



OTIiS

Services and customer support policy

Review 2009

Prepared by OTIiS of the Illawarra Division of General Practice, February 2009. This Policy and Procedures document supersedes any and all previous Helpdesk and/or Practice Support Policy and Procedures documents.

1	About OTiS	3
2	Synopsis	4
3	Terms and Conditions	5
3.1	To whom does this document apply?	5
3.2	Currency of this OTiS Services and Customer Support Document	5
3.3	OTiS Helpdesk Service Availability	5
4	Range of OTiS Services	6
4.1	Advocacy	6
4.2	Ordering of Computer Equipment	6
4.3	Quotations	6
4.4	Software	6
4.5	Hardware	6
4.6	OTiS Maintenance Packages	7
4.7	Accreditation and PIP compliance	7
4.8	Additional Products & Services Provided	8
4.9	Alternative Service Arrangements	8
5	Methods of service delivery	9
6	OTiS Fees and Charges	9
6.1	Travel Fee	9
6.2	Hourly Rates for Provision of Services	10
6.3	After Hours Services	10
6.4	Minimum Fees	11
6.5	Invoices	11
6.6	Authorised Service Requests	11
6.7	Waiting Times	11
6.8	Costs Associated with the Ordering and Delivery of Goods	12
7	Warranty	13
7.1	New system and server warranty	13
7.2	System repairs and all other IT services and equipment	13
8	Using OTiS	14
8.1	Logging a service request with OTiS	14
8.2	Task Allocation, Escalation, and Service Provision	14
8.3	Account Management	15
8.4	OTiS Responsibilities	16
9	Audit Requirements	16
9.1	Privacy	16
9.2	Reports	16
10	Dispute Resolution	17
10.1	How to Lodge a Complaint	17
10.2	Escalation Process	17
11	Review Period	17
12	OTiS Contact Details	18

1 About OTIIS

OTIIS (The **O**perational, **T**echnical and **I**nformation **S**ervices of the Illawarra Division of General Practice) was previously known as the IDGP IT helpdesk.

Very few Divisions of General Practice provide IT support to members, OTIIS has done so since 1999. In this time we have built up a respected reputation for the delivery of Information Technology and Information Management services to primary health care.

OTIIS has grown and changed, like its name. We started as a small subsidised service and have grown to a comprehensive IT service delivery business able to assist customers in a broad range of technology areas. An overview of our products and services is provided in the section [Range of OTIIS Services](#).

As OTIIS is part of a not for profit organisation, our main focus is on providing outstanding IT services to our members and customers. This allows members to enjoy a discounted hourly rate for our IT service, see the section [OTIIS Fees and Charges](#). Over the years we have developed strong buying power with national and international wholesalers which allows us to pass on savings for many hardware and software items to all of our customers.

OTIIS is committed to IT services in the Primary Health Care sector and, in particular services to General Practice. We will always seek to develop products and services to assist General Practice deliver best practice health care and maximise their returns within the Australian health care sector. Like assistance with accreditation, PIP IT requirements and information management.

2 Synopsis

This document is applicable for those who wish to use the services of **Operation Technical Information Service** (subsequently known as **OTIIS**). OTIIS is a part of the **Illawarra Division of General Practice** (subsequently referred to as **IDGP**).

The following is a brief synopsis of the major changes to policies and procedures. It does not replace thorough reading of the full document.

Area of Change	Previous Support Policy	New OTIIS Policy	Refer to new section
Service Availability	No after hours emergency support	Includes after hours emergency support	3.3 & 6.3
Free consultation	GP Member practices entitled to a free one-hour consultation for system analysis and recommendations	No free support	removed
Travel fee	\$33.00 incl GST, once only to complete a request. If not completed in one visit, no further call-out fee applies until completion	3 tiers of fee depending on the distance from the division \$25, \$33 & \$44. Each onsite visit will be charged a travel fee.	6.1
Minimum Fees	On-site support = cost of one 30 min interval plus call-out fee All other support = cost of one 15 min interval	On-site support & remote desktop support = cost of one 30 min interval plus travel fee for onsite support All other support = cost of one 15 min interval	6.4
Hardware supply	All quote time will be charged Service fee on goods supplied	No quote time will be charged No service fee on goods supplied	6.8
Warranty	No clarification of the warranty policy.	Outline of OTIIS warranty included	7
Dispute resolution	All feed back in writing	Verbal feed back is welcome	10

