

**Operating System Disclaimer:**

- 1) Do not buy any **HOME** versions of Microsoft Windows XP, Vista or Version 7.  
(They do not properly support networking nor do they support the EMR. )
- 2) Windows 7, only ClinicPro version 3.7 or new will run on this platform.  
(Requires VFP9 SP2 files, please contact support for further information.)
- 3) Windows 2008 Server, does not support the proper SQL for the EMR.  
(Please contact support for further information.)

**ClinicPro Practice Management and EMR Hardware Recommendations:**

ClinicPro Software does not sell computer hardware. Quite frankly, some software companies force you to buy hardware from them so they can mark it up considerably. We have a different philosophy; we want you to buy your computer equipment from a local store so that you can get quick and reliable service.

\*Note\* ClinicPro and the EMR are 32bit programs. It will run on any machine that runs Windows 2003 Server, XP Pro or Vista Business/Ultimate that have at least 2 gigabytes RAM. **We recommend 4 gig of RAM if you are buying new machines.**

**\*IMPORTANT\***

ClinicPro Software does not recommend wireless networking. Due to the inherently slower nature of wireless networks (wireless networks run at least 50% slower than wired networks), expect slower access times from ClinicPro and the EMR on a wireless network. If you chose to implement a wireless network, we recommend you use hardware optimized to give the fastest speeds possible: Please use a minimum standard 802.11g with WPA encryption (802.11n is also recommended for greater security) and a MIMO based router for stronger signal strength. Also placement of the wireless access point in centralized location to minimize distance between itself and the device. Keep devices such as cordless phones, x-ray equipment, cell phones and even microwaves away from the wireless access point. They can interfere with its broadcast signal strength and quality.

EMR reports within the system **require** Microsoft Office 2003 or newer. The report engine is designed to hand any requested information to MS Word then is manipulated, reformatted, printed and/or saved and emailed.

**Server Recommended Hardware:**

\*Note\* In regards to 'Dual Core' processor technology. ClinicPro is not a SMP (Symmetric Multiprocessing) program. While a 'Dual Core' system has the advantage of allowing multiple programs to run at one time, it will not offer any additional advantage when compared to a computer with a faster single processor. In fact; some 'Dual Core' systems have a slower base speed than the recommended specifications. Using a computer with a slower processor speed will result in reduced software performance.

Categories: (By number of concurrent workstations)  
Small Network: - 2 to 5 systems.  
Medium Network: - 5 to 10 systems.  
Large Network: - 10 to 20 systems.

\*Note\* Please contact ClinicPro Support for clarifications on network size, and if you are considering implementing more than 20 computer systems to run the software.

General Hardware Requirements:

20+ GB Hard drive  
SVGA/XGA Video capable of '1024 by 768' resolution  
(CD or DVD) -RW for backup purposes  
56k Baud Modem for electronic billing purposes

Recommended Specs for a Small Network Server (up to 5 computers):

Processor: - 2.8+ GHz P4 or 2.0+ GHz 'Dual Core'  
RAM: - 2.0 gig (400+ MHz FSB)  
Network Connectivity: - 100mb Ethernet  
Operating System: - Windows XP Pro, Windows Vista Business/Ultimate

Recommended Specs for a Medium Network Server (5 to 10 computers):

Processor: - 3.0+ GHz P4/Xeon or 2.6+ GHz 'Dual Core'  
RAM: - 2.0+ gig (400+ MHz FSB)  
Network Connectivity: - 100/1000mb Ethernet  
Operating System: - Windows 2003 Server, Windows XP Pro or Vista Business/Ultimate

Recommended Specs for a Large Network Server (10+ computers):

Processor: - 3.0+ GHz 'Dual Core' Xeon  
RAM: - 4.0 gig (400+ MHz FSB)  
Network Connectivity: - 100/1000mb Ethernet (recommend Gigabit Ethernet)  
Operating System: - Windows 2003 Server Standard Ed.

Printer Recommendation:

HP Laser products are our standard for paper billing and document printing. ClinicPro does have the capability to adjust HCFA print alignment and is compatible with most manufacturer windows based printers.

Recommendations for Internet Access:

ClinicPro now requires internet access for online updating of the program. We highly recommend High Speed Internet Access (Broadband, Cable, DSL, T1, etc...) for the best performance. Dial-Up Internet can be used as an alternative, but it does limit the availability of online training and remote support. \*Note\* High speed internet is also **required** for participation in our backup service.

