



eTHOMAS and ehrTHOMAS

Minimum System Requirements

Updated: June 2020

We at Genius Solutions are dedicated to providing our customers with a positive experience when using our software. To accomplish this goal we have provided this document as a guideline for you to optimize your office productivity. It is acceptable to exceed system requirements as this will only increase performance. Not meeting these requirements may delay your software installation until these requirements have been met. We want to work with your office IT staff to resolve any questions you might have. If you have any questions or concerns please contact our hardware department at 586-751-9080.

Dedicated Data Server

Windows Server 2016
Quad Core Intel Xeon Processor
16 GB RAM
SAS/SATA3 (6Gb/s transfer rate or higher), RAID 1 or better, SSD Preferred
Gigabit (1000Mb/s) Network Card
Microsoft SQL Server Standard 2016 if using ehrTHOMAS, and is not required for using eTHOMAS only.
USB 2 or 3 External Backup, minimum
A dedicated server is required if using ehrTHOMAS, and is also required for eTHOMAS if using more than five workstations in a peer-to-peer environment.

Terminal Server – Host System

Windows Server 2016
Quad Core Xeon Processor
16 GB RAM (Plus 1GB RAM for each remote workstation accessing the Terminal Server above five users)
Gigabit (1000Mb/s) Network Card

Workstation on Local Wired Network

Windows Professional 10 (64 bit Recommended)
Intel i5 or comparable processor and higher
8Gb RAM (at least 4GB is recommended)
512 MB Graphics Card (a separate rather than on-board adapter is recommended)
Gigabit (1000Mb/s) Network Card

Tablet Devices

Apple iPad
Android Based tablets (e.g. Galaxy Tab with Android version 5 or higher and a 10" screen)
Microsoft Surface (RT types are not supported)
Tablet devices will need to use an application from Microsoft called Microsoft Remote Desktop found in the devices app store and is a free App.

Other Software

In order to take advantage of the automated merge capabilities in eTHOMAS, Microsoft Office/Word/Excel version 2007 or newer is recommended. Cloud based options like Microsoft Office 365 are not compatible at this time.

Faxing

Genius Solutions supports faxing documents in using one of three methods:

Plain Fax Machine: Using the plain fax machine with paper.

Online Fax Service: We utilize the online fax service "SrFax.com" a HIPAA compliant way for you to send faxes. We do not recommend using an "email to fax" service since these may not meet the encryption guidelines set by HIPAA.

Fax Server: For hosted clients an on premises Business Class fax machine that supports Windows 2016 drivers. An example would be HP Laserjet Pro MFP M130fw. We have had some non-hosted clients that

have Windows Servers in their office use a compatible USB Fax Modem that has a dedicated fax quality phone line dedicated for this purpose.

Backup

Genius Solutions recommends a combination of local internal hard drive and a cloud backup service such as “CrashPlanPro.com”. Backups should be encrypted and available if a catastrophe happens at your office. You will need to include the folders “**THOMAS**” and “**ehrTHOMAS**” and the Microsoft SQL Databases for the minimum backup of the Medical Records and Practice Management data, then any other files that you would use in the office should also be included in these backups. You should have generational backups that go back at least a week.

Full Hard Drive Encryption

This helps ensure that your data is safe if your computer is lost or stolen. Unless the hard drive is encrypted, patient identifiable data could be exposed. Using a built-in feature of Windows Server or Windows 10 Pro, BitLocker can provide full hard drive encryption the will require a USB flash drive, pin number, or password to be used whenever the computer restarts. Without the proper key, the data remains inaccessible. If using USB flash drive, once the system restarts the Flash drive must be removed and placed in a secure location.

Microsoft SQL Standard (for use with ehrTHOMAS)

Microsoft SQL Standard must be installed for use with ehrTHOMAS. Microsoft SQL Express or other free versions have limitations that affect the performance of ehrTHOMAS and cause the program to stop working when a data limitation is reached, making ehrTHOMAS too slow or unusable.

Printers

Genius Solutions does not recommend the use of “impact or dot matrix printers”. Although you may have a printer like this still in use and printing from eTHOMAS and Windows, the speed for these machines is extremely slow. We recommend using “Laser Jet” Style Business Class printers. These are designed for high volume printing and faster speeds. Other types of printers such as “Ink Jet” or “Bubble Jet” printers are designed more for home use and printing of pictures. Problems with alignment, drivers, and the cost of ink or toner make these printers both problematic and cost prohibitive.

Scanners

While most TWAIN compatible scanners work with eTHOMAS, we have found the following models the work well for ehrTHOMAS and the heavy scanning load that are required in office settings:

Fujitsu Fi-series: These are highly recommended high speed scanners that are designed for heavy scanning workloads in busy offices.

Epson DS 500-800 Series: These are high volume and high speed documents scanners but offer less scanning options than the previous scanners (eg. Format type and where to save)

HP Laser Jet Pro Series: These are multi-function devices that handle printing, scanning, and on some models faxing and fax servers. The limitations on these are slower scanning speeds, amount of pages that can be scanned at one time, and lack of options for the scanned documents. These are mainly recommended for very small volume offices.

Remote Scanning

If you have workstations that are connecting to eTHOMAS or ehrTHOMAS through remote desktop or using a cloud based server solution you will need a third party app for scanning. Genius Solutions recommends using “TSScan” by “TerminalWorks.com”. This Third party software will allow a user using remote desktop to scan to the eTHOMAS and ehrTHOMAS programs. This software is licensed based on the number of users your server supports and is tied to the exact server hardware. If your server breaks or needs to be completely reinstalled with an operating system you may be required to re-license.

Firewall Configuration and Ports

EDI Client: This is part of the eTHOMAS software that sends claims to a clearing house (ie. Gateway, BCBS, Navicare) and also allows the user to see the rejections of claims. This uses the SFTP protocol and usually will be port 22. While BCBSM has never changed their IP this doesn’t mean it won’t in the future, this ip address is 167.242.55.40. This IP address does not respond to pings.

Single Click Encrypted VNC: This is the software the Genius Solutions uses to connect to the clients in order to assist with problems by connecting to their computer or server. The outbound VNC uses the ports 6030 through 6250 to cable1.geniussolutions.com and t1.geniussolutions.com

Microsoft Remote Desktop: The default port for this is 3389 but is optional. Some offices and IT Technicians have changed the default port and have opened another port for this to work.

eTHOMAS and ehrTHOMAS AutoUpdate: This is the program used to update the Genius Solutions programs. When the update is started they will connect to our internal server first (<http://msg1.geniussolutions.com/GSupdate> port 80) and then connect to the external server to download files (<http://geniussolutions.net/GSupdate> port 80). There is only program changes and no patient data transferred during this update. Some proxy servers, VPNs, and ISPs such as Satellite based ISPs (i.e. Hughes Net) are known to interfere with the authentication process causing 401 errors during the update process and not allowing the program to update.

ADAMS (Automated Daily Appointment reMinder System): this uses the SFTP protocol and uses the web address t1.geniussolutions.com and port 2223.

Electronic Statements: These files are encrypted before being sent and use the web address of <http://msg1.geniussolutions.com> port 80

Microsoft HealthVault and Lab Results: This is for use with the ehrTHOMAS software and uses the web address of <https://gsas.geniussolutions.com> port 443

DrFirst: ePrescribing system uses two web addresses of <https://ans1.drfirst.com/getURL> and <https://ans2.drfirst.com/getURL> both using port 443