



Healthquest Installation Guide

Contents

Introduction	3
Pre-installation Checklist	3
Hardware	3
Training	4
Support	4
Backups	5
Database	5
Conversions.....	5
Go-Live	6
Appendix A: Healthquest System Requirements.....	7
Healthquest 4.0 Electronic Medical Records (EMR) - Client/Server Model.....	7
Minimum Requirements for Servers.....	7
Recommended Requirements for Servers.....	7
Minimum Requirements for Workstations.....	7
Recommended Requirements for Workstations.....	7
Healthquest 4.0 Electronic Medical Records (EMR) - Hosted/Virtual Model.....	8
Minimum Requirements for Servers.....	8
Recommended Requirements for Servers.....	8
Minimum Requirements for Workstations.....	8
EMR - Additional Requirements.....	8
Healthquest 4.0 Practice Management (PM)	9
Minimum Requirements for Servers.....	9
Recommended Requirements for Servers.....	9
Minimum Requirements for Workstations.....	9
Recommended Requirements for Workstations.....	9
Healthquest 4.0 Billing.....	10
Minimum Requirements for Workstations.....	10
Recommended Requirements for Workstations.....	10

Introduction

Thank you for your interest in Healthquest, Alberta's premier EMR software; you've made a wise choice.

Healthquest's functionality is based on more than two decades of experience working directly with Alberta physicians to design an EMR fully versed in the requirements of an Alberta healthcare practice.

With virtually every Alberta requisition available, and billing functionality developed specifically for Alberta, Microquest's Healthquest EMR software is designed for today's modern medical practice.

Pre-installation Checklist

There are a few tasks you'll need to complete before our team can build your new Healthquest database. Fortunately, we've compiled these tasks into a single list for your convenience:

- Pick your IT vendor
- Schedule your go-live date
- Complete and submit your PIA
- Complete and submit your BA forms
- Obtain your Facility Registration Number
- Obtain your WCB Billing Number
- Complete and submit your e-Delivery Registration form (PIA file number is required)
- Obtain your Lab Number
- Provide point-of-contact details for database conversion (if required)
- Complete and submit database sheets
- Complete and submit Signature form
- Complete and submit EFT form for monthly support billing

Hardware

Healthquest has specific hardware requirements. Fortunately, we've included these requirements in this package ([Appendix A](#)).

Microquest does not supply or service hardware for our clients. Generally, our clients employ a third-party IT vendor to provide, configure, and support their PC and network infrastructure based on the Healthquest system requirements and our client's specific PC and network requirements.

If your clinic does not have a preferred IT vendor, Microquest can provide you with a list of vendors employed by some of our existing clients.

Your Healthquest go-live date is dependent on your IT vendor having your PCs and network fully installed, configured, and operational. Our technicians cannot install and properly test Healthquest until your PCs and network are complete.

If you or your IT vendor have any questions about Healthquest's system requirements, Microquest's technical support team is happy to work with you and your IT vendor to ensure your PCs and network can be configured to properly support your switch to Healthquest.

Training

Microquest also offers a continuous training program to help you take advantage of Healthquest's many features. We know that software systems are most effective when your staff understands how to take advantage of the benefits. We take the time to show your employees how it can make their work processes more efficient, effective and enjoyable.

No two practices are the same. Every practitioner and clinic has different needs. We'll never train you to use Healthquest in a way that you'll never use it. Prior to installing Healthquest, we'll work directly with you to identify your practice's specific requirements and obtain a full understanding of how your practice functions so we can develop Healthquest training specific to your practice's requirements.

Training can be offered in a one-on-one, or group setting, depending on your practice's needs.

And, working directly with you doesn't mean a phone call; other vendors might offer remote training only, but our training is done in-person, within your clinic. With a Client Services Representative on-site for training, any question, concern, or issue that arises can be addressed immediately.

You're taking time out of your day for training, we don't want to waste that time with inefficient remote training.

Support

No tiers, no additional fees, no mysterious support charges, and no waiting hours for a callback. When you call for support, you'll be connected with one of our technicians, who will stay with you every step of the way to ensure every issue is resolved, and your practice can continue.