Services and Customer Support Policy areas expanded or explained more clearly

- Range of OTIIS services Section 4.0
- After Hours Services Section 6.3
- Travel fee Section 6.1
- Waiting time Section 6.7
- Account Management Section 8.3

For clarification of any of the policies or procedures contained in this document, please contact Ray Fitch, IT Manager at the IDGP. Ph: (02) 4220 7699 or e-mail rfitch@idgp.org.au.

3 Terms and Conditions

3.1 To whom does this document apply?

The policy and procedures contained in this document apply to those who wish to use the services of **Operation Technical Information Service** (subsequently known as **OTiS**). OTiS is part of the **Illawarra Division of General Practice** (subsequently referred to as **IDGP**). Those wishing to use the OTiS services will subsequently be referred to as “**the customer**” or “**customers**” in this document.

There are three kinds of customers for the purpose of this document.

- i. GP and Practice Members
This category refers to those general practitioners (GPs) and Practices who are Ordinary Members of the Illawarra Division of General Practice Ltd.
- ii. Consultant Associate Members
Consultant associate members are those members who are legally qualified practicing medical specialists and are admitted to membership by reason of particular association with the work of Illawarra Division to further the objectives of Illawarra Division in the opinion of the Committee
- iii. Non Members
This category refers to any customer who is not currently a Member of the Illawarra Division of General Practice Ltd.

Information regarding qualifications for Membership of the Illawarra Division of General Practice Ltd can be obtained by contacting the IDGP office (contact details last page of this document).

Customers using the services of OTiS agree to be bound by all policies and procedures, fees and charges as outlined in this document.

3.2 Currency of this OTiS Services and Customer Support Document

The policy and procedures outlined in this document will apply from the 1st of June 2009, unless advised otherwise in writing by the IDGP. Any and all previous Helpdesk or Practice Support Program Policies and Procedures documents are considered null and void.

3.3 OTiS Helpdesk Service Availability

Helpdesk services are available during normal IDGP business hours (Monday to Friday, 8.30am to 5.00pm). Standard helpdesk services will not be provided on any Public Holiday, or during the annual IDGP office closure (between Christmas Day and New Year’s Day), unless a previous arrangement has been made.

OTiS provides an emergence support service on our helpdesk number at after hours rates. Please refer to the [After Hours Services](#) section for the charges.

Arrangements may be negotiated for provision of Helpdesk services outside normal working hours (as specified above). Please note that **additional charges** apply for Helpdesk services provided outside normal working hours. Please refer to the section [OTiS Fees and Charges](#) for more information on fees.

4 Range of OTIIS Services

The range of services provided through the OTIIS team is outlined as follows. Please note that all services provided as outlined will attract fees and charges at the rates nominated in the section [OTIIS Fees and Charges](#)

4.1 Advocacy

At the request of the customer, Helpdesk staff will advocate on behalf of the customer for warranty claims and liaise as necessary with software and hardware suppliers.

4.2 Ordering of Computer Equipment

Helpdesk staff will negotiate special pricing on all computer equipment (including hardware, software, peripherals, etc) through selected suppliers. Customers wishing to purchase these goods can do so through OTIIS. A pricing and ordering policy is outlined in this document (see the section [Costs Associated with the Ordering and Delivery of Goods](#))

4.3 Quotations

OTIIS staff will provide written quotations for the purchase of computer equipment.

4.4 Software

Please note the range of technical support available for software through the Helpdesk.

Front Desk: The OTIIS Team will maintain a working knowledge of three front desk billing products Profile, Pracsoft and Medilink.

