Patient Portal - Reverse Proxy

This guide is to provide guiadance and list of requirements for Clients that are looking to use the Patient Interactive Module in CareRight. This will allow users to email Assessments from CareRight to patients.

- The Patient Interactive Module , and some other areas of the CareRight system require a public facing URL.

- For customers who are hosted on premise, this will often require the use of a reverse proxy.

  Note: this does not apply to customers hosted with clintel - *.use.careright.com.au.

Reverse Proxy

Approach 1: IIS

IIS provides this capability via *Application Request Routing*.

Useful tutorials:

- https://techcommunity.microsoft.com/t5/iis-support-blog/setup-iis-with-url-rewrite-as-a-reverse-proxy-for-real-world/ba-p/846222

- https://docs.microfocus.com/OMi/10.62/Content/OMi/AdminGuide/Hardening/RevProxy_IIS.htm

Approach 2: Apache

https://httpd.apache.org/docs/2.4/howto/reverse_proxy.html

Approach 3: nginx

https://docs.nginx.com/nginx/admin-guide/web-server/reverse-proxy/

Firewall rules

Permit traffic from your web server instance to the CareRight instance, port 443.

Certificates

Configure HTTPS internally, externally. You will be receiving patient information so need to ensure your public and internal sites are secure (edited)

DNS/subdomains

We recommend choosing a friendly, public facing subdomain. IE: patients.yourdomain.com

There are no specific limitations on this.

URLs to proxy

When reverse proxying; you want to ensure all traffic hitting your endpoint is mapped to the internal Careright instance, with the url /patient_portal/ suffix appended.

IE; a user visiting https://patients.yourdomain.com/* would be served content from

Testing

Visit https://patients.yourdomain.com/

You should get a permission denied screen, from the CareRight instance - this indicates you are reaching the right locations.

Branding settings in CareRight

Input your https://patients.yourdomain.com/ address appropriately.

See Branding Settings.

SMTP

Required to send interactive links via email. Read Email Setup for more.

SMS

Required to send interactive links via SMS. (Sinch MessageMedia must be setup)