## DRAGON MEDICAL 360 REMOTE & WIRELESS ACCESS SUPPORT POLICY

Dragon Medical 360 Network Edition is a dictation/voice recognition platform to perform clinical documentation in the STARS Cerner PowerChart System.  Individual Dragon user profiles are managed centrally, ensuring access to a user's profile from any Stony Brook Medicine issued computer that has the Dragon software installed and is connected directly to the Stony Brook Medicine clinical network either at the Hospital/HSC or an outpatient location that is on the UHMC Network.  Stony Brook Medicine Information Technology can only provide limited support for Dragon Medical when used remotely from homes or offices via Remote Access.

Remote Access to the UHMC Network from homes or offices can be accomplished using either mechanism below:

- Citrix Access Gateway VDI (Web)
- CISCO AnyConnect VPN (Virtual Private Network)

In the event that a user is connecting to the UHMC Network via the Remote Access mechanisms above, the following conditions apply:

- **The use of the Dragon Medical 360 platform via VDI is NOT supported.**

- CISCO AnyConnect VPN access may be made available to some users.   However, the following risks may apply when using this mechanism:
    - Depending on the connection speed, Dragon performance may be slow or lethargic.
    - Depending on the connection speed, a user profile may become corrupted.  In the event of profile corruption, the profile may need to be restored from the last back-up, or possibly require deletion and re-training of the profile.

At this time Stony Brook Medicine IT cannot support the use of Dragon Medical 360 on wireless connections from computers, tablets or carts, as slower connection speeds and/or connection interruptions could lead to the corruption of user profiles.

- The performance of Dragon Medical 360 is not guaranteed when connecting to the UHMC Network wirelessly, either on-site or remotely.

**Stony Brook Medicine IT can only make a best effort to resolve issues that are experienced when using the Dragon Medical 360 platform via Remote Access and we cannot guarantee response times.**