



# **SSL access for Meditech & PACS**

**Secure Patient Access via the internet**

Version 4.21a

September, 2008

## Remote Gateway Overview & Capabilities

SSL remote access technology provides secure access to applications inside of a network. *It does require a broadband connection.*



The VPN solution requires strong authentication using SecurID hard or soft tokens for all remote access clients (See Appendix A).

### End User Requirements

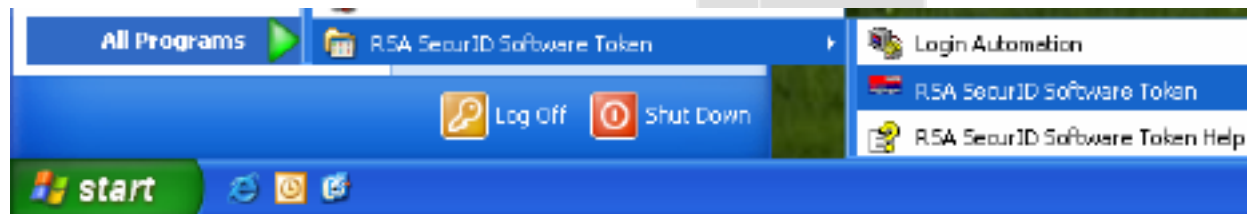
1. Must have broadband Internet Access such as Cable or DSL.
2. Preferred operating systems with current SSL VPN configuration are Windows 2000 Professional or Windows XP Professional. **Note: The Meditech Application is not supported on all versions of Windows Vista**
3. Note if SP2 is installed on Windows XP Professional machines, a software patch may need to be downloaded to prevent possible issues. (See the notes in the Appendix B)
4. Web Browser supported - Microsoft Internet Explorer 5.5 and higher must be the default browser. **Note: Internet Explorer 7.x is not currently supported**
5. An Active X component must be installed and enabled in the web browser before the service will operate.
6. The installer will need administrator rights to the computer which will have the applications installed on it. Please contact your information system personnel to temporarily grant if you do not already have it for the installations to succeed.
7. Valid current SecureID hard or soft token account issued.
8. Meditech client installed on end user workstation.
9. Authorized Meditech valid current account issued to and used by a single individual.
10. We **STRONGLY** recommend the following for the protection of end users workstations, and for more secure computing :
  - > Hardware router
  - > Firewall with current intrusion detection signatures
  - > Anti-virus software (set to scan at least weekly)
  - > Anti-Spyware (set to scan weekly or more often depending on Internet activity.)

## Installing a Soft Token

1. If you were issued a hard token SecurID to be used for connectivity then please proceed to page 5 now. If not, continue and install the application and generate the security soft token.
2. Browse to <http://securid.ehc.com/> and then click "Download Here" for the application to load to your computer.

The installation may take a several minutes. When completed, you will need to press any key again for installation to complete.

3. You will receive a "Seed Record" separately and you will also have to import it into the application:
  - A. Click start, All Programs, RSA Secure ID Software Token as seen below.



B: You will see the following screen:



C. Click on File, Import Tokens and browse to the location of the Seed Record you received and click open to start the import process. Click on the serial number displayed to highlight it and then click on "Transfer Selected Tokens to Hard Drive." Enter the assigned password and then click OK to complete the import.

\* Note. Once a token file has been transferred to the Hard Drive it is no longer available for future import.

D. The first time the token is used, you will have to create a pin #.

## Connecting to Meditech or PACS via SSL

### To Connect

- Browse to <https://centralatlantic.clio.medcity.net> to launch Remote Gateway (we recommend that you save this as a favorite item in your web browser for future connections).
- Have available your Hard (handheld) or Soft token. \*\* Note: soft tokens use the keys on token to copy. \*\*

Username = assigned id

Password = 1st time log on is just the string of numbers on token.

Create a pin # (4-8 numbers not letters).

Sign in again.

Username = assigned ID.

Password = Pin # PLUS new string of numbers from token.

\*\* Note: soft tokens use the buttons on the soft token to enter & copy. Then paste into password section. \*\*

- Once the logon completes, please minimize the browser session. You may now launch the Meditech application and login using your Meditech UserID and Password or click on link Vac Reston Centricity PACS and log into PACS system using your UserID and password.

