

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:

Processor:	Intel Core i3
RAM:	2GB
Hard Disk Drive:	20 GB Free*
Operating System:	Windows 7/Windows 8/Windows 10
Screen Size:	1280 x 720

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

Processor:	Intel Core i5-i7
RAM:	4GB
Hard Disk Drive:	20 GB Free*
Operating System:	Windows 7 or Windows 10
Screen Size:	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 HTTPS – which means a variety of hardware and operating system options – although Intrahealth recommends using standard PC hardware and Windows 10 (the most widely used software and offers the greatest flexibility).

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

Processor:	Intel Core i3
RAM:	2 GB
Hard Disk Drive:	20 GB Free
Operating System:	Windows 7/Windows 10
Screen Size:	1280 x 720

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

Processor:	Intel Core i5-i7
RAM:	4-8 GB
Hard Disk Drive:	20 GB Free
Operating System:	Windows 10
Screen Size:	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 supported – if issues are encountered, upgrading Windows is the required action.
- Intrahealth recommends Windows 7 or 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).
- 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 1GB Network Cards in each PC, with a 1GB Ethernet Switch and network operating in full duplex mode.
- Beware of half duplex networks – operating in this mode can significantly impact network performance even on 1GB networks.
- Clinics should use either Category 5E (CAT5E) or 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.

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.