



## Networking and IS/IT Support Frequently Asked Questions

The following are Frequently Asked Questions (FAQ's) regarding network connection and software support for the GD CAREpoint Workstation.

### **IMPORTANT!**

Review this document prior to signoff and implementation of the CAREpoint Pre-Installation Checklist document (1838008x).

Failure to assure all pre-installation requirements are met may result in; delayed install, reduced functionality and/or additional installation charges.

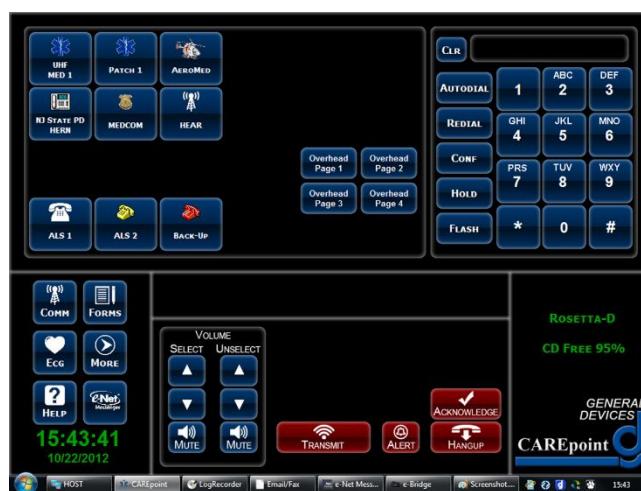
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### 1. What is the CAREpoint Workstation?

The GD CAREpoint™ Workstation represents an innovative first for EMS call management, combining communications, telemedicine, information and the ability to run 3<sup>rd</sup> party software on one compact, desktop system. This powerful combination centralizes EMS activities, permitting the physician/nurse to manage EMS calls from ONE point in the ED, reducing the need for multiple phones, computers, radios, protocol manuals etc. CAREpoint™ literally puts everything you need for EMS call management at your fingertips. The CAREpoint Workstation consists of both custom manufactured hardware and software and while it runs on Windows 10, that is the extent of similarities between CAREpoint and a standard PC.

- Its fully integrated D-Scribe™ Data Logger provides complete call logging and remote review to satisfy your QA and medical-legal needs.
- CAREpoint™'s InfoManager™ immediately retrieves almost any form of electronic information such as drug lists, HAZMAT data, and medical protocols locally from the hard or network drive, or the Internet.
- Go to <http://www.general-devices.com/carepoint> for more information.

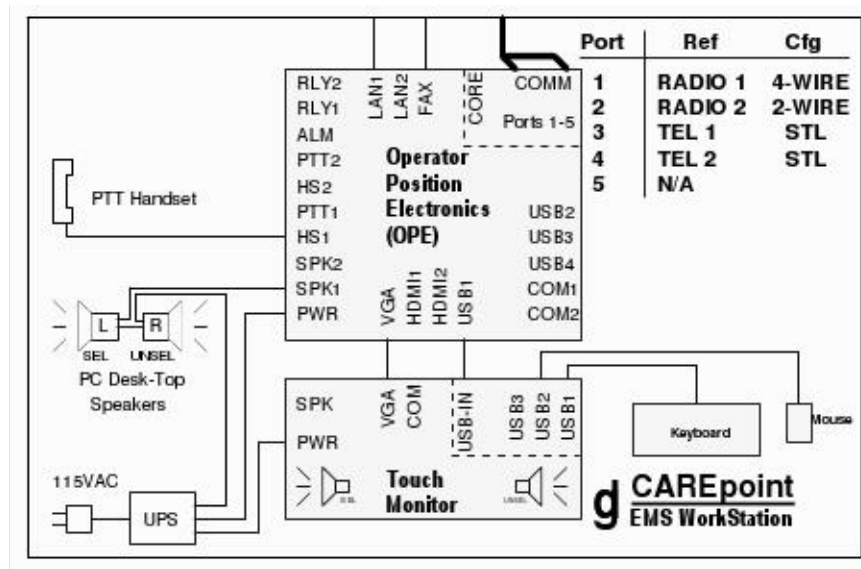


### 2. What does the CAREpoint Workstation consist of?

The CAREpoint Workstation consists of elements that are similar to a typical desktop PC system:

