

## IT SUPPORT SELECTION CHECKLIST FOR CLINICS

### Summary

This document offers a checklist of guiding questions to help select local information technology (IT) support for a private practice clinic. Prepare for interviews with IT support companies by assessing the specific needs of the practice. With this information, proceed to interview multiple companies for a potential service contract using the checklist below as a guide. Use a blank document or piece of paper to make notes of the answers provided and check off the questions once answered.

### Assess Your Clinic Technology Support Needs

#### MAKE NOTE OF YOUR ANSWERS TO SUPPORT THE INTERVIEW

- What types of software are currently used at the clinic? EMR, file storage, email, accounting, telehealth?
- What types of hardware are currently used at the clinic? Computers, printers, network devices?
- Does the clinic have a secure backup or disaster recovery system?
- What level of computer expertise is available in-house to support the clinic?
- Is there an appropriately skilled individual to act as your clinic's Security Lead?
- Does the clinic need IT support past typical business hours?
- How quickly is a response expected for critical issues and non-critical issues?
- Will the physicians work from home or other remote locations?
- Are there any upcoming changes planned for the clinic such as new staff, new equipment, new technologies to consider?

### Interview Local IT Support Companies

#### IT COMPANY EXPERIENCE QUESTIONS

- Does their staff have current certifications in operating systems and networking?
- Do they have experience working with clinics on the Private Physicians Network (PPN)?

- Is their staff skilled in the installation and maintenance of wireless networks?
- Are they familiar with Canadian privacy regulations: Personal Information Protection Act (PIPA), Freedom of Information and Protection of Privacy Act (FIPPA), Personal Information Protection and Electronic Documents Act (PIPEDA)?
- Do they have knowledge of encryption and authentication methods to secure data and manage access?
- Are they able to design and implement robust information backup and recovery procedures that meet Canadian privacy regulations?
- Do they have experience in assisting and are they able to provide support with security/privacy breach investigations?
- Can they share examples of documented processes for implementing security measures?
- Do they have a business license and the proper insurance?
- Will assigned support staff sign confidentiality agreements? Agreements can be found under Tools and Resources on the DTO website, [Physician Office IT Security](#) section.
- Are they familiar with the tools and resources offered by the DTO such as the [Physician Office IT Security Guide](#)?

### IT SUPPORT SERVICE QUESTIONS

- What type of support assistance can they provide? Over the phone, remote desktop, on-site?
  - What is their coverage on weekdays, after-hours, weekends?
  - Do they sell computer equipment and supplies? Is it required to buy from them?
  - Do they offer any additional support services beyond the standard IT support offerings?
  - Ask to walk through some examples of how they would provide service. Suggest examples common or expected within your clinic, including an emergency example.
- Are they able to assist creating and maintaining the following types of documentation to support your clinic:**
- A clinic map showing the physical locations of equipment.
  - Specifications and/or warranty information for technology equipment.
  - Software inventory including: licenses, certificates, subscription renewal dates, and support information.
  - A network scheme showing the physical location of connected clinic systems for rapid troubleshooting.

- Logs for equipment and software changes including configuration details and secure disposal tracking.
- Logs for user access, system performance, backup processes and security update schedules.

### IT SUPPORT CONTRACT AND COST QUESTIONS

- What options are covered in the support agreement? Support may include hardware, software (including patches), network monitoring, staff training, strategic planning.
- What are the contract cancellation terms?
- Do they provide guaranteed response times in their service agreement?
- How are services billed for the different support levels they provide? Frequency, subscription type?

**Most IT support companies offer a choice of service levels. Ask about available service options:**

- Pay-as-you-go: the clinic pays an hourly rate or a fixed price.
- Break-fix: charged hourly or offered on a fixed price contract like an insurance policy.
- Managed Service: IT company actively manages your clinic systems (preferred).
- Parts included: IT company fixes hardware problems at their cost.

## Related Materials

[Physician Office IT Security Guide](#)

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**For more information, guidance, or support contact:**

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