



An introduction to **SECURIT Practice**

Healthcare providers across New Zealand are turning to HealthLink's SECURIT range of services. These services provide them with Internet Security, a secure communications solution approved by The New Zealand Government, and the ability to connect to a growing number of other healthcare provider organisations.

This information pack is designed to help medical practices and similar healthcare provider organisations understand, all they need to know about SECURIT Practice. Information is available for other users, for example Primary Healthcare Organisations (PHOs), District Health Boards (DHBs), hospitals and large healthcare organisations.

Today, medical practices are increasingly finding the Internet to be a useful tool for the practice of medicine. The internet can be used to perform email correspondence, electronic banking and to access a number of organisations that supply high quality medical databases.

HealthLink, provides clinical and financial messaging services. Until recently these have been available only via our private network, however we have opened up access to all of our services via the internet.

Because of the enormous efficiency that electronic communications can create within a health sector, the New Zealand government has been working for a number of years to provide electronic access to patient databases held within hospitals and central government systems. This can now be done via the Internet, using SECURIT.

We expect the number of useful services available over the Internet to expand exponentially. For this reason practices everywhere are looking to options such as SECURIT to help them to use the Internet in a secure and dependable manner.

Why is internet security important?

Use of the Internet has exploded over the past few years and it is now used by a vast number of people for a wide range of purposes. It is very important that medical practices and other organisations that handle personally identifiable patient data are very careful with the security of their information system. The main risks are:

- Other Internet users gaining unauthorised access to the practice's systems. Known as hackers, they have a reputation for showing no regard for other people's information.
- Computer Viruses entering the practice system and causing significant problems in some cases, putting the organisations' computer systems out of action for some days.
- Interception of confidential information.

Clearly, any occurrence of the above is an extremely serious event for a medical practice that stores patient information on its computer system.

Who can use *SECURIT*?

Any practice or health sector organisation that can gain access to broadband Internet Access can use *SECURIT*. Broadband Internet Access is available in all of New Zealand's cities and a number of our towns. The most common form of Broadband is Jetstream, a service provided by Telecom New Zealand. We have also installed *SECURIT* with Broadband services from other Telecommunications providers and would recommend that you look into the options available in your area.

What does *SECURIT* cost?

Purchasing a service such as *SECURIT* is a technology investment for your practice. You will have both installation and ongoing costs. There will be costs from your Telecommunications services provider for a broadband internet connection. You will have costs from HealthLink for the *SECURIT* service, which provides you with computer network hardware, and a managed security service.

All of the costs related to *SECURIT* are detailed on the accompanying price list.

HealthLink service description for *SECURIT*

The HealthLink Service consists of a network management service, some practice hardware and software. The service is centrally managed from HealthLink's network management centre.

The following items are provided within this service:

1. ADSL Router with IPSEC Connectivity
2. Sonic Wall Firewall
3. McAfee Virus Protection Software (This is an optional aspect)
4. HealthLink *SECURIT* Remote Management Software (Based on a customised implementation of the Sonic Wall SGMS System)
5. Telephone support via 0800 number
6. Replacement of equipment provided by HealthLink if a hardware fault is determined
7. Optional remote Access Software (Sonic Wall IPSEC) VPN Client for home access
8. A monthly report on network usage and any security issues

Working with a HealthLink Approved Installer

HealthLink does not perform any of its own installations. We use a network of approved installers. In addition, we are happy to discuss working with any organisation that you currently use to support your own computer system, provided that they have a reasonable degree of competence in the area of local network hardware.

The installer will receive remote (telephone) support from HealthLink during the installation. The installer will charge you an agreed fee (see price list) for installing *SECURIT*. They will also charge you for any additional services you require or for any changes that are needed to your system to accommodate the use of *SECURIT*. HealthLink installers undertake to make this information known to you and to get your agreement prior to proceeding. HealthLink underwrites the performance of its installers and will happily fix any problems in the unlikely event that they arise. Due to the fact that the installer will be entering your organizations network, it is recommended that you organise a privacy agreement between the installer and your organization if this is not already in place.

