Dear Valued Physician,

I am pleased to provide you with the attached documentation on how to gain Remote Access to WakeMed's electronic systems from your private office for your staff.   Each of your staff members who need access (up to three office staff members per practice) are required to fill out and submit the Remote Access agreement.

Once the forms have been completed and faxed to WakeMed, a welcome e-mail along with instructions on how to use WakeMed's electronic record system (Soarian) will be sent to the contact individual(s) for the practice within five business days. The welcome e-mail will contain the login ID and initial password for the individual(s) requesting access. I will follow up within one week after your practice has received the access information.

We have an agreement with an outside vendor who will install onsite access to our patient care system on four of your personal computers at one location. They will call you to set up an appointment to complete this process. We recommend that if you have IT staff that they be available to learn the procedure in order to install it on other computers. We will have a help line to call if you have any problems with our system.

We will require your office notify WakeMed of any resignations, terminations or changes to your medical staff. Once a quarter, WakeMed will supply a report to your office for review to ensure this information remains up-to-date. It is extremely important that this report be reviewed closely and that any changes are quickly communicated to us.

The workstation requirements are:
1. Windows XP or 2000 w/ Service Pack 4
2. Internet Explorer 6.0 or greater
3. Windows Installer Service 2.0 or greater (required for Citrix Web Client installation)
4. Latest version of Citrix Web Client
5. Broadband or DSL connection
6. Pop-up blockers disabled
7. *.wakemed.org added to trusted sites within Internet Explorer

Please call the Help Desk at 919-350-8700 with any questions or concerns you might have. We also appreciate any feedback on WakeMed's physician remote access solution.

We hope that Remote Access will make it easier for you and your staff to gain access to important patient information and thereby improve the quality of care we can deliver together. Thank you for your continued commitment to WakeMed Health & Hospitals.

Sincerely,

Deborah Jones-Combs, MBA
Physician Systems Support