Clinical: The OTIIS Team will maintain a working knowledge of two clinical software products Profile and Medical Director. Helpdesk staff will, as necessary, review new software as it becomes available.

Operating System: The OTIIS Team will maintain a working knowledge of the Microsoft software products.

Office Software The OTIIS Team will maintain a working knowledge of the Microsoft Office suite, and can provide general support.

OTIIS may provide limited support for additional software upon request.

4.5 Hardware

Helpdesk staff will provide technical support for all IBM compatible hardware. Where knowledge and expertise allows, Helpdesk staff may support other hardware on request. Where the hardware requires specialist support, the customer will be notified of alternative service providers.

4.6 OTIIS Maintenance Packages

The maintenance package is an initiative developed by the OTIIS team to assist general practices to maintain their IT systems to current accreditation standards. As well as increasing eligibility for PIP payments, the maintenance package aims to keep a practice's IT systems running at peak efficiency, increasing longevity and productivity.

The Maintenance Package is divided into 2 components:

1. The maintenance of practice computer hardware
2. The maintenance of practice clinical software

Both components include the servicing and maintenance of the workstations and server/s within the practice.

For a quote for a maintenance package for your site please contact the OTIIS team. Maintenance packages offer discounted fixed price servicing over 12 months with monthly instalments.

4.7 Accreditation and PIP compliance

The OTIIS team has extensive experience with servicing GP surgeries, this enables us to assist surgeries with ensuring that surgeries IT systems and security meet accreditation and PIP standards. The OTIIS team is able to assist with the completion of a Computer Security Policy and Procedure manual to help meet accreditation and PIP requirements, the manual is developed with the IDGP Practice support team. The OTIIS team is committed to general practice and will continue to develop products and services to meet the continually changing PIP and accreditation requirements.

Please note that all time spent by OTIIS staff in meeting the service requests of customers in the areas outlined above will be documented and billed to the customer according to the rates outlined in [Hourly Rates for Provision of Services](#). This includes, but is not limited to, services provided on-site at the customer's premises or off-site at IDGP premises, time required to collect or deliver goods to and from suppliers related to the service requested, telephone support, sourcing of information, preparation of recommendations, etc.

4.8 Additional Products & Services Provided

To follow are some of the additional products and services that the OTIIS team has experience supplying, installing, configuring and maintaining within the primary health care sector:

- ❖ Provisioning and setup of IT infrastructure, equipment and software for new sites
- ❖ Review and upgrade of existing sites to help ensure productive, efficient and reliable IT systems with appropriate redundant systems and backup strategies.
- ❖ VPN remote access to surgeries.
- ❖ Routers and Firewalls
- ❖ Anti Virus and Security software
- ❖ Terminal Services Servers (allowing several remote users sessions to one server with remote printing)
- ❖ MS SQL server
- ❖ Shadow Protect (a software package that can take snap shots of your server through the day that can be restored to the server. For example, if the database is corrupted at 4pm we restore the database from the 3pm snapshot rather than the previous night backup, meaning you only loose 1 hour's worth of data rather that a whole day. In addition, Shadow Protect has the unique ability to restore the server operating system image to a completely different server).
- ❖ Assistance to install and configure secure messages.
- ❖ Assistance to surgeries and SESIAHS with the setup and distribution of secure e-mail for AH discharge summaries.
- ❖ The IDGP secure e-mail solution idgpconnect.
- ❖ Supply and maintenance of laser printers and consumables.
- ❖ Setup of training computers at the IDGP for external and IDGP events.
- ❖ Investigation, advice and support to customers on new and emerging technologies in the health sector (for example, Tablet PCs for practice nurses).
- ❖ WSUS. Windows server tool for managing the installation and distribution of windows updates and security patches. The updates get downloaded once to the server and the workstation installs are scheduled saving download cost and workstation downtime, along with ensuring all workstations are up to date.

