

*** The information on the following pages should be reviewed by or with your IT Vendor ***

Clinic Internet Requirements

Internet Connectivity

Healthquest Cloud is delivered over the internet and is dependent on the quality and reliability of the clinic's internet connection. It is recommended to confirm with the clinic's Internet Service Provider that the internet connection meets the requirements below.

Please note:

- Healthquest Cloud operates over HTTPS (TCP 443) and TLS version 1.2 or above is required.
- Cellular/LTE and Satellite internet connections are not recommended due to increased latency.
- A backup internet connection is advised to reduce the risk of downtime should the primary internet link fail. **If the clinic loses internet, they will be unable to access Healthquest.**

Internet Bandwidth

Below are general internet bandwidth recommendations suitable for most clinics. Please note some clinics may require more or less bandwidth depending on other requirements beyond Healthquest.

Small clinics | 5 or less staff:

- 30 Mbps download, 10 Mbps upload

Standard clinics | 6 to 19 staff:

- 100 Mbps download, 30 Mbps upload

Large clinics | 20 or more staff:

- 150+ Mbps download, 50+ Mbps upload

Healthquest Cloud Session Bandwidth

Below are the internet bandwidth requirements **per Healthquest session**. Each instance of Healthquest must have this bandwidth available to maintain a consistent and performant connection.

Minimum requirement:

- 500 Kbps download, 150 Kbps upload

Recommended & multi-monitor:

- 1 Mbps download, 300 Kbps upload

Local Network Connectivity

A reliable network connection which meets the internet bandwidth requirements above is necessary for all workstations connecting to Healthquest Cloud. It is strongly recommended that clinic computers are connected via a hard-wired network connection.

If wireless (WiFi) connections are used, it is important that the clinic wireless infrastructure provides sufficient coverage of all work areas and wireless clients maintain a consistent connection. Enabling roaming between multiple access points (if applicable) is recommended.

**Clinics that do not meet these network requirements are not guaranteed to have the desired user experience using Healthquest Cloud.

System Requirements

****Healthquest Cloud is only supported on Windows and macOS operating systems**

Requirements for Workstations and Laptops

- Microsoft Windows 10 (in service version)
- Apple macOS 12 Monterey with Microsoft 'Windows App' application
- Intel i3, AMD R3, or Apple M series processor
- At least 4GB of RAM
- Monitor with at least 1280x720 resolution
- Consistent internet connection

Recommended for Workstations and Laptops

- Microsoft Windows 10/11 (latest version)
- Apple macOS (latest version) with Microsoft 'Windows App' application
- Intel i5, AMD R5, or Apple M Pro series processor
- At least 8GB of RAM
- Monitor with at least 1920x1080 resolution
- Wired local network and internet connection

Requirements for RDS / Terminal Servers

- Microsoft Windows Server 2016 or newer
- Wired local network and internet connection
- Adequate compute, memory, storage, and licenses to support RDS sessions
- Printers installed locally on RDS session host server(s)

Printing

- Printing is provided through Remote Desktop printer redirection
- Printers must be installed locally on clinic computers -or- host servers in RDS environments
- A maximum of 20 local redirected printers are supported

File Indexing

- Requires local sync client to synchronize files between the clinic and Healthquest
- Sync client must be installed on a computer on the clinic network
- Sync directory can be shared to other computers on the clinic network

Faxing

- Faxing within Healthquest requires a fax device/service which provides a print driver (e.g. SRFax)
- Fax devices must be installed locally on clinic computers -or- host servers in RDS environments

Backups & Updates

- Healthquest application and database updates are managed by Healthquest
- All hosted clinic data (HQ database, indexed files, labs, claims, etc.) are backed up by Healthquest
- If the sync client is installed on the clinic network, all contents are backed up by Healthquest

Healthquest Cloud workstation setup and first time login instructions [can be found here](#).