### Log off Meditech

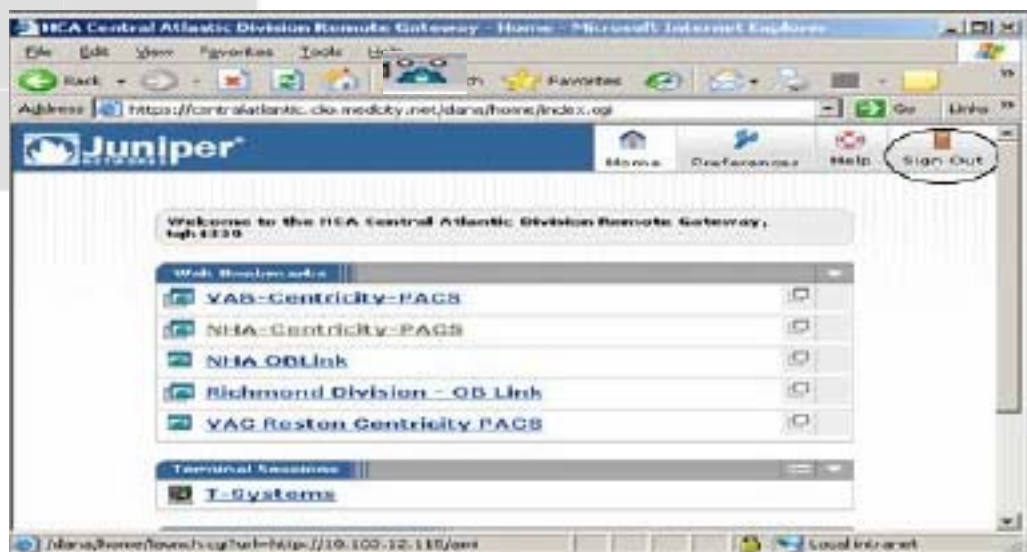
If in PACS only without Meditech running then close your PACS session. Right click on connection and sign off the Remote gateway connection. If you are running Meditech then:

Sign off the MEDITECH connection by using left arrow to login in screen and Press [ENTER]. Press [ENTER] until Meditech goes away.

### Sign out of CentralAtlantic site!

Maximize the website and "sign out" OR

Go to "alien"  down by the time and select "sign out".



## Appendix A

### SecurID Soft Token Information

#### SecurID Soft Token (Software Based):

- Identical concept to SecurID Hard Token only software based;
- Provides a "lighter weight" solution for strong authentication;
- Utilizes existing SecurID infrastructure;
- Conforms to HCA security standards;
- Is one method of strong authentication;
- Strong encryption using SSL;
- Information Security team continues to research future authentication options.



Example of Hard Token (Key Fob)



Example of Soft Token image on a monitor

#### Soft Token Authentication Advantages :

- As portable as the host computer or device;
- Nothing additional to carry;
- Installs on office PCs;
- Soft token can be assigned and installed on multiple devices;
- Can be used with any HCA remote access methodology;
- Access with a mouse click and the four digit PIN.

#### Soft Token Authentication Disadvantages :

- Requires client download & installation of Token Record;
- Dependent on device internal time which could cause synch issues when used on multiple devices;
- Host computer OS/version specific;
- Unattended device(s) may contain both saved UserIDs and token code for access.

## Appendix B

### Known Issues & Resolutions:

**Windows XP Professional** If Windows XP Professional Service Pack 2 is installed on the PC, the hotfix #884020 will need to be downloaded and installed as follows: Go to [www.microsoft.com](http://www.microsoft.com), in search box type 'kb 884020', when the knowledgebase article is displayed, download and install the hotfix.

**Active X download** When logging into the Remote Gateway for the first time, it will automatically download and install an Active X control, for this to be successful, the account you are logged into on the pc will need administrative rights. If you have a personal firewall or anti-virus installed and enabled on the pc you may need to allow Active X download to complete the install successfully.

**Cookies** For access to some web-enabled applications such as PACS, it may require 'cookies' to be enabled on the pc. If you encounter problems with the web page not displaying, check to see if there is a red icon in the bottom right of your taskbar. By clicking on this icon and allowing the cookies from this site, it should resolve the page display problem after you refresh the web page (F5 key).

**Pop-up blocker** Some web-enabled applications may try to open new browser windows as part of their display process. If there is a 'pop-up blocker' installed on the pc it should notify you that a pop-up has been blocked. However, if this feature is not part of your pop-up blocker and you are experiencing page-display problems, you may be required to turn-off the pop-up blocker to enable the application to function correctly. Certain applications commonly known as Spyware may cause connection issues.

**Printing Locally** To print to a printer attached to your PC you can do the following:

- I. When you have Meditech up, click on "Options" at the top left of the screen (With the GEMMS version click on the icon located at the top left of the window, then select "Workstation Menus" to get to "Options").
- II. Choose "Printer Setup"
- III. Click inside the box labeled "Printer Driver" and type in the letters PPII and click okay.

This will set your printer up for a different format of printing. When you get a "print on" prompt in Meditech now, you can type in the word PREVIEW and it will bring up a word type document. Then you just click on the printer icon on that document and it will print to any printer attached to your PC. You can also elect to enter LOCAL at the "print on" prompt to bypass seeing the data on your screen initially.