

MediFlex NewsLetter

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Distribution: ALL MEDIFLEX USERS

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MediFlex for Windows

We now have approx 30 sites running the Windows "Visual MediFlex" package. Naturally, there have been some teething problems, but we are sending out upgrades monthly, and things are settling down OK. As we are regularly receiving inquiries about the status of the Windows product, we are keen to ensure that those wishing to be upgraded have suitable hardware in place (particularly printers), and understand the implications of upgrading. Before any site purchases any new equipment, please call us first. In the light of experience, the minimum hardware requirements have unfortunately crept upwards. The following represents our answers to

most of the frequently asked questions from our existing DOS clients :-

Q) What are the minimum hardware requirements ?

A) The absolute minimum we see that will give acceptable performance is a 500mhz Pentium P3 (or Celeron), with 128mb ram. The product will run on lesser machines, but as with all Windows products, performance will suffer. We are anticipating that many machines will also be running Word Processing, Internet, Script-Writing and/or other Windows products, so these specifications take the extra load into account. As a rule of thumb, go for the fastest processor with the greatest amount of

memory you can afford. Memory in particular is money very well spent.

Q) What are the requirements for a dedicated server ?

A) Similar specifications to the workstation, but 256k RAM preferred, running WindowsNT Server 4, or Windows2000 Server, with the latest Service Pack applied.

Q) What should we use for our backups ?

A) This is really a matter of preference, and will be influenced by the experiences of your hardware supplier. We are seeing the CD burner gain popularity. The benefit of CDs are that almost all systems these days come fitted with a reader, and the media is very cheap. CD writers are more expensive, but compete well with tape drives. The software that comes with CD burners can be somewhat more complicated than tape software.

Q) Can KSoft supply the equipment ?

A) No. We would like to think that those organisations set up to supply and service hardware and networks can do a better job than us, particularly for country and interstate clients. A local, reputable hardware company with a good track record in the servicing of their clients is the way to go. We are always happy to liase with hardware/network organisations to

assist in the resolution of any problems.

Q) What version of Windows do you recommend on the workstations (or a stand-alone computer) ?

A) Windows 2000Professional, with Windows98 second choice, WindowsME not recommended, and Windows95 not supported.

Q) If I am running a network, how fast should it be ?

A) 100 megabits per second, using a “Switch” instead of a “Hub”

Q) What about printers ?

A) Accounts/Receipts and Reports will need a laser printer, and at the moment we can only endorse the Hewlett-Packard HP2100 (or HP2200) and the Kyocera FS1000 (or FS1800) laser printers. 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 the above lasers are that they provide the best quality output and can double as your 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. MediCare DB4 Assignment Forms

can also be printed on existing dot matrix printers, or on plain A5 paper via the laser printer. It is not feasible to consider using the Canon BJ300 or the Epson dot matrix printers for accounts and receipts. Although technically they will work with the appropriate drivers installed, they are painfully slow under Windows, and we can assure you that you will not be happy with their performance.

Q) What about all my existing data ?

A) All data will be converted across to Windows. This is an integral part of the upgrade process.

Q) Does the Windows version support MedClaims ?

A) Yes, including Veterans Affairs

Q) How much will it cost to purchase the Windows version ?

A) Nothing ! 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.

Q) What about Training ?

A) It has been the case with sites converted so far that some time has been spent immediately after the conversion, on training. This will not suite all practices, particularly the larger ones. The practice is faced with a situation after upgrading whereby MediFlex for Windows will immediately be “live” at the front desk, and

training needs to be provided in its use. We are attempting to organise some classroom-style training sessions in Geelong that can be run as your conversion date approaches. A moderate fee will be applied to cover costs and time.

Q) What about licensing arrangements ?

A) You will be set up with exactly the same number of licences you currently have running under DOS. Extra workstation licences can be purchased at any time.

Q) How long will the DOS version continue to be supported ?

