

# MediFlex NewsLetter

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**Distribution:**        **ALL MEDIFLEX USERS**

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### **MediFlex for Windows Released !**

“Visual MediFlex”, our Windows-based product, is now officially released. The only major component not yet completed is MedClaims (currently under development). We are expecting a busy year converting existing DOS sites. So far, we have six new clients and four “old” clients using the product. Feedback so far has been very encouraging. Crashes are rare (I can recall a total of three), new features abound, more reliable and faster Script-writer interface, smarter Word interface, etc, etc. In the light of experience thus far, we feel that the minimum workstation computer specifications for Visual MediFlex are a 300mhz processor, and

64mb ram. Anything less will perform poorly, and anything more can only assist in improving performance. Network speed should be 100 megabits per second. Many of you will only have 10 megabit networks, upgrading of which will involve replacing network cards in each machine and upgrading the “hub” (ideally to a 100 mbs “switch”). Equally as important an issue is printers. Because the DOS version did not need to use the Windows printer drivers, printing of any MediFlex output was relatively fast. With MediFlex now forced to use the drivers, printing to the same printers will slow down quite a bit. Any site wishing to continue using their current

accounts printers can do so, but our experience so far indicates that utilisation of laser printers gives a superior result, both in speed and quality. We have so far tested and can only endorse the Hewlett-Packard 2100 and the Kyocera FS1000 laser printers. Both are rated at 10 pages per minute. Kyocera is the lesser known and cheaper brand, but has performed quite well so far. We are able to print accounts on either A5 or A4 cut sheet stationery, but A5 is preferred. The benefits of a laser are that it provides the best quality and can double as a word-processing printer. If you have a preference for a different brand or model than the two listed above, we would need to be provided with a unit at our office for at least three working days to test its compatibility. Adhesive Label printing will continue on existing printers – we have explored and firmly rejected the idea of cut-sheet labels as costly, cumbersome and wasteful. Regarding the upgrading of existing clients, as announced at the seminar last May, the product itself is FREE (we are the only company in the medical software industry that have not forced clients to purchase such an upgrade), but we must recover our time and travel costs incurred in installing the upgrade. Clients in close geographical proximity may benefit from sharing travel costs. Please let us know if you are keen to be upgraded.

### **G.S.T.**

To ensure all sites are up to date with all the minor changes/fixes that have been applied to MediFlex (DOS only)

since the introduction of the GST, we have placed the latest set of updates on our web site ([www.ksoft.com.au](http://www.ksoft.com.au)). ALL SITES ARE ADVISED TO DOWNLOAD AND INSTALL THIS UPDATE, EVEN IF YOU HAVE HAD OTHER DISKS OR EMAILS SENT TO YOU IN THE INTERIM. The recommended procedure for applying the updates is to download the file (GSTFIX.EXE) and place it either on a floppy disk, or in the MediFlex folder. Then, pick a time (about 20 minutes), when all users can be logged out of MediFlex, and then call us for assistance. There are only two steps to follow once you have downloaded the file, but we would like to ensure that they are done under our guidance, just to be sure. If you do not have the ability to download this patch, please let us know, and we will “snail mail” you the equivalent on floppy disk.

### **MedClaims**

We have been requested to forward to all our clients using MedClaims, the following letter from the H.I.C.

*Dear Practice Manager,  
The HIC would like to apologise to any customers who have experienced a delay in electronic payment recently.*

*Due to the significant increase in EDI traffic over the past year, and anticipated business growth in the future, the HIC has plans in place to fully upgrade our Electronic Gateway on 28 January 2001.*

*However, we are temporarily experiencing some technical difficulty with the electronic transmission of data, which is impacting on our ability to pay your claims within our*

*usual time frames Some customers may be experiencing delays of up to 4 days beyond the usual payment times.*

*Understandably, some customers may have sent their data a second or third time, in the absence of a timely response from HIC, which has compounded our difficulty.*

*We ask for your patience as we work to rectify this situation quickly, and request that you do not send your data to us more than once, even in the absence of an immediate response.*

*The HIC considers any delay in payments as a serious issue and we are applying all possible resources to return the situation to normal. We will update you on our progress until the situation is resolved. If you require further information on this matter, please contact MedClaims Enquiries on 1300 788 008.*

*Carol Brain  
Branch Manager  
Program Management Division  
Health Insurance Commission*

### **MediFlex on the Web**

We remind all our clients that we are now represented on the World Wide Web at [www.ksoft.com.au](http://www.ksoft.com.au). For those of you not using email or Internet we repeat our suggestion from the last newsletter:- “take some steps to become familiar with these tools – they will soon become a vital component of your day-to-day business activity, and we will certainly be making increased use of the Internet in our dealings with you.”

