

## Infrastructure: IH Central Hosted

This section describes the infrastructure required to optimally run Profile in a Clinic centrally hosted by Intrahealth. It is advisable that you check with your hardware vendor or IT consultant if you have any questions about the suitability of your hardware or are operating any other programs outside of Profile. Intrahealth is not responsible for the sale or support of hardware or peripherals.

All hardware/infrastructure requirements should be in place at least 1 week prior to Profile being installed.

### Server (not required)

A dedicated server is not required for Profile operation. However, Intrahealth recommends that the clinic consults with their hardware supplier regarding a server for domain control (security), file serving and other usual business services.

### Business Continuity Service

Clinics that wish to maintain a Business continuity Service with Profile (which keeps a limited copy of recent patient information and appointments) require one computer in the clinic to install the required software, and store the data. Although this may be installed on one of the clinic workstations, it is recommended for security and reliability, that this computer is “stand alone” and physically secured within the clinic.

The minimum workstation specifications to run the Profile Business Continuity application are:

<b>Processor:</b>	Pentium IV 800 MHz
<b>RAM:</b>	1-2GB
<b>Hard Disk Drive:</b>	20 GB Free*
<b>Operating System:</b>	Windows 7/Windows 8/Windows 10
<b>Screen Size:</b>	1280 x 720

The recommended workstation specifications to optimally run the Profile Business Continuity application are:

<b>Processor:</b>	Core 2 Duo 2GHz or better
<b>RAM:</b>	2-4GB
<b>Hard Disk Drive:</b>	20 GB Free*
<b>Operating System:</b>	Windows 7 or Windows 10
<b>Screen Size:</b>	1920 x 1080

\* The free Hard Disk size will vary based on the parameters set in the Profile Business Continuity application.

## Workstations

Intrahealth recommends that each consulting room has a workstation along with an appropriate number of workstations for the reception area.

The default access mechanism will be Citrix – which means a variety of hardware and operating system options – although Intrahealth recommends using standard PC hardware and Windows7 (the most widely used software and offers the greatest flexibility).

For information about minimum and recommended hardware and operating system requirements for Citrix, please refer to the Citrix web site: <http://www.citrix.com/>

The minimum workstation specifications to optimally run the Profile rich client application are:

<b>Processor:</b>	Pentium IV 800 MHz
<b>RAM:</b>	1-2GB
<b>Hard Disk Drive:</b>	20 GB Free
<b>Operating System:</b>	Windows 7/Windows 8/Windows 10
<b>Screen Size:</b>	1280 x 720

The recommended workstation specifications to optimally run the Profile rich client application are:

<b>Processor:</b>	Core 2 Duo 2+ GHz
<b>RAM:</b>	2-4GB
<b>Hard Disk Drive:</b>	20 GB Free
<b>Operating System:</b>	Windows 7 or Windows 10
<b>Screen Size:</b>	1920 x 1080 or larger

### (LEGACY) OPERATING SYSTEMS

- 16 Bit: Windows 95, Windows 98, Windows Millennium and XP are NOT Supported.
- Windows XP (32 or 64 Bit) is no longer supported as of October 1, 2013.
- 32 Bit: Windows NT Server and Windows 2000 Server are NOT recommended – if issues are encountered, upgrading Windows is the required action.
- Intrahealth recommends Windows 7 or Windows 10. Profile EMR is Windows 7, Windows 8 and Windows 10 Certified.

### SCREEN SIZE

- Profile will use as much screen “real estate” as is available.
- Large screens are recommended – however – it is important to consider the local environment and visual acuity of staff – some high resolution screens may be physically small and have very small text. Users may “zoom” the image which defeats the large resolution, and produces a fuzzy image

## MOBILE DEVICES

- Profile Native Application is supported on Windows Tablets (Intrahealth Tested on Microsoft Surface 3).
- Other mobile device connectivity may be available via Citrix. Check with your mobile device hardware supplier for Citrix Compatibility. Please note: Unlike the native App, this approach will display the full Profile screen on your device and is not considered optimal for workflow.
- Native Apps: As of 2016 Intrahealth is developing Native Apps for tablets. Please check with Intrahealth for supported platforms, availability, supported functionality and cost.

## VOICE RECOGNITION

- Profile supports Dragon Dictate
- If other voice recognition software is considered, check with Intrahealth first.
- Intrahealth takes no responsibility for unexpected compatibility issues.

## Backup Device and Media

Intrahealth is NOT responsible for any aspect of the backup process conducted at the clinic. The clinic should contact an IT provider for assistance in backing up data at the clinic.

## Network Connectivity

### WIRED NETWORK

- Intrahealth recommends using at least 100 MB Network Cards in each PC, with a 100 MB Ethernet Hub and network operating in full duplex mode.
- Beware of half duplex networks – operating in this mode can significantly impact network performance even on higher speed (100MB) networks
- Clinics should use either Category 5 (CAT5) or the new Category 6 variety of Ethernet cables.

### WIRELESS NETWORKS

- Intrahealth strongly recommends AGAINST wireless networks.
- Poor performance and dropout are frequently seen – even if performance is initially OK, changes in neighbouring wireless activity may occur at any time.
- Profile is entirely dependent upon the network – if there are problems, Profile will be directly impacted.
- If reliability or performance issues are discovered on wireless networks, Intrahealth will require the wireless network is replaced before other investigation is performed.

## Internet Connectivity / Wide Area Network Access

British Columbia Centrally Hosted Clinics require a full time connection to the PPN – Physician Private Network. Speed/Latency options vary – and will impact performance and the options available for running Profile in the clinic.

## Peripherals (Printers and Scanners)

Many of these devices will function in a Citrix environment – and some will not. Check your peripherals manual, the Citrix web site or with Intrahealth for information about compatibility. When purchasing new peripherals, ensure that Citrix compatibility is raised as a requirement and if in doubt, try a device before finalising the purchase.

## Infrastructure Support

Due to the highly critical nature of your IT infrastructure, it is essential that you have a local IT infrastructure support agreement in place. You should consider; operating hours, hardware warranties, response times, number of staff and other services that may be of benefit e.g. windows training.