And, our support is not simply phone-based; Microquest also supports live remote assistance. Using our remote assistance software, our support team can view your desktop and share control of your mouse and keyboard to get you on your way to a solution.

Microquest's support is available Monday to Thursday 07:30-18:00 and Friday 07:30-17:00 Mountain Time (UTC-07:00), excluding statutory holidays.

Backups

A properly configured backup and data recovery solution are vital to ensure your clinic can continue to function in the event of a PC or network failure.

As part of the Healthquest installation, Microquest will configure Healthquest to back up its database and log files to a folder on your server or network. However, Microquest does not configure or perform any other backup tasks; it is the responsibility of the IT vendor to ensure the Healthquest backup folder is added to the overall network backup scheme.

Some things to consider when considering a backup solution:

- Backup type (full, incremental, or differential)
- Backup media (external hard drive, network attached storage, tape drive, or cloud)
- Backup storage (on or off-site, off-site rotation)
- Regular data restore tests

Microquest strongly recommends discussing a complete backup and disaster recovery solution with your IT vendor.

Database

Microquest will never give you a blank, unconfigured database and tell you to figure it out yourself.

Our client service representatives will work with you to configure your new database based on your specific needs. We'll configure your employee information and access rights, appointment schedule and types, chart templates, and letterheads, to name a few.

Once we've collected your database specifications, we'll begin building your database. Microquest requires approximately 4 to 6 weeks to properly build your new database.

Conversions

If you're switching from another vendor's software to Healthquest, Microquest can convert the data from your previous vendor's software and import it into Healthquest.

There are a few important considerations regarding data conversions:

You'll need to contact your current software vendor to arrange a data export. This is not something Microquest can do; only the custodian of your data can arrange the export with your current vendor.

Once your current vendor has exported the data, and you have provided Microquest with the exported data, Microquest can begin the conversion process.

Unfortunately, not all data can be converted for use in Healthquest. Data such as tasks, for example, cannot be converted. Our client services team will work with you to identify data that can be converted, and plan your install should there be any data that cannot be converted.

Once we have received your exported data, depending on the amount of data, Microquest requires 1-2 weeks to convert your data for use in your new Healthquest database.

Microquest recommends considering the conversion time when planning your go-live date.

Go-Live

The day Healthquest is installed in your clinic is arguably the most important — and stressful. Microquest understands the importance of your go-live day, which is why we'll never leave you in the dark. Our team will be with you every step of the way.

Your client services representative, along with someone from our technical support team, will be with you in person to ensure your go-live is completed as smoothly as possible. We'll test all aspects of your new Healthquest install to verify everything is working to your specifications.

Microquest recommends booking off a block of time in the morning for your go-live. Microquest has found that the smoothest installs have occurred when our clients have temporarily closed their clinics for the morning to devote an uninterrupted block of time for their go-live.

Additionally, Microquest recommends inviting your IT vendor to be present during your go-live. As Microquest does not provide network and hardware support, having your IT vendor on site to resolve any potential network or hardware issues means your go-live can proceed without any issues.

And, Microquest doesn't install our software and disappear. A week after your install, your client services rep will contact you to see how well Healthquest is working for you. If any issues have arisen, our team will work with you to resolve those issues.

And, our technical support team is just a phone call away!

Appendix A: Healthquest System Requirements

Healthquest 4.0 Electronic Medical Records (EMR) - Client/Server Model

Minimum Requirements for Servers

- Quad-Core i5 series processor
- 1TB Hard drive, RAID compliant
- 19" monitor, at 1024x768 resolution
- 8GB ECC RAM
- High-speed Internet account
- External drive, or some sort of backup drive
- Microsoft .NET Framework 3.5 SP1
- Unattended remote access available to Microquest Support

Recommended Requirements for Servers

- Quad-Core i7-series processor, or better
- 1TB+ Hard drive, RAID hybrid or SSD
- 24" monitor, at 1920x1080 resolution
- 16GB+ ECC RAM
- High-speed Internet account
- External drive, or some sort of backup drive
- Microsoft .NET Framework 3.5 SP1
- Unattended remote access available to Microquest Support