Use of virus protection software

Any user of the *SECURIT* service must agree to use a recognised brand of Virus protection software across its local network. *SECURIT* comes with its own built in brand of virus protection however it is an optional feature.

The *SECURIT* service has McAfee software built into it. If you elect to use the built in McAfee software, it will automatically get updated and users of the local network will not be able to access the Internet without their McAfee software checking for the latest Virus Protection updates.

Hosting Web-Services

Due to security risks associated with hosting of services, the Health Intranet Governance Board do not allow hosting of services without specific permission to do so. However if you wish to host services while not a Health Intranet user, this would be at the liability of your organisation.

For organisations that need to access the Health Intranet and would like to host web services with a much higher level of protection e.g IPAs, PHOs, chains of practices we have two larger *SECURIT* packages available. For further information please contact HealthLink on 0800 288 887 or email us at info@healthlink.net.

Contractual Obligations

Users of the HealthLink *SECURIT* service are bound by both the standard HealthLink Terms and Conditions as published on the HealthLink website, and the *SECURIT* Terms as supplied in this information pack. In order to connect to Government and DHB provided databases and hospitals, you will need to apply for connection to The Health Intranet.

Remote users

A lot of people like to be able to access their practice network from remote locations. This raises potential security issues. To address these issues, HealthLink has introduced a *SECURIT* option called *SECURIT VPN remote access*. This consists of VPN (Virtual Private Network) software, which is provided by HealthLink and installed by your *SECURIT* installer on the remote computer. This software will secure transmissions between your remote computer and your practice and ensure that your home computer is not used as a backdoor into your practice system.

This will be ensured by the use of at least one password in the establishment of the access. You will need to have a software firewall at the remote location and you will also need to commit to following good security practices on your remote computer system, when signing the security declarations under the requirements of the Health Intranet Governance Board approval to connect. Users should also have up to date anti-virus software on the remote machine that is accessing the practice. You will also need to make sure that if using high speed access from home, the hardware in use is fully ipsec passthrough compliant and enabled. Please contact your hardware supplier if unsure about this. We recommend that you purchase an appropriate router from Healthlink to ensure that these requirements are met.

Currently this service is only offered for customers with a PC.

There may be other restrictions placed on this access. Any desired access should be discussed with a HealthLink representative prior to *SECURIT* installation.

Remote network support

You may need to allow contractors to have access to your network to enable them to monitor or work on your system. Our recommendation is that you formally notify the contractor of their obligations regarding confidentiality and their obligations under the Health Information Privacy Code. Connections of this nature will need to be secured via a *SECURIT* VPN connection, which will incur an additional cost to the contractor. HealthLink advise that any such contractor contact HealthLink to discuss this.

The Health Intranet

The Health Intranet is the name currently given to a secure communications environment. All networks and all practices and health-provider organizations, connecting to and becoming part of the Health intranet, need to be approved by the Health intranet Governance Board, the sector organisation that governs the workings of the Health Intranet.

While there are relatively few applications and services available over the Health Intranet, we expect the range of applications and services to grow rapidly over coming months.

Information about the Health intranet plus application forms and security policies are available on request from HealthLink.

Pricing

1. **Broadband Internet Connection**

Purchase this from your telecommunications company directly, it will be billed to you by them as part of your telephone bill.

2. **Installation fees**

\$300 to install *SECURIT* with up to five workstations
\$50 per additional five workstations or part thereof

This fee will be charged to you by your HealthLink approved *SECURIT* installer. Please note that any other installation related costs will be quoted for by the installer prior to commencement. You will be invoiced for installation, on completion, by the installer.

3. **Configuration charges**

\$135 one off fee for configuration of hardware

4. **Hardware costs**

Usually \$1500, now \$0.