- Operator Position Enclosure (OPE) - about the size of a tower PC. The OPE contains the following:
  - PC Module containing:
    - Robust industrial type single-board computer
    - Microsoft Windows Operating System
    - (1) Solid State Drive (SSD) and (2) Hard Disk Drives (HDD). SSD contains Operating System and all Programs. Primary HDD contains all recordings and logs and a bootable backup partition in the event of an SSD failure. Secondary HDD contains backups of all the recordings if not backing up to a hospital provided network-share. The secondary HDD is in a locked, removable drive bay to allow swapping when drive is full.
    - Proprietary GD Analog and DSP interface cards
    - Fax/Modem
  - Operator Position Interface Card (OPIC)
  - Communication Resource Interface Cards (up to 5 radio/phone)

- Power Supply
- 19" Touch-Screen LCD Monitor
- Push To Talk (PTT) Handset
- Desktop speakers, keyboard & mouse (keyboard is primarily used for digital forms if applicable)
- Hardware Kit: OPE wheeled cart, keyboard garage/monitor stand, UPS bracket for securing UPS on top of OPE
- Expansion Module(s) (in systems with more than 5 phone or radio cards. Each Expansion Module holds up to 12 cards)
- Punch block (M66) & 25-pair D-cable
- UPS



### 3. What Operating System (OS) does CAREpoint use?

The current CAREpoint OS is Windows 10 Enterprise 2016 LTSB (Long Term Servicing Branch). The default "CAREpoint" user logon is "automatic" and VERY locked down. Virtually all windows functions are not accessible. The Start Menu only has access to GD programs and there are no icons on the desktop. An administrative user is provided for authorized users & support staff.

### 4. Does the CAREpoint need to connect to the network (LAN)?

The short answer is YES. Does CAREpoint absolutely have to be on the network? No, but functionality and serviceability will be greatly reduced if it is not. If the installation contains multiple CAREpoint Workstations (positions), they must be networked together. If multiple CAREpoints are to be installed on hospital network, they MUST also be on the same subnet. If there are multiple CAREpoints and they are not going to be installed on the hospital network, they need to be connected together via a simple network switch.

Network access is required for full functionality:

- Automatic Updates (also requires internet access)
- GoToAssist (also requires internet access) remote access for service (See [FAQ #12](#))

Note: Units without remote access (VPN or GoToAssist) will incur higher service plan costs and will result in longer service time.

- Remote Monitoring of calls using CAREpoint Desktop Applications on networked PCs
- Remote review of recorded D-Scribe calls & data using CAREpoint Desktop Applications from networked PCs
- CAREpoint e-mail for messages, images and/or 12-Lead ECG's (See [FAQ #22](#))
- Network archive of D-Scribe data to a network shared drive (See [FAQ #10](#))
- Access to internet for protocols and disaster management information
- Network time synchronization (See [FAQ #26](#))
- Access to network printers for printing of 12-Lead ECG's or other information from the field such as Electronic Patient Care Reports (ePCR's)
- Use of built in e-Bridge Telemedicine App program (also requires internet access) (See [FAQ #25](#))
- If optional CAREpoint Remote Control was purchased (CP-RC), connection will be needed between iPad and CAREpoint. (See Network Firewall documentation)

### 5. Does the CAREpoint need Internet Access?

Yes, you should plan on it. For basic communications operation, Internet access is not required; however it is required for Automatic Updates. Without this capability, maintaining the unit and ensuring the most recent software will be much more difficult.

Internet access is also required for the following:

- GD remote access using GoToAssist
- Use of e-Bridge Telemedicine App
- CAREpoint Remote Control (Optional item)

Internet access is also highly recommended to allow for the user to have links in the InfoManager (browser) program to local, state, and national disaster management information (CDC, etc.). Other 3<sup>rd</sup> party applications running on CAREpoint may also need Internet access.

### 6. What are the network requirements / information needed?

Connection to the network requires a standard Ethernet (LAN) 10/100/1000 Base-T connection.

- RJ45 jack should be located within 6 feet of equipment location.
- 300' (max.) cable run (between switches/routers), CAT-5 or better

CAREpoint requires the following information:

- **"STATIC"** IP Address or a dynamic address that is "reserved"

Note: The CAREpoint uses IP networking to communicate to its different components and therefore needs a fixed or static address.

Note 2: If multiple CAREpoints are to be installed, one static IP is required for each. These IP's **MUST** be on the same subnet.

- Subnet Mask
- Default Gateway



- DNS Address
- WINS Address (only needed if required by hospital IT department)
- DNS Suffixes (only needed if required by hospital IT department)
- Proxy settings and/or any other network related settings (only needed if required by hospital IT department)

## **7. Does the CAREpoint need to be a member of the Domain?**

No, it is not necessary to be a domain member. If desired by the customer, CAREpoint can join the domain, however doing so changes the default user profile and will require User settings to be merged back in for proper operation; therefore it is easier and preferable not to join the domain.

