



Requirements for a Cornerstone Multi-Location/Single Database System

In a Multi-Location/Single Database system, multiple practice locations can share the Cornerstone* Software and its database over a network to enable central management of shared functions.

Sharing your Cornerstone database at multiple locations lets you:

- Standardize medical records, protocols, invoice items, and client communication for increased staff efficiencies.
- View checked-in patients and the Electronic Whiteboard, as well as laboratory requests and results for one or all practices.
- Manage services, inventory, appointments, and reminders from a single location.
- Continue to display individual practice names and addresses on all client-facing documents, including statements, reminders, prescription labels, client correspondence, and more.

Implementing a Multi-Location/Single Database system enables your practice to:

- Share clients, patients, and records among locations.
- Share inventory and service items and charge the same prices at all locations.
- Apply a sales tax rate based on logged-in practice.
- Use the same time increments for appointment scheduling at all locations.
- Use consolidated end-of-day, -month and -year closing reports for all locations.
- Generate accounts receivable reports by client home practice.
- Share data with all staff that have the same security privileges.

For hardware and software system requirements, see the rest of this document.

System requirements and guidelines

Main site and general Information

NOTE: If all system requirements and settings are not set to IDEXX standards, IDEXX may not be able to help you—you may need to seek local IT assistance.

Server and licensing

- A dedicated server with Remote Desktop Services (RDS; formerly known as Terminal Services). Read the [server specifications](#).
 - A server client access license (CAL) and RDS CAL for each thin-client workstation.
 - A Cornerstone* license for each computer that will provide access to the Cornerstone software.
- Call your IDEXX Information Management Representative for information about IDEXX certified systems.

Support

A Cornerstone support agreement is required. For more details on support options, contact us at 1-800-283-8386 and then follow the prompts.

Firewall

IDEXX recommends a hardware firewall and Trend Micro* Worry-Free* Business Security Services, which includes a software firewall. IDEXX does not support and will not configure other firewalls.

Internet

- A business-class Internet connection is required.
- Satellite, WiMAX*, and cellular Internet are not supported because of slow upload speeds and high latency.
- All sites must have a static IP address, usually available through the Internet service provider (ISP) for an additional price.
- Having the same ISP at each practice is preferred, but practices can have different ISPs if needed.

VPN

- A virtual private network (VPN) connection between remote sites and the main site is required. IDEXX recommends a hardware VPN, which uses VPN routers at each site. Software VPNs are not recommended. IDEXX does not provide support for the VPN.
 - The VPN connection and necessary hardware must be set up and managed by your ISP and/or local technician. If sourcing hardware from a local technician, be sure that the modem provided by the ISP allows the VPN router to receive a public address without any network address translation or routing functionality enabled (i.e., bridge mode).
- Note:** If you are using an ISP that guarantees up time or are using an integrated phone solution, IDEXX recommends that the ISP also provide a hardware VPN.

Site IP scheme

Each site must have its own subnet (e.g., site 1: 192.168.0.0 and site 2: 192.168.1.0).

Printing

Printers at each site must be connected directly to the network using a built-in network port or an external print server.

Note: RDS pass-through printing is not supported.

Supported peripherals

- Signature-capture devices: SigGem*[†] and ClipGem*[†]
- IDEXX-tested pin pad[†] and credit card reader
- Barcode scanners
- Network USB hub: AnywhereUSB*
- Network serial port: Digi One* SP

[†]These devices are supported only on Windows*-based thin-client workstations, with embedded or full Windows operating systems.

Pet Health Network* Pro

While Pet Health Network Pro (PHNP) was not originally designed for multiple practices running on the same database, many MLSD practices successfully use PHNP for client communications.

- All practices share the same PHNP account.
- All client communications display the same practice contact information.
- For other situations, you can explore alternate options with your account representative.

Non-IDEXX software

Non-IDEXX software programs may not work as expected through a hardware VPN with multiple practices running on the same network. You may need help from the software company or local IT assistance if programs and features do not work as expected.

Examples of products that may need different configurations or work-arounds:

- Microsoft* products
- QuickBooks* software
- Dragon* software
- CUBEX* software

Remote site

Digital	Remote sites that have an IDEXX Digital Imaging system must be using Cornerstone* 8.3 NEXT or later. Image transfer between practices may be slow if using the VPN; if so, contact your sales representative to discuss IDEXX Web PACS*.
Document imaging	Remote sites must use third-party software to scan documents directly into the Cornerstone software. IDEXX supports and recommends RemoteScan* software.
Workstations	<ul style="list-style-type: none">• Workstations at remote site(s) must be configured as thin clients (computers that use Remote Desktop Protocol [RDP] to connect to the server and to run the Cornerstone software). Workstation remote sessions must be set up to redirect to the entire desktop. IDEXX does not support redirecting only to individual applications.• All computer names must be unique across all practices. IDEXX recommends having a different naming structure for each practice so you can easily identify computers and where they are located.
Cornerstone Whiteboard	The secondary monitor for Cornerstone Whiteboard will not function as expected through RDP. It cannot display the Whiteboard screen on a TV from the RDP sessions.

If your practice meets these requirements, call your IDEXX Information Management Representative today to learn more and take steps to start sharing your database.