

IT Tips and Tricks for the Medical Office

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MCMS

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Desktops & Laptops

Get PRO or enhanced support for laptops



Desktops & Laptops

Use Solid State Drives



Desktops & Laptops

Use Encryption on laptops, phones, portable drives and USB sticks; *think about it for desktops*



Desktops & Laptops

Buy desktops/laptops with
Windows 7 preinstalled

NO Windows 8



Desktops & Laptops

**Buy laptops with built-in
web cam; telemedicine is
coming**



Desktops & Laptops

**Use dual monitors
to gain efficiency**



Desktops & Laptops

**Use kiosks and
tablets in the
waiting room**



Wireless

Install guest wireless
“outside” your network



Wireless

**Block access to social media
on your in-house network**



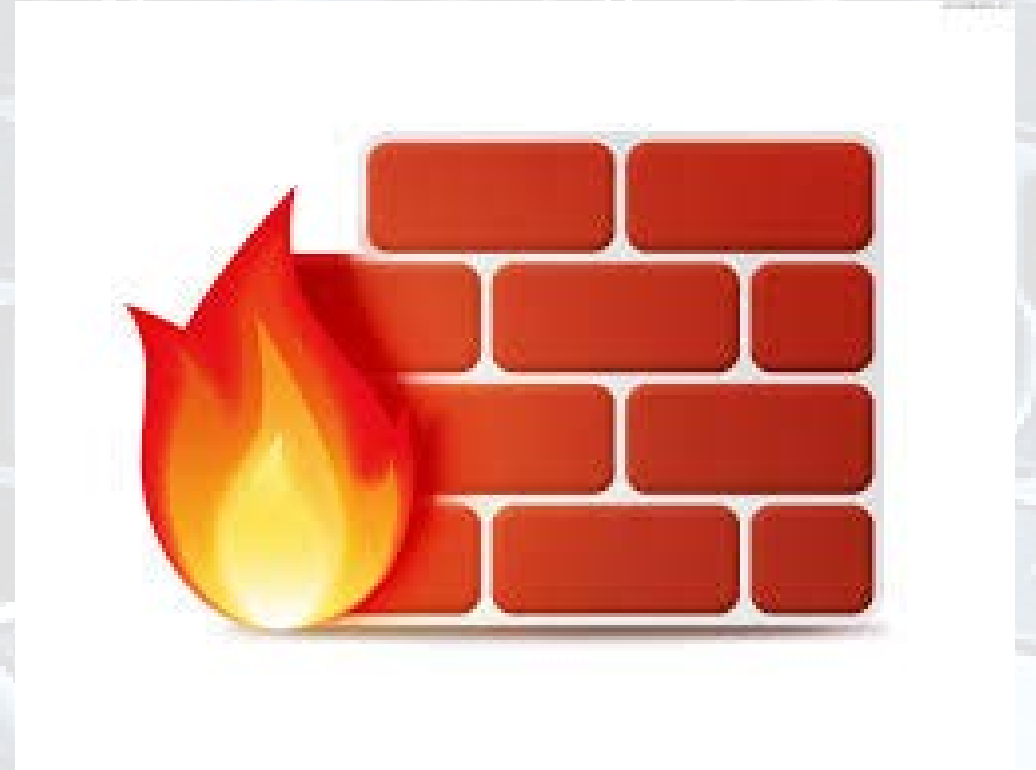
Wireless