Note: If on domain, the domain cannot pass group policies that effect CAREpoint operation (i.e. disabling of services, modifying local user accounts, etc.) This is an Emergency communications device and therefore must be logged in 24/7 and set to auto login in the event of a reboot. The most common domain policy that is passed on when joining the domain is the auto logoff and/or a timeout screensaver which will greatly hinder the operations of this workstation. Contact GD for more specific information on pushed policy compatibility.

## **8. What about Anti-virus Software?**

The CAREpoint is shipped with Windows Defender anti-virus software by default. Recognizing that each customer has a preferred anti-virus application, Windows Defender can be disabled and the customer's preferred anti-virus software can be installed during initial installation at the hospital. We leave this up to the customer's IT/IS department to install and maintain. We do however require that you first check with GD Tech-Support department to check/test compatibility before loading 3<sup>rd</sup> party software. GD Tech Support will assist with the configuration of the 3<sup>rd</sup> party anti-virus software.

Note: There are exclusions for certain file types and folders that must be set in the anti-virus configuration. Contact GD Tech Support for details.

## **9. How are CAREpoint and OS updates and patches handled?**

CAREpoint Software Updates are provided to customers with an active UltraCARE Support Plan (warranty/extended warranty) in place (where compatible). Automatic Updates are downloaded to the CAREpoint via the internet. Updates for units not covered by the UltraCARE Support Plan may be purchased for a fee. These updates contain fixes and new features. Updates are also sometimes installed during service on-site or via remote access.

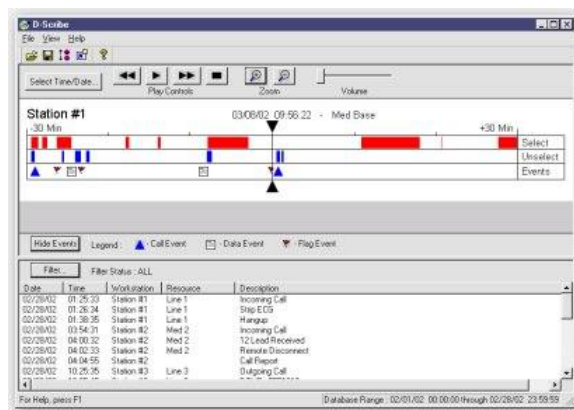
OS patches are handled by Windows Update. Because the CAREpoint needs to be running 24/7 to be ready to handle incoming EMS calls, CAREpoints have Windows Update set to NOT automatically download and install updates. During testing, we've seen some reboots for Windows Updates take upwards of 30 minutes, during which time the CAREpoint cannot receive calls. Therefore, the recommended approach for Windows Updates is for local hospital IT to coordinate a time with the hospital ED staff once a month to install Windows Updates. The Hospital ED staff can communicate out to their EMS providers that they may be unavailable to receive calls during this time via the normal communication means and can provide another means for EMS to contact them (for example, have EMS call the charge nurse phone directly).

### 10. Where are the D-Scribe (database) recordings stored?

The D-Scribe data is initially cached on the CAREpoint's primary HDD and then logged into the ODBC compliant database.

This database is password protected and each individually linked file (recorded call, stored email or fax) is encrypted with an AES 128-bit encryption level. At scheduled times (typically set to each weekday) the database is archived to either the secondary HDD or to an external or network (shared) drive. On average, 2 minutes of call audio will take up about 1MB (megabyte) of space. Most EMS calls are usually no more than 5 minutes long, which is about 2.5MB. The CAREpoint has about 750GB (gigabyte) of hard drive space dedicated for D-Scribe data. 1GB = 1000MB, therefore there is enough room to hold about 300,000 calls on the hard drive.

Again, this is an estimate. When the primary HDD is getting full (when the hard drive is approaching less than 10 GB remaining), a warning message will appear and give instructions to purge data off of the primary HDD. Once data is purged from the primary HDD, it will still be accessible via the secondary HDD or network share where the data was archived to. Archiving to a network share is the recommend archiving method since it offers a data storage on a second device for redundancy. In a system with multiple CAREpoint positions, the LogRecorder (server) will run on only one unit and will handle the logging and archiving of data for all the units (clients).



