

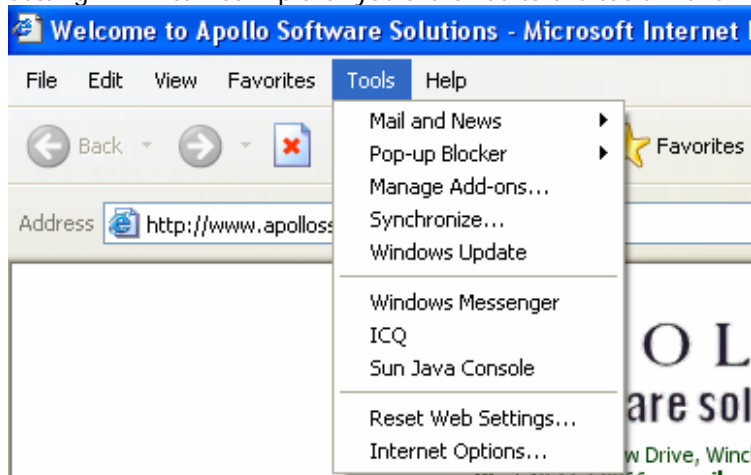


## Clinical Services via SSL

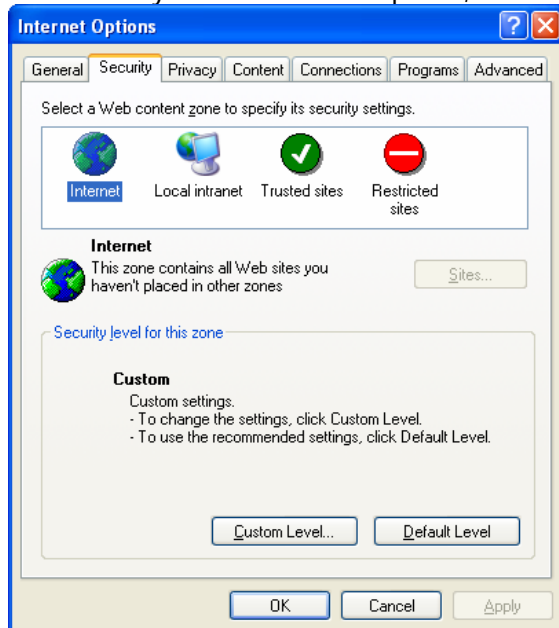
### Frequently Asked Questions

**Q:** When accessing the Physician Portal via option 1 I am continuously prompted to acknowledge that some of data being sent over to my local machine is not secure. How do I remove this prompt?

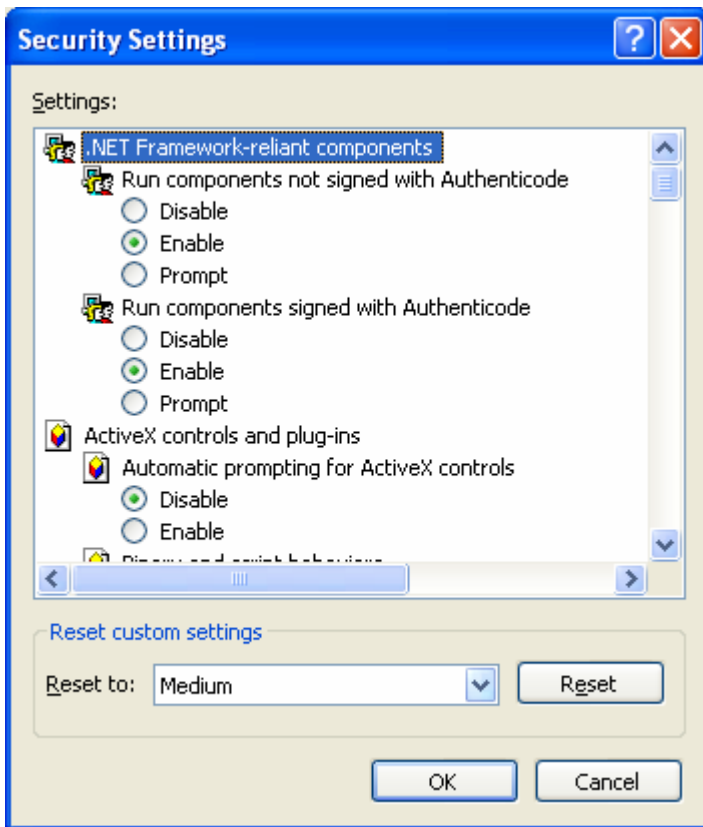
**A:** The reason why your Internet Explorer web browser keeps prompting you is due to a security setting. In Internet Explorer you'd browse to the tools menu:



Under tools you'll see Internet Options, where you click on the Security Tab:



Under the Security Tab Click on Custom Level. From here you can turn on/off various settings. The setting that you have to disable is Display Mixed Content. You'd want to switch from prompt to disable. Also Web sites in less privileged web content zone can navigate into this zone you'd want to ensure that it's enabled:



Be sure to click ok when finished. If you are unsure of which settings to change or the location of the setting you can reset custom settings from the default medium to medium-low or even low. Be sure to click the reset button only if you do this, and then click the ok button. You may have to reset your web browser in order for the settings to take affect.

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**Q:** What is the difference between Option 1 and Option 2?

**A:** As you load the Clinical Resources Page you see an Option 1 and an Option 2. They both use the internet (TCP/IP) to connect to our internal network.

Option 1 is limited direct access to 4 different web based applications: Centricity Web, Physicians Portal, Document Imaging (SolCom) and Web On Call. These links take you directly to the internal VH application via SSL. Since this is not via a Virtual Private Network, some of the functionality in the application is limited, especially the Physicians Portal. This doesn't require any special third party software or download unlike Option 2. Additionally the only authentication/login it requires is for the web application trying to be accessed.

Option 2 is less restrictive in terms of accessing internal network resources. The link downloads a Cisco Web SSL VPN connection utility that creates a Virtual Private Network establishing a tunnel between the client end user and the network at Valley Health. Since it is a tunnel the

connection has to be secure, therefore you can not access any other web site. This will be restricted until the user closes the Cisco Web SSL VPN connection software. There are a plethora of web application accessible via Option 2 including:

- Centricity Web
- Document Imaging (SolCom)
- Micromedex
- PACSweb
- Physicians Portal
- ValleyHealth E-mail
- ValleyHealth Intranet
- ValleyHealth Paging
- ValleyHealth Teleradiology
- Web On Call

Functionality via Option 2 is better than Option 1. This can be attributed to the limited restrictions. Option 2 will prompt you for a Username and Password in addition to the login for the individual web applications.