Business class wireless offers more options and reliability



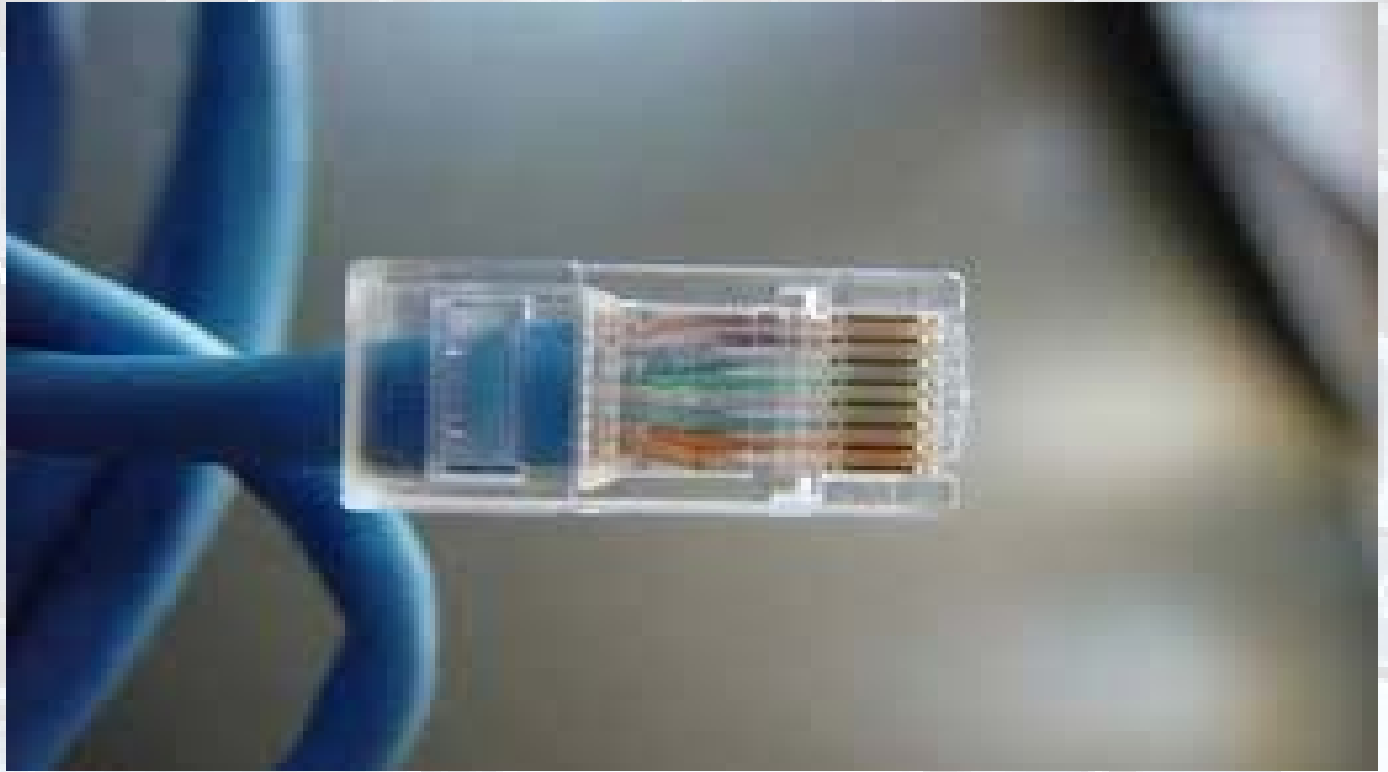
Network

**Don't use Comcast/Cox/Verizon
supplied firewall**



Network

Use gigabit networking



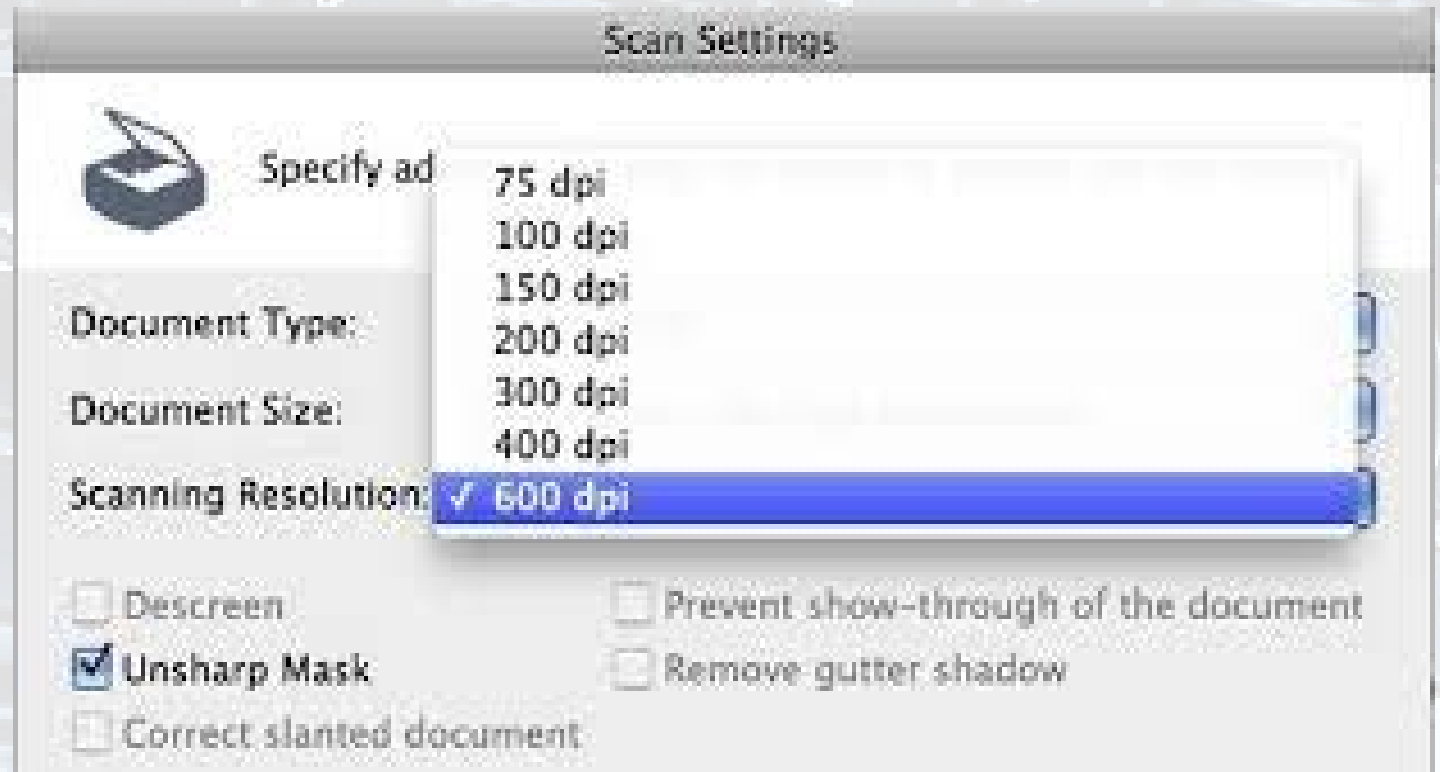
Scanners

Use scanners for optical character recognition; avoid retyping data



Scanners

Don't set scanner resolution too high – uses too much hard drive space



Scanners

**Periodically maintain
your scanner**



Software

Use managed
anti-virus software



Software

Use HIPAA secure
DIRECT email to
send/receive clinical
information



Software

**If you have to text, use
a secure texting app**



Software

Encourage use of
Patient Portal

The screenshot shows a patient portal interface for Dorothy Watson. The navigation bar includes Home, Messages, Appointments, Medications, Forms, Insurance, Statements, and My Health. The main content area is divided into several sections:

- Quick Links:** Includes buttons for "Request an Appointment", "Refill a Medication", and "Request a Referral".
- Appointments:** A table listing upcoming appointments.
- Medications:** A table listing current medications.
- Practice Pages:** A list of links for additional resources.

Appointments Table:

Date / Time	Location	Provider	Patient
Fri, Jul 06 2012 @ 9:45 AM	North Avenue	Lisa Campbell	Dorothy Watson
Wed, Jul 11 2012 @ 9:00 AM	Main Street	Lisa Campbell	Dorothy Watson

Medications Table:

Name	Start Date	Prescribed By	Source
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Network Administration

Monitor and patch
desktops, laptops
and servers




Network Administration

**Monitor and test
automated offsite
backups**














Network Administration

**Monitor
individual
users for
HIPAA
violations**

 **Monitor Database Usage** Write Usage to Log File

Connected Users:

	Workstation	LoginName	Connected	Suspect	Closed	Database
	CUSTSERV	Admin	True	False		J:\Northwind.mdb
	CUSTSERV	Admin	True	False		J:\Sales.accdb
	CUSTSERV04	Admin	True	False		J:\Sales.accdb
	CUSTSERV05	admin	False	False	11/18 10:51:49 AM	J:\Sales.accdb
	DAN	Admin	True	False		J:\Sales.accdb
	JNL004	admin	False	False	11/18 10:49:40 AM	K:\Support.accdb
	LUKE	LUKE	True	False		L:\Office\Acctg.mdb

Legend:  Connection on this computer  Connection on another computer
 Closed connection  Suspect State

Network Administration

Use strong passwords

- * 8 characters**

- * Combination of letters and numbers**

P@\$\$WORD

Network Administration

**Use first letters of a phrase
to remember a password**

I Was Born In 1975

IWBI1975



Network Administration

Develop a password formula only you know

Year + Item + First Letter of Website

Password = 92FairfaxC

- 92 = Redskins won SuperBowl
- Fairfax = High School Attended
- C = Capital One Webiste



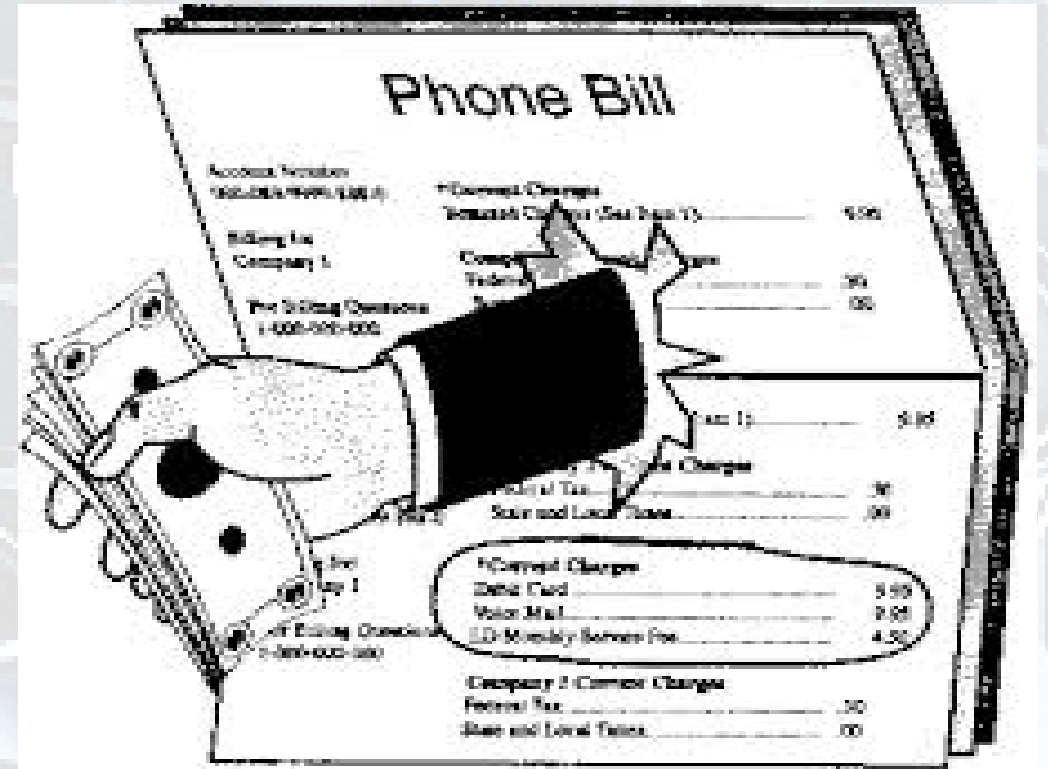
Network Administration

Use inactivity timers



Management

Reprice your
phone/ISP bills
every year



Phone System

**Have office caller ID
show even when
physician calls on cell
phone**



Phone System

**Work remotely just like
you are in the office**

