

# Impact on your IT Department

Registration kiosks are a key component of a hospital's IT infrastructure and will ultimately need to be overseen by IT departments. While Hospital IT departments are frequently stretched, PatientWay has ensured that the impact of registration kiosks is minimal.

IT department assistance is limited to the following list:

- Supply of Ethernet network access and power to the kiosks at the place of deployment (power cords are supplied with the Kiosk, but not Ethernet cables). Provision of a 120v Uninterruptible Power Supply (UPS) is recommended and without one, power surges may invalidate the hardware warranty.
- Provision of a server, including operating system, to manage the Kiosks. A virtual server is acceptable as long as performance is not impacted by other processes. A minimum specification for this server is given below.
- Provision of user accounts in the ADT system for the kiosk server (and PatientWay staff for testing). These will need to be configured for simultaneous multiple access.
- Ongoing VPN access for PatientWay to the kiosk server and the kiosks for testing, software updates and maintenance. Occasional direct network access, as and when PatientWay is on-site.
- Access to a test environment / test instance of the ADT system is hugely beneficial, but not essential.
- Every hospital is different, but the IT department is probably best placed long term to ensure that the simple troubleshooting guide is followed before PatientWay support is called.
- Involve PatientWay early in any ADT upgrade process to ensure compatibility of kiosks after upgrade. PatientWay will need to test for issues and make changes to the kiosk software.

## Specifications of the Server

These are the *minimum* specifications:

- Either Linux, or Windows 2003 (or higher). Either 32-bit and 64-bit is acceptable
- Database – Either MS SQL Express (or higher) or MySQL 5.1 (or higher)
- Minimum disk: 100GB
- Minimum RAM: 6GB
- Minimum CPU: 2 core
- Network access

## Other requirements

Not an IT requirement, but do also note that the hospital (e.g. 'maintenance' or 'receiving' department) is responsible for the physical installation of the kiosks from the receiving dock to the place of deployment, including disposal of shipping materials.