

## Meditab - CosmetiSuite Cloud Hosting

### 1. System requirements

#### 1.1 Workstations

Workstations	Workstations (Desktop/Laptop/Tablet PC)	High-Usage Workstations (Provider/Critical Tasks)
Component	Minimum Specifications	Minimum Specifications
Processor	Intel Core 2 Duo, 2.40 GHz or better	Intel Core 2 Quad, 2.40 GHz or better
Memory / RAM	4 GB	6 GB or higher
Hard Drive	120 GB+ HDD (SSD for laptops)	250 GB+ SSD
Operating system	Windows 7/8 Professional – 32 bit	Windows 7/8 Professional – 64 bit
Network Card	100 Mbps Network Card or better	1 Gbps Network Card
Wireless Network Card (Wi-Fi) <sup>7</sup>	Dual Band 802.11n Wireless Network Card	

#### 1.2 SSD (Solid-State Drive)

The cloud hosting environment does not require PCs with SSDs. However, they are recommended for high-usage workstations and laptops. An SSD increases general PC performance, decreases boot and wake-from-sleep time, and decreases power consumption.

#### 1.3 Office Network

Network	Minimum Specifications	Recommended Specifications
Wired Network	100 Mbps Ethernet or higher	1 Gbps Ethernet or higher
Wireless (Wi-Fi)	Dual-band Wireless 802.11n (300+ Mbps) Access Point	

Router / Firewall	Secure encrypted connectivity via a 1 Gbps IPSec VPN router is required for communication between the cloud server and office workstations. See below for more details.
Ports	<p>The following ports are used for sending and receiving claims through IMS. They will be opened on the database/cloud server by Meditab technical support depending on your needs.</p> <ul style="list-style-type: none"> <li>- ENS Professional: 3566</li> <li>- ENS Institutional: 22</li> <li>- AVAILITY: 9922</li> <li>- REALMED: 22</li> </ul>

Optional equipment:

- Scanning, Dragon Naturally Speaking 12, and Word Processing workstations are considered high-usage workstations.

**Note:** The following can contribute to system slowness: insufficient RAM memory; multiple network switches; slow network or more traffic on network; low space on system partition or working partition.

## 1.4 Peripheral hardware specifications

Peripherals	
Printers	
Printer	PCL5 or higher compatible network printer. All-in-one devices should not be used as a scanner but can be used for printing.
Label Printer	DYMO Label Writer 400/450 DYMO Label Writer 400/450 Turbo Note: Single ribbon only. Double ribbon is not supported.
CHDP Printer	Windows compliant laser printer. We recommend the OKI MICROLINE® 420. This unit can work on multiple drivers. Install IBM Proprinter III drivers.
Rx Printers	Brother Laser Jet 2170N / 2270N network printer (to use with non-padded Rx scripts).

Scanners and Imaging	
Document Scanner	<p>Any Twain-compatible scanner is compatible with IMS. We recommend Fujitsu F-7160 / 6130/6230 sheet-fed scanners. Kodak I 1220/ I2600 Cannon DR 160.</p> <p>TSScan or RemoteScan applications are required for scanning to the cloud server over an RDP connection.</p>
Card Scanner	<p>Ambir ImageScan Pro 490i Duplex Scanner</p> <p>Ambir DS687 Duplex Scanner</p>
Barcode Scanner	<p>Symbol LS Series general-purpose bar code scanner</p> <p>Tested model: Symbol LS2208</p>
Signature Pad	<p>For use with remotely hosted server:</p> <p>Topaz model: T-LBK755SE-BHSB-R</p> <p><b>Note:</b> If disconnecting pad from USB power port, reconnect it to same USB power port.</p> <p><b>Note:</b> As long as it is connected by a COM port it will work on hosted.</p>
Web Camera	<p>Branded USB 2.0 or higher Webcam. Webcams need the VideoDS.ds file. (If needed)</p>
Medical Devices	
Vital Sign	<p>Welch Allyn – Spot Vital Signs – Lxi Midmark</p>
EKG	<p>Midmark or Koko</p>
Spirometry	<p>Midmark or Koko</p>
Glucose Meter Interface	<p>IDI (Intelligent Diabetic Interface), contact Meditab Sales</p>