### **Did You Know ?.....**

- That whilst viewing Patient or Payer History, hitting the letter “O” (for Otstanding) temporarily

reduces the history display to only those services still not fully settled ?

- That the “Print Screen” button used while running MediFlex under Windows actually places a copy of your screen image into the Windows “clipboard”, where it can be pasted into any other Windows product (such as Word or WordPad) for further processing.
- That searching for details of old MediCare or Vets Affairs outstanding transactions can be easily done by first printing a “Summary Batch Listing” of outstanding batches, and from the claim numbers provided on this report, a “Detailed Batch Listing” will produce the outstanding claims.

### **BrainTeasers**

- 1) Suppose a teacher obtains a job with a starting salary of \$15,000 and receives a raise of \$500 every year for ten years. What will her salary be in ten years? If she was offered the alternative of accepting a 3% raise each year instead of the \$500 raise, which would be the higher salary in ten years ?
- 2) There are three sealed envelopes. One contains two \$5 notes, one contains a \$10 note and a \$5 note, and the third contains two \$10 notes. Unfortunately, all three envelopes have the wrong amount marked on the outside. How could you correct all three by opening only one envelope and looking at only one note ?

(Solutions next issue)

## Solutions to last issue's Brain

### Teasers

- 1) 520
- 2) 35,000 kilometres

### Let's Laugh (courtesy Dr Mark Kennedy's inexhaustible Joke Library)

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Two old ladies, who were good friends, were sitting on a park bench where they had sat for years. Suddenly the first lady, near tears, turned to her friend and said with a tremor in her voice, "I'm embarrassed, but I've forgotten your name. What is it?" The second lady sat quietly for about two minutes, turned to her friend and finally asked, "How soon do you have to know?"

#### A FEW PONDERINGS

1. What's another word for synonym?
2. Should vegetarians eat animal crackers?
3. If the cops arrest a mute, do they tell him he has the right to remain silent?
4. If vegetarians eat vegetables, what do humanitarians eat?
5. Why do they put Braille on drive through bank machines?
6. How do they get koalas to cross at that yellow road sign?
7. Why do they sterilise the needles for lethal injections?
8. Is it true that cannibals don't eat clowns because they taste funny?

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A young and foolish pilot wanted to sound cool and show who was boss on the aviation frequencies. It was his first time approaching a field during the night-time. Instead of making any official requests to the tower, he said: "Guess who?" The controller immediately switched the field lights off and replied: "Guess where!"

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Saddam Hussein was sitting in his office wondering who to invade when his telephone rang. "Hallo! Mr. Hussein," a heavily accented voice says. "This is Paddy, down in County Kildare, Ireland. I am ringing to inform you

that we are officially declaring war on your country!!"

"Well, Paddy," Saddam replies, "this is indeed important news! Tell me, how big is your army?"

"At this moment in time," says Paddy after a moments' calculation, "there is meself, me cousin Sean, me next door neighbour Gerry and the Dominoes team from the park - that makes 8!"

Saddam sighs. "I must tell you, Paddy, that I have 250,000 men in my army waiting to move on my command."

"Begorra!" says Paddy. "I'll have to ring you back!"

Sure enough, the next day Paddy rings back.

"Right, Mr. Hussein, the war is still on! We have managed to acquire some equipment!"

"And what equipment would that be, Paddy?" Saddam asks.

"Well, we have 2 combine harvesters, a bulldozer and Murphy's tractor from the farm."

Once more Saddam sighs. "I must tell you, Paddy, that I have 6 thousand tanks, 4 thousand armoured personnel carriers, and my army has increased to half a million since we last spoke."

"Begorra!" says Paddy "I'll have to ring you back!"

Sure enough, Paddy rings again the next day.

"Right, Mr. Hussein, the war is still on! We have managed to get ourselves airborne! We've modified Ted's ultra light with a couple of rifles in the cockpit and the local bridge team has joined us as well!"

Saddam is silent for a minute, then sighs. "I must tell you, Paddy, that I have 5 thousand bombers, 1 thousand MiG-19 attack planes, my military complex is surrounded by laser guided surface-to-air missile sites, and since we last spoke, my army has increased to 1 million."

"Faith and begorra!" says Paddy, "I'll have to ring you back."

Sure enough, Paddy calls again the next day. "Right, Mr. Hussein, I am calling to tell you that we have had to call off the war."

"I'm sorry to hear that," says Saddam. "Why the sudden change of heart?"

"Well," says Paddy, "We've all had a chat and there's no way we can feed 1 million prisoners."