

eClinic

Secure Medical Services Client User Guide

eClinic

www.eclinic.com.au

657 Nicholson St
Nth Carlton
Vic 3054
Tel: 03 9381 4567
Fax: 03 9381 4657

THE
GRIBBLES
GROUP

CONTENTS

Chapter 1	Getting Started	
	Secure Medical Services Client Overview	2
	System Requirements	2
Chapter 2	Installing The Client	
	Running the Install Wizard	3
Chapter 3	Running The Client	
	Client Interface	7
Chapter 4	Client Settings	
	Automatic Download Scheduling	8
	Changing Your ISP or LAN Settings	9
	Changing Your Target Directory	10
	Importing a New Digital Certificate	11
	Client Version and Support	12
Chapter 5	Troubleshooting	
	Installation Troubleshooting	13
	Operational Troubleshooting	13

Getting Started

Secure Medical Services Client Overview

eClinic's Secure Medical Services Client has been designed to fully automate the transfer of diagnostic results from Gribbles Pathology to doctors desktops, including seamless integration into Medical Director and other HL7 compatible Patient Management Software systems.

The Client utilises Public Key Infrastructure (PKI) with site based eSign issued X.509 digital certificates and fully encrypted SSL data transfer, providing highly secure authentication, communication and data integrity for all parties.

Supporting the results delivery is a fully integrated data management system, involving professionally maintained servers, extensive back-end audit and account administration systems, and fully qualified and dedicated staff who are involved with all aspects of software development, maintenance and customer support.

The client features an easy to use interface, allowing the operator to simply set the retrieval schedule for automatic download or to manually download results at any time.

System Requirements

To successfully download your results with the Client, you need to ensure your computer system meets the following minimum requirements:

- PC with Pentium II processor
- Windows 95, 98, 2000, XP, ME or NT operating system
- Internet connection
- Internet Explorer 5.5

The Client can be installed on either a networked workstation or on the Server. If you install the Client on a workstation and are running your Patient Management Software across a network, you will need to ensure the workstation has write access to the server.

Installing The Client

Running the Install Wizard

To install the Client double click on the “Setup.exe” file either on the CD supplied or, if you have downloaded the software, from your download directory. This will start the Client Install Shield Wizard, which breaks down the installation to a series of interactive steps.

a) Install Shield Warning Screen

After double clicking on the “Setup.exe” file you will should see the Install Wizard warning screen as shown at right.

Select “Next” to proceed to the next screen.



b) Install Shield Wizard Welcome Screen

You should see the Install Wizard welcome screen as shown at right.

Select “Next” to proceed to the next screen.



Installing The Client

c) Customer Information Screen

Enter your Name and Organisation in the fields shown – this can be any name you choose.



d) Destination Folder Screen

The destination folder default path is C:\Program Files.
If you wish to change this click change and browse to your selected path.



Installing The Client

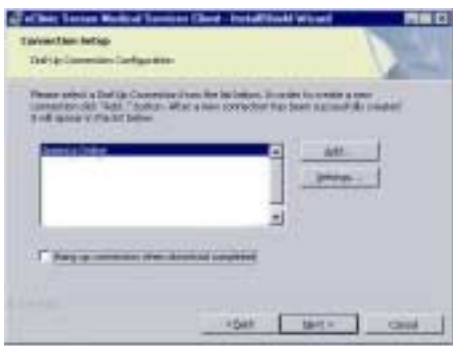
e) Connection Setup

Select the type of connection you use to access the Internet – Dial-up or Local Area Network (LAN).



Dial-up connection

For dial-up access, select (highlight) your ISP in text field shown, select “Hang up when download complete” (if you don’t have a permanent connection) and then hit “Next” .



LAN connection

If connecting through a LAN, you can select “Next” if you don’t connect through a proxy server, otherwise enter the Proxy Server IP address and port then hit “Next” .



You will then be prompted to enter your ISP username and password.

These fields may already be pre-filled. You can leave “Domain” Blank.