4.9 Alternative Service Arrangements

OTIIS will endeavour to provide the service requested by the customer. In the event that the OTIIS team are not able to assist with the request, the customer may be provided with alternative service providers if desired. Any costs associated with engaging alternative service providers will be entirely the responsibility of the customer. OTIIS takes no responsibility for any services provided, or any claims, disputes or other matters arising as a result of a customer's decision to engage an alternative service provider.

Some areas that we have developed strong relationships with reliable suppliers are:

- ❖ Provisioning of Broadband services
- ❖ Telephone services (PABX)
- ❖ Structured Cabling

5 Methods of service delivery

OTiS provides comprehensive IT services delivered from a dedicated team, some of the ways we can support you are:

- ❖ Telephone support
- ❖ E-mail service requests
- ❖ Remote desktop support
- ❖ Onsite desktop support
- ❖ Afterhours emergency support
- ❖ Planed after hours maintenance and maintenance packages

6 OTiS Fees and Charges

6.1 Travel Fee

A travel fee will apply to every on-site visit made by a Helpdesk Officer to a customer's premises whilst performing a job, unless a visit is cancelled, re-scheduled or interrupted by the Helpdesk Officer. This fee applies where the customer's premises are located within the IDGP boundaries (Helensburgh to Gerroa) and the fee (\$25, \$33 or \$44 (GST inclusive)) is dependant on the premises location.

\$25 travel fee applies to premises located in postcodes 2500, 2502, 2505, 2506, 2518, 2519, 2525, 2526, 2530.

\$33 travel fee applies to premises located in postcodes 2516, 2527, 2528, 2529, 2517.

\$44 travel fee applies to premises located in postcodes 2508, 2515, 2533, 2534.

For customers whose premises are located outside the IDGP's boundaries, separate charges apply. These will include cost of travel on a per kilometre basis to and from the premises and the IDGP, and charges for time spent in travelling, according to the hourly rates applicable in this section. The charges will be discussed with the customer prior to the service being undertaken.

6.2 Hourly Rates for Provision of Services

For the provision of all services as outlined in [Range of OTIIS Services](#), and within normal IDGP business hours, the rates indicated in Table 1 will apply. The hourly rates are based on the customer's membership status with the Illawarra Division of General Practice Ltd **at the time the service is logged with OTIIS**. Time taken to travel for on-site visits will be covered by the travel fee, if within the IDGP's boundaries (see section [Travel Fee](#) above).

Table 1: Hourly rates for services provided through OTIIS

Customer Category	Hourly Rate (including GST)
GP and Practice Members	\$77.00
Consultant Associate Members	\$110.00
Non Members	\$132.00

If an on-site visit is required in order to provide the requested service, billing for that service will commence from the time of arrival of OTIIS staff at the customer's premises. Customers will be billed for any time OTIIS staff spends waiting. To avoid these additional charges, customers should contact the OTIIS team as soon as possible to inform them of any delays.

6.3 After Hours Services

For services provided outside the IDGP's normal business hours (Monday to Friday 8.30am to 5.00pm), an additional loading applies. This will be 1.5 times the applicable hourly rate as outlined in Table 1.

Standard helpdesk services will not be provided on any Public Holiday, or during the annual IDGP office closure (between Christmas Day and New Year's Day).

After Hours Emergency Service

A new service is available for **after hours emergencies**, please call **4220 7699**. The call will be answered by a voice mail system which will advise the caller to press 9 for emergency after hours IT support. The call will then be transferred to an OTIIS IT support analyst.

After Hours support rates

	Phone and remote support	Onsite support
Min charge	30 Minutes	2 Hours + travel
Hourly rate	1.5 X hourly rate (table1)	1.5 X hourly rate (table1)
Charge intervals	30 Minutes	30 Minutes

6.4 Minimum Fees

Minimum fees apply. The minimum fee for OTIIS Helpdesk services provided through on-site support and remote desktop support is the cost of one 30 minute interval. For all other services provided the minimum fee is the cost of one 15 minute interval. The call out fee will also apply for all on-site visits within the IDGP's boundaries (see [Travel Fee](#) section)

6.5 Invoices

Customers will be issued with a Tax Invoice, detailing any applicable call out fees, hourly charges, and GST, for all services provided up to the end of each calendar month. Payment of invoices is required within 14 days of the date of invoice. Invoices will be made out to the customer's business name and sent to the business address.

