COUNTY OF LOS ANGELES
Public Health

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> **SAPC INFORMATION NOTICE 23-02**
> *Supersedes Bulletin 17-02-START*

TO: Los Angeles County Substance Use Disorder
Contracted Service Providers

FROM: Gary Tsai, M.D., Division Director
Substance Abuse Prevention and Control

SUBJECT: **INFORMATION SYSTEM REQUIREMENTS**

Substance Abuse Prevention and Control (SAPC) is committed to developing and implementing processes that support efficient management of the County's Substance Use Disorder (SUD) services network. Many of these processes will leverage information technologies that increase the information sharing while reducing manual work. SAPC is releasing this Information Notice to provide guidance to contracted service providers on minimum and recommended minimum technology standards.

DRUG MEDI-CAL TREATMENT PROVIDERS
In accordance with the paragraph titled Electronic Health Record System of your Drug Medi-Cal (DMC) treatment contract, treatment providers are mandated to secure and use a certified and approved electronic health record system. Providers may opt to use the County's EHR, Sage, or use a different system as long as it meets all security and contractual requirements.

Providers must use this system as defined by the State's Department of Health Care Services Bulletin No. 10-01. Providers are required to complete the Legal Entity Electronic Signature Certification and the Electronic Signature Agreement. Once completed, all signed documents must be sent via e-mail to: SAPC.Certification@ph.lacounty.gov.

DHCS (ADP) Bulletin No. 10-01
http://www.dhcs.ca.gov/formsandpubs/ADPBulletins/ADP_Bulletin_10-01.pdf

Legal Entity Electronic Signature Certification and Agreement
http://publichealth.lacounty.gov/sapc/ElectronicSignature/ElectronicSignature.htm

Information Technology Specification
SAPC utilizes multiple provider forums and communications to manage the network and share information with providers. Providers must have robust information technology infrastructure in order to benefit from these forums and receive the information. Providers are required to ensure their organizational technology meets the following specifications.

	Minimum	Preferred
Processor	1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit	2 gigahertz (GHz) or faster 32-bit (x86) or 64-bit
RAM	1 GB of memory or greater	2 GB of memory or greater
Hard Disk Space	1 GB of available space or greater	2 GB of available space or greater
Monitor	VGA or higher (1024 x 768 pixels) Monitors with resolution known as 1080p or FHD (1920x1080) and K / Ultra HD (3840 x 2160), 2K / QHD (2560 x 1440) are not supported. This includes all high resolution and retina displays such as Microsoft Surface and HP Spectre Avatar will show very small. Support is under review.	VGA or higher (1024 x 768 pixels) Monitors with resolution known as 1080p or FHD (1920x1080) and K / Ultra HD (3840 x 2160), 2K / QHD (2560 x 1440) are not supported. This includes all high resolution and retina displays such as Microsoft Surface and HP Spectre Avatar will show very small. Support is under review.
Mouse	Microsoft Mouse, or compatible pointing device	Microsoft Mouse, or compatible pointing device
Operating System	Windows 10, Windows 11 Windows Surface iOS (Future)	Windows 10, Windows 11 Windows Surface iOS
Network Requirement/ Internet Connection	50 kbs per Concurrent user Latency below 50ms Jitter below 2ms Avatar Methadone: 60kbs per user	60 kbs+ per Concurrent user Latency below 40ms Jitter below 2ms Avatar Methadone: 100kbs+ per user

If you have any questions or need additional information, please contact SAPC's Information System Branch at itsupport@ph.lacounty.gov.

GT:sk