Hit “Next” to proceed.

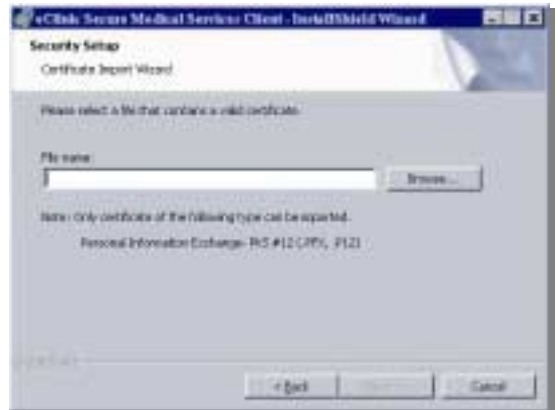
Installing The Client

f) Security Setup – Import Your Digital Certificate

All registered clinics receive a site based eSign digital certificate. This will be available on the CD supplied by eClinic.

From the screen shown at right, select “Browse” to view the contents of your CD drive and select the digital certificate file (which is usually named after your practice) with the “.pfx” file extension.

Select “Open” and “Next” to continue to the certificate password screen.



g) Security Setup – Enter Digital Certificate Password

Refer to your eClinic user documentation for your digital certificate password. Enter it in the field shown at right and select “Next” to continue.



h) Security Setup – Enter Activation Code

Refer again to your eClinic user documentation and enter the Activation Code provided in the field shown at right.



Installing The Client

i) File Storage

This screen lets you select the download target directory for the placement of files. If you are using Medical Director it will automatically select the target directory, otherwise select “Change” to select an alternative directory.

Hit “Next” to proceed.



j) Begin Installation

If the setup has been successful you will see the “Begin Installation” screen as shown at right.

Hit “Install” to proceed.



k) Install Shield Wizard Completed

Once the Installation is complete you will see the “Install Wizard Completed” screen as shown.

Upon selecting “Finish” a Secure Medical Services Client Icon will be placed on your desktop.



Look for this Icon on your desktop →



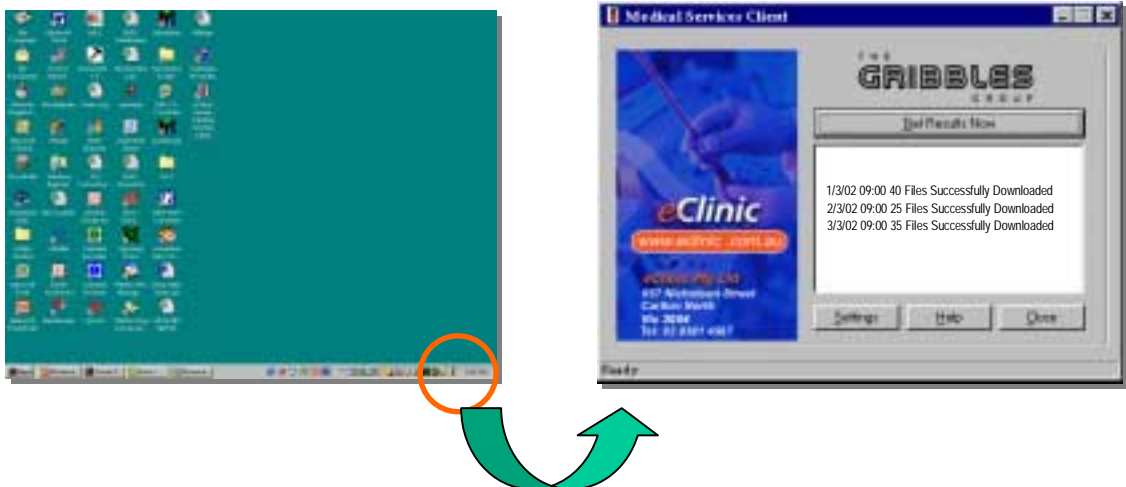
Running The Client

Client Interface

By double clicking on the Secure Medical Services Client icon on your desktop a smaller test-tube icon will appear in your Systems Tray at the bottom right hand corner of the screen.

