

# Service Levels

Until March 31, 2014, a selected group of electronic medical record (EMR) vendors had an agreement with Alberta Health that required them to meet a number of service level targets to ensure their services met quality standards. When comparing EMRs or negotiating EMR contracts, physicians may benefit from considering these service levels.

Note: EMR availability is defined as the customer's (physicians and clinic staff) ability to access and use the EMR. Availability is measured at the clinic router level or firewall, not at individual computers within the clinic.

Categories	Description
EMR availability	The percentage of time the EMR is to be available for each clinic in any calendar month, excluding scheduled downtimes.
Scheduled downtimes	The maximum number of regular downtimes that may be scheduled per week/month/year and the maximum number of hours per each scheduled down time. Include the time of day regular downtimes may be scheduled.
Recovery from system failure	The amount of time between the system becoming unavailable and recovery.
Restore from latest backup	When requested by a physician, data restoration time is two hours or less per 10,000 patients in the physician organization database.
Test backup and restore	Frequency of testing of the system's ability to back-up and restore the data.
Response time – screen refresh	Response rate and time for screen refresh.
Response time to receive inbound lab/DI results by interface	Responserate and time to receive lab and or DI results.
Interface issue monitoring	The period in which the service provider must self-identify interface issues.
Interface issue resolution	The time in which Interface issues must be resolved (for issues on the service provider side not requiring assistance from the sending and receiving agency).
Response time – patient lookup	Response rate and time from choosing the patient to seeing the patient file.
Response time – load healthcare service provider inbox/task list	Response rate and time for loading an inbox or task list.
Response time – process requisition	Response rate and time from healthcare provider finalizing the order to screen refresh with transaction completed is two seconds or less for greater than 99% of requests.
Response time – view clinical note	Response time to view a clinical note, excluding attached files (for example, PDFs, images or word processing documents).
Response time – produce a graph of two lab tests and one medication	Response rate and time to produce a graph of two labs and one medication.
Response time – produce single healthcare service provider-specific reports of two variables against physician organization database	Response rate and time to produce reports per 5,000 patients in practice.
New user creation	Time to create a new user ID.

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Password reset	Time to reset a user password.
Level 1 help desk services – first response if automated	Time in which vendor automated telephone systems respond to user calls.
Level 1 help desk services – first response to call	Time in which Level 1 services (staff who answer help desk calls) must answer calls.
Level 1 help desk services – first response to email	Time in which Level 1 services (staff who answer help desk calls) are to answer emails.
Level 1 help desk services – first response to voicemail	Time in which Level 1 services (staff who answer help desk calls) are to answer voicemails.
Level 1 help desk services – first response to incidents not requiring Level 2 or Level 3 support resolved during first call	Time it takes for Level 1 service incidents to be resolved.
Level 2 or Level 3 support – Priority 1 issue resolution	<p>Time it takes for Level 2 or Level 3 incidents to be resolved.</p> <p>A Priority 1 issue is an incident with severe production impact on patient care, physicians and their staff. No alternative or bypass is available. This category requires immediate attention and work will continue until the incident has been solved or a workaround has been identified and implemented.</p>