5. **Monthly charges (waived for first two months after date of installation)**

- a. Base service charge **with own** anti-virus software:
\$75 per month

b. Base service charge with HealthLink provided anti-virus software:

It is compulsory to have antivirus software. We strongly recommend installing McAfee anti-virus software, as it updates automatically using the Sonic TZ170 firewall. Your practice can buy this software from HealthLink for a monthly fee as listed below.

Number of workstations	Monthly Cost
1 - 5	\$102
5 - 10	\$127
10 - 15	\$153

6. HealthLink SECURIT Home Access VPN

The first three connection of this nature will incur no cost from HealthLink. Subsequent connections will incur a onetime fee of \$100. All connections will incur charges as quoted by your approved installer for installation of the appropriate software. Please note that your installer may also charge you for additional software such as "Microsoft Terminal Services" or "Sunbelt Remote Administrator". If using Terminal Services, it is recommended that it be run in application mode.

A static address on the internet is also required to allow for this connection. These are available from Xtra for around \$27 + GST a month.

The standard hardware included as part of the SECURIT service supports up to 9 remote user connections, which will include any connections for third party organisations which require access. The hardware also supports a maximum of 25 machines on the organisational network. Should your needs exceed either of these limits, please feel free to discuss other options with a HealthLink representative.

Onsite hardware support

Should on site support be required, it is intended that you arrange such support with your approved installer or usual technician. In this circumstance, HealthLink will liaise with you to assess the work required, and at your request work with the assigned technician to perform the work required.

SECURIT Practice Pricing Calculator

Please use the information on the previous page to calculate the approximate cost for your practice. You will need to find out the broadband fees from your selected telecommunications provider.

Fill in the No. WS column with the number of workstations in your practice.

Once Only Costs

SECURIT Requirement	No.WS	Cost
Broadband Installation Fee (price from Telecommunications Company)		
SECURIT Installation Fees		
SECURIT Configuration Charge		\$135.00
SECURIT Home Access VPN Installer costs (price from technician)		
SECURIT Home Access VPN (first three free)		\$100.00
Total Once Only Costs		

Monthly Costs

SECURIT Requirement	No.WS	Cost
Monthly Broadband Charges		
Base Service Charge		
Total Monthly Costs		

SECURIT prerequisite requirements

1. Each workstation will need to be a Pentium or better with 64 mb of RAM, Internet Explorer 6 or higher, and at least 32 mb of spare disk space to access *SECURIT*.
2. A power plug will need to be within reach (1.5 metres) of where the ADSL Router and another in reach of where the Firewall device will be located. If additional power cords or cables are required, the practice will be charged for these.
3. The practice's network will need to have one free 10 or 100 Base-T network port available on the hub or switch, located within two metres of the ADSL phone jack.

SECURIT Approved Installers

Northland

Company	Contact Person	Phone
Microcraft Systems	Peter Tonks	09 438 6065

Auckland

Company	Contact Person	Phone
Byrnes Computer Services	Craig Byrnes	025 378 378
LANsoft Technology Ltd	Michael Inglis	09 537 3723
MIS Services	Vic Wilson	021 484 294
Specialist Computer Services	Kerry Wilson	09 525 0900
Technologix	Bill Hines	027 229 9378

Central North Island

Company	Contact Person	Phone
CIS Ltd	Henry Visser	07 577 6839
Houston Computers	Dave Grant	07 838 3019

Wellington

Company	Contact Person	Phone
DTSL	Not Applicable	0800 88DTSL
LANsmart	Nathan Bell	04 496 5410

Secur/IT Order form



Name of PHO:.....

Monthly SECUR/IT fee payable by : PHO / Practice (circle one)

Practices to install SECUR/IT

Name of Practice	McAfee anti-virus software (circle one)	Name of Installer	Target Installation Date
	Yes / No		
	Yes / No		
	Yes / No		
	Yes / No		
	Yes / No		

LSEC012

In order for HealthLink to send the practice monthly reports, please indicate an appropriate email address below:

On behalf of the following organisation:

.....

We agree to abide by the Terms of Use of the HealthLink SECUR/IT service, and to pay any charges as determined by HealthLink.

Name:.....

Signature:.....

