Network Equipment and Services

This document is intended to supplement 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 is ideal)
- Have reliable Internet to all their office locations, preferably fiber or business-class cable, with a static IP address for physical servers
- Accept the benefits of a cloud-hosted server vs. an on-premises server

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Comparison of an on-premises server vs. a cloud-hosted server		
	On-premises Server	**Cloud-hosted Server**
Environmental and Physical Security	More susceptible to power problems, natural disasters and theft.	Highly protected from power problems, natural disasters, datacenter Internet disruptions and theft.
Server Access / Internet Connectivity	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.)
Space Requirements	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.)
Data Backup	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.)
Disaster Recovery	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.)

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Server Upgrade	A scheduled event that requires downtime for the practice to complete the physical upgrade.	Future server upgrades happen automatically with minimal downtime or disruption for your practice.

What equipment will my practice receive when PCC manages my network?

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.

Equipment provided by PCC	
This equipment is provided only when PCC manages your network	
On-premises Server	**Cloud-hosted Server**
One PCC server	N/A
One firewall per office location	One firewall per office location
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 network-attached storage (NAS) server for local backups	One network-attached storage (NAS) server for local backups (optional)
One or more network switches	One or more network switches
One or more wireless access points	One or more wireless access points

What equipment will you install in my satellite office locations?

We will install the following at each remote office, if we manage the practice's network:

- One firewall

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- 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

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.

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 a 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.

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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.

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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, 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, we recommend that you have a local IT consultant. Local IT is great for administering your existing server environment, 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.

While PCC offers IT services included in the PCC Care Plan, it's important to understand that local IT consultants are our partners in supporting your practice's network environment. We recommend finding a local IT consultant with good communication skills who is willing to be a collaborator. It is very important that your practice follows and remains aware of 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 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.

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:

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"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 Internet Service Provider (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 so that we can 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 and log out your workstation from the network and call your local IT consultant as soon as you can. It is unlikely that your PCC server has been affected, but inform us of any breach and we will investigate.

"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 look into a cloud-based FAX solution. We also recommend reviewing [this article](#) on documents in PCC EHR that includes details on fax machines and the ability to save an electronic version of incoming faxes.

"Will this printer work with PCC EHR?" - Thanks for asking! Please review the article about printers on *learn.pcc.com*. We can also review the printer specs as needed.

What equipment and services will PCC *not* support?

PCC can only support equipment that we provide to your practice. Please keep us informed of any new equipment and services that you are adding so that we can consult on best practices. 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 and security systems
- Legacy practice management or EHR systems
- Clinical equipment determined to be incompatible with PCC EHR

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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/)

- [Scan, Fax, or Print a Document into PCC EHR](https://learn.pcc.com/help/documents-and-scanning-in-pcc-ehr/)
  (https://learn.pcc.com/help/documents-and-scanning-in-pcc-ehr/)