If payment is not made in reasonable time customers accounts will be put on credit hold, meaning that any goods or services supplied will need to be payed for on delivery until the account is payed.

6.6 Authorised Service Requests

Any employee of the customer who requests a service on behalf of the customer will be deemed to be acting with the consent and authority of that customer. Employees of the customer will be asked to provide the name of the customer for whom the service will be provided, in order to accurately bill the customer according to the applicable rate.

6.7 Waiting Times

The OTIIS team will endeavour to complete all service requests as quickly as possible. Because we treat emergencies with a higher priority than service requests with lower impact on surgery operations, on occasions there may be delays.

Below is the priority table and target response time we use for OTIIS support:

Priority table and target response time for OTIIS support		
Priority	Impact	Target response time
1 (Emergency)	Issue is wide spread, impacts several users ability to continue working, or is high risk for the customer	2 hours
2	Issue causes one user to be unable to use the IT systems. Or moderate risk for the customer	24 hours
3	Issue causes some reduced functionality and or speed but there is a workaround and users are able to work	3 working days
4 (Low priority)	Improvements or additions with no impact to current functionality	5 working days

6.8 Costs Associated with the Ordering and Delivery of Goods

The OTIIS Helpdesk is able to purchase some items of computer equipment on behalf of customers. Some items may be available at a reduced rate due to arrangements with national wholesalers.

Requests for purchase of computer equipment must be placed through the OTIIS team. OTIIS staff will obtain quotes based on the equipment requested and confirm acceptance of quotes and authorisation of the purchase by the customer prior to goods being ordered. Software supported by the Helpdesk and licensed to the customer can be installed on the new computer system prior to delivery. Helpdesk staff will make arrangements with the customer regarding suitable delivery time.

Please note that time spent on setup and installation of goods will be billed to the customer according to the Helpdesk fees and charges as outlined the [Hourly Rates for Provision of Services](#) section.

After goods have been delivered and/or installed, the customer will be issued with an invoice for the cost of the goods purchased. Payment of invoices is required within 14 days of the date of invoice. Invoices will be made out to the customer's business name and sent to the business address. If payment is not made in reasonable time customers accounts will be put on credit hold, meaning that any goods or services supplied will need to be paid for on delivery until the account is paid.

From time to time, and particularly in relation to certain kinds of computer goods (eg, RAM) prices obtained through quotes are increased by the supplier at the time of purchase. The OTIIS Helpdesk endeavours at all times to provide accurate information regarding costs of goods, based on quotes provided by suppliers, and to notify customers of any price changes prior to proceeding with ordering of goods.

7 Warranty

OTiS Warranty covers:

- Faults with equipment supplied or if the service provided was not to the manufactures specifications
- The install of the software ensuring the install is performed to the software manufactures specifications.

OTiS Warranty does not cover:

- Users wishing to have the installation or configuration changed
- Training on how to use the equipment/software
- Issues caused by a user
- Faults, upgrades, patches or changes to software

Whilst hardware is still under OTiS warranty:

- OTiS will test the fault and organise the replacement of parts from the manufacture at no charge if there are any faults with the hardware
- If the hardware is supply only or delivered to the site by OTiS but OTiS is not paid to set up the hardware on site, under the OTiS warranty the product can be returned to the OTiS office, or the customer has the option to pay travel fees for OTiS to conduct the warranty onsite
- If the initial install and set up is paid to be conducted onsite the OTiS warranty will be conducted onsite
- It is the customer's responsibility to advise OTiS staff and provide the invoice if the customer believes warranty applies

The manufactures warranty is longer than the OTiS warranty:

- OTiS can still test the fault and organise replacement of parts from the manufacture if the customer wishes, standard helpdesk rates apply as outlined in the [Hourly Rates for Provision of Services](#) section.

