

Clinics implementing a physician office system (EMR) are in the role of project manager and need to coordinate the work of a number of vendors and trades to complete the prerequisites for the implementation of an EMR. The number of vendors and trades that each clinic will use will vary. This pre go-live checklist sets out typical vendors and trades that will be involved. While it does not imply that each vendor must be involved, it is also highly recommended that you acquire the services of reputable IT support vendor, who will be able to provide advice and assistance throughout the implementation and operation of the EMR.

Prior to implementing your EMR, it makes sense to review and assess the state of the items and functions to which you and your vendors have agreed. Then both the clinic and the EMR vendor will be aware of the state of readiness for EMR implementation and if all prerequisites have been completed before you provide approval to your EMR vendor to proceed.

Note: Roman numerals in red in the Responsibility column are references to the abbreviations/ definitions at the end of the document

Clinic Name	
Pre Go-Live Review Date	
Go-Live Date	

Hardware / Software

Item	Responsibility Vendor* or Clinic	Completed or Target Date	Notes/Comments
Hardware ordering	Clinic with advice from IT iii and EMR Vendors i		
Workstations	Clinic		
Printers	Clinic		
Multi-function printer	Clinic		
Scanners	Clinic		
Fax	Clinic		
Other e.g. tablets	Clinic		
Hardware delivery	Hdwr iv Vendor		
Workstations	Hdwr		
Printers	Hdwr		
Multi-function printer	Hdwr		
Scanners	Hdwr		
Fax	Hdwr		
Other	Hdwr		
Hardware installation/configuration	Hdwr iv Vendor with assistance of IT iii Vendor		
Installation date(s) confirmed	Hdwr		
Installer confirmed	Hdwr		

Clinic closed or patient load adjusted	Clinic		
Additional software to be installed			
Office Productivity Software confirmed and ordered (if applicable)	OA ii Vendor with advice from IT iii and EMR i Vendors		
E-mail solution/set-up confirmed	OA ii Vendor		
Other software requirements confirmed and ordered (if applicable)	Clinic with advice from IT iii and EMR i Vendors		
Consumables	Clinic		
Labels	Clinic		
Printer Toner	Clinic		

Network / Internet / Software

Item	Responsibility Vendor* or Clinic	Completed or Target Date	Comments
Internet			
Site Assessment completed	ISP viii and IT iii Vendors		
Internet connectivity requirements confirmed	ISP viii Vendor		
Internet line ordered	Clinic		
Installation date confirmed	ISP viii Vendor		
Network and electrical			
Network lines Installed (if applicable)	Net v Vendor		
Electrical outlets installed (if applicable)	Elec vi		
Outgoing EMR access if clinic chooses to license for read only access for data retention	Clinic and Prev EMR ix Vendor		
Access requirements identified	Clinic		
Access solution confirmed	Prev. EMR ix Vendor/Clinic		
Solution implementation	Prev. EMR ix Vendor/Clinic		

Data Migration

Item	Responsibility Vendor* or Clinic	Completed or Target Date	Comments
Demographic Data (Alberta Health)			
Request submitted to Alberta Health	Clinic with advice from EMR i Vendor		

Item	Responsibility Vendor * or Clinic	Completed or Target Date	Comments
Confirmation obtained	Clinic		
Demographic data delivered	Clinic		
Demographic data loaded	EMR i Vendor		
Demographic data from previous EMR, if clinic chooses to use its previous demographic information instead of using billing data from Alberta Health	Prev EMR ix Vendor		
Request submitted to outgoing vendor	Clinic		
Confirmation obtained	Clinic		
Demographic data delivered	Prev EMR ix Vendor		
Demographic data loaded	New EMR i Vendor		
Clinic review / Sign-off	Clinic		
Patient Data			
Initial extract requested (Sample)	Clinic		
Confirmation obtained	Clinic		
Initial extract delivered	Prev EMR ix Vendor		
Initial extract loaded/imported	New EMR i Vendor		
Initial extract reviewed/Signed-off	Clinic		
Final extract requested	Clinic		
Confirmation obtained	Clinic		
Final extract delivered	Prev EMR ix Vendor		
Final extract loaded/imported	New EMR i Vendor		
Final import reviewed/Signed-off	Clinic		

Physician Office System Solution

Item	Responsibility Vendor* or Clinic	Completed or Target Date	Comments
Alberta Health Billing			
Forms for new business account numbers completed and submitted	Clinic/EMR i Vendor		
Forms for new Submitter Prefix completed and submitted	Clinic/EMR i Vendor		
Confirmation of new business account numbers received from Alberta Health	Clinic		
Confirmation of new Submitter Prefix received from Alberta Health	Clinic		
Billing configuration completed	EMR i Vendor		

