



A Physician's Guide to Remote Access

Updated 3/4/05

Through the Detroit Medical Center (DMC) website at www.dmc.org/staff, DMC physicians have the ability to remotely access CIS applications such as PowerChart and FirstNet, PACS, DMC e-mail, and other applications directly from their home or office with the appropriate security login ID. A computer with high-speed internet connection is required for best performance. Please review the *recommended* computer requirements before attempting remote access:

Computer Requirements

Windows/IBM

System Requirements	Minimum	Recommended (for better performance)
Operating System	Microsoft Windows 2000 Pro, XP Pro	Microsoft Windows 2000 Pro, XP Pro
Processor	Pentium III, 600 MHz or greater	Pentium III, 600 MHz or greater
RAM	128 MB	256 MB or greater
Available Hard Disk Space	40 MB	50 MB or greater
Active Internet Connection	High Speed (such as Cable, DSL)	High Speed (such as Cable, DSL)
Internet Browser	Internet Explorer 5.0	Internet Explorer 5.5 or greater

NOTE: Any Microsoft patches should be installed for your specific operating system.

Macintosh

System Requirements	Minimum	Recommended (for better performance)
Operating System	Mac OS 9	Mac OS X or greater
Processor	PowerPC	G3 or greater
RAM	128 MB	256 MB or greater
Available Hard Disk Space	40 MB	50 MB or greater
Active Internet Connection	High Speed (such as Cable, DSL)	High Speed (such as Cable, DSL)
Internet Browser*	Internet Explorer 5.0	Internet Explorer 5.5 or greater

* The DMC Citrix Desktop does not work in the Apple Safari or Netscape browsers.

Printer Requirements

Over 200 printer models have been approved for Remote Access. In general, these include most models for Hewlett-Packard (HP), Epson, Lexmark, IBM, Cannon, Okidata, and Xerox. To see if your specific printer model is compatible with *Remote Access*, you can search a complete list of printers on the DMC internet web site at www.dmc.org/staff (please click the "Approved Printers for Remote Access" link).

Please note that a few functions in CIS can not be printed remotely. These functions include printing Kardex and FaceSheets using the *Task* → *Reports* function, reprinting of orders and requisitions, or any that you require you to select a specific DMC printer destination (as shown in *Figure A*).

Figure A



The Kardex and FaceSheets can still be printed remotely in CIS by clicking the *Print* icon within the patient's chart. In addition, you will be able to remotely print other information such as lab results, patient lists, and transcribed reports (Radiology, Post-Op, History & Physical, etc.).

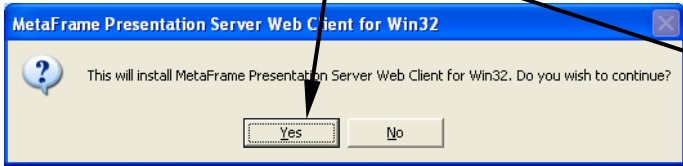
How to Access CIS Applications Remotely

With your active high-speed internet connection at home or office, please do the following steps:

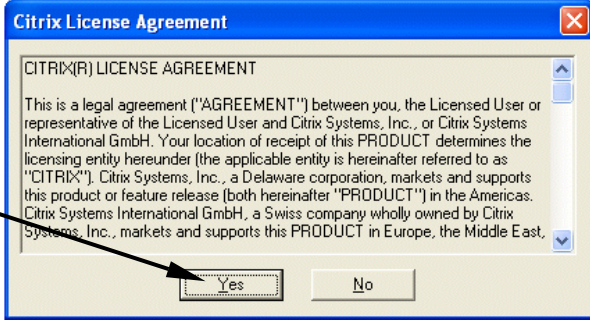
Step 1: Within your web browser address field, type **www.dmc.org/staff**, then press the **Enter** key.

Step 2: Click the **DMC Citrix Desktop** icon.

Step 3 (For First Time Remote Users Only): A plug-in (small piece of software) needs to be installed on the computer that is used for remote access. To install it, click **YES** to both the *MetaFrame Presentation Server Web Client* and *License Agreement* prompts. If you have previously installed this, continue to step 4.



NOTE: Macintosh computer users need to install and configure the Citrix client software. Instructions are available via these links.



Step 4: Type your **DMCNT** enterprise *username* and *password* into the appropriate fields, then click the **Log In** button. Your *DMC Citrix Desktop* will open.