7.1 New system and server warranty

New systems and servers purchased through OTiS have a 12 month OTiS warranty. This warranty will cover all testing and repairs to the hardware and software installed on the system at the time of purchase.

OTiS can support extended manufactures warranty as outlined above

7.2 System repairs and all other IT services and equipment

System repairs, system upgrades and all other IT equipment and services provided by OTiS will have a 3 month OTiS warranty. The OTiS warranty will cover all related testing and repairs.

OTiS can support extended manufactures warranty as outlined above.

8 Using OTIIS

8.1 Logging a service request with OTIIS

Requests for service can be logged with the OTIIS team using the following steps.

1. Telephone (02) 4220 7699 or e-mail otiis@idgp.org.au
2. Calls will be answered subject to the availability of OTIIS team members.
3. The OTIIS team member will ask for the following information:
 - Name of caller
 - Name of customer for whom services will be provided and who will be responsible for the OTIIS fees and charges
 - If the customer is a new customer, customer contact details and billing information will be requested (ie, telephone and fax number, street address, e-mail address, business name for invoicing, postal address, customer's ABN)
4. The caller will be asked if they are familiar with the OTIIS Services and Customer Support Policy, including fees. If the caller is not familiar with the Policy, the OTIIS team member will confirm applicable fees and charges for services.
5. The caller will be asked to provide a detailed description of the problem or the service being requested. This will be recorded in the OTIIS helpdesk database. Task allocation, escalation and service provision will then proceed (see the section [Task Allocation, Escalation, and Service Provision](#)).
6. The caller will be provided with an OTIIS helpdesk job number for future reference, and the customer will be advised of the expected turn around time for the job.
7. If no OTIIS team members are available, the IDGP staff member answering the telephone call will take the name and contact number of the caller, and the caller will be asked to provide a brief description of the problem or service request and the perceived urgency of the request. These details will be forwarded to the OTIIS team for action.
8. If the phone call is unable to be answered or outside normal business hours you will go through to a voice mail system. You will have the option to press 9 for emergency support or to leave a message that will be attended by the next available OTIIS team member.

8.2 Task Allocation, Escalation, and Service Provision

Service requests logged with OTIIS will be allocated to the OTIIS team member deemed by OTIIS to have the most appropriate expertise in the service area.

Telephone support will be provided as the first level of support. If the problem cannot be resolved or the service request met over the telephone or via remote access, an on-site visit will be arranged.

When on-site, the OTIIS team member will complete an on site support summary sheet, detailing the services provided during the visit, which will need to be signed by the customer or the customer's nominated representative. We recommend that the customer retain the support summary sheet as a detailed

account of the service provided, the invoice will have the support summary reference number for your cross reference.

Any additional tasks or service requests that are notified to the OTIIS team member once arriving on-site (ie, problems or requests in addition to those originally notified) will be treated as a separate service request. **The OTIIS team reserves the right to attend to these new tasks at a time deemed appropriate for the efficient functioning of OTIIS.** This means that, should service requests previously logged with OTIIS by other customers and having a higher priority, be scheduled for attention by the OTIIS team member on that day, the new requests for service notified by the customer once on-site may be scheduled for attention at another day or time and the customer will be notified of this change.

Please note, OTIIS endeavours to work on a priority schedule, whereby emergency services as assigned by the OTIIS team take priority over routine service requests. Please refer to the [Waiting Times](#) section for details.

8.3 Account Management

Account management is a recently introduced initiative, each OTIIS customer now has a member of the OTIIS team allocated as their account manager. This is to allow our customers to have a point of contact for planning and managing ongoing or complex enquiries and is in line with the OTIIS policy of assigning the most appropriate and available OTIIS team member to attend to customer support requirements. Some of the roles and functions of the Account Manager are as follows:

- ❖ Contact the site regularly to discuss outstanding jobs and other general requirements.
- ❖ Follow up to ensure that jobs are completed in a timely manner.
- ❖ Provide and/or coordinate all quotes for the site as required
- ❖ Point of knowledge on the site for the OTIIS Team.
- ❖ Point of contact for the customer to discuss IT planning, upgrades, new equipment and quotes.
- ❖ Report to the IT manager on outstanding jobs for the site and anticipated resolution time.
- ❖ Ensure that maintenance work is complete for each site as scheduled.
- ❖ Ensure that site documentation is completed for relevant jobs.