A) As long as possible. We are not insisting that clients move over to Windows just for the sake of it. There are many factors that will determine your timeframe. We expect to be fully supporting the DOS version for at least another two years.

Q) What are the benefits of converting to Windows ?

- More consistent “look and feel” as per other Windows products, and written to take full advantage of the Windows environment
- Direct link to Microsoft Word with MediFlex managing the list of documents created for each patient
- Direct link to Medical Director or Locum with one mouse click. No more clumsy and unreliable “patients.in” file transfers
- Function key or mouse driven
- Simpler upgrades via CD Rom

- Multi-tasking - multiple screens can be active at any one time (no need to cancel out of a task when half way through)
- More powerful appointments system, with color coding
- More professional printed output
- Improved MedClaims subsystem
- Printing both A5 and A4 from the one printer
- Simplified and more logical Menu structure
- Still only one screen for each of the major tasks (Patients, Accounts and Receipts)

Clients wishing to upgrade to MediFlex for Windows must ensure their equipment and printers are as per the above specifications. Should we be requested to undertake an upgrade on a system that is not up to minimum standards, no responsibility will be accepted for the resulting performance. We consider it particularly important that the investment in new laser printers be accepted as part and parcel of the upgrade exercise.

The transfer from DOS to Windows is a one-way exercise, and cannot be reversed.

MedClaims Workstation.

MedClaims comprises software components from three vendors :- ourselves, Telstra and the HIC. We do not have any control over the functionality of the two components not written by us. One problem that many clients have run into is the failure of MedClaims if the software is ever shifted to another computer.

MedClaims will most likely not work once transferred. The third-party software seems very dependant on the machine on which it was originally installed. Do not attempt to shift your MedClaims activity onto another computer without talking to us first. Also, a further shortcoming of this software is that it does not seem to be able to communicate with an internal modem. If considering a modem change, always request an external modem.

RACGP 11th Computer Conference.

This conference is to be run in Melbourne at the Carlton Crest Hotel from Thursday 9th to Saturday 11th August 2001. We will again be exhibiting (this will be something like our sixth or seventh RACGP conference - come and see us at booth 13). We are preparing some new promotional/marketing material for the conference and beyond, and would like to invite any of our clients who may be so inclined, to submit a testimonial/reference that they would feel comfortable in having published. Word of mouth has been our greatest marketing tool since our inception, and we are grateful for the confidence and satisfaction that has been attributed to our product and service over the years. We would love to publish your opinions and experiences.

Did You Know ?.....

- that appointments users can print an Appointment Label directly from the Appointment Screen, using <Alt+F4> (F12 for Windows clients). The phone number printed

on the label is entered on the Attending Doctor setup panel.

- that the HardCopy “Patient Master Listing” has the ability to produce listings of patients within nominated age groups, those that have been seen by a particular doctor, those charges to a particular payer, and many other “filtering” criteria.

Brain Teasers

- 1) Cut a wheel of cheese into 16 fairly equal shapes and weights with only four cuts of a knife. Only straight cuts may be used.
- 2) Will and Jim were practicing shooting, and each scored seventy-five hits out of one hundred. After a short break, Will tried again and hit thirty-five out of fifty shots. Jim did not do any more shooting. Who had the best average for the day ?
(Solutions next issue)

Solutions to last issue’s Brain Teasers

- 1) 3% is more
- 2) Take one bill from the envelope marked \$15 (which is a wrong marking). Say it is a \$5 bill. Now you know the other left in the envelope is also a \$5 bill. You also know now that the envelope labelled \$20, since it is labelled wrong, cannot contain \$20. You already know which is the correct \$10 envelope, hence the one labelled \$20 has to contain \$15. The remaining envelope has to be the one with the \$20 in it. Use the same procedure if you should pick the one with the two \$10 bills in it.

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

There are two rules for success in life:

Rule 1: Don't tell people everything you know.

