

Support Information

Be sure you have followed the enclosed pre-requisite instructions!

MIS Technical Assistance Availability:
Monday-Friday 8:30am – 4:30pm

During Business Hours: If there is no answer, leave a message with your name, telephone number and a description of the problem you are experiencing. We will try to respond to calls within 1 hour during business hours. If you call after business hours, we will respond the following business day.

After Business Hours: If remote access is of a “critical nature”, please inform the LMH House Supervisor to page the MIS on-call staff. Call-backs will be answered within 30-45 minutes.

LMH Main Number: 336-248-5161
MIS Department Helpdesk: 336-238-4516

Remote Access is a...

- **Gateway to LMH data and resources**, providing flexibility and increased efficiency to users who work off-site (e.g., traveling, work-at-home employees).
- **Privilege** granted when management has determined you have a job-related need for remote access to the LMH network. Your privilege can be revoked if abused.
- **Security Issue** because inadequate safeguards can lead to unacceptable risks, e.g., network outage, malicious theft or modification of data and disclosure of protected healthcare information.

Suggestions to Ensure a Secure Remote Access and Safe Computing Environment.

- Keep your computer OS and Applications patched and up-to-date.
- Use, maintain and store information on LMH servers – never at home!
- Keep your anti-virus software up-to-date.
- Use only MIS authorized and licensed software on Davidson Healthcare-owned systems.
- Do not alter the configuration of Davison Healthcare-owned systems unless authorized.
- Secure your computer work environment – guard against unauthorized access.
- Never write down your passwords, PIN, or authorization codes.
- Create Strong Passwords or Passphrases.
- Do not download programs onto your computer. Some website downloads contain malicious code, including spyware.

Use a Firewall (XP Built-In, dedicated hardware, or software).



Secure Remote Access

Access Guidelines
Client Workstation Pre-requisites
Login Instructions



Lexington Memorial Hospital, Inc
250 Hospital Drive
Lexington, NC 27293

Client Workstation Pre-requisites...

1. You must have a Java Engine installed on the workstation. A free download is available at:

http://www.java.com/en/download/windows_automatic.jsp

(Follow the on-screen instructions to install.)

2. A valid network account and username and a Token PIN device.

Sign-On Instructions...

1. Open your browser and enter into the address bar:

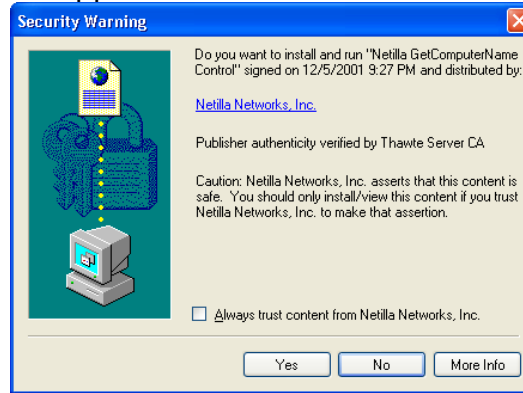
<http://remote.lmh.cc>

2. Enter your network account name and password – click on Log In.

3. Press the button on the front of the Token PIN Device and enter the 6 alpha-numeric PIN as the password and click on the Continue button.



4. Click yes to install and run the Netilla Networks applet and to run the Netilla applets.



NOTES:

PIN Tokens are not only expensive – they are a critical security component of our remote access plan. As such, you must take great care to protect the Token from loss or unauthorized use. If lost, you will be responsible for the replacement cost: \$95

All PINs are one-time use only. You can not re-use the PIN numbers.

Close all the the Internet Explorer windows when you have completed your remote access sessions.

If you are disconnected from a session, you can login again and be reconnected at the same “place” you were disconnected. This will prevent unsaved work from begin “lost”. (You can remain disconnected from a session for 1 hour without losing any data.)