MED e-care System Requirements

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System Configuration

This document states the hardware and software requirements needed to ensure the proper functioning of MED e-care's e-Care IV software system. The e-Care IV application is a web-based application and can be launched from a web browser on a user workstation.

Recommended Browsers

MED e-care recognises the diverse operating systems, devices, and internet browsers our customers are using. While we want our customers to have flexibility in their choice of browser and device combination, we are unable to guarantee the same level of experience as many new browser versions are deployed on aggressive schedules.

As such, MED e-care is currently optimised for **Google Chrome** and **Microsoft Edge**

Alternative Browsers

The application is a web application and can be accessed from different browsers, but some features are unavailable when using the browsers below:

- Firefox
- Safari

If you would like to use one of the browsers above, please contact our Support team for an update on our current level of support for that browser and any feature limitations.

If a limitation is discovered within any browser, please report it to MED e-care Support so that our development team can review the issue.

Workstation Specification

Users will access the ONLINE web Application through an Internet browser on their tablet, laptop or desktop device.

Operating System Requirements

Operating Systems	
Operating System	**Versions**
Windows*	Windows 10 Pro or 11 Pro
Android	Latest supported Android versions; currently 11 and above
Chrome OS	Latest supported Chrome OS versions

*The MED e-care Backup Report is only available for Windows devices.

Hardware Requirements

PC/Laptop Minimum Requirements	
CPU	1.6 GHz
RAM	4 GB
Disk Space	10 GB

Tablet Minimum Requirements	
CPU	1.33 GHz
RAM	4 GB
Disk Space	10 GB
Screen Size	10"

Printing

It is advised that all devices have the ability to print wirelessly so that in the event of an emergency a MAR Report, Transfer and Referral or Care Plan can be printed.

At a minimum, one device per facility should have the ability to print and all authorised users should be aware of and have access to the location of both this computer and printer.

Required Software

Adobe Acrobat

To access MED e-care's reports, all devices must be able to run Adobe Acrobat Reader.

We recommend Adobe Acrobat Reader DC (or higher).

TeamViewer

MED e-care's Support Agents currently use TeamViewer to provide support to our various clients. If you would like to benefit from remote support offered, we advise that the latest version of TeamViewer is installed on all workstations. Below is a list of available options for TeamViewer:

1. **TeamViewer Quick Support** - This requires no installation as it's a one-time use support tool. It can be pinned to the taskbar for that computer for future use. ONLY MED e-care support teams can provide assistance using this version of TeamViewer. Before connection, a pop up requesting permission for remote connection is displayed for the user to allow remote access. This version of TeamViewer can be downloaded from within the MED e-care Application by clicking on Remote Access. Alternatively, it can be downloaded here http://www.mede-care.co.uk/support/

2. **Standard TeamViewer** - Requires installation. Members of staff will provide MED e-care support with their unique TeamViewer ID and Password for each session. Passwords can be set to reset after each use. Anyone with the TeamViewer ID and Password can access the computer. This version of TeamViewer can be downloaded here https://www.teamviewer.com/en/

3. **Unattended Teamviewer** - Requires installation. Members of staff may provide MED e-care support with their unique Teamviewer ID and Password. However, in this mode the support team can connect to the devices with a unique password only available to the team with little assistance from the staff. This version of Teamviewer can be downloaded here https://www.teamviewer.com/en/, once downloaded, you will need to tick that you would like to allow Unattended Access

Internet Connectivity

For the best performance of all services, we recommend that your internet connectivity has at least 8 Mbps Downstream and 5 Mbps Upstream or higher available bandwidth to the devices using our services.

Note that the available bandwidth for each device is impacted by the number of devices connected to the network, the number of access points and the network hardware on the device.

Security

IP Address

Facilities that implement the MED e-care application have the option to lock the access to their system to a specific IP address or list of IP addresses.

In order to use this feature, the facility must provide MED e-care with their Static IP Address(es)

If you are unsure whether or not you have a Static IP Address, please contact your Internet Service Provider.

Once you have your Static IP Address, contact MED e-care support to assist with the IP Restriction Configuration.

Device Encryption

To prevent access to stored personal information on your devices in case of loss or theft, MED e-care recommends that you encrypt all devices. Please refer to the original equipment manufacturer's instructions to enable device encryption on your device.

Backup Report for the eMAR Application

MED e-care provides a Back Up Utility for its eMAR application in an emergency, such as when the internet connection suddenly goes down, or the MED e-care application becomes unexpectedly unavailable. The utility downloads a copy of the latest MAR for each day to allow staff to print for use until normal service is restored.

The device which will host the backup utility will:

- Have an always ON internet connection
- Have a backup power supply to allow enough time to print the MARs from the Backup Report in case of a power outage (See UPS details below)
- Always be switched ON to allow the utility to download the latest version
- Be kept in a safe location to prevent unauthorised access
- Be encrypted according to the OEMs to further prevent unauthorised access
- Meet the specification as detailed under "Workstation Specification" in addition to.NET Framework 4.7.1 or greater.

URLs

Please ensure the following URLs are accessible from your chosen devices:

The MED e-care site	https://go.mede-care.co.uk/ecareiv/Login.aspx
Our Support site	https://support.mede-care.com/hc/en-us
Our Training Survey – to gather trainee's feedback following training sessions	https://forms.office.com/Pages/ResponsePage.aspx?id=kcS2QIdHp0ulN4U1LHnhd_CCdhfuqgRKtAt_-jLRnMhUNjIyWUFRT1ZWWEVRVzNONTEyTUdFT0tLVCQIQCN0PWcu

Continuity Planning

We recommend that consideration be given to purchasing a UPS (Uninterruptable Power Supply) unit that can supply power to the device with the Backup Report installed (see above) and to a printer within the home.

This will enable home staff to access the Backup Report and print off copies of the MAR in the event of power outage.

We also recommend access to a Wi-Fi dongle or similar device to allow users access to the internet in the event of broadband/WiFi failure.

Barcode Readers

Barcode readers attached to devices can used for the MED e-care's eMAR application subject to the required configuration. The barcodes must be configured to send a specific prefix and suffix in addition to the scanned barcodes. See individual manufacturer's configuration manual on how to accomplish the configuration.

Please note that barcodes are not supplied by all pharmacy providers. Information contained within the barcode may differ from pharmacy to pharmacy.

Please contact the MED e-care Implementation team to discuss commonly used barcode readers and their configuration codes.

Barcode Configuration Requirements			
Barcode Property	ASCII Character	Keyboard Equivalent	Other Representation
Prefix	17	Ctrl+Q	^Q, DC1(Device Control 1)
Suffix	13	Enter	Carriage Return