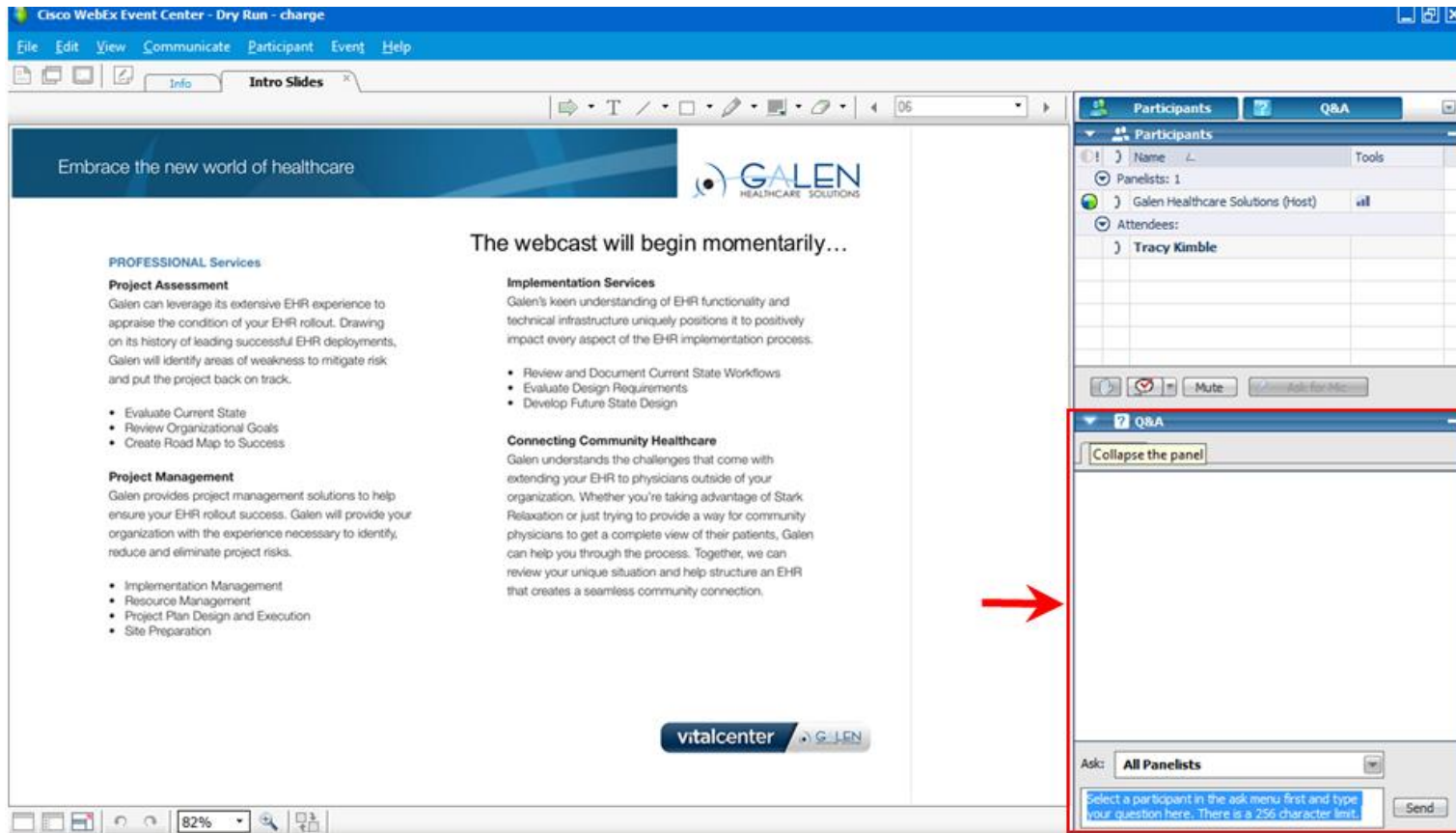


Your phone has been automatically muted. Please use the Q&A panel to ask questions during the presentation.



The screenshot shows a Cisco WebEx Event Center window titled "Cisco WebEx Event Center - Dry Run - charge". The main content area displays a presentation slide with the following text:

Embrace the new world of healthcare

**PROFESSIONAL Services**

**Project Assessment**  
Galen can leverage its extensive EHR experience to appraise the condition of your EHR rollout. Drawing on its history of leading successful EHR deployments, Galen will identify areas of weakness to mitigate risk and put the project back on track.

- Evaluate Current State
- Review Organizational Goals
- Create Road Map to Success

**Project Management**  
Galen provides project management solutions to help ensure your EHR rollout success. Galen will provide your organization with the experience necessary to identify, reduce and eliminate project risks.