In this mode the Client is accessible at any time from your PC and will re-appear each time you start up your computer.

Double clicking on this smaller icon will open the Secure Medical Services Interface as shown below.



Double click on the test tube icon to open the client interface

Download Results

To begin downloading, select “Get Results Now”.

If a successful connection has been made the Client will request a list of results from the Server and display the download status, e.g. “Downloading 1 of 25 Results” in the text box under the “Get Results Now” button. This will then be replaced with a successful download message, e.g. “25 Results successfully downloaded”, along with a time and date stamp.

If the Client fails to successfully retrieve results an error message starting with “Operation Failed..” will be displayed in the text box instead. If this occurs, please call eClinic on 03 9381 4567 for assistance.

CHAPTER

4

Client Settings

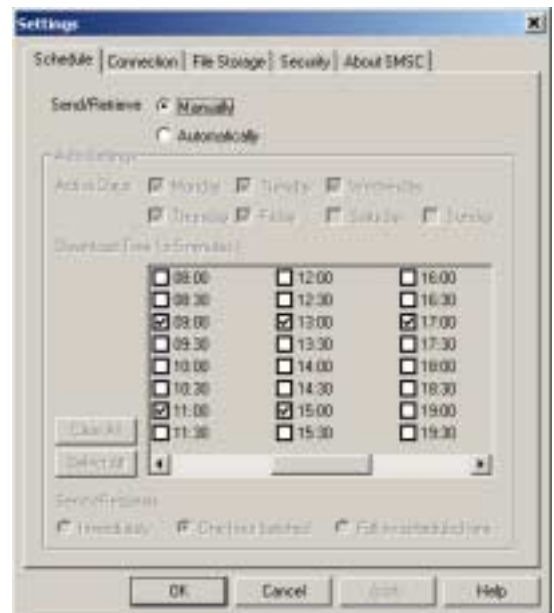
Automatic Download Scheduling

You can set the Client to download results automatically during office hours.

- From the Client Interface, select “Settings” to open the Client Settings Panel – the Schedule Tab will be displayed by default.
- Select “Automatically” and set your retrieval interval based on how often you would like to download results during the day, e.g. every hour, every two hours, etc.
- If you are on the Internet throughout the day, you can set the Dial-up Window to 15 minutes as shown. This provides the Client with the flexibility make to retrieve results 15 minutes either side of the designated download time.
- Leave “Skip scheduled retrieval if no active connection found” unchecked.
- Select active days of the week for auto download by checking desired days.



Click “Settings” to open Settings Panel



Client Settings Panel

Client Settings

Changing Your ISP or LAN Settings

You can update your ISP dial up settings or Proxy Server details any time by following “Connection” Tab in the Settings Panel.

- a) From the Client interface, select “Settings” to open the Settings Panel, then select the “Connection” Tab.
- b) Highlight the ISP you wish to use to download your results with and click “Settings” to check that your ISP username and password details fields are populated. The “Domain” field can be left blank.
- c) Click “Apply” and “OK” to update.
- d) If you are using a proxy server to connect to the Internet, ensure the proxy server address details are entered into the given fields.



