



Release Notes for Cisco Extended Care 1.1

This document describes the latest features, system requirements, and open caveats for Cisco® Extended Care 1.1. Use this document in conjunction with the documents listed in [Related Documentation, page 7](#).

Contents

This document addresses the following subjects:

- Introduction
- Previous Releases
- What's New for Extended Care 1.1
- Integration Platform
- Extended Care Application Server Requirements
- Firewall Option Requirements
- Platform Component Version Changes
- Soft Client Browser Requirements
- Open Caveats
- Related Documentation

Introduction

Cisco® Extended Care provides an integrated collaboration experience for remote patient engagement and care team interactions. It is a healthcare collaboration platform that transforms the clinician experience by unifying communication infrastructure components and devices, simplifying workflows, and empowering high-quality interactive visual communications and collaboration. Healthcare providers can now choose to collaborate from within clinical portals and applications they are already using or they can collaborate through video calls on a Cisco video device.



Previous Releases

Cisco Extended Care 1.0 is the first and only other release.

What's New for Extended Care 1.1

- **Anywhere Access**

Soft client support has been extended to Cisco® Remote Expert Mobile and Cisco Jabber® Guest to give your providers and patients more access from anywhere.

- **Integration Platform**

Extended Care 1.1 provides more tools to help independent software vendors and healthcare organizations to embed telehealth collaboration resources into applications and web portals.

- **Virtual Care Room Licensing**

The virtual care room is the collaboration space for all attendees of a video appointment. When a patient clicks on "Start Appointment" or "Get in Touch," they enter the virtual waiting room. They move to the virtual care room only when a provider clicks "Join" to start the video conferencing session. At that point in time, one virtual care room license has been "consumed."

- **Using APIs to Setup User Accounts for Sample Portals**

If provider or patient accounts have already been established (on-boarded) in a partner application or Electronic Medical Record (EMR) application, the partner application can now leverage our APIs to on-board the user into Extended Care. Custom programming is required.

- **Single Sign On (SSO) for Provider Sample Portal**

The Provider Sample Portal supports SSO by leveraging the Spring Security SAML extension that integrates with SSOCircle's cloud-based IDP service using SAML 2.0 protocol.

Note: This integration process requires some custom programming. For custom integration support, contact your Cisco account team.

- **Patient Scheduler for Sample Portals**

This is a connector that was developed for demonstration purposes only. It makes it possible to on-board patients without configuring for an EMR system. The Patient Scheduler must be configured through the Server Administrator portal in a similar manner to the HL7 connector.

System Integration Platform

Endpoint Supported Interfaces

Extended Care 1.1 supports the following industry standard open interfaces. Sample connectors are provided which implement these interfaces, as described below.

Interfaces	Sample Connectors	Purpose
HL7	HL7 connector	Provides the functionality to integrate with EMR and appointment scheduling system via HL7 protocol. This connector must be added and registered with Extended Care, using the Server Administrator portal. When a patient logs in to the patient portal, the schedule of the patient is retrieved from the EMR via the connector so it can be displayed to the patient.
OpenEMR	OpenEMR connector	Support the use of OpenEMR in the absence of any HL7 compatible EMR by providing the functionality to integrate with OpenEMR. This provides the functionality to on-board system users from a non-LDAP external directory. This connector must be added and registered with Extended Care, using the Server Administration portal.

APIs

Extended Care 1.1 provides the following APIs to develop integrated solutions.

API Solutions	Purpose
Endpoint APIs	<p>Each user on-boarded to Extended Care has to be associated with an endpoint. The endpoint is created for each user before onboarding the user.</p> <p>This API provides capability to add, modify, and delete an endpoint.</p> <p>Note: Each endpoint is associated with a Unified Communications (UC) server group. Therefore, an additional UPI is provided to Get the UC server group.</p>
Video Collaboration APIs	<p>Provide a standard way to interact with video endpoints. The following API sets are included.</p> <ul style="list-style-type: none"> • Call Control • Call Status • Camera Preset APIs • Camera Positioning APIs • Utility APIs
iOS	Enables you to develop iOS applications that provide Extended Care voice and video calling.
Android	Enables you to develop Android applications that provide Extended Care voice and video calling.