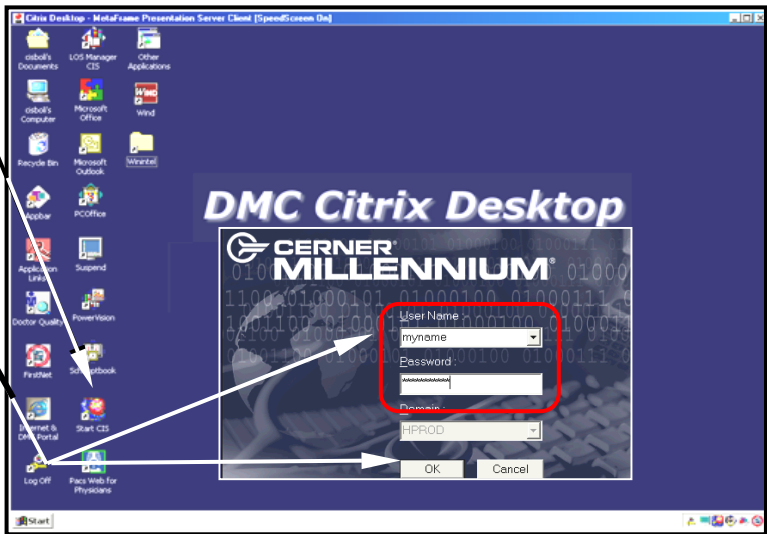
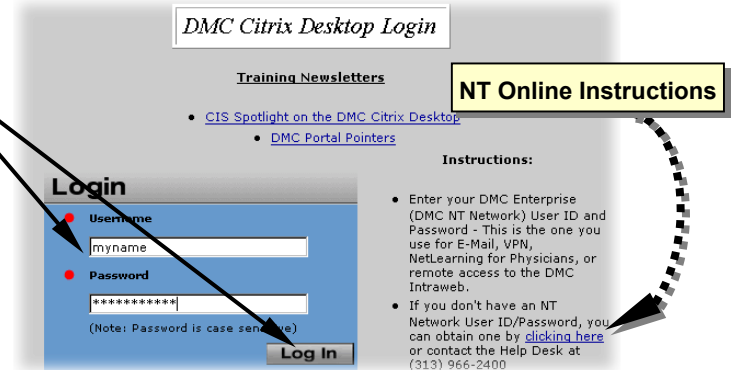
NOTE: If you do not remember or have a **DMC Enterprise/NT** user ID, contact the *Help Desk* at 313-966-2400 or follow the NT online instructions.

Step 5: To access CIS PowerChart, double-click the **Start CIS** icon.



Step 6: Enter your **CIS** user name and password and click the **OK** button. CIS PowerChart will open.

NOTE: If you are already setup with **Password Manager**, your application *user name* will automatically display, so only a *password* will need to be entered. If you encounter problems accessing applications via the *DMC Citrix Desktop*, please call the *Help Desk* at 313-966-2400.




Some DMC Citrix Desktop Benefits and Features

Remote access also features the **DMC Citrix Desktop**, which provides the following key **benefits** to physicians and staff:


- Provides a more secured environment, ensuring patient confidentiality.
- Allows the user to *suspend* a CIS session, enabling the user to return to the same place in CIS from another computer.
- Saves a considerable amount of time logging in when using the *Suspend* feature.
- Includes a Universal Print Driver which makes most printers compatible for printing from CIS.
- Allows multiple applications to be opened at once.

A. SUSPEND: To ensure patient confidentiality, you should never walk away from the computer without suspending (or logging off). Suspend allows you to **save your place** in any opened applications on the DMC Citrix Desktop, by doing the following:

1. **Leave** your CIS PowerChart (and any other application) window(s) **opened** (don't close the windows).
2. Click the **Suspend**  icon in the lower right corner. The DMC Citrix Desktop will close.

Please Note the Following Regarding the Suspend Feature:

- You can return back to **any computer within 4 hours** (by logging back into the DMC Citrix Desktop) and your applications will be exactly where you left them.
- If there is **no activity** on your DMC Citrix Desktop for more than **30 minutes**, you will be **automatically** suspended.

B. LOG OFF: This feature is typically used at the end of the shift. By clicking the **LogOff**  icon in the lower right corner, this action will **close all** application windows you may have opened.

