

Point of Care Hardware, Software, and Browser Requirements

These specifications represent the ideal hardware, software, and browser requirements for PointClickCare Point of Care. PointClickCare EHR and eMAR requirements are listed in a separate document. PointClickCare Point Of Care can be accessed via Kiosk or compatible iOS mobile device via a free native iOS application downloadable from the Apple AppStore.

Recommended Mobile Device Specifications

Mobile Device Hardware

- iPhone 5 or newer
- iPad 3rd generation or newer
- iPad mini
- iPod Touch 5th generation or newer

Mobile Device Software

- iOS 8.x, iOS 7.x

Mobile Device Network Connectivity

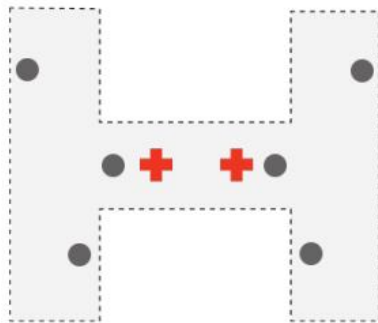
PointClickCare recommends approved iOS devices be connected via the facility WIFI network. The WIFI network should be listed as an approved IP-Address from which users can access the PointClickCare system. This is a setting that the PointClickCare administrator from your Organization will have access to modify through the Setup Configuration options.

Recommended Kiosk Specifications

- 17" or larger touch screen display with an aspect ratio of 4:3 or 16:9 based on the displays native resolution
- Windows 7 with minimum: 1.6 GHz Processor, 2GB RAM memory, 16GB SSD for a full Windows installation or 8GB SSD for a Windows embedded installation
- Windows Internet Explorer 9, 10, 11, (32 bit version preferred)
- Minimum supported resolution is 1024 x 768 pixels for 4:3 aspect ratio display and 1380 x 768 for a 16:9 aspect ratio display
- Wall-mounted with VESA compliant wall bracket (1" depth)
- Must have wired or wireless ethernet - wireless to support 802.11n protocols
- Touch screen display should be configured for single touch use - disable any multi-touch or gesture control configurations

Kiosk Hardware Location

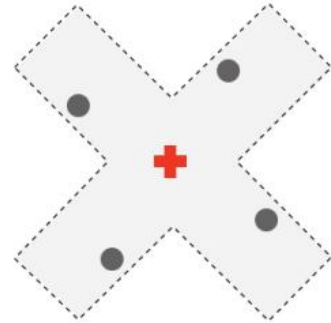
A general rule to consider when determining the number of kiosks your organization will require is that staff should not have to walk more than 30 seconds to access the kiosk. With this rule in mind, the following diagrams represent the 3 most common layouts for organizations and the recommended kiosk locations:



H - Shaped Building



L - Shaped Building



X - Shaped Building

 Nurse's Station  Kiosk

Kiosk Login

Manual Login

Users will be required to enter their organization code, username and password (this is the same information that would be used to access the existing PointClickCare application). The system can be configured to remember the facility organization code to expedite the login process.

No further hardware is required.

Swipe Card Login

Magnetic-strip cards hold the organization code, and username of the cardholder can be setup to work with the kiosks. Cards need to be programmed and maintained by the facility using a swipe card reader/writer. Manual Login capabilities are still available with Swipe Card Login enabled.

Biometrics Login

Kiosk login using biometrics such as thumbprint, retina, or facial recognition are not available. PointClickCare's hardware partners are currently testing a variety of biometric options for use as a 2nd login after username/password is entered.

- Writing and verifying data on single, dual or triple track in one swipe

Frequently Asked Questions (FAQ)

What do we do if the internet is down?

All PointClickCare customers are recommended to have a failover Internet connection of a different media type (e.g. Cable and DSL, not 2 of the same type). The failover device should provide two wired connections – a primary and secondary with load balancing for speed and failover to the secondary if the primary fails. In addition, the failover device should notify the organizations IT team within 10 seconds of a problem.

What differences exist between accessing POC through a Kiosk versus through the Mobile POC application?

The Mobile POC application has been designed to optimize presentation of PointClickCare POC-related information for the smaller screen sizes of compatible iOS devices. As such, the presentation of data is different than the Kiosk/computer-based screens.

After login, information (including KARDEX) is cached on the device to ensure faster transition between views / screens on the mobile device, as well as to ensure access is possible if the device moves outside network coverage. If the device is out of coverage, the user would be able to take notes, submitting them only once the device is back in the range of a wireless network.

Generally, the Mobile POC application can enable clinical staff to perform the same tasks and access the same information as at a Kiosk or computer. The Mobile POC application Dashboard view has some differences from the Kiosk/Laptop Dashboard view. Through the Mobile POC applications, users:

- Can view alerts triggered in the past 24 hours.
- Cannot view ADTs in the last 72 hours.
- Cannot view a shift summary of residents, tasks and scheduled time statuses.

Unique to the Mobile POC application, resident photos can be taken with the application and uploaded into the resident chart / profile.

Is a keyboard required for Kiosks?

No. An on-screen keyboard pops up when users touch a text field. A keyboard and mouse are required at workstations only.

What is the Server URL for the Mobile app?

It is <https://login.pointclickcare.com>. Please make sure that Use Central Login is turned on.

What is the Network Timeout settings used for?

It is the timeout for the application to stop using the Data connection. This is really important to minimize unnecessary use of the Data plan you have on the Iphone/Ipad/Ipod. It does not apply if you are running on a WIFI network. By default it is set to 60 Sec, with available options of 60, 90, 120 and 180 Seconds.

What is the Full sync settings used for?

The Application will update its content fully at this time interval. By default, it is configured to 5 minutes, with available options of 5, 10, 20 and 30 min.

What is the Status Only Sync used for?

It is the time interval after which the application updates the Tasks Status ONLY. By default it is set to 30 seconds with available options of 15, 30, 60, 90 and 120 seconds.

Can I connect to the Mobile app outside of the facility?

For you to connect to the App from outside of the facility, you need to be granted the Remote User option in your User profile. From security Users> Edit the User> Check Remote User - Save to complete.

Additional Information

Kiosks come pre-configured from PointClickCare hardware partners to access Point of Care by tapping on the browser icon, which will open the Point of Care login page (set as the default page).

The Swipe Card Login option can be more efficient than the manual login process. However, dual login requirements will mandate multiple logins be used, including manual, card, and biometrics.

PointClickCare has helped over 10,000 skilled nursing and senior living facilities meet the challenges of senior care by enabling them to achieve the business results that matter – enriching the lives of their residents, improving financial and operational health, and mitigating risk. PointClickCare’s cloud-based software platform takes a person-centered approach to managing senior care, connecting healthcare providers across the senior care continuum with easy to use, regulatory compliant solutions for improved resident outcomes, enhanced financial performance, and staff optimization. For more information on PointClickCare’s ONC certified software solutions, please visit

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