

Software Procedure

SWP-0024 tConsult Server System Administration

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Purpose

The purpose of this document is to clarify the configuration of the Server Settings within the tConsult software.

Audience

This document is written for IT technicians and system administrators who are responsible for building, configuring or maintaining a tConsult Server. It is assumed readers are familiar with intermediate-level computer terms and concepts.

Scope

Previous versions of the tConsult software allowed editing of a few server settings within the tConsult Cart client by clicking on the Sys Admin button, then selecting Settings. The remainder of the server settings had to be manually changed within the SQL database. V5.3.x.x now allows server settings to be edited from the system administrator link within the web client. This document will detail the server settings and how each setting applies.

Server Settings

Server settings can now be edited within system administration using the web client and does not need to be manually changed in the databases. To access the System Administration page, the user/provider must be assigned the Sys Admin role. Logging into the web client, the user clicks on the System Administration link on the bottom left of the page. Then click on the System Settings link/button and click on the last tab marked Server Settings.

The screenshot shows the 'System Administration' web interface. On the left is a 'Menu' with options: Reports, Servers, Clients, Organization Alerts, System Settings (highlighted), Queues, Feedback, Licensing, User Audit Log, and AD Integration. The main area is titled 'System Settings' and has four tabs: Insurance, Suffix/Degree, On Hold Reason, and Server Settings (selected). Under the 'Server Settings' tab, the following settings are visible:

- System Settings**
 - System timeout (minutes): 15
 - Use node mail:
 - SMTP server: [Empty text box]
 - Send Errors:
 - Server email: [Empty text box]
 - Admin email: softwaresupport@afhcan.org
- Web contact**: AFHCAN Telehealth Support Info:
4435
 Phone: 1-888-449-4435
 Web: <a [Empty text box]>
- Cart contact**: AFHCAN Telehealth Support Info:
Phone: 1-888-449-4435
Web: www.AFHCAN.org
Email: customersupport@afhcan.org
- Evaluation prompt**: Your voluntary participation in this survey helps to assess the hardware, software, and clinical utility of telemedicine. Precautions are taken to assure that your answers remain anonymous. There is, however,
- Case event email**: [Empty text box]
- Patient edit**:
- Logo file**: Afhcan_Logo.png
- Locale**: English (United States)

Figure 1 System Settings Dialog Box – Part 1

1. System Settings

- a. **System timeout (minutes):** Default value is 15 minutes and is the amount of time a screen can be inactive before automatically logging out of the software. This feature helps to prevent the unauthorized use of the system and ensures that the provider who starts a case is associated with that case.
- b. **Use node mail:** The node server is a hosted server by AFHCAN that acts as a message router to increase network security between organizations. In addition, it can route email notifications for cases. Customers, who are not

connected to a node server, can use their own internal SMTP server for email notifications.

- c. SMTP server: Enter the IP Address of an SMTP server to be used for case email notifications
- d. Send Errors: Check this box if you want any server error notifications to be sent such as alerts or syncing between trusted servers.
- e. Server email: This needs to be filled in with a valid user mailbox account for receiving emails.
- f. Admin email: This is a mandatory field that must be filled in with a valid user mailbox account for sending email. (Will appear in the From line of an email).
- g. Web contact: The information entered here will appear when a provider clicks on the Help link.



Figure 2 Help Link from Web Client

- h. Cart contact: The information entered here will appear when a provider clicks on the About link within the cart client.
- i. Evaluation Prompt: Upon sending a real case to another provider, the user is prompted to answer a question. AFHCAN recommends the default value.
- j. Case event email: This is a valid user mailbox account for sending email regarding cases that cannot be delivered to a recipient.
- k. Patient edit: Leaving the default checkbox allows patient account information to be edited. Removing the checkmark locks all patient accounts.
- l. Logo file: Customers can insert their own logo here if they desire. The default log is AFHCAN.
- m. Locale: This is used to indicate primary language of the country where the server is located.

Figure 3 System Settings Dialog Box – Part 2

2. Data Service Setup

- a. **Enable data service sleep:** The data service provides secure communication between the tConsult client and the tConsult server. The enable data service sleep was established to allow organizations to lessen the cost of network bandwidth usage. When enabled, tConsult Cart will cease all network communication when the tConsult Cart user interface is not running and cases are not transiting in the background. Connection to the server will be re-established the next time the user interface is opened.
- b. **Active Sleep Time (minutes):** This is the amount of time when the tConsult Cart is idle and not running, but cases are in transit to the server, but communication with the server is disrupted. The default value is to enter the sleep mode after five minutes.
- c. **Passive Sleep Time (minutes):** This is the amount of time when the data service has been asleep (default value is 30 minutes) and there is a case to transmit, the Data service will wake to attempt to transmit the case.

3. Patient Search

Placing a checkmark in this box allows a search of patients by entering their Social Security number.