Minimum Requirements for Workstations

- Quad-Core i3-series processor
- 500 GB Hard drive
- LCD monitor with 1280x720 resolution
- 4GB RAM
- High-speed Internet account
- Microsoft .NET Framework 3.5 SP1

Recommended Requirements for Workstations

- Quad-Core i5-series processor, or better
- 256 GB SSD Hard drive
- LCD monitor with 1920x1080 resolution
- 8GB RAM
- High-speed Internet account
- Microsoft .NET Framework 3.5 SP1
- Windows-compliant label printer (Dymo recommended)

Healthquest 4.0 Electronic Medical Records (EMR) - Hosted/Virtual Model

Minimum Requirements for Servers

- Quad-Core i7-series processor
- 1TB Hard drive, RAID compliant
- 19" monitor, at 1024x768 resolution
- 16GB ECC RAM
- High-speed Internet account
- External drive, or some sort of backup drive
- Microsoft .NET Framework 3.5 SP1
- Unattended remote access available to Microquest Support
- Remote Desktop access (Terminal Server) and licenses for users

Recommended Requirements for Servers

- Quad-Core i7-series processor, or better
- 1TB+ Hard drive, RAID hybrid or SSD
- 24" monitor, at 1920x1080 resolution
- 32GB+ ECC RAM
- High-speed Internet account
- External drive, or some sort of backup drive
- Microsoft .NET Framework 3.5 SP1
- Unattended remote access available to Microquest Support
- Remote Desktop access (Terminal Server) and licenses for users

Minimum Requirements for Workstations

- Thin client supporting Microsoft Remote Desktop

EMR - Additional Requirements

- Scanning: scanner supporting PDF or TIFF _les, with the ability to save documents to a Windows network share
- Incoming faxes: fax machine, or multifunction printer with fax capability, with the ability save incoming faxes in PDF or TIFF format to a Windows network share
- Outgoing faxes: fax machine, or multifunction printer with fax capability, that has a Windows printer driver
- for faxing documents electronically
- Printing: Windows-compliant laser printer (High-speed/capacity recommended)

Healthquest 4.0 Practice Management (PM)

Minimum Requirements for Servers

- Quad-Core i5-series processor
- 500GB Hard drive, RAID compliant
- 19" monitor, at 1024x768 resolution
- 8GB RAM
- High-speed Internet account
- External drive, or some sort of backup drive
- Microsoft .NET Framework 3.5 SP1

Unattended remote access available to Microquest Support

Recommended Requirements for Servers

- Quad-Core i7-series processor or better
- 500GB+ Hard drive, RAID hybrid or SSD
- 24" monitor, at 1920x1080 resolution
- 8GB+ ECC RAM
- High-speed Internet account
- External drive, or some sort of backup drive
- Microsoft .NET Framework 3.5 SP1
- Unattended remote access available to Microquest Support

Minimum Requirements for Workstations

- Quad-Core i3-series processor
- 250 GB Hard drive
- LCD monitor with 1280x720 resolution
- 4GB RAM
- High-speed Internet account
- Microsoft .NET Framework 3.5 SP1

Recommended Requirements for Workstations

- Quad-Core i5-series processor, or better
- 500 GB Hard drive
- LCD monitor with 1920x1080 resolution
- 8GB RAM
- High-speed Internet account
- Microsoft .NET Framework 3.5 SP1
- Windows-compliant label printer (Dymo recommended)

Healthquest 4.0 Billing

Minimum Requirements for Workstations

- Quad-Core i3-series processor
- 250 GB Hard drive
- LCD monitor with 1280x720 resolution
- 4GB RAM
- High-speed Internet account
- Microsoft .NET Framework 3.5 SP1

Recommended Requirements for Workstations

- Quad-Core i5-series processor
- 500 GB Hard drive
- LCD monitor with 1920x1080 resolution
- 8GB RAM
- High-speed Internet account
- Microsoft .NET Framework 3.5 SP1