



# REGIONAL INFORMATION TECHNOLOGY SERVICES

Your focus should be on providing patient care  
*Let the eHealth Centre of Excellence manage your information technology needs*

## WHAT WE OFFER:

### Desktop support services:

- Printer set up including installing printer drivers on workstations set up printer
- Peripheral troubleshooting
- Software upgrade, repair/replacement
- Antivirus and Malware software consultation/support/installation/monitoring
- Office relocation
- Hardware refresh or replacement

### Network support services:

- Router installation/replacement/maintenance
- Network switch install/replacement/maintenance
- VPN setup

### Server support services:

- Server install with vendor setup/support guidelines
- Server maintenance
- Antivirus and Malware software consultation/support/Installation/monitoring

### Electronic medical record (EMR) support services:

- Troubleshooting minor EMR issues
- Custom form development
- Data mining services/consultation

## 2018 FEE GUIDE:

- \* \$125/hour per incident support: remote or onsite
- \* \$100-\$110/hour includes 3 hours per month remote or onsite support, if a monthly contract is obtained
- \* Any hours outside of the monthly allotment will be billed at \$100/hour

For more information, please contact Program Manager  
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