

MediTouch System Requirements and Recommendations

Review the MediTouch system requirements and recommendations for an optimal user experience.

Computer Workstation

- Processor: Pentium 4 class or better
- Memory: 4GB RAM or higher
- Operating system:
 - Microsoft Windows 7, Windows 8.1, or Windows 10
 - Mac OS X 10.9 or higher
- Screen resolution: 1024 x 768 or higher
- Internet connection: High-speed broadband, 5 Mbps download/1 Mbps upload or higher ([test your Internet speed](#)).

Browser Software

We recommend you always use the most recent version of the following browsers:

- Apple Safari
- Google Chrome
- Microsoft Internet Explorer 11 or Edge
- Mozilla Firefox

Note: The MediTouch EHR does not support Internet Explorer. For users with both MediTouch Practice Management and EHR permissions, we recommend you use one of the other supported browsers.

Additional Browser Requirements

- Enable 128-bit encryption.
- Allow pop-ups from healthfusion.com and healthfusionclaims.com. For Safari, turn off the Block Pop-ups setting (Safari does not specify sites).
- Add healthfusion.com and healthfusionclaims.com as trusted sites, if requested by the browser.
- Set security level for trusted sites to medium-low.

Additional Software

The following additional software is also required for some MediTouch functionality:

- Adobe Acrobat Reader
- Microsoft Word 2010-2013 or similar word processing application
- Microsoft Excel 2010-2013 or similar spreadsheet application
- Zip compression/decompression software

iPad

- OS version: Most recent iOS version. We recommend that you always delay upgrading when a new iOS version is available. We recommend waiting until Apple deploys their first postrelease update to address any known issues.
- Browser: Apple Safari (turn off the Block Pop-ups setting). Although Google Chrome and Mozilla Firefox both have iOS versions, they are not officially supported by MediTouch. Use of these browsers is at the user's discretion.
- Printer: Requires an AirPrint-enabled printer.
- MediTouch Practice Management is not optimized for the iPad and is not recommended for billing and front office workflows.
- For special printed prescriptions or when e-prescribing controlled substances (EPCS), you must allow cookies in Safari.

Android Tablets

MediTouch does not officially support Android tablets. Using an Android tablet for MediTouch is at the user's discretion. You may not experience the same level of functionality with the Android tablet as you would if you were on a PC. You may be navigated to the mobile site where you will only be able to view your schedule and e-prescribe.