



Practice Manager: Recommended System Requirements for Hosted Installation

The requirements listed below are the recommended requirements for optimum performance of our software. Osler's software also operates on computers not meeting these requirements. Please contact our office directly and we will help assess your computer's capability.

Processor	Intel (or AMD) Pentium IV Processor running 2.4 GHz or higher (or dual or quad core equivalent)
Memory (RAM)	4 GB RAM
Hard Drive (for PITO* clients, all storage is on the hosted server so hard drive capacity is not important)	200 GB Hard drive One computer in your office will be designated the "backup computer" where you are able to download a copy of the patient clinical chart in PDF format. This protects you in the event of a loss of connection to the host.
Screen	At least a 19" monitor with 1024x768 resolution and 16 or 32 bit colour
Backup Device	None required. All backups are done on the hosted server by the hosting company
Operating System	Windows XP Professional, Windows VISTA Business or Ultimate, Windows 7 (Home Premium, Professional or Ultimate), MAC OSX. Talk to a qualified Hardware Dealer for details. (Must support Citrix Web Plugin Client version 12 or later)
Internet Connection	For PITO clients, this will be provided at no cost by Telus. Currently, there is no email service on this connection but clients can connect to the website (Hotmail, Shaw, Telus) to view and respond to email.
Switch/Router	Please get your IT professional to contact Osler Support for further Details.
Remote Access Software	This is provided as part of the PITO process using a secure, key fob device. Please ask your PITO Local Relationship Manager about this option.
Printer(s) for Reports	We use connection software called Citrix to connect your computer to our host so you must select a printer which is Citrix compatible . Please contact Osler before selecting a printer. <i>All printers should be set up and configured by IT professionals.</i>
Printer(s) for Labels	Dymo Label Printer
Scanner	Fujitsu Scansnap S1500
Anti-virus Software	AVG Antivirus or equivalent.
Forms, Referral and Consult Letters	A copy of Microsoft Word 2010 is provided with our hosted software. Forms and letters are integrated with this software.
UPS Uninterrupted Power Supply (for PITO* clients, funding is available for these units)	We recommend that all clients purchase a UPS to protect their data and allow them to close software appropriately in the event of loss of power. This does NOT describe a "power bar" but rather a battery backup which provides power for a period of time when a larger power failure occurs.

PITO is the Physicians Information Technology Office, a joint program between the Ministry of Health and the BC Medical Association which assists physicians in implementing EMR (Electronic Medical Records) in their offices. Among other benefits, this program provides compensation for hardware, software, and ongoing costs in setting up and using EMR in a medical office. Please refer to the PITO website (www.pito.bc.ca) for more information. Osler is a qualified PITO vendor.