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**Title: Using CAREware over a Wide Area Network**

**Track:** QED-802

**Date/Time:** 08/26/2008 10:00 a.m.

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*HRSA-HIV/AIDS Bureau*

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*HRSA-HIV/AIDS Bureau*  
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*Writeprocess Inc. / BETAH Assoc. Contract*




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# Using CAREware over a Wide Area Network

**A real Wide Area Network solution in Puerto Rico for Real Time Providers**

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## Using CAREware over a Wide Area Network

- Basic Rule**  
Network installations with multiple providers connected on a Wide Area Network (WAN) or over the Internet will install the Business and Data Tiers on the central server(s) while the client tier is installed on each user's desktop.

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## Using CAREware over a Wide Area Network

**MULTI-PROVIDER, MULTI-USER**

For wide area networks and Internet installations, the server name is the web address or a Static IP which users will access via the Internet e.g. [www.YourAgency.org](http://www.YourAgency.org).

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## Using CAREware over a Wide Area Network

**Why CAREware?**

- Is free for the Ryan White Grantees
- Has free technical support
- HIPPA Compliance
- Works over LAN, WAN and standalone
- Has been designed from HRSA/HAB to meet all the information requirements Ryan White Grantees need
- Is updated frequently to be free from bugs and to meet new incoming Ryan White measures (FPLs, Medications, etc.)

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## Using CAREware over a Wide Area Network

**Actual Real Time Providers:**

- Ponce Part A
- Puerto Rico Department of Health ADAP and Part D
- Migrant's Clinic Mayaguez Part C

**Future Real Time Providers:**

- San Juan Part A
- Caguas Part A
- Centro de Salud de Lares Part C

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## Using CAREware over a Wide Area Network

**Figure Part A Centralized Server Network Diagram**

Note: All clinics and administrative offices must be connected to the Internet. Also, each computer connected to any of the RAS must have a valid IP address. Gateways will be configured with a default gateway for the Internet. Also, ensure a port for the Gateway Application on all the workstations and servers to work successfully. Also, an attempt to a user name on all the computers will have an error message.

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## Using CAREware over a Wide Area Network

**SAMPLE NORMAL WAN CONFIGURATION**

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## Using CAREware over a Wide Area Network

**Server Operating System Descriptions:**

- Windows Server 2000 or higher
- Internet Security and Acceleration Server 2000 or higher(Firewall and VPN)
- SQL Server 2000 only
- Antivirus

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## Using CAREware over a Wide Area Network

### System Requirements:

- Processor - P4 3GHz processor or faster (more important on the server than the client)
- RAM – 1GB or more on the server, and 512MB on the clients
- Hard drive space – the amount of hard drive space required will vary depending on how much data the location has, but Windows users often run into performance issues when down to the last 10% of the hard drive (this is primarily a server consideration)
- Internet connection speed (for remote locations only) – a DSL (or similar high speed) internet connection can greatly improve overall speed of the application over using a standard dial up connection.

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## Using CAREware over a Wide Area Network

### General Computer Health:

The general health of the computers running RW CAREWare can have a huge impact on performance. For optimal performance, ensure that all computers:

- Have the latest version of RW CAREWare
- Free from Spyware and Viruses
- Have the latest Windows Updates
- Framework .NET 1.1

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## Using CAREware over a Wide Area Network

### General Server Health:

- Download the SQL Server 2000 Service Pack 4 from the [Microsoft website](#).
- Rebuild all the indexes for the tables in the database.
- Free from Spyware and Viruses
- Have the latest Windows Server Updates
- Framework .NET 1.1

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**Using CAREware over a Wide Area Network**

**How to Improve Performance:**

- If the server is running full SQL server, be sure to have Service Pack 4 installed. This contains many optimizations that will have a dramatic effect on the performance of RW CAREWare, particularly when running reports.
- Get a dedicated server - if the server is running several applications, then SQL server resources will be split up among these and will usually decrease performance.

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**Using CAREware over a Wide Area Network**

**How to Improve Performance (cont.):**

- Turn off service sharing – if you don't need to share services between providers, turning this feature off can significantly improve performance with all service-related processes.
- Turn off data encryption – this can boost performance in some installations, particularly on lower-end computers.

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**Using CAREware over a Wide Area Network**

**Most Common Problems**

- Broadband connection problems
- CAREware lockout accounts
- Port 8124 block on the firewall
- Don't knows

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**Using CAREware over a Wide Area Network**

**Real Time Provider Central Administrator:**

- CAREware knowledge(Contracts, Subservice Manager, Custom Reports, User Provider Manager, etc.)
- Networking and IT management experience in general(SQL Server, Active Directory, Back ups, etc.)
- Someone full of patience

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**Using CAREware over a Wide Area Network**

**Central Data Base Server Benefits:**

- Server redundancy, security, scalability, etc. (RAID, Cluster, Back up, VPN Firewall, Dual CPU, Dual Power Supplies, SAN, etc.)
- Client and Clinical data sharing between providers
- Client duplicity detection
- Multiple Providers Reports (Fiscal Reports, RDR, PMM, Quality Assurance Reports, etc.)
- Audit Trails

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**Using CAREware over a Wide Area Network**

**Central Data Base Server Benefits(cont):**

- Centralized Business Tier upgrades for Client Tier upgrade
- Users and Provider Management Administration (Viewing, Adding, Editing, Deleting, Granting, Revoking, etc.)
- Manage Internal Outgoing Referrals and External Referrals
- Consolidated Technical Assistance access.
- Standardize Subservices by Categories
- Real Time Data

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For more information please visit:

- <http://www.jprog.com/faq.aspx>
- <http://www.hab.hrsa.gov/careware>

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Questions?

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Thank you

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# Contact Information

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