## What equipment will you install in my satellite office locations?

We will install the following at each remote office:

- One firewall
- One small UPS to supply power to network devices and smooth out short duration power problems
- *\* One or more network switches*
- *\* One or more wireless access points*

*\* These devices are only provided if PCC manages your network.*

# PCC Network Equipment and Services

## Who owns this equipment?

Your practice owns all the physical equipment. In almost all cases, if we install equipment, or provide equipment to your practice to be installed, you own it.

## Who will support this equipment?

PCC supports all the equipment that we provide. Most problems can be remediated remotely by our team of systems administrators. If a device fails and it cannot be resolved remotely we will send a replacement device to your office, overnight if necessary. Your PCC server is covered by a 24 x 7 x 365 hardware warranty from the manufacturer that includes a four-hour response time to your office from the vendor. PCC support is available 24 x 7 x 365 at 800-722-7708 or by email to [support@pcc.com](mailto:support@pcc.com).

## Does PCC make sure my practice management and EHR data is backed up?

Your on-premises PCC server performs regular, scheduled backups, saved on a local, encrypted NAS device in your office. These backups happen unattended. The default backup rotation and retention is 7 daily backups, 4 weekly backups and 3 monthly backups.

If you have a cloud-hosted server, the entire server is backed-up as a snapshot each night.

Whether your server is on-premises or cloud-hosted, for disaster recovery purposes, your PCC server data is also encrypted and transmitted securely to HIPAA-compliant cloud storage for offsite backup.

You may have important data on devices other than your PCC server. PCC does not backup that data and you may want to make arrangements to backup that data to a local device and/or a cloud backup solution.

## How much will it cost my practice to have PCC install and manage my network?

PCC provides essential network equipment and services as part of your PCC contract, and at no additional expense to your practice. Additional details about equipment and services that PCC provides are in the *Fine Print* section of your PCC contract.

# PCC Network Equipment and Services

## **Will my equipment ever get upgraded?**

PCC will replace or upgrade your equipment as required to maintain performance and reliability. In practice, this means about every four to five years for your PCC server and as needed for other equipment. We replace equipment when it fails, is no longer performing adequately, or when new technology is required. Any time our technical staff is onsite at your office, we will review your network and make plans for updates if required.

## **What about my local IT consultant?**

Even when PCC installs and supports a network for your practice, you may still want a local IT consultant. Local IT is great for administering your Windows network, workstations and printers. This includes setting up new workstation and printer hardware, installing and upgrading operating systems, installing and administering end-point security on workstations (e.g. antivirus), remediating virus or malware infections, etc.

If your practice will be using PCC for your networking needs, it is important to be clear with your local IT consultant that you wish to have PCC install or replace equipment and assume support of your network. This is very important to ensure roles and responsibilities are clear when support is needed.

Remember that IT consultants want your business. They get paid for everything they sell and do for you. This places them in the position to try and sell you on their services vs. what PCC will provide at no charge. Since they may lose business if you take advantage of the services PCC provides, they are likely to be reluctant to give up supporting your network. PCC does not have this conflict since the technical solutions we provide are all included in your PCC contract! For this reason, it is very important that your practice stays in the loop on all discussions between PCC and your IT consultant.

## **Who will be responsible for providing network services such as DHCP and DNS?**

Typically, PCC will configure and provide these services from your PCC server or PCC firewall. If you run a Windows domain, it is generally best to leave DNS and DHCP on the Windows domain controller. In that case, PCC will work with your Windows consultant to get DNS working properly in your Windows environment.

# PCC Network Equipment and Services

## Will PCC help me if I have problems with equipment or services PCC did not supply?

If in doubt, call us. We will help if we can, and this can only be evaluated on a case-by-case basis. Some examples:

“We have no Internet.” - We will help troubleshoot the issue and ensure that your local network is working properly, and if it is, direct you to speak with your ISP. If the local network has a problem we will troubleshoot and remediate it.

“We plan to add VoIP phone service.” - Thanks for talking with us. Please put us in touch with your VoIP contractor and we will coordinate and figure out how to best support the networking needs of your practice.

“I have a virus on my workstation.” - This is an issue for your local IT consultant. Unplug your workstation from the network and call them as soon as you can. It is unlikely that your PCC server has been infected, but we can check it out.

“My FAX machine is not working.” - PCC does not support FAX machines. Please contact the company that you purchased it from. You may wish to discuss our cloud-based FAX solution if that is of interest.

“Will this printer work with PCC EHR?” - Thanks for asking! Please review the article about printers on *learn.pcc.com*. We will review the printer specs and get back to you.

## What equipment and services will PCC *not* support?

PCC can only support equipment that we provide to your practice. The following are examples of equipment and services that PCC does not supply or support:

- Premise cabling (we do not install any permanent cabling)
- Your Internet modem and connection (contact your ISP)
- Computer workstations (consider a local IT consultant)
- Backup of non-PCC equipment (workstations, file servers, etc.)
- Printers (will we help configure PCC software to use approved printers)
- Scanners (will we help configure PCC software to use approved scanners)
- Copiers (contact the equipment vendor)
- Windows domains (including AD, controllers, file servers, and terminal servers)
- Phone systems (including VoIP)
- Surveillance cameras
- Legacy practice management or EHR systems
- Clinical equipment determined to be incompatible with PCC EHR

# PCC Network Equipment and Services

## Where can I get more information?

- Review your PCC Contract
- Contact your PCC sales consultant
- Contact PCC Support - 800.722.1082
- [Hardware Guide: Your PCC System Hardware](http://learn.pcc.com/help/an-overview-of-your-pcc-system-hardware/)  
(http://learn.pcc.com/help/an-overview-of-your-pcc-system-hardware/)
- [Hardware Guide: Your Personal Computer and Equipment](http://learn.pcc.com/help/personal-computer-and-hardware-recommendations/)  
(http://learn.pcc.com/help/personal-computer-and-hardware-recommendations/)
- [A Pediatric Practice Hardware Map](http://learn.pcc.com/help/hardware-map/)  
(http://learn.pcc.com/help/hardware-map/)