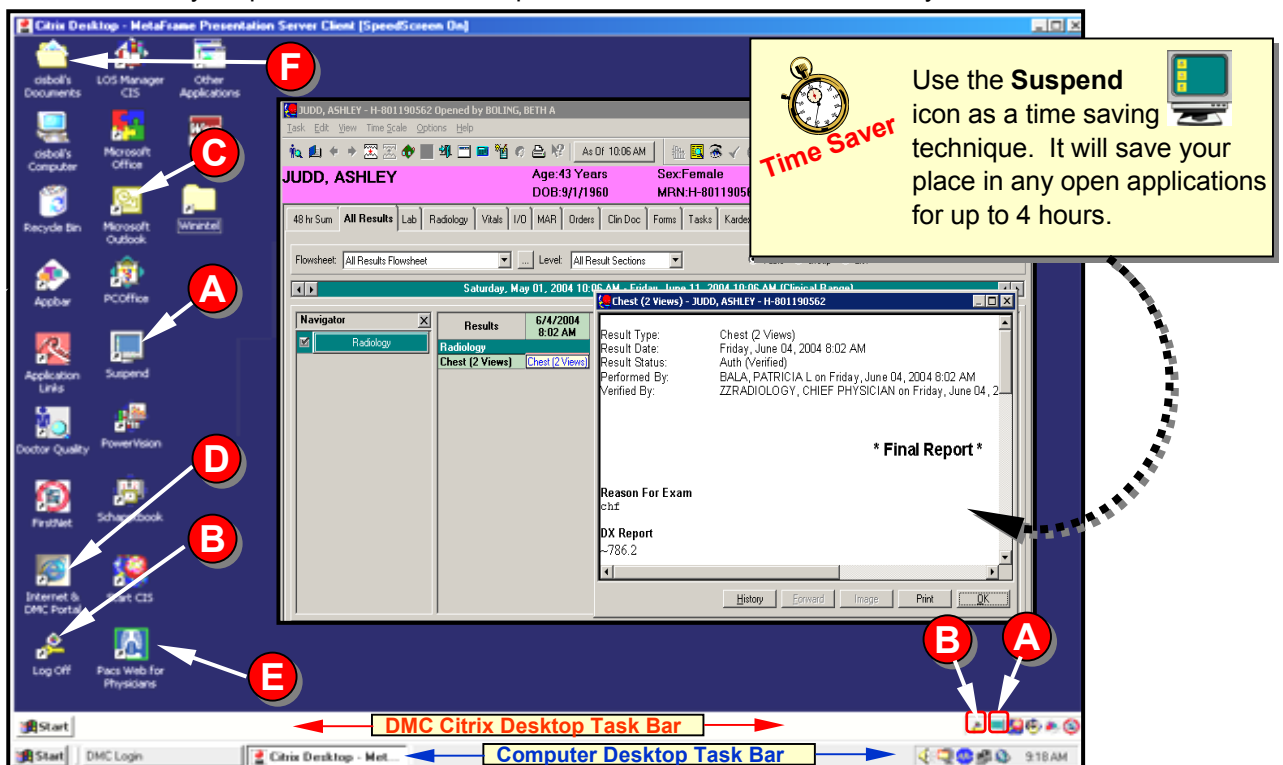
C. DMC E-MAIL: You have the ability to view your DMC e-mail from home or office.

D. INTERNET & DMC PORTAL: Provides access to a web-based “information center” for physicians, such as *Journal Briefs, Clinical Tools, and Medical Literature Searches*. You may also search the Internet using this icon.

E. PACS WEB FOR PHYSICIANS: Provides access to a stand-alone viewer for displaying radiology images and doing side-by-side comparisons. NOTE: You may also view images from the *All Results* or *Radiology* tab in CIS PowerChart.

F. PERSONAL “MY DOCUMENTS” FOLDER: This gives the specific user the ability to save documents into a personal folder. Their user name is displayed under the folder, indicating that they are logged into their DMC Citrix Desktop and that this is their personal folder.