### 11. What type of Tech Support does GD provide?

GD provides first rate service, of course. GD Tech Support engineering staff works closely with the customer or their agent over the phone and by GoToAssist remote access software to the CAREpoint, to answer questions and solve problems quickly and efficiently. If needed, parts are modular and easily removed and replacements are shipped overnight (where applicable depending up UltraCARE Support level). After-hours support is available on a call back basis for units covered by an appropriate level UltraCARE Support Plan. Charges may apply for support on units not covered by the UltraCARE Support Plan. The UltraCARE Support Plan cost is higher for units that do not have a remote access means (GoToAssist). See the CAREpoint UltraCARE Support Plan policy for more information. In addition, the CAREpoint workstation offers monitoring of hardware (temps and voltages, auto test etc.) and software (watchdog, CP Error messages, low disk space, etc.) and is designed to alert with visual and audible alerts to notify the users of any issue.

In addition to remote support, GD offers UltraCARE Pulse a remote monitoring tool that notifies up to two users from the hospital of any system critical errors using GD's e-Bridge messenger application. This offer is available to any CAREpoint that has current UltraCARE Gold support plan.

### 12. How is Remote Service/Maintenance accomplished?

A remote service means is a must. The required remote service connection method is GoToAssist. This allows GD Tech Support to check diagnostic logs, upload/download configuration settings and update software. For GoToAssist, the CAREpoint comes preinstalled with the GoToAssist software. As long as the hospital IT department does not block access to the GoToAssist servers, this can be used. Failure to provide remote access will greatly limit support capabilities, lengthen repair time and will increase UltraCARE Support Plan costs.

### **13. What “User” access is granted?**

- Users: The default “CAREpoint” user logon is “automatic” and VERY locked down. Virtually all windows functions are not accessible.
- IS/IT support staff and supervisor/administrators: GD provides administrator logon credentials for installing 3<sup>rd</sup> party software, security settings and general administration.

### **14. Is a Printer needed for the CAREpoint?**

Printing may be needed for single or 12-Lead ECG reports, ePCR’s or user forms. The CAREpoint is compatible with standard Windows printers. Hardwired printers are connected via a USB connection. The preloaded default printer driver is for the generic HP LaserJet series. The customer’s IS/IT department may need to set up and load specific (compatible) printer drivers as required.

### **15. Can network printers be used with CAREpoint?**

Yes, in fact network printers are generally preferred since it will save ED space. Multiple printers can even be installed (such as ED printer and Cath Lab printer), as long as they are standard Windows networked printers and the appropriate (compatible) driver is loaded. Network printers are typically mapped to the CAREpoint via the printer’s IP Address.

### **16. What are the CAREpoint Desktop Applications that need to be loaded on the supervisor’s computer(s)?**

CAREpoint Desktop Applications can be downloaded from the Support Center section of our website ([www.general-devices.com/support-center](http://www.general-devices.com/support-center)). This software contains the applications that the supervisor or QA person(s) will likely want installed on their office PC. These applications include:

- D-Scribe – Used to access the CAREpoint D-Scribe database to review call audio & data.
- InfoManager – Used to organize & setup InfoManager content.
- RemoteMonitor – Used to listen to calls live & see unit status messages.
- Forms Builder – Used to create form templates for use on CAREpoint.

### **17. What are the requirements for the supervisor’s computer(s) to run the CAREpoint Desktop Applications?**

Generally, the CAREpoint Desktop Applications will install and run on most any Windows PC. Windows 7 and 10 are fully supported. There are no special speed or memory requirements. A sound card and speakers are required for listening to calls with D-Scribe or RemoteMonitor.

- Installation of CAREpoint Desktop Applications requires administrator rights on the PC that it is being installed on.

### **18. What is needed for the supervisor’s computer(s) to connect to the CAREpoint Workstation?**

To access CAREpoint over the network from another PC you will need:

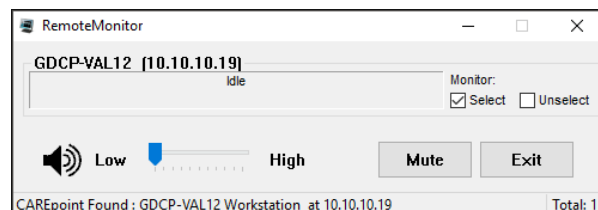
- Network connection on both CAREpoint and the PC (must be on same network)



- Mapped network drive to CAREpoint on the PC (GD will provide the proper credentials). GD provides a program to automatically configure this as part of the CAREpoint Desktop Applications Installation. All that is needed is the IP Address of the CAREpoint.