For more information on account management please contact the OTIIS team on 4220 7699.

8.4 OTIIS Responsibilities

The OTIIS team will at all times:

- Record accurate details of the customer and their service request;
- Keep accurate records of time spent in meeting service requests for the purposes of billing;
- Treat every service request in a professional manner;
- Endeavour to provide services in a timely manner, recognising that urgent problems adversely impacting on the customer's ability to continue their business operations, are the highest priority;
- Rectify problems to the satisfaction of the customer;
- On occasions contact the customer after the service has been provided in order to determine the level of satisfaction with the service provided;
- Maintain clear channels of communication with the customer or the customer's nominated representative on the provision and progress of services, and completion of agreed tasks;
- Make recommendations to the customer if new or additional problems are identified in the course of provision of agreed services, as to possible solutions and likely costs involved in implementation, before undertaking any further action.

9 Audit Requirements

All service requests are logged on the OTIIS database for providing efficient service, audit requirements and quality assurance purposes.

9.1 Privacy

The privacy of the customer's personal and business information is a priority of OTIIS. OTIIS adheres to the National Privacy Principles for the handling of personal information.

Personal or business details of the customer (as identified in [Logging a service request with OTIIS](#)) are routinely collected in order to provide services as outlined in this document. Please be aware that OTIIS may not be able to provide services requested if the customer does not provide information requested.

At no time does OTIIS make available personal or business information of customers collected through the OTIIS Helpdesk system to third parties without written approval from the customer (eg, suppliers, etc).

9.2 Reports

Reports of de-identified information are prepared from time to time in order for the IDGP and OTIIS to meet its various obligations and provide quality assurance. These include:

- Monthly OTIIS activity reports provided to the IDGP Executive for the purposes of monitoring staff performance and level of service provision;
- Monthly details of services provided made available to the Finance Officer for the purposes of billing;
- OTIIS activity reports provided to the IDGP Board of Directors detailing range of services provided.

10 Dispute Resolution

10.1 How to Lodge a Complaint

OTIIS welcomes all feed back both written and verbal as we strive to improve and expand our services. All customer feedback is valued, particularly in areas where customers feel that we have provided good service or areas in which service delivery could be improved.

If a service provided by OTIIS is not to the expectation of the customer, a customer may lodge a complaint with OTIIS staff, who will endeavour to negotiate a resolution to the satisfaction of all parties.

All billing related enquires need be lodged in writing.

10.2 Escalation Process

If the complaint is not being addressed to the satisfaction of one or all parties, the matter may be forwarded to the IT Manager for attention. The IT Manger will endeavour to negotiate a resolution to the satisfaction of all parties. The IT Manger may escalate the matter to the CEO of the IDGP for resolution. The CEO may further escalate the matter to the Board of Directors for final resolution, should the need arise.

11 Review Period

The OTIIS Services, Policy and Procedures will be reviewed no less than annually by OTIIS, with any amendments notified OTIIS customers in advance. Notification of effective date of changes will also be provided.

If there are no changes made at the annual review this customer support policy will stay in place until customers are notified of any changes.

12 OTIIS Contact Details

Monday to Friday
8.30am – 5.00pm
And Emergency after hours support

Phone: 02 4220 7699

Location
Suite 3, Level 1, 336 Keira Street
Wollongong

Postal Address
Illawarra Division of General Practice
PO Box 1198
WOLLONONG NSW 2500

E-MAIL: otiis@idgp.org.au

This document is also available via the IDGP Website
<http://www.idgp.org.au>