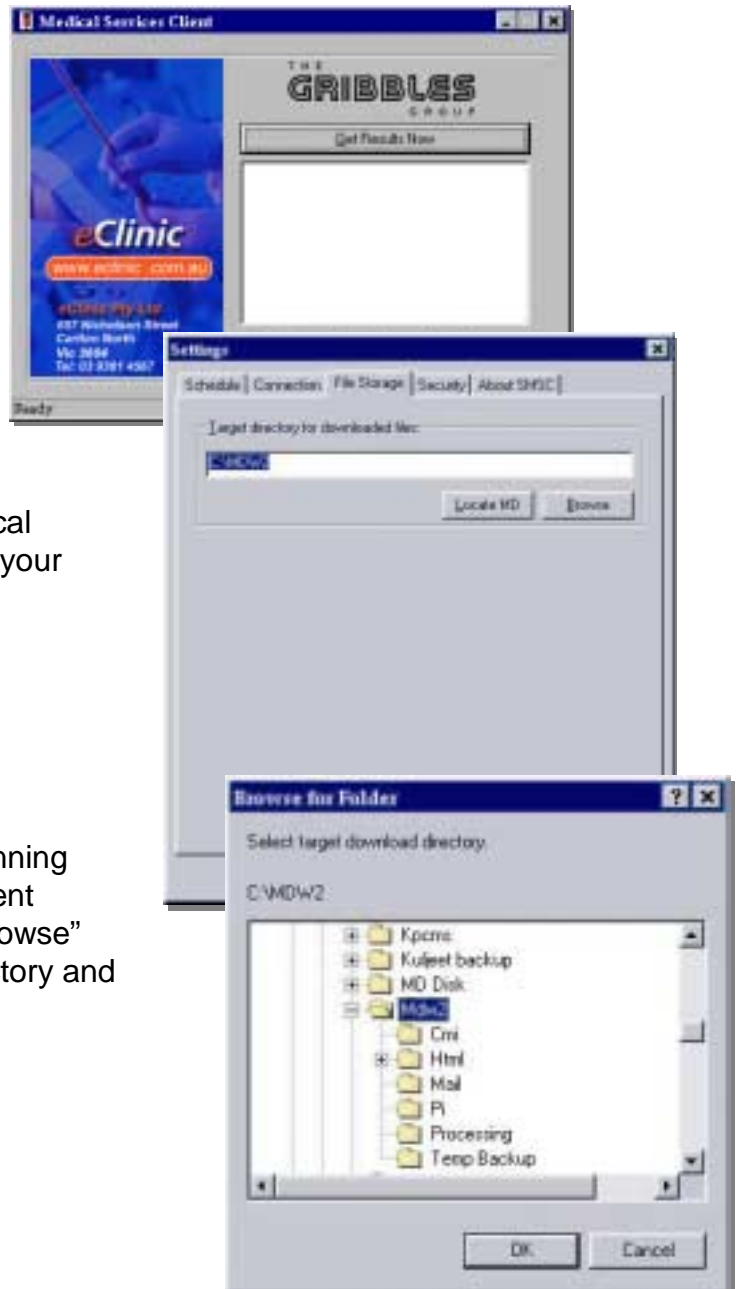
Client Settings Panel

Client Settings

Changing Your Target Directory

If you have updated your practice management software and require a new download target directory to be set, you can do so by following the steps below.

- a) From the Client interface, select “Settings” to open the Settings Panel, then select the “File Storage” Tab.
- b) Select “Locate MD” to automatically find the Medical Director target directory on your local or networked drive.
- c) To change directories (if running another practice management software system) select “Browse” and select the desired directory and hit “OK” to update.



Client Settings

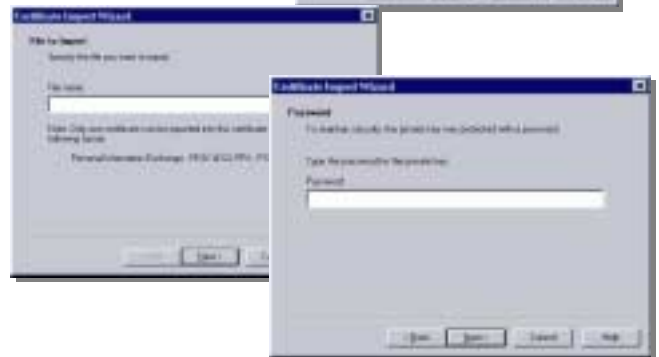
Importing a New Digital Certificate

Certificates currently expire after one year, at which point you will need to import a new certificate into your Client to continue receiving results. To import a new certificate please follow the steps below.