### 19. What is the network loading for the Remote Monitor streaming audio?

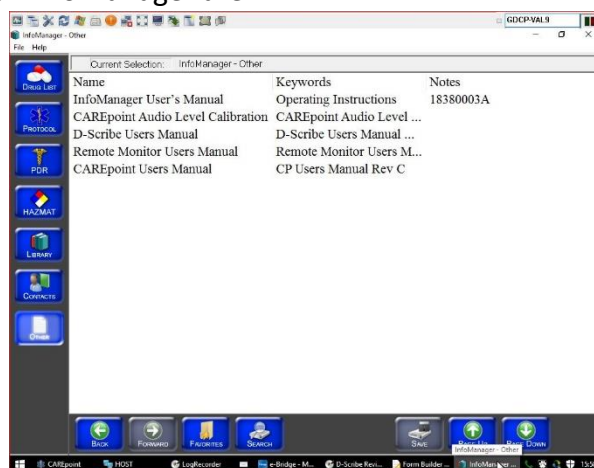
The Remote Monitor feature on CAREpoint streams call audio at low bandwidth (typically less than 30KB/sec) and is intermittent. The maximum number of network hops is configurable on CAREpoint.



### 20. What document types can be used with InfoManager?

InfoManager is a simple browser for quick access to content to support EMS activities such as drug lists, HAZMAT data, and medical protocols locally from the hard or network drive, or the Internet. As shipped, the file types that can be used with InfoManager are:

- PDF's (.PDF)
- HTML (web pages)
- Text documents (.TXT)
- Images (.BMP, .JPG)



InfoManager will also support other file types (such as MS Word, etc), however the customer must load that software on the CAREpoint. The PDF format is suggested, as the CAREpoint user can't edit it. The customer may wish to obtain Adobe software to create or convert their content to .PDF's. Content (files) or links to the content must be imported into InfoManager with an administrator password.

### 21. Can Internet Web pages be accessed/viewed on CAREpoint?

Yes, assuming that Internet access is provided. We suggest accessing web pages via links imported into InfoManager. InfoManager uses the Internet Explorer engine but keeps the browser very clean and simple and prevents the user from manually entering in website addresses. Only the preloaded links can be accessed. There is also a configurable button on the CAREpoint GUI that can be used if use of IE is needed.

### 22. What is needed for CAREpoint's E-mail & fax features?

CAREpoint's built-in E-mail application allows for sending/receiving of 12-Lead ECG reports, ePCR's and reception of messages and images (pictures) from the field. 12-Lead reports can also be sent/received as faxes. The following is required for the CP E-mail feature:

- Incoming Server: POP3, IMAP and MS Exchange are supported

- Outgoing Server: SMTP and MS Exchange are supported
- MS Exchange Support is via Exchange Web Services (EWS). This can be either a hospital hosted Exchange server or Office 365
- See [FAQ #27](#) for information about what TCP/IP ports are used for email capabilities

The following is required for the CP Fax feature:

- A dedicated, analog phone line with direct dial in/out capability

### ***23. Can 3rd party software applications be installed on CAREpoint?***

Yes, but be careful. To avoid conflicts or problems, we do however request that you first check with GD Tech-Support department to check/test compatibility before loading 3<sup>rd</sup> party software. GD will provide administrator logon credentials for this purpose.

### ***24. Are there any HIPAA issues with CAREpoint?***

Good question. Basically no, there are no HIPAA issues with CAREpoint with typical use, as most EMS voice/data communications do not include patient identifier content. In addition, use and database access is limited and password protected. If your operation/use will include patient specific identifiable information, we suggest you discuss this with your HIPAA officer.

### ***25. What is e-Bridge Telemedicine App?***

e-Bridge Telemedicine App is a revolutionary new way to network and get messages where and when they are needed. Combining speed, ease-of-use, security, cost effectiveness and delivery confirmation, e-Bridge Telemedicine App may be used for applications ranging from everyday resource sharing and EMS pre-arrival notification to complex disaster response activities.

e-Bridge Telemedicine App uses the CAREpoint Workstation to send or receive voice, text, data or multimedia messages. e-Bridge Telemedicine App requires an annual subscription, but by default can be used to contact GD Tech Support without having a subscription. You can find out more at our website ([www.general-devices.com](http://www.general-devices.com)).

### ***26. What about network time syncing?***

GD recommends that the CAREpoint be setup to sync to a network time server at your hospital. This will keep the time accurate for when the ED staff is taking an EMS call as they generally let EMS know the time they were contacted. Also, e-Bridge Telemedicine App uses a secure HTTPS connection that requires the time to be accurate for communications with the GD Server.

### ***27. What are the TCP/UDP Ports used by the CAREpoint?***

Refer to document **1835037\* - TCP/UDP Ports Used by CAREpoint**. The latest version is available on the CAREpoint Product Support page in the Support Center section of our website ([www.general-devices.com/support-center](http://www.general-devices.com/support-center)).

**For more information, contact GD Tech Support:**

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**[www.general-devices.com](http://www.general-devices.com)**