## **Workstation Recommended Hardware:**

### General Hardware Requirements:

Processor: - 2.8+ GHz P4 or 2.0+ GHz 'Dual Core'  
RAM: - 1.0 gig+  
Network Connectivity: - 100mb Ethernet  
Operating System: - Windows XP Pro  
20+ GB Hard drive and SVGA/XGA Video capable of '1024 by 768' resolution.

## **Tablet PC vs. Touchscreen Monitor:**

ClinicPro's EMR is designed to operate in a touchscreen environment. You can use a mouse, a tablet PC or touchscreen monitor to record your soap notes. The equipment that you decide to use is entirely up to you.

**Tablet PCs:** If you think that you might like to use your touchscreen EMR with a tablet PC that you can carry around from room to room, be sure to check its specifications. Here's what we recommend:

1. 2 GB of RAM - if you have less RAM, the overall speed will suffer.
2. 1024x768 display - there are quite a few tablet PCs on the market in the lower end of the price range that feature a 1024 x 600 display. What this means to you: on some of our screens, you may have to scroll down to get to the bottom of the screen or you may have to spend some time changing the size of the buttons and customizing the screen so that fits in the display.
3. Weight-we suggest that you try to stay around 4 pounds or less. While there doesn't seem like much difference between 4 pounds and 6 pounds, you have to remember that you're going to be carrying it around all day and possibly holding it as you record your encounters. That extra weight can make a difference.
4. Windows XP tablet - this is the best operating system for reliable performance. You may find it difficult to get a tablet PC that is loaded with this operating system. Vista business or Vista ultimate will also work but be subject to the same issues of any Vista machine, i.e. they freeze or hang more than they should.
5. Handwriting recognition - if you get a tablet PC with handwriting recognition, you can hand write notes that the computer will transcribe and add to your written encounter.
6. Stylus or hand touch-some tablet PCs will give you an option of using a pen stylus or touching it with your fingertip. You may want to evaluate whether touching the screen with your fingertip is practical for you.

7. Wireless networking-the touchscreen EMR will be installed on your server. The tablet PC will be a workstation and most likely access the server via a wireless router. If you are in an office building where many other offices also use wireless networking, this may not be practical. It is possible to drop the signal between the server and the workstation and lose data if there are other wireless networks nearby.

Beside the above recommendations, we would recommend that you perform due diligence and go to a store where you can evaluate and hold different models. This may help you make a decision. These are the models so we are familiar with:

**Examples:** HP Pavilion model TX2500 with Vista Ultimate; we got it on sale from Best Buy for around \$800. The support office uses this tablet PC at conventions as a demo machine. It performs adequately.

Gateway 17" Tablet model TA7 with Vista Ultimate – one of our doctors has this tablet PC and got it through Tiger Direct for around \$1200. The doctor loves it but next time would go with a smaller screen.

Fujitsu - this is the top of the line. We have at least two offices with these tablet PCs. They are expensive; they will cost between \$1500 and \$2500. If you want the best, they come very highly recommended.

You may want to check out the following brands: [HP](#), [Toshiba](#), [Fujitsu](#) and [Dell](#).

**Touchscreen Monitors:** These monitors must be hooked to an entire computer system. The monitor itself will cost between \$500 and \$900. The computer system can be relatively simple as long as it has 2 GBs of RAM. You want to **avoid** all-in-one systems such as [HP TouchSmart](#). This is a computer system and touchscreen monitor all built into one compact unit, however, it only comes with Vista Home Premium which is **not compatible** with ClinicPro networking or EMR as previously mentioned. You can buy [Touchscreen monitors](#) alone or [overlays](#) that turn a regular monitor into a touchscreen. As for touch screen monitors check out Planar.

Your initial outlay for touchscreen monitors and computer systems in every room will be more expensive than Tablet PCs. On the other hand, the computers can be hardwired into your network and you will not have problems of dropping signals; which will improve performance and reliability. In addition, you will not have to carry anything from room to room. The computer will be waiting for you.

**Which is best?** The best configuration depends entirely upon you. For some doctors, portability is very important. Other doctors want large touchscreen monitors where the buttons are extremely easy to locate and push. You will need to review both options and decide which one meets your needs the best.

**Disclaimer: Do not buy any version of Microsoft Windows XP or Vista HOME editions. They do not properly support networking nor do they support EMR. The EMR uses a back-end SQL Server database; nether home edition supports this type of connection.**