

## Physician Link Service Level Agreement

**My Patients Data and Downloads** – CPMC will provide physicians and their designated office staff with view-only access to patient demographic information through Physician Link. No clinical data is available under this service level agreement. A download feature exists to extract data from hospital systems via a standard comma-separated value (csv) file to be used at the sole discretion of the Physician or their office staff. CPMC is not responsible for the use of the data after it is downloaded from Physician Link.

**On Call Schedule** – The On Call information available through Physician Link is updated by the various clinical departments. CPMC Information Technology does not update this information. For questions about the information in the On Call application, please contact the appropriate Department Chair listed within the On Call application.

**Online Telephone Directory** - The contact information provided in the online telephone directories is updated by CPMC's Telecommunications department (employees, departments and emergency information) and Medical Staff Services (physician directory). CPMC Information Technology does not update this information. For questions about the information, please contact Telecommunications or Medical Staff Services. Their contact information is available through the Department directory on Physician Link.

**Help Desk Support** – The CPMC Information Technology Help Desk is available 24 hrs/day, 7 days/week by calling 415-600-7000. After hours support is limited to only application unresponsiveness or errors. Calls regarding login/passwords or “how to” questions will be addressed on the next business day.

**Support for Physician Office network and computer hardware** – CPMC Information Technology is not responsible for troubleshooting issues with physician office networks or computer hardware. Technical requirements for using Physician Link are available at <http://physicianlink.cpmc.org> for reference by your local technical support staff.

**Use of Mac Computers** – At this time, no applications available through Physician Link are certified for use on Apple's Mac computer platform.

**Amendment of this Service Level of Agreement** – From time to time this Service Level Agreement may be amended. The most recent copy of the Service Level Agreement is available at <http://physicianlink.cpmc.org>.

I have read and understand this Service Level Agreement:

Signature: \_\_\_\_\_

Craig Vercruysse  
CIO /Chief Process Officer  
California Pacific Medical Center

Signature: \_\_\_\_\_

Print or Type Name: \_\_\_\_\_

Date: \_\_\_\_\_