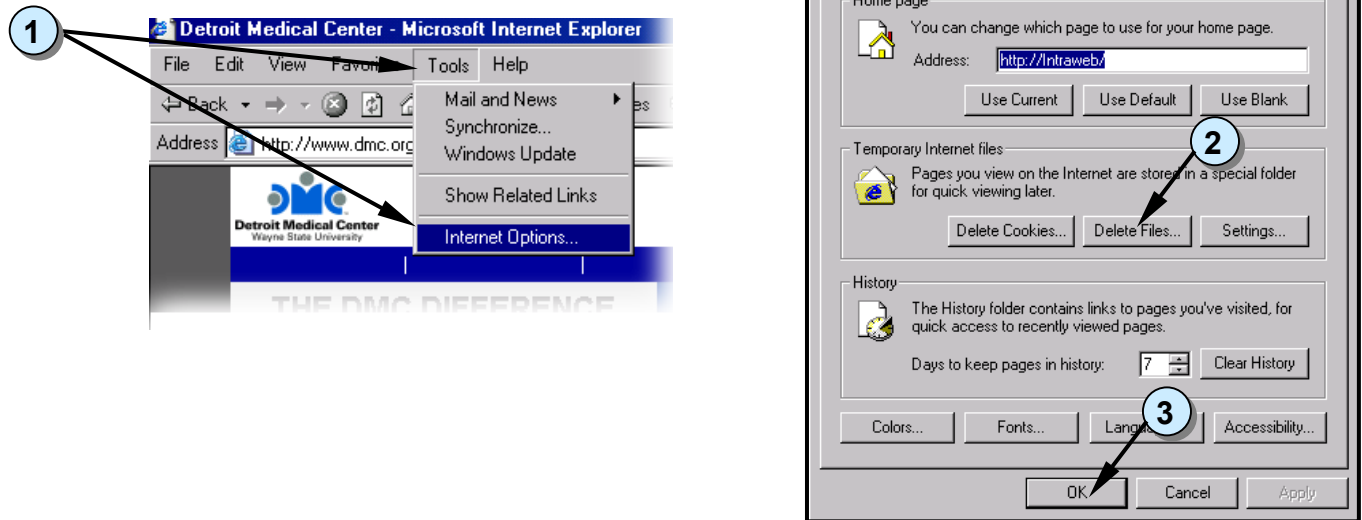
The **advantage** of using this “portable” folder is that it allows you to access your files remotely from anywhere, instead of saving them on a hard drive on one stationary computer. These files are also backed-up nightly, so lost documents can be recovered. Since this is your personal folder, it also provides a secure environment for your files.



The screenshot shows the DMC Citrix Desktop environment. A yellow callout box titled "Time Saver" points to the Suspend icon (a computer monitor with a green bar) in the taskbar, stating: "Use the **Suspend** icon as a time saving technique. It will save your place in any open applications for up to 4 hours." Red callout letters A-F are placed around the desktop: A points to the Suspend icon, B points to the Log Off icon, C points to the My Documents folder, D points to the Internet & DMC Portal icon, E points to the Pacs Web for Physicians icon, and F points to the My Documents folder. The desktop background is blue with various application icons. A central window displays a medical report for Ashley Judd, dated 6/4/2004, with a "Final Report" section. The taskbar at the bottom shows the "DMC Citrix Desktop Task Bar" and the "Computer Desktop Task Bar".

Remote Access Frequently Asked Questions:

- Q.** When logging in remotely, why do I get a message that states "*The credentials supplied were invalid, please try again*".
- A.** Either you typed the wrong user name and/or password, or you may have the "Caps Lock" key activated on the keyboard. DMCNT IDs are case sensitive and are typically typed in lower-case characters.
- Q.** When logging in remotely, why do I get a message that states "*ICA Client Not Found*"?
- A.** If you have already installed the plugin (as described in step 3 on page 2), you may need to delete your temporary internet files by doing the following on your computer desktop (not the Citrix Desktop):
1. Within your IE browser window, select **Tools**, then **Internet Options** from the menu bar.
 2. Click the **Delete Files** button (this may take a few seconds).
 3. When finished, click **OK**.



- Q.** Can I use remote access if I have a firewall installed on my computer?
- A.** Firewalls often prevent Citrix to work properly. It is recommended to turn off your firewall when using remote access.
- Q.** Can I download and install software on my DMC Citrix Desktop remotely?
- A.** For security reasons and integrity of the Citrix Desktop, downloading and installing of any third party software is not permitted. A prompt will appear notifying you of this, when attempting to download a software application from the internet.
- Q.** Can I use any browser (Yahoo, Safari, Netscape, etc.) for remote access?
- A.** No. Remote Access is not supported in all internet browsers. It is recommended to use Internet Explorer 5.0 or higher.
- Q.** Are there known issues with Microsoft's XP Service Pack 2 (XP SP2) and remote access?
- A.** Currently, the Windows XP Service Pack 2 is not suggested for best performance for remote access. You will need to disable this Service Pack in order for remote access to work properly. XP Service Pack 1 is a better solution.
- Q.** How do I save a file in my personal folder on my Citrix Desktop remotely?
- A.** You can email the file to your DMC email account, then access your email via the DMC Citrix Desktop (Outlook icon). Open the email and right-click on the attachment to save it in your personal folder. The personal folder name will have your *user name* with the word "documents" after it (i.e. "jsmith documents").