4. Sensitive Case Options

tConsult Telehealth cases can now be marked as sensitive which will restricts access to only the case creator and users/groups to which the case has been sent. Users with the correct permissions will be presented with a warning before viewing a sensitive case and optionally can be challenged to re-enter their password for further protection. Sensitive cases will only appear in search results and case lists of users that have permissions to view the case. System and clinical administrators have permission to view any sensitive case.

By default, installation of v5.3.x will have all options selected. It is highly recommended to work with each organization to tailor the specific warnings and actions to their requirements.

- a. Warn user when searching for sensitive cases: If left checked, when Searching cases, a new checkbox is present that allows the ability to include sensitive cases for other users.

Figure 4 – Search Cases Dialog Box

Clicking on the Search button will warn the user as shown in Figure 5.

Figure 5 – Search Cases Warning

Removing the checkmark will still include sensitive cases if selected, but no warning will be displayed.

- b. Warn user before viewing a case – either sent directory to them or one that is on hold: When a user clicks on a sensitive case, they will receive a warning as shown in Figure 6.



Figure 6 –Warning a User About Viewing a Sensitive Case

By placing a checkmark in front of - “Also require user to re-enter password” - will force the user to enter their password before the case will be viewable.

- c. Warn user before viewing a case sent to their group: The same warning box as displayed in Figure 6 appears when clicking on a case sent to a group of which the user belongs.

By placing a checkmark in front of “Also require user to re-enter password” will force the user to enter their password before the case will be viewable.

- d. Warn user before viewing a case as an admin: The warning box as displayed in Figure 6 will appear.

By placing a checkmark in front of “Also require user to re-enter password” will force the user to enter their password before the case will be viewable.

- e. Warn user when flagging a case as sensitive: Figure 7 is the warning display when a user flags a case as sensitive.



Figure 7 –Warning a User About Marking a Case as Sensitive

Once the case has been marked as sensitive, and the user prepares to send the case to another provider, they will receive the dialog box as shown in Figure 8. There is no way to “turn off” this particular dialog box.

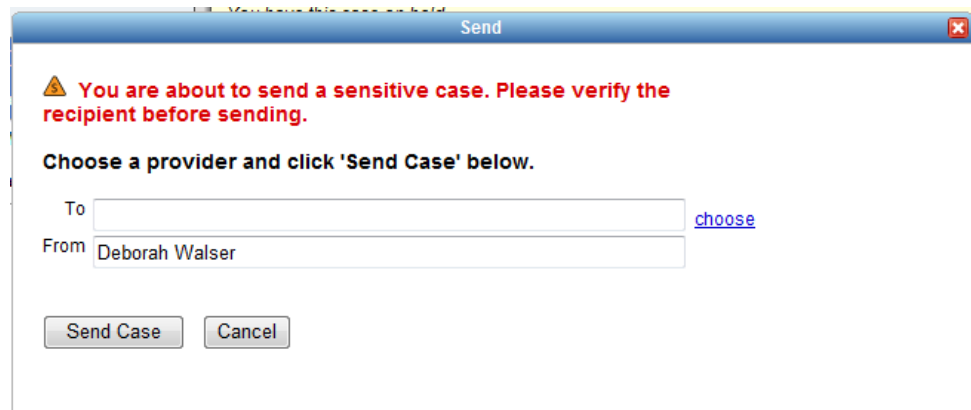


Figure 8 –Warning a User About Sending a Sensitive Case

**Note: Sensitive cases can only be sent to providers at other organizations that have tConsult 5.3 or higher installed. Attempting to send to an organization that is not upgraded to v5.3 will result in a firewall message as shown in Figure 9. Cases received from previous versions of tConsult cannot be marked as sensitive.*



Figure 9 –Warning a User About a Recipient Unable to Receive the Case

- f. Warn user when removing sensitive case flag: Once a case has been marked as sensitive, a provider who has received the case can remove the sensitivity flag. A warning is issued as seen in Figure 9.

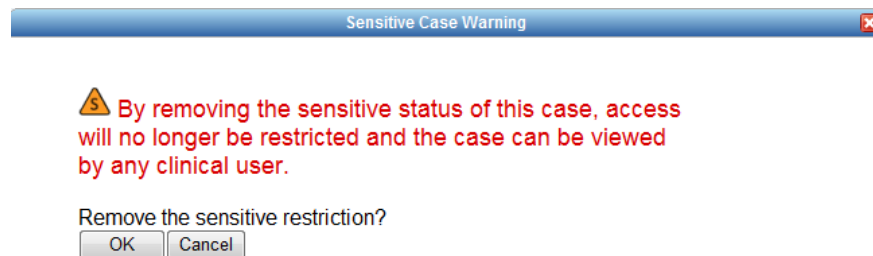


Figure 10 –Warning Received When Changing the Sensitivity of a Case

End of procedure.