

1. Computer Setup

A. Connection: Wired vs. Wireless

A wired connection is similar to a telephone whose handset is connected to its base via a cord: there is no static interference and the reception is quite clear almost 100% of the time. A wireless connection is similar to a telephone whose handset is not connected to its base allowing the user to roam freely from room to room. Wireless uses radio signals which are easily interfered with by the use of a Microwave, cell phones, other wireless devices, or metal in the walls of the room or building. With the signals crossing each other and interfering, the signal may get weak and drop, and may not reconnect.

Wireless connections do not work well for mostly due to the interference that is encountered with the signal from the Modem/Router to the wireless computer. If the signal is not strong enough, or if it drops its connection, the Windows Operating System will encounter problems which will then cause the MPM Office program to error out causing needless frustration.

For the best connection possible, the Host (the computer holding the Data files that will be shared with more than one computer via the network) should be a Desktop computer preferably connected to the network via a network (LAN/Ethernet) cable. And, preferably, all other computers should be networked via a cable connection.

B Requirements: Operating System, RAM, and Processor Speed

Operating System Requirements:

The MPM Office Medical Practice Management billing software program works great with the following Windows Operating Systems: Windows XP, or Windows Vista 32 Bit. It will also work on a Windows 2003 Server. For optimal performance, all operating systems must be updated with the very latest available updates from Microsoft.

Mac users may be able to run the MPM Office program using the Windows interface built into the Mac OS; however, it is not supported nor recommended.

RAM (Random Access Memory) Requirements:

To maximize the performance of MPM Office, your computer should have at least 1.5GB of RAM or higher. It is preferred that you have the most amount of RAM possible on your computer as MPM Office requires at least 1GB of RAM for itself.

Processor Speed/Disk Space Requirements:

When it comes to computers, you want to make sure you have the highest amount of RAM, the highest amount of Hard Drive space, and the highest Processor Speed (the computer's engine) – and pay the lowest amount of money for it.

MPM Office performs best when the computer's processor speed is at least 1.2MHz or higher, with a minimum of 60Mb of available Hard Drive space.

C Secondary Backup: External or Online

The MPM Office program allows the user to backup the data to the Host computer's Hard Drive. It is the user's responsibility, as part of their Best Practices for their business, to have their computer's data backed up to another source if in case something were to happen.

External backups require an external Hard Drive (such as an Networked Attached Storage Device (NAS) or a Hard Drive encased in an external shell) that can connect to the computer either through the office's network (attached to the Router) or via a USB connection directly to the computer.

Along with all of your other important documents and folders on your Host computer, the MPM Office folder (containing the Backup folder, Data Folder, Documents folder, etc.) should all be copied onto the external device. Once copied over, you should visually inspect that the information has copied over before removing the device. Remember that the idea here is to have a copy of your data somewhere other than in the same office that the computer is located in should an emergency occur.

Online backups require an internet connection and a service company that provides the ability for you to store data on the internet in a safe and secure server. You will want to pick a company that specializes in Healthcare Data Management and is HIPAA compliant. One such company (and there are quite a few out there) is Data Storage Corporation (www.dscorp.net). Always investigate your options before picking someone to store your data. There are fees attached and system requirements that need to be met; however, this is another good alternative to keep your data safe.

D Remoting In from Another Location

MPM Office users can access the MPM Office program from a remote location (such as another office, their home, or while on the road) safely and conveniently through the internet. The user will select one computer that has the MPM Office installed on it as the computer that will be accessed from a remote location.

Accessing the computer will require the installation of remote access software (such as Log Me In, Go To My PC, PC Anywhere, etc.) onto the desktop computer at the primary location. Once installed, a user name and password verification system will be set up through that program, and so long as that computer is on and connected to the internet, the user will be able to access that computer (and any program installed on it) remotely from another location.

When being accessed remotely, the computer cannot have anyone else using it as both the mouse and the keyboard will be used by the person remoting in.

Using remote software to do work on the MPM Office program from a remote location allows for the data to remain secure as once the internet connection is disconnected, no one can access the MPM Office data without the username and password to the remote software program.