Peripherals (continued)	
Fax Server and Check-in Kiosk	
	<p>Meditab provides Linux-based fax servers that are compatible with Meditab products. Single or Multi-line servers available.</p> <p>Setup instructions: It will occupy one LAN port of your network. So it needs to be placed where a fax line jack and a network/LAN jack are available.</p> <p>The fax server requires a dedicated analog fax line. (No line sharing with credit card, voice, etc.) It must also be connected to the VPN router.</p>
Auto Check-In Kiosk	<p>A 19" touch screen that can simulate mouse/keyboard input via touch.</p> <p>Tested models: HP Touch Smart series</p>
Network	
Gateway (Router / Firewall)	Business-class 1 Gpbs VPN Gateway
<p>Statically-routed VPN connections</p> <p>Must be able to establish IKE security association using pre-shared keys, establish IPSec security associations in tunnel mode, utilize the AES 128-bit encryption function, utilize the SHA-1 hashing function, utilize Diffie-Hellman Perfect Forward Secrecy in Group "2" mode, and perform packet fragmentation prior to encryption.</p>	<p>Recommended Gateways for statically-routed VPN connections:</p> <ul style="list-style-type: none"> <li>Cisco ASA 5500 Series</li> <li>Cisco ISR</li> <li>Juniper J-Series Service Router</li> <li>Juniper SRX-Series Services Gateway</li> <li>Juniper SSG</li> <li>Juniper ISG</li> <li>Yamaha RTX1200</li> </ul>
<p>Dynamically-routed VPN connections</p> <p>Must be able to establish border gateway protocol peering, bind tunnels to logical interfaces (route-based VPNs), and utilize IPsec Dead Peer Detection</p>	<p>Recommended gateway devices for dynamically-routed VPN connections:</p> <ul style="list-style-type: none"> <li>Astaro Security Gateway</li> <li>Cisco ISR</li> <li>Fortinet Fortigate 40+ Series</li> </ul>

	<p>Juniper J-Series Service Router                  Juniper SRX-Series Services Gateway                  Juniper SSG                  Juniper ISG                  Palo Alto Networks PA Series                  Yamaha RTX1200 router</p>
<p>Wireless</p>	<p>Hard wiring your office to the Internet is always the best solution. However, if you seek the convenience of wireless PCs, you do have the option of using them through a Terminal Services connection to a computer that is hardwired to the Internet. Setting up a simple remote connection will give you the flexibility of wireless Internet with the dependability of a hardwired Internet connection. Please ask our team for more details about how to set this up.</p> <p>We recommend the following wireless access points (WAP):</p> <p>Cisco Aironet 1600 series (GOOD)                  Cisco Aironet 2600 series (BETTER)                  Cisco Aironet 3600 series (BEST)</p>

## Best Practices for Backup

You are responsible for backing up your data. If you lose your data, recovery may be difficult and costly. Backing up your data is the best thing you can do to protect your office's data, your patients' data, and to preserve your paperless environment. Your understanding of the backup process is crucial to a successful backup. Although Meditab customer support initially sets up the scheduled backup of files onto your cloud server, they are not responsible for taking that second step. This is your responsibility. We strongly encourage that you hire a network professional to handle your backup procedures. Have a qualified IT technician contact Customer Support immediately to create a backup plan. Backing up your data will only take a few minutes of your time, and it's worth the effort. Remember, it is your responsibility to make sure this is done daily.

## 2. Preferred network infrastructure specifications

### 2.1 Network configuration

If the practice is going to use the IMS client server model in the same LAN or VPN, then

- Define all the machines to the same domain and place them under the same subnet masks.
- Static IP configuration gives the best results.

### 2.2 Devices used in the network

The network devices used in the network should be fully capable, and standardized devices should assure the best possible network connectivity.

- It is always recommended to avoid adding unnecessary devices into the network, such as using multiple switches where only one switch is necessary.
- We recommend 1 Gbps switches and routers (10/100/1000).
- If the practice wishes to use the wireless access points, then Cisco Aironet 1600/2600/3600 series are recommended.

### 2.3 Network technology and topology

Normally the practices use the single-LAN network. But some of the large practices might use multiple LANs.

- If a single LAN, it can be wired or wireless LAN but assure good connectivity.
- If multiple LANs are used, the IP address ranges should be assigned with the same subnet mask for all LANs.
- Different types of the network can be used too, but they should be communicating properly.
- The network name should not be different on the machines as that will create the network issues. (This problem can be addressed easily by having all machines under a same domain and same subnet mask.)
- For wireless, a dual-band 802.11n 300 Mbps or better access point is the minimum requirement.

### 2.4 Preferred Internet speed and bandwidth

Certain IMS services, such as e-prescribing, billing, electronic claims, downloads, and software updates, require Internet connectivity. Internet issues can affect the productivity of the practice if data cannot be processed on time.

- Internet connection requires a minimum 512 Kbps - 1 Mbps download per user with a minimum of 5-10 mbps for the whole office. Upload speeds should match if there is significant scanning, printing & Photos.
- Packet loss is never preferred; we recommend the Internet connectivity should have packet loss < 1%. For clients with heavy usage of scanning, pictures, photos we do not recommend the computers to be on wireless network. Wired connection is required for heavy usage.
- Maximum latency of 50ms round-trip