

MediFlex NewsLetter

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Distribution: ALL MEDIFLEX USERS

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Windows Corner. **Read This**

As announced in the last newsletter, we exhibited our Windows product at the recent RACGP Computer Conference in Sydney in early February. Some of our clients attended, and all had a sneak preview of this new product. All left the booth smiling. One commented that it had exceeded his expectations. Not bad for an incomplete product! We were very pleased with the outcome of the conference with respect to the impression we left with those who stopped by to check us out. In the face of stiff competition, we held our own quite well.

It is now time to give ALL our existing clients an opportunity to preview "Visual MediFlex". We will be sending all clients an invitation to come to Geelong to attend one of three two-hour sessions at the Ambassador Hotel in the second week in May (tentatively Wednesday 10th). We will be running a morning, afternoon and an evening session to hopefully accommodate potential attendees various commitments. We appreciate that those clients some significant distance from us may not be able to attend, but we hope some of you can make the effort. This presentation represents a once-only opportunity to view the new Windows product before

it is finally released. Our objectives will be to help you understand the differences in operating characteristics from DOS to Windows (important for your staff), to allow you to express any concerns/comments you may have about what you see, and to check that we are on the right track for the future. Contrary to our original expectations, we will also be demonstrating the Windows version of the Appointments system, and intelligent interfaces to both Medical Director and MicroSoft Word. We are also happy to see users of other billing packages come along if you know of anyone outside the MediFlex user community that may be interested, but primarily we are targeting these sessions at existing MediFlex sites. A separate invitation will follow in due course, but I suggest you mark the proposed day in your diary, as we have already booked the venue for that day. We will be requiring notification of precise numbers at least two weeks before the day.

Millennium Bug a Non-Event!

We had no problems with respect to the Year 2000 issue. It seems that not too many others did either. Is it because we spent so much time and money preparing for it, or is it because it was never going to be an issue anyway, and it was blown up out of all proportion? I support the former.

GST

I would be able to retire now if I could collect a dollar for every inquiry we have had on this subject. What an absolute can of worms! The

government itself cannot clearly define all the conditions and situations as they apply to the medical profession – what hope have we, the organisation responsible for the preparation of software to support legislation, got? Notwithstanding all that, we are gathering a lot of information, and putting together a plan for implementation. It looks like we will be retro-fitting the GST logic to the current version of MediFlex, and sending out a disk upgrade to all supported clients. Some (few) items will attract GST, most will not, and some will be both eligible and ineligible, depending on the circumstances. If you have not spoken to your accountant yet, we suggest you do so, promptly. MediFlex will be enhanced to support the reporting requirements for both cash and accrual accounting, as we concede that different practices may run their practice accounting on one or the other method, depending upon size and turnover. “Cash” basis essentially means that you only pay GST on the monies received (collected), whereas “Accrual” works on the basis of paying GST on the value of services rendered (invoiced). There are significant implications on cashflow between these two accounting methods. We understand the Invoicing requirements quite clearly, with respect to wording and content. A GST compliant upgrade to MediFlex will most likely be delivered by mid-June. It will definitely be in place by the time it is needed. The only work required by each practice will be to tell MediFlex which items on the Fee

Schedule Table attract GST. The opportunity to override this default setting will be available as each account is issued.

MedClaims

For once, we must admit that we have a MediFlex bug in our MedClaims software modules. The problem is to do with the transmission of Veterans Affairs batches. After sending Vets Affairs, many sites have reported a problem with the printing of the feedback reports, whereby they keep getting multiple copies of reports already printed. This bug is proving very hard to track down, so in the meantime, we suggest you stop sending Vets Affairs batches electronically, and revert to the post. MediCare batches are unaffected by this problem. We will let you know as soon as the bug is tracked down and rectified.

Consumables

Don't forget we keep all the right consumables in stock for MediFlex. The current list and prices are as follows: -

Account Paper	\$68/carton
Adhesive Labels	\$85/10,000
BJ300/330 Ink Cart.	\$31ea
Epson Ribbons	\$10.50ea

A discount of \$3/carton applies to the Account paper if three or more cartons are purchased at the same time. Account paper available in white or light blue.