Item	Responsibility Vendor* or Clinic	Completed or Target Date	Comments
Workers' Compensation Board (WCB)			
WCB configuration completed	EMR i Vendor		
Electronic delivery of Labs and DI Text Reports			
Alberta Health Services (AHS) ICC eDelivery subscription form completed and submitted	Clinic/EMR i Vendor		
Confirmation received from AHS ICC	Clinic/EMR i Vendor		
Custom forms			
Custom forms required for go-live identified	Clinic/EMR i Vendor		
Confirmation custom form will be available for go-live	EMR i Vendor		
Business continuity plan (BCP)	Clinic		
BCP Setup/Training	EMR i Vendor/ Clinic		
Remote access			
Remote access requirements identified	Clinic		
Remote access setup	EMR i and IT iii Vendors		
Remote backup			
Set up and testing of remote back up	Clinic and BU vii Vendor with assistance from EMR i Vendor		

Training

Item	Responsibility Vendor* or Clinic	Completed or Target Date	Comments
Workflow			
Workflow assessment completed	EMR i Vendor/Clinic		
Gaps identified	EMR i Vendor/Clinic		
Training requirements identified	EMR i Vendor/Clinic		
Training			
Super user(s) identified	Clinic		
Training plan completed	EMR i Vendor		
Training date(s) confirmed	EMR i Vendor/ Clinic		
Trainer(s) booked	EMR i Vendor		
Clinic closed or patient load adjusted	Clinic		
Clinic staff scheduled	Clinic		

Other

Item	Responsibility Vendor* or Clinic	Completed or Target Date	Comments
Privacy Impact Assessment (PIA)	Clinic		
PIA completed and submitted to OIPC	Clinic		
Information Manager Agreement (IMA) signed with Vendors (IMA required where vendor has access to health information)	Clinic		
Netcare and PIN System to System	Clinic		
Provincial Organization Readiness Assessment (pORA) filed with Netcare	Clinic		
Access to Netcare Portal	Clinic/EMR i Vendor and possibly Net v Vendor if wireless		
Back-up/Back-out plan	Clinic		
Back-up and/or back-out plan identified and agreed upon	Clinic		
Post-Go-Live Service is requested by clinic from vendor if deemed necessary	Clinic/EMR i Vendor		

Decision

Proceed:

Proceed with Go-Live	
Comments	

Do Not Proceed:

Revised Go-Live Date	
Comments	

Signature

[Print name] Lead Physician

Signature

[Print name] Vendor Project Manager

Signature

[Print name] Clinic Manager/Clinic Project Lead

* In a multi vendor environment where a clinic may have the:

- physician office system (EMR) coming from one vendor;
- computer hardware e.g. workstations and printers coming from a different vendor; and
- electrical wiring done by a third company;

Abbreviations/ Definition

The following abbreviations are being used to distinguish which vendor or trade is likely responsible to do or provide the Item. In cases where more than one vendor or trade may be responsible, both or all are listed and the clinic will need to ensure there is a clear understanding of which vendor and trade is responsible for each component of the Item:

- i)** EMR (EMR) vendor (EMR) – EMR is defined as billing, scheduling and EMR modules and includes diagnostic test result delivery through an interface
- ii)** Office automation (OA) vendor – supplies and supports office automation applications like word processing , email, spreadsheets
- iii)** Information technology (IT) support vendor – maintains and supports computer hardware, ensures that updates are done to operating system, firewall, antivirus software, and ensures that settings on wireless network are secure
- iv)** Hardware (Hdwr) vendor – supplies and may initially install workstations, printers, scanners, faxes. This vendor may also supply uninterruptable power supply (UPS).
- v)** Network (Net) vendor – cables the clinic to provide access from the server to the workstations, printers, scanners, faxes, etc. and to the Internet. May instead install a wireless network or both. This vendor may also supply routers, hubs, gateway, firewall or be from a separate vendor.
- vi)** Electrician (Elec) – trades person that wires the clinic to have power supply at required locations.
- vii)** Remote backup (BU) vendor – if the clinic is using a local server to store health information, it may choose to use a third party vendor to provide remote (duplicate) backup of data. This service is sometimes offered as a separate service by the EMR vendor.
- viii)** Internet service provider (ISP) vendor – provides connection to the Internet.
- ix)** Previous EMR (Prev EMR) vendor – if clinic previously used an EMR and is moving to a different EMR and some data transfer is going to be done from the outgoing EMR to the new one, this is the vendor of the outgoing EMR.