Date:

Please return via fax on 0800 288 885 once completed.

Terms of Use

The following "terms of use" form part of the "HealthLink Limited Service Agreement"

1. The Customer named below ("Customer") hereby accepts the terms of the proposal provided to it by HealthLink Limited ("HealthLink") and wishes to proceed with the purchase and installation of the HealthLink SECUR/IT service ("Service") in the manner outlined in the proposal and on the terms and conditions set out in the HealthLink Service Agreement ("Agreement").
2. The Customer agrees to comply with the terms and conditions set out in the Agreement, which apply in addition to these SECUR/IT Terms of Use ("Terms of Use"). In the event of any inconsistency between the terms of the Agreement and these Terms of Use, these Terms of Use shall prevail.
3. The Customer agrees that any charges it incurs with Telecom, any other telephone company, Internet Service Provider, or Support Organisation other than HealthLink are its sole responsibility.
4. The Customer agrees that any equipment provided by HealthLink as part of the Service remains the property of HealthLink and further agrees to follow HealthLink's instructions as to use of such equipment.
5. The Customer agrees to abide by all reasonable instructions received from HealthLink regarding the use of the Services. The Customer also agrees to assist HealthLink to determine the cause of and to remedy any problems the Customer may experience with the Service.
6. The Customer agrees to keep its computer system secure and to maintain such system at the levels of security recommended by its supplier and the Health Intranet Governance Board (HIGB).
7. The Customer agrees to always have a current contract with an organisation for the maintenance of hardware/software within the practice outside of that supplied by HealthLink, and that this hardware/software will meet recognised standards.
8. The Customer acknowledges that HealthLink will determine which Internet addresses and websites will be accessible via SECUR/IT at its sole discretion, though it will undertake determinations on such issues in conjunction with the Customer.
9. The Customer understands that HealthLink's business involves the communication between the Customer's practice and a number of other organisations, and that HealthLink may at its discretion elect to charge those other parties for that connection.
10. Any configuration changes required by the customer will incur a fee.
11. The Customer agrees not to interfere with, attempt to change any of the settings or allow any changes on the equipment provided to the Customer by HealthLink.
12. The Customer understands that there is an early termination fee. A fee for discontinuing the service is payable as follows: \$1200 for 1 to 12 months, \$900 for 13 to 24 months and \$600 for 25 to 36 months. No termination fee will be payable after 36 months of service.
13. In any event the Customer must return the equipment to HealthLink if this Agreement is terminated for any reason.
14. The Customer agrees that additional charges will be incurred if a technician is required to visit the Customer to aid in the resolution of any issues relating to the use of the SECUR/IT service, due to changes to the Customers system, not made by HealthLink or related to the SECUR/IT system.
15. Upon installation of the hardware or software provided as part of the service, the Customer will be invoiced immediately and will be expected to have returned payment for this invoice by the next occurrence of the 20th of the month.
16. The Customer agrees to install and maintain its own anti-virus system on all computers not using the Sonicwall McAfee Anti-Virus System, should the Customer choose not to implement the Sonicwall McAfee Anti-Virus System on all workstations and server computers. The Customer also agrees to always have an up to date anti-virus solution for its workstations and server computers. The computers affected shall be any computer that intends to access the Internet.
17. The Customer agrees to ensure that HealthLink is advised of any intended access in to internal areas of the Customer network by outside sources, and agrees that HealthLink shall govern the use of this access.
18. The Customer agrees that any hosting of web services to the internet shall be at the liability of the Customer, due to the additional risks involved in these actions. Hosting of web services will not be allowed when the Customer obtains a Health Intranet connection, unless upgrade to the appropriate SECUR/IT package has taken place.
19. The Customer agrees to comply with the agreement made with the Health Intranet Governance Board (HIGB) upon application for Health Intranet approval from the HIGB should the Customer use the Health Intranet.
20. The Customer agrees that HealthLink shall not be responsible for the security and integrity of the Customer's network outside of the hardware/software provided by HealthLink.