Scripts & Stuff.

We have had occasional reports of patients registered or updated in

MediFlex not transferring over to Medical Director. In each case we have examined the setups in MediFlex and found them in order. More often than not, the problem lies in one of two areas; 1) the Medical Director "Network" and "Link" parameters are wrong, or 2) the network itself is malfunctioning. In MediFlex, every time a new patient is saved, or an existing patient is modified (ie address, phone, etc) we place a copy of the patient details in our own "export" database (this is NOT the "patients.in" file, but is the one you see in the top half of the screen under "Utilities/Sundries/<F2>"). We then check the status of the "patients.in" file (seen on the bottom half of the screen). If it is empty (done by MD on its last read of "patients.in") we then transfer everything out of the "top" file into the bottom "patients.in" file, and wait for MD to come around again. This technique allows us to accumulate patient registrations and changes and ensure that they ultimately get passed to MD, even if it has not yet emptied the current contents of the "patients.in" file. MediFlex will NOT put any data into "patients.in" if it is not already empty. It is MD's responsibility to empty it.

Did You Know ?.....

- that you can analyse the geographical spread of your patients by running the "Patients by Postcode" report from the Research/Recall Menu. This report gives you a head-count of both males and females in each postcode

region derived from your patients' addresses.

- that your labels printer's tendency to "jam" and leave you with a label stuck inside it can be minimised if you check the Paper Thickness Lever. This lever has a numeric scale alongside, usually numbered from 1 to about 4 or 5. The lever is usually under the top cover and on the left hand side (Epson dot matrix printers). You need to set this lever to at least 2 to minimise the chances of jamming. The number represents the number of sheets of paper feeding through the printer. A Medicare Assignment Form printer needs to be set to 2 or 3 (their paper is very thin).

Brain Teasers

- 1) If a car rental agency charges \$35.00 per day and \$0.45 cents per mile to rent their cars, how many miles can you drive and still keep the cost under \$125.00 per day ?
- 2) How long would it take a half-mile long train going one mile a minute to go through a two-mile long tunnel ?
- 3) You buy a large bottle of juice in a returnable bottle for \$1.60. The juice costs \$1.20 more than the bottle. How much should you receive when you return the empty bottle for a refund ?
(Solutions next issue)

Solutions to last issue's Brain Teasers

- 1) First day sales were 2 subscriptions, than 5, 8, 11, 14, 17, 20, and 23, which total 100.
- 2) 16 Spaces.
- 3) Mary.

Let's Laugh

(courtesy Dr Mark Kennedy's inexhaustible Joke Library)

Information Technology definitions from Rural Australia

- log on* - make the barbie hotter
- log off* - don't add any more wood
- monitor* - keep an eye on the barbie
- download* - getting the firewood off the ute
- floppy disc* - what you get from trying to carry too much firewood
- window* - what you shut when it's cold outside
- screen* - what you shut in mosquito season
- byte* - what the mosquitos do
- bit* - what the mosquitos did
- mega byte* - what Townsville mosquitos do
- chip* - a bar snack
- micro chip* - what's left in the bag after you eat all the chips
- modem* - what you did to the hay fields
- Dot Matrix* - old Dan Matrix's wife
- laptop* - where the cat sleeps
- software* - the plastic knives and forks you get at Red Rooster
- hardware* - the real stainless steel cutlery
- mouse* - what eats the grain in the shed
- mainframe* - what holds the shed up
- web* - what a spider makes
- website* - the shed or under the verandah
- cursor* - someone who swears
- search engine* - what you do when the ute won't go
- upgrade* - steep hill
- server* - the person at the hotel who brings the counter lunch
- mail server* - the bloke at the hotel who brings the counter lunch
- sound card* - the one who wins the hand of 500
- user* - the neighbour who keeps borrowing stuff
- network* - when you have to repair your fishing net
- internet* - complicated fish net repair method
- netscape* - when a fish manoeuvres out of reach
- online* - when you get the laundry hung out
- offline* - when the pegs let go and the washing falls on the ground

Technical support

Ring... Ring... Ring... Ring... Ring... Ring...
Ring... Ring... Ring...

