

Inside Perspective

Helping you unleash the full power of MEDITECH

JJWild

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Maintaining connectivity to MEDITECH

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Connectivity to MEDITECH: it's a mission-critical requirement for MEDITECH customers. But what's the best way to keep connected for the least amount of cost and effort? MEDITECH has created a service delivered by JJWild that leverages your existing Internet connection to provide an always-on, low cost alternative to maintaining an ISDN or dial-up connection—MEDITECH VPN (Virtual Private Network).

MEDITECH VPN takes advantage of state-of-the-art security and technology to provide a link for customers to receive HCIS implementation and support from the MEDITECH community (including MEDITECH, Patient Care Technologies (PtCT), LSS Data Systems, and JJWild). Introduced in 2004, the service is quickly being adopted by MEDITECH customers who see the value in having a fast, dedicated VPN tunnel for their MEDITECH and partner support without the responsibility of maintaining the connection.

MEDITECH has taken into consideration the needs and priorities of healthcare IT organizations and created a service that delivers the highest performance, availability, and security possible. JJWild facilitates the MEDITECH VPN service using your existing Internet connection and provides the related hardware, software, and ongoing support necessary to maintain availability. For an economical annual fee, we remotely manage the link from end-to-end, freeing up your on-site IT resources to work on other initiatives.

Security

MEDITECH VPN's design is compliant with the HIPAA Security Rule, and uses IPSec 3DES encryption to preserve the integrity and confidentiality of data. MEDITECH VPN also protects your network from external threats by individually authenticating each technical support member before they are allowed to access the customer network. In addition, for clients with hosts that support MEDITECH's RADIUS server, MEDITECH VPN provides a real-time activity log and provides information about the session, including a link to the relevant MEDITECH Service Issue. This enables customers to see who is accessing their network and why.

Cost Control

Chances are, you're already paying for a high bandwidth, business class Internet service. Why not use it to support your most critical software applications? Internet technology is proven, efficient, and relatively inexpensive. Adding MEDITECH VPN as an application for your existing Internet connection means you're getting more for your money.

Availability

Reliability is key. JJWild monitors the VPN tunnel 24/7 to maintain availability and to proactively identify and correct any connectivity issues. JJWild Customer Support is there to provide installation, troubleshooting, and ongoing support for the complete solution—hardware, software, and VPN connection—giving your IT team one less thing to think about.

MEDITECH VPN Requirements

JJWild makes it easy to make the move to MEDITECH VPN. All you need to take advantage of this service is your existing Internet connection, a Cisco Integrated Service VPN router

(provided by JJWild), and a service agreement. We gather information about your network using a questionnaire, and design a configuration to suit your environment. The router is connected at your site and JJWild Customer Support completes the installation remotely.

Using the Internet as the conduit for receiving support from MEDITECH and its partners also paves the way for new and emerging services to be delivered using the VPN connection. (For example, JJWild's Disaster Recovery Service.) If you're looking for a better way to maintain your connection to the MEDITECH community, then MEDITECH VPN may be the solution you've been looking for. To find out more, contact us at editor@jjwild.com.

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