

Accessing Med Access EMR offline (BCC)

If there is an Internet outage or Med Access EMR is not available, you can use the **Business Continuity Copy (BCC)** application to access a read-only copy of your Med Access data. BCC is a Windows application that is separate from your EMR and downloads chart summaries and schedules on a nightly basis.

You can use BCC to view the following information:

- Appointment schedules for each provider for the past two days and for the next three days. You can customize the number of days that are stored, see [Configuring BCC profiles](#).
- Patient chart summaries for all patients with scheduled appointments within the above time frame.

Important:

- You can install the BCC application on multiple computers; however, you can only install it once per computer.
- The BCC application only works with Windows operating systems. macOS for Apple devices is not supported.
- We recommend that you perform periodic tests, e.g. once per month, of the BCC application as part of your clinic's business continuity plan.

Tip: You can also access your EMR using the TELUS EMR Mobile app. See [TELUS EMR Mobile](#).

Security considerations

- All patient data is encrypted and can only be accessed through the BCC application.
- Only authorized EMR users can access patient data.
- All BCC activity is audited and uploaded to the EMR, creating an **Attention!** task in the primary provider's or reconcile user's task list
- Masked data is not included. The charts indicate that there is masked data.

BCC workflow

1. [Configuring site settings and enabling users or user groups for BCC](#)

2. [Downloading, installing and initializing the BCC application](#)
3. [Using the BCC application](#)

Tip:

- If you are using a previous version of the BCC application you must download and install the new version. Since you are moving from an older to a newer version you can skip most of the configuration steps. However, you must input a **BCC Profile Password** in **Site Settings**. See [Configuring site settings and enabling users or user groups for BCC](#).
- Once you've input the password and installed the new BCC app, you must initialize it before first use. See step 7 in [Downloading, installing and initializing the BCC application](#).