Ring... Ring... Ring... Ring... Ring... Ring...
Ring... Ring... Ring...

Thank you for calling Technical Support. All of our technicians are currently busy helping people even less competent than you, so please hold for the next available technician.

The waiting time is now estimated at between fifteen minutes and eternity. In order to expedite your call, please punch your 63-digit product identification number onto your telephone touch pad, followed by your product serial number, which can be found in a secret compartment inside your computer where, for security purposes, it is printed in the smallest typeface known to mankind. Do that now.

(Lengthy excerpt from Mahler's "Lugubrious" Symphony in C Minor)

Thank you again for calling Technical Support. We recommend that you sit at your computer, preferably turning it on at some point, and have at hand all your floppy disks, CD-ROM disks, computer manuals and original packing materials in order to allow the technician to aid you in the unlikely event that he ever takes your call. It would also be helpful for you to refrain from sobbing while explaining your problem to the technician. Shouting obscene threats will cause you to be immediately disconnected and blackballed from further communication with Technical Support, not only from ours but that of every other electronics-related firm in the industrialised world.

(Medley of Hootie and the Blowfish hits rendered by the Mormon Tabernacle Choir)

Thank you once again for calling Technical Support. In order to enable us to better assist you, it would be helpful to know more about you and your equipment. Have you called Technical Support before? If you have, please press the numeral "one" on your telephone touch pad. If not, press the numeral "two". If you are not sure, using the letters on your touch pad, spell out the phrase: "I am confused and despondent and quickly losing the will to live." Once you have finished, hang up your phone and make arrangements to sell your computer because by the time the technician takes your call, it will be obsolete, and you will be too senile to use it anyway.

(Rangoon Opera Company's classic 1963 recording of Wagner's "Ring Cycle" in its entirety)

Thank you for calling Technical Support. Unfortunately, all of our technicians just went out for lunch. This means that to the estimated waiting time we gave you earlier, you may now add at least another two hours.

(Wayne Newton singing "Danke Schoen" 1,743 times)

Thank you for calling Technical Support. Before talking to the technician about your problem and risking the possibility that you may be wasting his valuable time, please ask yourself the following questions: If my monitor screen is dark, is it possible I have forgotten to plug in my computer or, alternately, that I have been suddenly struck blind? Have I exhausted every possible means of help before utilizing the sacred, last-resort-only telephone option? Have I sent a fax to Fast Fax Technical Support? Have I consulted my manual? Have I read the Read-Me notice on the floppy disk? Have I called up my know-it-all geek cousin who I can't stand but who can probably fix this thing for me in under five minutes? Have I given the central processing unit of my computer a good, solid whack? If you can not honestly answer "yes" to all these questions, please get off the line immediately so that our overworked technicians can help those truly desperate customers whose suffering is so much greater than yours. (Recording of Tibetan monks performing a six-day chant celebrating the reincarnation of one of their recently deceased colleagues into the form of a salamander.)

Thank you for calling Technical Support. You may not be aware that this week we are featuring a discount on a number of popular CD-ROM titles you may wish to purchase, such as the best-selling Porn Doubler, which allows you to access erotic material from the Internet twice as fast. If you would like to

hear all 26,000 titles read to you, shout "Yes! Yes! Yes!" into the telephone now. This will not cause you to lose your place in line for Technical Support; in fact it may jump you ahead of several other callers.

(Tape loop of background music from the soundtrack of Johnny Mnemonic starring Keanu Reeves.)

Thank you for calling Technical Support. Our electronic sensors indicate that you are about to slump over and die from a massive frustration attack combined with severe dehydration. Before doing so, please take a moment to place your telephone receiver back in its base and switch off your computer so as not to wear down its internal battery. As a non-living person, you will have no further need of Technical Support and so we regretfully must remove you from our list of registered product users. Remember, we valued your patronage and were happy to serve your needs. Do not -hesitate to have your heirs or beneficiaries contact us should any further technical problems arise.