

Three Options to Ensure a Robust Experience for Users of PatientKeeper v8.x

PatientKeeper is a true thin client application. As a result, end user experience is a function of both PatientKeeper software and the browser within which PatientKeeper runs.

Browser technology has advanced significantly in the past five years and today's modern browsers (IE9+, Chrome, Firefox and Safari) allow for a much richer user experience. In turn, PatientKeeper v8.x incorporates new technology which takes advantage of these advances to significantly improve the user experience. At this point in time, this new technology is primarily employed by our charge capture application (to make the transition to the complexities of ICD-10 straightforward for physicians) and the new self-service patient list creation functionality. Other PatientKeeper applications rely less heavily on the new technology – although that will change in the future.

PatientKeeper has been able to ensure that our applications that leverage this new technology will still function in the five- to seven-year-old IE7 and IE8 browsers. However these browsers are inefficient when running modern applications. In fact, Google's applications no longer support IE8 as of Nov 15, 2012. Not surprisingly, PatientKeeper's applications run more slowly on IE7/IE8 than on more modern browsers. The slower the machine's processor and the less memory it has, the greater the performance penalty will be (see chart on page 3).

At this time, there are three options to ensure a robust experience for your users in PK v8.x:

- 1) Upgrade to IE9 or IE10 and run the browser in IE8 or IE7 compatibility mode for any applications or sites that require older browser technology.
- 2) Continue to run IE7 or IE8 and add the Google Chrome Frame plug-in.
- 3) Use an alternate browser (e.g. Chrome) to run the PatientKeeper application.

Note that it is not possible to upgrade Internet Explorer past IE8 on PCs still running Windows XP so option #1 is not possible on these old machines. However as of April 2014, Windows XP itself is no longer supported by Microsoft so most organizations are in the process of upgrading these PCs.

The Path of Least Resistance

The Chrome Frame plug-in is likely the path of least resistance for most organizations. It can be installed either manually on individual PCs or pushed out to all PCs via Internet Explorer enterprise management. The plug-in is passive on the desktop and will not affect any application/website except those that are explicitly designated to use it.

Google has stopped support of this plug-in as of January 2014, mainly due to the decreasing use of IE8. However, the plug-in is open-source and will be supported by and available from PatientKeeper until it is no longer needed by our customers.

Chrome Frame Plug-In Information

- 1) Installing the plug-in does not install Chrome browser on the user's computer. End users cannot use the plug-in to use Chrome to browse the web or access any web application.
- 2) Only applications or web pages that are specifically written to take advantage of the plug in will use it.
- 3) When a user opens an application or web page that is specifically written to take advantage of the plug in, it is almost impossible to tell that it is not running in IE8 (except of course that the page will load much faster). Trained users can tell by the slight differences in formatting/rendering of things like scroll bars in Chrome (scroll bars are slightly thinner in Chrome than in IE) or by opening task manager and observing that there is a Chrome process running.
- 4) The plug-in can be distributed using [Group Policy Objects](#) (GPO).
- 5) The MSI installer for the Chrome Frame plug-in is available through PatientKeeper. Please see your PatientKeeper Customer Success Manager for access to the Chrome Frame plug-in.
- 6) For the plug-in to work, the IE setting "Enable Third-Party Browser Extensions" under Internet Options Advanced Panel must be enabled. This is enabled by default when installing IE7 or IE8.

Browser Support by PatientKeeper Software Version

Browser Version	Browser Release Date	Supported PK Versions	Comments
Internet Explorer 7**	8/18/06	v4.3+	<ul style="list-style-type: none"> Not supported as of PK v8.1 (Q1 2014) Recommend Chrome Frame Plug-In*
Internet Explorer 8**	3/19/09	v5.0+	<ul style="list-style-type: none"> Not supported if running in "IE7 Compatibility Mode" Does not support use of Order Set Builder Recommend Chrome Frame Plug-In*
Internet Explorer 9	3/14/11	v5.3+	<ul style="list-style-type: none"> Not supported in 6.x and 7.0 -7.2 Supports use of Order Set Builder
Internet Explorer 10	8/01/12	v8.01.1+	<ul style="list-style-type: none"> Does not support use of Order Set Builder
Internet Explorer 11	10/17/13	v8.1.7+ <i>(limited)</i> v8.1.10+ <i>(full)</i>	<ul style="list-style-type: none"> PL, Clinicals, Charge Capture supported starting in PK v8.1.7 Adv Clinicals, including Order Set Builder, supported starting in PK v8.1.10
Google Chrome	ongoing	v7.6+	<ul style="list-style-type: none"> Fastest browser on the market. Does not support use of Order Set Builder 3rd party integrations requiring Active X controls not supported.
Apple Safari (excluding v7.1)	ongoing	v7.6.2+	<ul style="list-style-type: none"> Supports physician workflow only; excludes Admin tools. 3rd party integrations requiring Active X controls not supported.

* An MSI installer for the Chrome Frame Plug-In is available through PatientKeeper. Please see your Customer Success Manager for details.

** Secondary support

Note: As of PK v8.1.7 (Oct 2014), the PK Portal is disabled from launching if the following browsers are detected: IE6, IE7, and IE8 in IE7 compatibility mode

IE8, IE9 and Chrome Benchmarks by PC Type

Average Times to Load Charge Capture Window

Computer	IE 8	IE9	Chrome
5 Year Old Laptop (Win XP, Pentium 1.8 GHz, 2 GB RAM)	8 to 15 sec	N.A.	2.5 sec
3 Year Old Laptop (Win 7, 2.40 GHz, 4 GB RAM)	6.5 sec	2.7 sec	2.3 sec
Current Laptop (Win 7, Dual Core 2.9 GHz, 8 GB RAM)	4.7 sec	2.6 sec	2.2 sec

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