

## **Physician and Non-Physician Provider Remote Access Q/A's**

Q: Is UWHC providing me with a home connection?

A: No, UWHC will not compensate or purchase broadband Internet for your household. We are enabling you to login to UWHC Clinical Resources from home with your Active Directory account.

Q: Should I choose Cable or DSL for home access?

A: There is not an absolute answer to this question. In fact, depending on your geographic region, you may not have a choice. A good rule of thumb is to speak with your neighbors and see which service they are satisfied with. Generally a given neighborhood will reside on the same portion of a physical computer network for high-speed internet.

Q: My broadband internet provider offers several packages, which one do I choose?

A: If you are serious about working from home and having the work be productive, choose the fastest package your given provider offers. Connecting with UWHC requires the necessity to exchange large amounts of computer data across a network. When you are doing this from home, it will be slower than if you are at a UW Health location.

Q: What if I live in a region with no broadband internet access?

A: Currently throughout the United States, this is not an uncommon problem. Unfortunately current clinical applications are simply not recommended over dialup, as a dialup connection is incapable of transferring large amounts of data quickly. Satellite internet may work with the Citrix Web Interface, but it is not guaranteed, as satellite internet connections tend to be somewhat inconsistent when used for other purposes besides regular web surfing.

Q: What if I am having problems connecting?

A: Please contact our helpdesk at (608) 265-7777. They are available 24 hours a day, seven days a week. During core business hours, they should be able route your call to the appropriate analyst. After hours, they will make every effort to assist you, but in the event they are not able to resolve the issue, this would need to wait for analysis until the next business day.

Q: Can someone come over to my house and setup remote access?

A: Due to support limitations, and liability, we are not able to offer this service. If you are a UWHC physician or non-physician provider, please work with Brad Sinner to verify the software is working on your computer during business hours. We will make every effort to attempt to get the Citrix software working on your home computer, but cannot guarantee 100% success due to the variances and customizations of each home computer. We are also not able to work with your broadband internet provider, should the issue be with their network infrastructure.

Q: Is this replacing Netscreen Secure Access?

A: No, it is simply another choice which will be faster and more efficient for the vast majority of our Providers. Due to the inability of the Citrix platform to render high-quality diagnostic radiology images, netscreen is still the preferred method for viewing these while you at home. In summary the radiology software is able to use your local web browser to display images. This is fundamentally different from how Citrix functions.

Q: In the Citrix Web Interface, when I open Uconnect, and then click on 'Dictaphone E-sig', the link doesn't work. Why is that?

A: This is because you are attempting to have a Citrix session within another Citrix session. Due to the cost of Citrix licenses, it is prohibitive to allow this to happen.

Q: Does this mean I can now get access to 'UptoDate' from home?

A: Unfortunately, due to licensing restrictions, we still are unable to offer remote access to UptoDate.