

PPN Transition to New INTERNET Service Checklist

For clinics that have Site-to-Site connectivity to another clinic(s)

THIS IS A GENERAL GUIDELINE OF ACTIONS YOU MAY NEED TO TAKE TO COMPLETE YOUR TRANSITION OFF THE PPN

Engage your IT support. If you do not have IT support, contracting with a Managed IT Vendor is highly recommended.

We are aware that a follow-up email with supports will be sent to you shortly from the Doctors of BC: Joint Collaborative Committees at JCC@doctorsofbc.ca

PREPARING FOR YOUR NEW INTERNET SERVICE

Step 1: Plan Ahead (2–4 weeks before installation)

- Engage your IT support. If you do not have IT support, contracting with a Managed IT Vendor is highly recommended.
- Make a list of services that use the internet. This may include:
 - EMR
 - PHONES (i.e.: VOICE OVER INTERNET PROTOCOL (VoIP))
 - PRINTERS
 - WI-FI
 - PAYMENT DEVICES
 - REMOTE ACCESS / VIRTUAL PRIVATE NETWORK (VPN)
 - CARECONNECT / UCI EHEALTH VIEWERS
 - INTERNET BROWSER LINKS OR BOOKMARKS THAT MAY BE AFFECTED
 - AI SCRIBE AND/OR VIRTUAL CARE TOOLS
 - SECURITY CAMERAS (IF APPLICABLE)
 - EMAIL
 - NON-PPN SECURITY DEVICES, if applicable, such as FIREWALLS, INTRUSION PREVENTION SYSTEMS, VPN GATEWAYS and ACCESS CONTROLLERS
- Select a business-grade INTERNET service from an INTERNET provider (ISP).
- Test to ensure the clinic's hardware supports the new INTERNET bandwidth (i.e., COMPUTERS and your network SWITCH supports 1G INTERNET)

- Work with your IT support to select a security device that blocks unwanted traffic. Examples include [FIREWALLS](#), [ANTI-VIRUS](#) scanning devices, and [CONTENT FILTERING](#) devices.)
- Discuss with your IT support and service vendors (i.e., EMR Vendor, MEDICAL DEVICES, VPN services) to confirm whether you require a STATIC IP.
- Schedule your installation date with your new ISP and your IT support early to avoid delays
- Confirm key details with your ISP (installation date, equipment, static IP if required).
- Notify your EMR vendor of your planned change date for transitioning to the new internet service provider.
- If your clinic still uses SMTP.telus.net for outgoing mail, you will need to update your SMTP configuration (see the PPN website for more details, [PHSA/PPN](#))

Step 1b: Site-to-Site

Additional Considerations for Site-to-Site Clinics

- Document your current workflows that rely on site-to-site connectivity
- Identify any shared services, such as:
 - File sharing
 - Print services
 - Application access (e.g., EMR or other systems)
- Determine which of these workflows are required once the PPN is removed
- Engage your IT support to discuss technology options to support workflows you wish to retain
- Document any changes to workflows and communicate them to your team

Step 2: Prepare for Installation

- Confirm the installation appointment date and time with your new ISP and your IT support.

(1–2 weeks before install)	<input type="checkbox"/> Ensure clinic access to the MODEM/ROUTER location and power outlets.
Step 3: Installation Day	<input type="checkbox"/> ISP installs new INTERNET service and equipment. <input type="checkbox"/> IT support verifies speed and bandwidth.
Step 4: Configure & Test (Days 1-7 post-install)	<input type="checkbox"/> Configure your new network equipment (ROUTER/SECURITY DEVICE) and update it with the new IP ADDRESS(ES), GATEWAY, and NAT POOLS. <input type="checkbox"/> Test to ensure required services are set up (e.g., remote access, EMR connectivity, email, etc.) <input type="checkbox"/> Mirror Firewall Rules: Document and duplicate existing FIREWALL rules to the new interface, changing the external IPs to match the new ISP's subnet. PPN firewall rules are available upon request. Please email PPNupdates@phsa.ca with your clinic name, address, and postal code. <input type="checkbox"/> MIGRATION/SWITCHING GATEWAYS - Switch the primary INTERNET connection on your FIREWALL from the PPN to your new ISP. <input type="checkbox"/> Validate Routing: Test that traffic is flowing correctly out of the new provider from the INTERNET. Test all your services to confirm they are working as expected
	<p style="color: red;">*** Keep the PPN <u>active</u> until you have confirmed all systems are working correctly on the new connection ***</p> <input type="checkbox"/> Confirm INTERNET speed and stability <input type="checkbox"/> Confirm that all the systems identified in Step 1 are working <input type="checkbox"/> Contact your ISP and/or IT support if anything is not working correctly.
Step 5: Cut over (after new workflows are tested and stable)	<input type="checkbox"/> Switch your primary INTERNET connection from the PPN to your new ISP. <input type="checkbox"/> Test all systems to confirm they are working as expected <input type="checkbox"/> Transition all clinic users to new post-PPN workflows
Step 5: Keep Records (after transition)	<input type="checkbox"/> Record your new ISP name, account number, and support contact. <input type="checkbox"/> Keep a record of installed equipment.

Know who to contact if issues occur after the transition.

COMPLETE THE STEP BELOW ONCE YOUR NEW INTERNET HAS BEEN INSTALLED AND THE CLINIC HAS SUCCESSFULLY TRANSITIONED TO THE NEW INTERNET PROVIDER

**Step 6:
Completion**

Disconnect the PPN

Send the date of transition to the clinic's new ISP to PPNUpdates@phsa.ca so the PHSA can arrange to have Telus pick up your PPN equipment

If you have questions or need assistance during your transition, contact:

- Your INTERNET Service Provider (ISP)
- Your IT support
- EMR vendor
- PHSA PPN Transition Team: ppnupdates@phsa.ca or go to [PHSA/PPN](#)