

Technical Specification Sheet

Supported Browsers for ClinicalConnect

Desktop Version

- | | |
|---|---|
| <ul style="list-style-type: none"> • Google Chrome (latest version) | <ul style="list-style-type: none"> • Microsoft Edge |
| <ul style="list-style-type: none"> • Mozilla Firefox (latest version) | <ul style="list-style-type: none"> • Microsoft Internet Explorer 11 (not recommended) |
| <ul style="list-style-type: none"> • macOS Safari (latest version) | |

Mobile Version

Mobile version of ClinicalConnect is available using **native browsers** built into smartphones and tablets.

Mobile devices with these Operating Systems are supported:

- Apple devices with iOS12 or later, and Android devices (Google Pixel 2/3, Galaxy S Series, Galaxy Note Series) running latest two versions of Android operating system
- Other Android mobile devices may provide functionality but are not officially supported
- BlackBerry OS and Windows 10 Mobile are not supported

Mobile Devices (Smartphones, Tablets, Laptops)

All mobile devices must be encrypted if used to access ClinicalConnect.

When viewing ClinicalConnect on smartphones, Landscape Mode is recommended due to limited screen size.

Mobile Devices: Wi-Fi Protocol and Network Speeds

The performance of ClinicalConnect on mobile devices is dependent on the mobile network speed that the device connects to; best performance is on the 4G or LTE network.

Wireless speeds: 802.11b (11 Mbps) – Slow; 802.11a or 802.11g (54 Mbps) – Fast; 802.11n (300 Mbps) – Fastest.

Viewing Diagnostic Images with Zero Footprint (ZFP) in ClinicalConnect

For optimal performance, a minimum bandwidth of 30 Mbps is recommended for all viewers.

- eUnity™ image viewer is used to view PACS images from Hamilton Health Sciences. Using the most recent Adobe Flash Player is recommended.
- GE Centricity™ image viewer is used to view diagnostic images from acute care hospitals in South West Ontario, excluding Hamilton Health Sciences.
- Agfa XERO® image viewer is used to view diagnostic images from acute care hospitals outside South West Ontario, via eHealth Ontario's **Diagnostic Imaging Common Service**. If the type of device used does not support full fidelity images, a warning will be displayed and must be acknowledged.

Viewing PDF Documents in ClinicalConnect

Adobe Reader 11 or higher is recommended to view records presented as PDFs in ClinicalConnect.

Viewing Help (?) Resources in ClinicalConnect

Some Android mobile devices may not play In-Portal Help Resources (videos).

Setting Preferences

All devices (including mobile) should be encrypted. The following are the recommended preferences for the most commonly used modules but, depending on clinical role/speciality, users may wish to adjust these preferences to better suit their needs.

General Landing Page	Default Module: All My Patients for Physicians; Worklist for Clinicians
Patient Landing Page	Default Module: Patient Dashboard
Lab Module	Default View: Components; 180 Days Back Default Sort: Collected Date
Transcription Module	Default View: All Regional Encounters; One Year Default Sort: Event Date
Radiology Module	Default View: All Regional Encounters; One Year Default Sort: Event Date
Pathology Module	Default View: All Regional Encounters; One Year Default Sort: Event Date

If you have any questions, please email info@clinicalconnect.ca.

Updated: June 15, 2019