

Database Server					
Component / Number of users	1-10 users	11-25 users	26-50 users	51-99 users	100+ users
Processor - Recommended	Quad-Core Xeon 1.6GHz+	Two Quad-Core Xeons 1.6GHz+	Two Quad-Core Xeons 2.26GHz+	Two Quad-Core Xeons 2.26GHz+	Four Quad-Core Xeons 2.26GHz+
Processor - Minimum	Dual-Core Xeon 1.6GHz+	Quad-Core Xeon 1.6GHz+	Quad-Core Xeon 1.6GHz+	Two Quad-Core Xeons 1.6GHz+	Two Quad-Core Xeons 2.26GHz+
Memory / RAM-Recommended	12GB	16GB	32GB	32GB	64GB
Memory / RAM-Minimum	8GB	8GB	12GB	16GB	32GB
Hard Drive - Total Storage	500GB	1TB	1.5TB	2TB	3TB
Disk Configuration	Recommended RAID 1 or RAID 5				
Operating System	Windows Server 2012, Windows Server 2016, Windows Server 2019, Windows Server 2022				
Backup Solution	Back up on external hard disk, or flash drive. (Offsite/Cloud backup is recommended)				
Internet Connectivity	Broadband Internet connection required for online services.				
Notes	We do not recommend using the database server as a DNS server, Domain Controller, Router, File Server, Print Server, or for Terminal Services as these applications may interfere with the performance of the database.				

Terminal Server (For Remote Locations) *Each server can support a maximum of 50 users			
Component / Number of users	1-10 remote users	11-25 remote users	26-50 remote users*
Processor - Recommended	Two Quad-Core Xeons 1.6GHz+	Two Quad-Core Xeons 1.6GHz+	Two Quad-Core Xeons 2.26GHz+
Processor - Minimum	Quad-Core Xeon 1.6GHz	Quad-Core Xeon 1.6GHz	Quad-Core Xeon 1.6GHz
Memory / RAM - Recommended	12GB	16GB	32GB
Memory / RAM - Minimum	8GB	12GB	16GB
Disk Configuration	Recommended RAID 1		
Hard Drive - Total Storage	80GB	120GB	180GB
Operating System	Windows Server 2012, Windows Server 2016, Windows Server 2019, Windows Server 2022		
Backup Solution	Back up on external hard disk. (Offsite/Cloud backup is recommended)		
Internet Connectivity	Sufficient bandwidth between remote locations, no less than 300 Kbps per concurrent user.		

Workstations		
Component	Minimum Specifications	Recommended Specifications (high-usage workstation minimum)
Processor	Intel i5 or equivalent	Intel i7 or equivalent
Memory / RAM	4GB	8GB
Hard Drive	40GB	40GB
Operating System	Win 8, Win 10, Win 11	Win 8 Pro, Win 10 Pro, Win 11 Pro
Wireless Network Card (Optional)	802.11G +	802.11N +

Licensing	
Sybase Anywhere Database License	1 license per concurrent user

Patient Portal Web Server (Optional)		
Component	Minimum Specifications	Recommended Specifications
Processor	Quad-Core Xeon 1.6GHz+	Two Quad-Core Xeons 2.26GHz+
Memory / RAM	4GB	8GB
Hard Drive	80GB	250GB
Operating System	Win 8 Pro, Win 10 Pro, Win 11 Pro	Windows Server 2012, 2016, 2019, or 2022
Internet Connectivity	High bandwidth internet connection with static IP address.	
Domain & SSL	A domain and SSL certification is required.	
Sybase Anywhere License	The Patient Portal will utilize one Sybase Anywhere License.	

IMS OnArrival - Mobile Waiting Room Checkin (Optional)	
Hardware/Device OS	Android tablet with minimum OS version 8.0, or iPad with minimum iOS version 13.0
Device Screen Size	Device screen size of at least 8.9" with a recommended resolution of 720 x 960 or greater.
Camera	FrontCam: 5 MP and RearCam: 8MP
RAM	Minimum 4 GB of RAM
Internet Connectivity	Recommended 3-5Mbps internet speed for optimum use.

Printing	
Standard Printer	PCL5 or higher compatible network printer (All-in-one devices should not be used as a scanner, but can be used for printing.)
Label Printer	DymoLabelWriter 400/450 ** Single Ribbon DymoLabelWriter 400/450 Turbo ** Single Ribbon
CHDP Printer	Windows compatible laser printer. We recommend the OKI MICROLINE 420 (This unit can work on multiple drivers. Install IBM Pro printer roman 3drivers. We recommend this for a busy practice.)
Rx Printer	Brother Laser Jet 2170N Network printer (To use with non-padded Rx scripts). If you would like to print Rx pads.

Scanning & Image	
Scanner	Any Twain compatible scanner is compatible with IMS.
Card Scanner	Docket Port DS687 (Duplex) / Inuvio EcoScan i6d (Duplex)
Barcode Scanner	Symbol LS Series General Purpose Bar Code Scanner Tested Model: Symbol LS2208
Signature Pad	Topaz SignatureGem SE 4x3 T-LBK755SE-BBSB
Web Camera	Branded Webcam USB 2.0 or higher

Medical Devices (Optional)	
Vital Signs	Welch Allyn - Spot Vital Signs - Lxi
EKG	Any device from Midmark or Koko
Spirometry	Any device from Midmark or Koko
Glucose Meter Interface	IDI (Intelligent Diabetic Interface)

Faxing (Optional)	
IMS Fax Cloud	The IMS Fax Cloud is a subscription based service which allows you to send and receive faxes using only your internet connection. You can forward your existing fax line numbers for a one-time fee. This service does not require analog fax lines.

Point of Sale Cash Drawer (Optional)	
Point of Sale Cash Drawer	POSIFLEX CR3100 Series (CR 3115B) (For USB Interface Only) Provides automatic opening of cash drawer from within the POS payment and invoice screens.

Network	
Router / Firewall	For best performance we recommend business-class Gigabyte switches and routers. (10/100/1000)
Wireless	Hardwiring your workstations to the network will provide the best performance. However, if you seek the convenience of wireless laptops or tablets, we recommend use of a wireless access point capable of 600Mbps+. A local IT professional is recommended to verify a strong, stable wireless connection throughout the office. Alternatively, use of terminal services / RDP to connect from these wireless devices is suggested if performance is not optimal.

Best Practices for Backup	
<p>Data backups are the responsibility of your office. Loss of data and recovery may be difficult and costly. The best method to protect your office's data, patient's data and preserve your paperless environment is to maintain a proper backup routine. Understanding the process is crucial to a successful backup. Although 1st Providers Choice customer support initially sets up the scheduled backup of files onto your local server or external device, 1st Providers Choice is not responsible for maintenance or management of the backup process. Assigning or contracting a network professional is strongly recommended to handle backup procedures. Please have a qualified IT technician contact our customer support for any questions regarding the files required for backup. Once again, we STRONGLY encourage proper and professional maintenance of the data backups.</p>	