Sample Implementation of APIs

The following sample implementations are provided.

Sample API	Purpose
User On-Boarding API for Sample Provider Portal	<p>This automates the method of manually creating provider user accounts (onboarding). Providers can be on-boarded and authenticated in the sample portal for the following Extended Care authentication modes.</p> <ul style="list-style-type: none"> • Dedicated User: User is created in Extended Care and all authentication data is stored in the Extended Care database. • External User: User is enabled from an external directory (LDAP or connector-based non-LDAP). <p>The following APIs provide additional provider account functionality.</p> <ul style="list-style-type: none"> • Get User API Used to retrieve a dedicated or external provider from Extended care. • Get All User API Used to list of all the dedicated and external providers in Extended Care.
User On-Boarding API for Sample Patient Portal	<p>Patients are enabled in the sample portals from an external system such as an EMR, EHR, or a partner patient data store. A username and password is created for the patient in the Extended Care database. All the other information is retrieved from the partner EMR, EHR in or outside the appointment.</p> <p>Note: Patients are not stored in LDAP so they would not be enabled from LDAP.</p>
YouTube Data API connector	<p>This is a proof of concept connector for accessing educational contents and displaying in Sample Patient Portal. Provides the functionality to integrate with YouTube. This connector must be added and registered with Extended Care, using the Server Administrator portal.</p> <p>Note: After the connector is registered successfully, the User/Site Administrator can add YouTube videos to Patient Groups. These videos will be listed in the education portlet for any patients belonging to that Patient Group.</p>
Patient Scheduler for Sample Portals	<p>This is a connector that was developed for demonstration purposes only. It makes it possible to onboard patients without configuring a full blown EMR. It needs to be configured through the Server Administration portal in a similar manner to the HL7 connector.</p>

Extended Care Application Server Requirements

Virtual Machine

- 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
- Virtual network interface cards: 1 adapter (E1000)

Hardware Server

- Two multi-threaded four-core 2.4GHz CPUs with 12MB cache.
- Minimum Hard drive: 100GB SATA/SSD/SAS
- Minimum Memory: 16GB DDR3, 1333 MHz
- Network Interface Card: Quad Port 10/100/1Gb
- Optical Drive DVD±R
- Red Hat Enterprise Linux 5.7 or later compatible
- (RAID support optional)

Firewall Option Requirements

- A separate server is required to act as the reverse proxy server.
- It should be configured like the Extended Care Application Server.

Platform Component Version Changes

Servers

- CUCM: Version 10.5
- VCS:Version 8.5
- Remote Expert Mobile Server:Version 10.6.1

Video Endpoints

- Jabber Guest: Version 10.5
- Remote Expert Mobile: Version 10.6.1
- SX-20: Version 7.3.1

Soft Client Browser Requirements

	Remote Expert Mobile 10.6.1	Jabber Guest 10.5	Desktop Video SDK version 3.1.0
IE: Version 11	Not available	32bit only	✓
Chrome: Version >26	✓	✓	✓
Firefox (Windows): Version >32	✓	✓	✓
Firefox (Macintosh): Version >32	✓	✓	✓
Safari(Windows): Version 8	✓	✓	✓
Safari (Macintosh) : Version 8	✓	✓	✓
Chrome(Macintosh): Version >23	✓	✓	✓

Open Caveats

Caveat	Description / Work-Around
<i>Connector definition file cannot be updated.</i>	<p>Condition: A connector has already been created with an XML connector definition file. The user wishes to update the connector to modify the definition file.</p> <p>Issue: If the user tries to update the connector to modify the definition file, it is not possible.</p> <p>Work-Around: Delete the entire connector and start over, replacing the old connector with a new connector and a new definition file.</p>
<i>Sample Portal Provider on-call scheduling has Daylight Savings issue.</i>	<p>When the user/site administrator schedules a provider on-call schedule for an all-day time slot that recurs across a Daylight Savings time change, the system assigns incorrect time slots.</p> <p>Work-Around: None.</p>

Related Documentation

For more information, you can access related Extended Care documents from the following link:

<http://www.cisco.com/c/en/us/support/video/extended-care/tsd-products-support-series-home.html>

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