eClinicalWorks

eCW WORKSTATION AND WINDOWS SETTINGS

This document explains the settings that need to be modified on the PC, operating system, and related applications to enable eClinicalWorks to function properly.

Windows Theme

- Use Windows® basic theme

Firewall/Antivirus Exceptions

- Exclude the following files/folder from real-time scanning:
    - Program Files(x86)\eClinicalWorks folder
    - eClinicalWorks.exe
    - eCWdigiink.exe
- Exclude eCW URL from Web content scanning
- Exclude ports 20 and 21 for FTP
- Exclude ports 990 and 991 for FTPS
- Schedule antivirus definition updates to run after hours
- *.box.com
- *.app.box.com
- *.boxcloud.com
- *.box.net
- *.boxcdn.net

Unblock FTP URLs

- ft.osioutsourcing.com
- sftp.gatewayedi.com
- secureftp.navicure.com port 22
- ftp.availity.com port 9922

DEP

- Add exclusions for eClinicalWorks.exe
- .NET 3.5

Internet Explorer Settings

- Uncheck the *Do not save encrypted pages to disk* setting (Internet Options > Advanced tab)
- Uncheck the *Delete browser history on exit* setting (Internet Options > General tab)
- Uncheck the *Empty temporary Internet Files folder when browser is closed* setting (Internet Options > Advanced tab)
- Do not configure any policies to delete Internet Explorer® cached data from temporary Internet folders while eClinicalWorks application is in use
- Do not install add-ons for Internet Explorer
- IE Settings > URL exceptions – Tools > Internet Options > Security > Trusted sites > Sites
  - https://rxhub.eclinicalweb.com:8443/
  - https://formulary.eclinicalweb.com/
  - https://downloads.eclinicalworks.com/
  - https://install.eclinicalweb.com
  - https://oda.eclinicalweb.com:8080/
  - https://surescripts.eclinicalweb.com/
  - https://services.gatewayedi.com/Eligibility/Service.asmx
  - https://www.oc2net.net/tcprivate/countercheck/eclinicalworks
  - https://epayment.eclinicalweb.com/epayment
  - https://epay.eclinicalweb.com/devmainGWT
  - http://www.gatewayedi.com
  - https://ww3.navicure.com:7000/webservices/NavicureSubmissionService?WSDL
  - http://www.navicure.com
  - https://its.emdeon.com
  - http://ws-test.codecorrect.com/webservices/icc/codecheck.cfc?wsdl
  - https://ws.providersportal.com/service.asmx
  - https://claims.realmed.com/webservice/wsElig270.asmx

User Account Control

- If eClinicalWorks does not run with User Account Control (UAC) enabled, you may have to disable UAC in order to use the application

Privilege Level

- Run the program as an administrator

- Right-click on eClinicalWorks.exe, select the *Compatibility* tab, and then check the option

Folder Permissions

- Window users should have the permission to read, execute, and write on the eClinicalWorks folder

Reboot

- Reboot the workstations on a regular basis *e.g.*, at least once a week

Windows Update

- Windows updates should be scheduled to run after hours or on weekends

- Automatic updates or on-demand updates on individual workstations should not be allowed

Backup/Maintenance:

- Any backup/maintenance on workstations should be scheduled to run after hours

Web-Monitoring Scan Policy

- If clients have additional Web-monitoring tools and scans enforced on their policy, then all Web calls made to and from eClinicalWorks must be exempt from scanning

- Add the following calls to the exception list:

  - http://<serverIP>:port/ or https://<serverIP:port/Web

  - ftp://<serverIP>:port or ftps://<serverIP>:port FTP

- Additional URLs should be exempt from scanning:

  - surescripts.eclinicalweb.com:443

  - rxhub.eclinicalweb.com:8443

  - formulary.eclinicalweb.com:7080

  - cdss.eclinicalweb.com:443

- eClinicalWorks should be a trusted application to make Web calls over the network

- Scanning calls unnecessarily causes severe performance issues

- Avoid routing eClinicalWorks traffic via proxy to reduce latency on the path

Managing Bandwidth

- Avoid using online streaming websites, such as streaming music and video sites

- Set up priority for eClinicalWorks traffic

- Avoid sharing bandwidth-intensive systems, such as video surveillance equipment, phone lines, fax lines, *etc.* on the same Internet line as eClinicalWorks