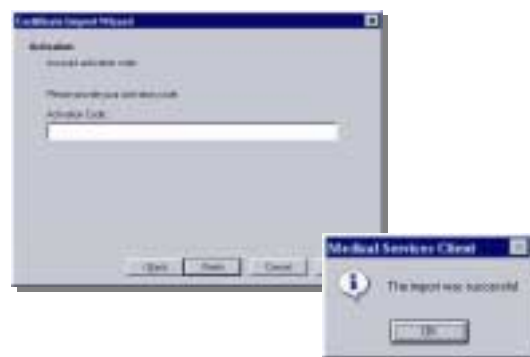
- a) From the Client interface select “Settings” to open the Settings Panel, then select the “Security” Tab and “Import” to begin the certificate import process.



- b) Browse your hard drive for the new certificate and enter password (this will be provided by an eClinic representative).



- c) Enter your activation code and hit “Finish” to complete the installation.



- d) For the import to take effect, you will need to exit the client and restart. To do this, right click on the systems tray icon and select ‘Exit’, you can then double click the desktop icon to place the smaller icon back into the systems tray. Double click on this icon to display the Client interface and select ‘Get Results Now’ to test your connection.

Client Settings

Client Version and Support

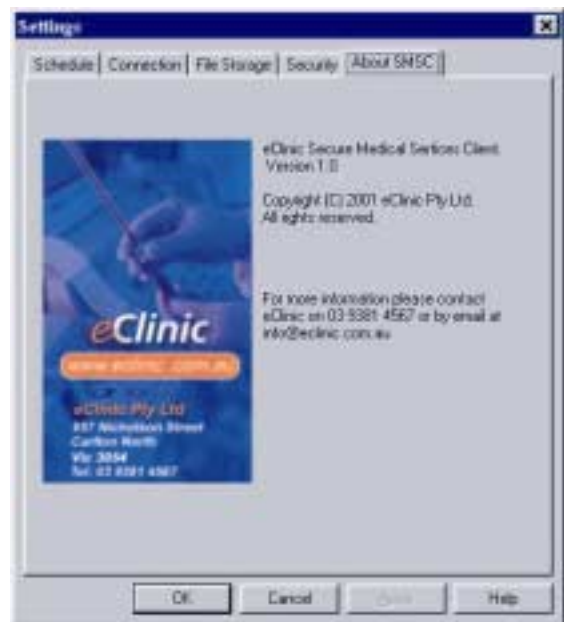
New versions of the Client are released frequently throughout the year. You can determine the Client version you are running from the “About SMSC” Tab in the Settings Panel.

- a) From the Client interface, select “Settings” to open the Settings Panel, then select the “About SMSC” Tab.



- b) The About SMSC screen identifies the version of the Client that you are running.

- c) Also listed are ways to contact eClinic and a “Help” button for further online support.



Trouble Shooting

You may encounter problems while installing the Client. Here are some common problems and solutions for each.

Installation Trouble Shooting

The digital certificate does not import during installation.

The Client requires Internet Explorer 5.5 to be loaded. Check your version by opening an internet connection with Internet Explorer and select “Help” and “About Internet Explorer”. If you are running anything less than Internet Explorer 5.5 you will need to upgrade.

Operational Troubleshooting

The Client fails to make a connection to the Internet

Check that an Internet connection can be established by opening Internet Explorer and typing in <https://services.eclinic.com.au>. If you see “Page cannot be displayed” you need to check your connections, and if this is okay, call your Internet Service Provider (ISP).. Open the settings panel and check the desired ISP is selected and the ISP username and password is correct.

Activation Code Error Message

The activation code entered during installation has been entered incorrectly. You will need to re-import your digital certificate and re-start the client. Refer to section...

Canceling a download

You can cancel a download by right clicking on the systems tray icon and selecting ‘Exit’. This will stop the download and remove the icon from the systems tray. To restart, double click on the desktop icon and double click on the systems tray icon.