- Implementation Management
- Resource Management
- Project Plan Design and Execution
- Site Preparation

**Implementation Services**  
Galen's keen understanding of EHR functionality and technical infrastructure uniquely positions it to positively impact every aspect of the EHR implementation process.

- Review and Document Current State Workflows
- Evaluate Design Requirements
- Develop Future State Design

**Connecting Community Healthcare**  
Galen understands the challenges that come with extending your EHR to physicians outside of your organization. Whether you're taking advantage of Stark Relaxation or just trying to provide a way for community physicians to get a complete view of their patients, Galen can help you through the process. Together, we can review your unique situation and help structure an EHR that creates a seamless community connection.

The slide also features logos for "vitalcenter" and "GALEN HEALTHCARE SOLUTIONS".

On the right side of the interface, there is a "Participants" panel and a "Q&A" panel. The "Q&A" panel is highlighted with a red border and contains a "Collapse the panel" button. Below the Q&A panel, there is an "Ask:" dropdown menu set to "All Panelists" and a text input field with a "Send" button. A red arrow points from the Q&A panel towards the main presentation content.

# Allscripts Enterprise EHR - Scan Servers

Systems Maintenance

March 8, 2013

2

vitalcenter

# Agenda

- History and Nomenclature
- Enterprise EHR Imaging Components
- System Configuration
- Server Specifications
- System Maintenance
- Additional Functions

# History and Nomenclature

- **Product names through the years:**
  - TouchChart
  - ImpactMD
  - TouchWorks Scan
  - Allscripts Document Management
- **Originally a separate product, integrated with Enterprise**
- **TIF – Image File**
- **ANN – Annotation File**

# Enterprise EHR Imaging Components

- **Imaging Server:**
  - Contains server side software, and application File Share
- **Database Server:**
  - Generally shared with clinical databases
  - Impact: Pointers to Scanned Images
  - Impact\_Audit: Data access tracking
- **Web Server:**
  - ScanWeb Virtual Directory: Requires use of Service Account for users to access scanned images and annotations from within EEHR

# Enterprise EHR Imaging Components (Cont.)

- **Warehouse Share:**
  - Shared folder(s)
  - Can be on Imaging Server, or elsewhere
- **Client Component:**
  - ImpactS.exe
    - Shortcut to .exe on application share
    - Installed locally
  - Citrix Remote Scan:
    - Published version of ImpactS.exe, and RDQHost
    - Installation of CRS on Client Workstation

# System Configuration

- **Define connection from Imaging Server to Database Server:**
  - IMPACT.CFG
  - Editable with Notepad or Similar
  - ConProps.exe: Basic Configuration
  - Standard Path: C:\Program Files\Allscripts\Touchchart\Server
- **Define warehouse location(s)**
  - One Active at a time
  - Inactive warehouses are locked
  - Service Account access

# System Configuration (Cont.)

- **Both Patient and Users are loaded from EEHR**
- **User accounts are not kept in Sync:**
  - Password syncing needs to be done manually
- **Not tied in to EEHR LDAP configurations**
- **Client Upgrades:**
  - Pushed down from Server after Upgrade there
  - Workstation users (during upgrade) require local administrative rights
  - Larger installation can leverage push packages to provide administrative credentials



# Server Specifications - Imaging Server

- **V11.2 OS:**
  - Windows 2003 Server SP2 (x86 only) with Hotfix KB968370
  - Or
  - Windows 2008 Server SP2 (x86 only)
- **V11.4 OS:**
  - Windows 2003 Server SP2 (x86 only) with Hotfix KB968370
  - Or
  - Windows 2008 Server SP2 (x86 or x64)
  - Windows 2008 Server R2 is **not** supported on the ADM Imaging Server.

# Server Specifications - DB Server

- **Latest OS for v11.2 and v11.4:**
  - Windows 2008 Server Enterprise R2 x64-bit Edition
- **SQL for v11.2:**
  - Microsoft SQL Server 2008 R2 x64-bit Edition with SQL CU1 (10.50.1702)
- **SQL for v11.4:**
  - Microsoft SQL Server 2008 R2 x64-bit Edition with SQL **SP1** (10.50.2500)

# System Maintenance

- **Image Warehouse Backups**
  - Daily Backups Needed
  - Differential Backup Solution Recommended
  
- **Adding Scanners**
  - Requires ISIS Drivers
  - AHS Recommended Devices

# System Maintenance (Cont.)

- Monitoring Performance**

Scan Server Performance Monitor Counters  
Monitored Every 30 Seconds Continuously for One Week

Counter	Optimal	Notes
Memory\Pages/Sec	< 30	
PhysicalDisk(All Instances)\Avg. Disk Queue Length	< 1	
Processor(_Total)\% Processor Time	< 40% Average	
System\Processor Queue Length	< 1	No sustained spikes

