# Nightingale
## ONE PATIENT. ONE RECORD.™

# Technology Recommendations

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# 1. Hardware Requirements

Various types of hardware may be used to access the Nightingale system. The following information lists the minimum and recommended hardware requirements for the application to function.

| COMPUTER (DESKTOP LAPTOP OR TABLET) | |
|---|---|
| Vendor | We recommend that the system be from a Tier 1 Vendor (HP, Toshiba, IBM, Motion Computing, and/or DELL), are fully Microsoft compatible, and have a three year onsite warranty. |
| Processor Type | **Intel Core 2 Duo or better.**<br>**For optimal performance we recommend Intel Core i5 or i7 processor |
| Processor Speed | **Recommended: : Dual Core or better** |
| RAM (Memory) | **Recommended: 2 GB or better** |
| HD (Hard Drive) | **120 GB** |
| Monitor (Display) | **System display should be large enough for comfortable reading and support a minimum of 1024 x 768 screen resolution.** |

The above recommendations do not include other system elements that must be present. These include but are not limited to - monitor/graphics cards, network cards for the LAN, wireless network cards, keyboards, printer/scanner ports, microphones, headphones, batteries, etc.

The above recommendations are requirements for using the Nightingale application only. If other software (i.e. Microsoft Office), is added to the system, and/or other software will be running while you are using the Nightingale application, you may want and/or need to upgrade your processor type, processor speed, memory and or hard drive size.

| OTHER HARDWARE | |
| --- | --- |
| Printer | Most printers within a currently supported Microsoft Windows Environment will work. |
| Label Printer | DYMO Label Printer (**any other type of label printer is not recommended as the label templates within the application are designed only for the DYMO unit**)<br><br>The following label printers have been tested;  Dymo 400 Label Writer, and the Dymo 450 Label Writer |
| Card Swipe Reader | Unitech MS241-2UG |
| Scanner | Most **TWAIN Compliant scanners** within a currently supported Microsoft Windows Environment will work. |
| Multifunction | Most Multi-function Printer Scanner (MFP) within a currently supported Microsoft Windows Environment will work. **Note:** the multi-function printer must support **TWAIN Compliant** scanning |
| Dictation | Any Dragon Dictate compatible microphone. |

# 2. Software Components

Various types of software may need to be installed on your network/computers in order for you to access and use the Nightingale application. The following is a list of this software along with our recommendation.

| Category | Software | Recommendation | Notes |
|---|---|---|---|
| Operating System Environment | Windows 7,  Windows 8, Windows 8.1 or Windows 10, kept up-to-date with current service pack | Recommended | Windows update must be enabled. |
| Operating System Architecture | 32 bit or 64 bit | Required | To install the ADM program on each computer, the computer must have a 32 bit operating system and administrator rights. If you are installing ADM on a 64 bit computer, please contact support desk. |
| Web Browser | Internet Explorer Version 9, 10 or 11 in compatability mode. | Required | For IE settings refer to the Getting Started Guide. |
| Java | Java | Required | The latest release or version is required. |
| Antivirus and Spyware Detection | Symantec Endpoint Protection, or another industry standard end point software. | Highly Recommended | Ensure that the latest updates are installed. |
| Firewall | Hardware Firewall – Linksys, Netgear, or ISP provided etc. | Highly Recommended | If hardware firewall is not available, Windows Firewall software is recommended. |
| Fax | Windows 7 Fax | Optional | A local fax modem is recommended instead of  multi-function printer faxes. |
| Other | MS Office and Adobe Reader. | Optional | These applications may require extra disk space and memory. |
| Dictation | Dragon Medical Practice Edition | Optional | This application has additional specific hardware minimum requirements. These include extra memory, the ability to record, and extra disk space. |

# 3. Using Nightingale On Demand with a MAC

The Nightingale application requires Internet Explorer  9 ,10 or 11 in compatability mode to run. You can do this on a MAC in two ways.

- Mac Boot Camp, and an install of Windows 7.0 or Greater

  Or

- Mac configuration with the latest parallels, always check parallels web site for changes in recommendation

- Latest Mac OS X
- Parallels 6.0 or greater
- Microsoft Windows 7.0, 8, 8.1 or 10
- Memory requirements for Mac hardware is a minimum of 3 Gigabytes RAM
- Parallels should be configured to allocate 1 Gigabyte to the Windows 7 environment, 2 Gigabytes are recommended to be allocated to the Windows 7 instance if ADM is to be used. For optimal viewing you should be running Parallels in full-screen mode

**NOTE:**  Hardware requirements beyond the recommended may show noticeable improvements in usability and performance.

# 4. Internet/Network Requirements

The Nightingale application is an ASP (Application Service Provider) and works across a secure internet connection. You will need to obtain a connection to the internet that meets the requirements mentioned below.

**Network Management:** A Service Level Agreement or a managed service contract, with the Internet Service Provider (ISP) is highly recommended.

**Wireless Network:** If a wireless network is used, it must be both secure and encrypted to prevent external monitoring and hacking. See the eHealth recommendations on wireless network security and encryption.

**Internet Connection:** When selecting an internet connection type (DSL, Cable or other), it has been our experience to anticipate prolonged wait times if minimum speed services are used for general internet and email. Depending on which applications are being used on the network, there may be a need for a higher bandwidth to ensure satisfactory speed when using the Nightingale application.

| Office Size | General guideline for Minimum Recommended Speed/Bandwidth | |
|---|---|---|
| | Upload** | Download |
| 1-5 Users | 1 Mbps | 6 Mbps |
| 6–50 Users | 1 Mbps | 10 Mbps |
| 50 Users+ | Contact Nightingale for service options | |

**\*\*ADM (Scanning):** ADM (Advanced Document Management) is an additional application installed on one or more of your computers. This application is used to scan and upload documents into your patient's electronic charts. ADM can be used after hours to upload these documents. However, if you will be using ADM during working hours, the minimum upload speeds may need to be higher than the speeds mentioned in the table below.