



# Release Notes for *Cisco Extended Care 1.0*

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**Revised Date: November 18, 2013**

**Release: 1.0**

**OL-30302-01**

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## Introduction

Cisco Extended Care is a personal health and wellness collaboration platform, enabling patient engagement and care team interactions at any time and from anywhere.

The solution provides:

- Enhanced and efficient care coordination
- Secure messaging
- Appointment calendar and scheduling
- Ability to access questionnaires
- Real time video collaboration
- Anywhere access to care team consults



- Personalized content sharing
- Video platform to drive health and wellness awareness and education
- Open APIs to integrate with and enable third party applications and environments

## Key Features

Cisco Extended Care has the following key features:

- Patient Portal
- Provider Portal
- Video Conferencing
- Historic Wellness Readings Trending
- Access to Questionnaires
- Appointment Calendar
- HL7 Compatibility
- Quick Connect
- Access to Educational Videos
- Secure Messaging
- Instant Messaging
- OpenEMR Compatibility
- Collaboration APIs
- Customizable Branding

### Patient Portal

Allows patients to connect with a care provider via video conferencing and get access to personalized educational material, messages, wellness data, appointment calendar, questionnaires, etc.

### Provider Portal

Allows care providers to view ready appointments, start video conference with patients, access patient details, send messages to patients, view patient wellness data, create and save SOAP notes, etc.

### Video Conferencing

Allows patients to connect with a care provider via video conferencing.

### Historic Wellness Readings Graphs

Allows patients and providers to graph the patient's historic wellness readings over time. Historic wellness readings are readings from a wellness device that are either manually entered by the patient or retrieved from external sources, such as a PHR.

## Access to Questionnaires

Allows patients to respond to a questionnaire and also access previous responses.

## Appointment Calendar

Allows patients to view their appointment calendar and start a scheduled appointment.

## HL7 Compatibility

Allows for customizable request and response HL7 templates for a given deployment.

## Quick Connect

Allows patients to start an unscheduled appointment.

## Educational Videos

Allow patients to access and view educational material (videos from youtube.com) made available by their care team.

## Secure Messaging

Allows patients to view messages sent by their care team. Messages can be searched based on date/time and keywords.

## Instant Messaging

Allows interaction between patients and care providers within an appointment.

## OpenEMR Compatibility

Allows a customer to use OpenEMR in the absence of any HL7 compatible EMR.

## Collaboration APIs

Provide a set of APIs that customers/partners can use to enable video collaboration in legacy applications.

## Customizable Branding

Allows customer/partner to customize their branding logos and images on the patient portal in their offering.

# Not Intended for Use In Emergency or for Patient Monitoring

Cisco Extended Care is not intended for use in emergency situations. In the event of an emergency, call 911 or your local emergency response system. Cisco Extended Care is not for use in situations involving real-time patient monitoring or alarming.

## System Requirements

### Endpoint Computer

The requirements for the laptop/desktop used as an endpoint computer are as follows:

- If the endpoint computer is *not* using a software video endpoint (such as Desktop Video (the Jabber SDK), Jabber Video (MOVI), Jabber for iPad, etc.) unscheduled then the endpoint computer must meet the system requirements for running the compatible Browser / OS combination.
  - Example: For an endpoint computer running Windows 7 with Internet Explorer 9, the system should meet the minimum requirements of Windows 7 as well as Internet Explorer.
- If the endpoint computer *does* use a software video endpoint, the Extended Care 1.0 requirement is a combination of the requirements for running the compatible Browser / OS *plus* the requirement for running the software video endpoint.
  - Example: An endpoint running Windows 7 with Internet Explorer 9 and the Jabber SDK as the endpoint should meet the requirements for running the Jabber SDK *in addition to* the requirements for running Windows 7 and Internet Explorer 9.

For the requirements for your combination of operating system and browser, contact your vendors.

The following links contain system requirements for various Cisco software video endpoints:

- Jabber MOVI -  
[http://www.cisco.com/en/US/partner/prod/collateral/ps7060/ps11303/ps11310/ps11328/data\\_sheet\\_c78-628609.html](http://www.cisco.com/en/US/partner/prod/collateral/ps7060/ps11303/ps11310/ps11328/data_sheet_c78-628609.html)
  - See the PC requirements section
- Jabber SDK -  
[http://www.cisco.com/en/US/partner/prod/collateral/voicesw/ps6789/ps6836/ps12511/data\\_sheet\\_c78-704195.html](http://www.cisco.com/en/US/partner/prod/collateral/voicesw/ps6789/ps6836/ps12511/data_sheet_c78-704195.html)
  - See the system requirements section

## For bare metal Installation of Extended Care Application Server

Installation of Extended Care on a physical server requires the following:

- Processor: Two (2) multi-threaded four (4) core 2.4GHz CPUs with 12MB cache
- Memory: 16 GB
- Hard Disk: 500 GB HDD @ 7200
- Network Interface Card: Quad Port 10/100/1Gb NIC
- Optical Drive DVD±R

- RAID support optional

## For VM Installation of Extended Care Application Server

Installing Extended Care on a Virtual Machine requires the following per virtual machine instance:

- Virtual Machine Version 7 or 8
- Guest OS: RHEL 5 64 Bit
- Virtual Processor
  - Number of Virtual Sockets: 2
  - Number of cores per virtual Socket: 2
- Memory: 16 GB
- Hard Disk: 100 GB
- Additional components required if implementing the high availability design option:
  - an additional physical server that is identical to the first one
  - VMware vSphere Hypervisor (ESXi) 5.1
  - Vsphere Client 5.1. This runs on a Windows platform
  - Network File System<sup>1</sup>
  - vCenter Server 5.1. This runs on a 64 bit Windows platform
- Additional components required if accessing Cisco Extended Care from outside the enterprise network:
  - A separate Server to act as the Reverse Proxy server similarly configured as the Enterprise server.

## Software Compatibility

The following table (continued on the next page) lists the browsers and their level of support in Cisco Extended Care. Fully supported means the relevant components have been completely tested on these browsers and are certified to work. Compatible means the relevant browser components have been functionally tested on these browsers at a high level, but exhaustive testing has not been done.

**Table 1 Browser Compatibility by Operating System and User Type**

Patient			
Platform	Browser Name	Browser Version	Support Level
Windows 7	Internet Explorer	8	Fully Supported
	Internet Explorer	9	Fully Supported
	Chrome	26	Fully Supported
	Firefox	23.0.1	Fully Supported

1. The Network File System should be compatible with the ESXi and vCenter used in Cisco Extended Care. Refer to the ESXi/vCenter documents before deciding which Network File System to use.

<b>Windows 8</b>	Internet Explorer	10	Fully Supported
	Chrome	26	Fully Supported
<b>Mac OS 10.8.4</b>	Safari	6.03	Fully Supported
	Chrome	26	Compatible
<b>iPad iOS 6.1.3</b>	Safari	6.03	Fully Supported
	Chrome	26	Not supported

Provider			
Windows 7	Internet Explorer	8	Fully Supported
	Internet Explorer	9	Fully Supported
	Chrome	26	Fully Supported
	Firefox	23.0.1	Fully Supported
Windows 8	Internet Explorer	10	Fully Supported
Mac OS 10.8.4	Safari	6.0.3	Fully Supported
iPad iOS 6.1.3	Safari	6.03	Fully Supported
	Chrome	26	Not supported
Administrator			
Windows 7	Internet Explorer	8	Fully Supported
	Internet Explorer	9	Fully Supported
	Firefox	23.0.1	Fully Supported

## New and Changed Information

As the first release of Cisco Extended Care, there is no new or changed information for Extended Care 1.0 at this time.

## Issues and Known Limitations

Table 2 following explains the issues and known limitations of Cisco Extended Care 1.0.

**Table 2** Open Issues and Workarounds

Headline	Explanation / Workaround
Jabber plugin does not show self-view in full screen mode.	For workaround, see the <i>User Guide for Patient</i> or the <i>User Guide for Provider</i> at: <a href="http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html">http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html</a> .
Jabber plugin video goes blank when a soft popup superimposes itself over the Jabber video.	For workaround, see the <i>User Guide for Patient</i> or the <i>User Guide for Provider</i> at: <a href="http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html">http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html</a> .

Headline	Explanation / Workaround
Connector definition file cannot be updated.	For workaround, see the <i>Site Administrator Guide</i> at: <a href="http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html">http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html</a> .
Zoom is lost after navigating to another page on iPad.	For workaround, see the <i>User Guide for Patient</i> or the <i>User Guide for Provider</i> at: <a href="http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html">http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html</a> .
Self view does not work for Jabber plugin in certain browsers during multi-party calls.	For workaround, see the <i>User Guide for Patient</i> or the <i>User Guide for Provider</i> at: <a href="http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html">http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html</a> .
Scheduling all-day time slots for on-call providers that recur across daylight savings time change assigns incorrect time slots.	For workaround, see the <i>Site Administrator Guide</i> at: <a href="http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html">http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html</a> .

## Service and Support

For a complete description of the service and support offered for Cisco Extended Care, refer to the *Cisco Extended Care Solution Design Guide* as described in *Related Documentation*.

## Related Documentation

All related documentation can be found at [http://www.cisco.com/en/US/partner/products/ps13401/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/partner/products/ps13401/tsd_products_support_series_home.html).

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

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