- Disk Utilization**

- Especially as it relates to Warehouse location(s)

# Additional Functions

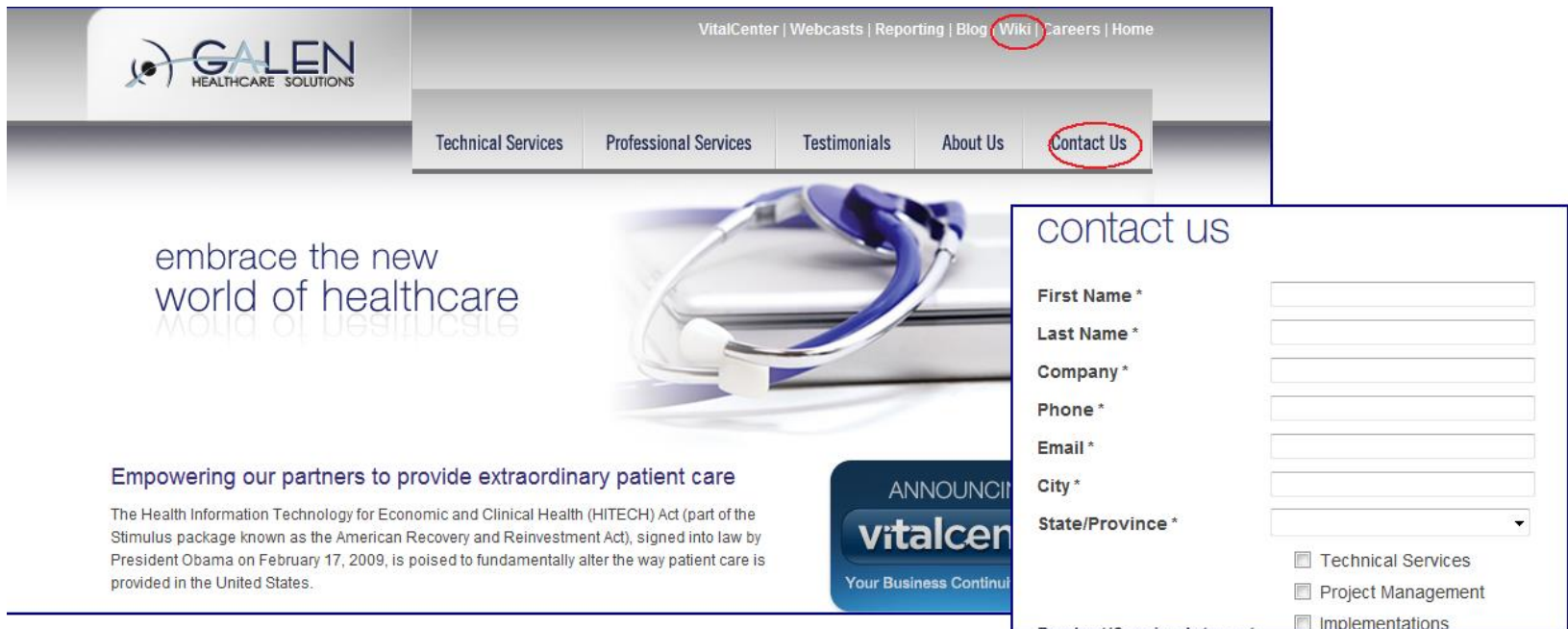
- **FORMS**
  - Server defined input like noteforms, but the structure is part of what is displayed
  - Often used to replace intake forms (ex. ACOG)
- **AIC/HDR**
  - Used to modify how and when bandwidth is used to send files up to the warehouse
- **Prenatal/Midmark UAI Integration**
  - Leverages Scan Stored Procedures for document importing

# Additional Functions (Cont.)

- **IEX**
  - Used to automate importing files
    - TIF
    - PDF
  - Monitors location(s)
  - Rules used for Templated file naming with:
    - Patient Identifier
    - Encounter Identifier (date)
    - Requested Folder Location

Thank you for joining us today. For additional assistance:

You can contact us through our website at [www.galenhealthcare.com](http://www.galenhealthcare.com)



The screenshot shows the Galen Healthcare Solutions website. The top navigation bar includes links for VitalCenter, Webcasts, Reporting, Blog, Wiki, Careers, and Home. A secondary navigation bar contains links for Technical Services, Professional Services, Testimonials, About Us, and Contact Us. The main content area features the slogan "embrace the new world of healthcare" and a section titled "Empowering our partners to provide extraordinary patient care" with text about the HITECH Act. A "vitalcenter" logo is also visible. A contact form overlay is positioned on the right side of the page, titled "contact us".

contact us

First Name \*

Last Name \*

Company \*

Phone \*

Email \*

City \*

State/Province \*

Technical Services

Project Management

Implementations