AAP Reuters SYDNEY, Friday: The Australian dollar has continued its slide against the US Dollar and the

Pound Sterling. The dollar reached historic lows recently, dropping below 48 Australian cents to the greenback. Since this time, many currency transaction bureaux in France and Germany have been turning away Australian backpackers who have wheelbarrows full of their useless home currency, desperate to change it before its value declines even further. The drop in the dollar has also had a dramatic impact on Australian tourism, making the cost of travel prohibitively expensive and making many people cancel their travel plans. In an early response to the situation, American Express has modified its advertising campaign, shortening its slogan specifically for the Australian market. It now simply reads "Don't leave home". But the new rates have made Australia an increasingly attractive destination for tourists from the UK and US. Speaking from her palatial penthouse suite at a five-star harbourside hotel in Sydney, Shayla Mohr, a single mother from Idaho on welfare, agreed that the beneficial exchange rates played a major part in her decision to travel to Australia. "My food stamps don't go very far at all back home" said Ms Mohr, "So I decided to cash them in on a trip to Australia. My last welfare cheque has funded four weeks here and I've been having a ball". Despite the decline against the major currencies, the Aussie dollar did rally against some minor currencies in late trading on Friday. The dollar posted small gains against the Phillipine peso, the Malaysian ringgit and the Pakistani rupee before markets closed. The dollar also made some late gains against Monopoly Money. One Australian dollar now buys 36 Monopoly cents, a rate which has caused difficulties because there are no cents in Monopoly.
-AAP.

A rich golfer was sent a ransom note saying that he was to bring \$50,000 to the 17th hole of the country club at 11 o'clock the next day if he ever wanted to see his wife alive again. He didn't arrive until almost midday. A masked man stepped out from behind some bushes and growled,

"What took ya so long? You're almost an hour late."
"Hey! Give me a break," whined the golfer. "I have a 27 handicap."

It was World War II, and the Sargent was attempting to rally the GIs on the eve of a big offensive. "Out there," said the Sargent, "is your enemy. The man who has made your life miserable, who is working to destroy you; the man who has been trying to kill you day after day all throughout this war."
Private Johnson jumped to his feet. "My God, the cook's working for the Germans!"

There are several men in the locker room of a private club after exercising. Suddenly a mobile phone on one of the benches rings. A man picks it up and the following conversation ensues:

- "Hello?"
- "Honey, It's me."
- "Sugar!"
- "Are you at the club?"
- "Yes."
- "Great! I am at the mall 2 blocks from where you are. I saw a beautiful mink coat... It is absolutely gorgeous!! Can I buy it?"
- "What's the price?"
- "Only \$1,500"
- "Well, OK, go ahead and get it if you like it that much..."
- "and I also stopped by the Mercedes dealership and saw the 2001 models. I saw one I really liked. I spoke with the salesman and he gave me a really good price ... and since we need to exchange the BMW that we bought last year..."
- "What price did he quote you?"
- "Only \$60,000..."
- "OK, but for that price I want it with all the options."
- "Great!, before we hang up, something else..."
- "What?"
- "I stopped by the real estate agent this morning and I saw the house we had looked at last year ... it's for sale!! Remember? The one with a pool, English Garden, beachfront property..."
- "How much are they asking?"
- "Only \$550,000... a magnificent price, and I see that we have that

much in the bank to cover it..."
- "Well, then go ahead and buy it, but offer \$520,000. OK?"
- "OK, sweetie... Thanks! I'll see you later!! I love you!!!"
- "Bye... me too..."

The man hangs up, closes the phone's flap and raises his hand while holding the phone and asks to all those present:
- "DOES ANYONE KNOW WHO THIS PHONE BELONGS TO?"

A shepherd was herding his flock in a remote pasture when suddenly a brand new Range Rover advanced out of a dust cloud towards him. The driver, a young man in an Armani suit, Gucci shoes, Ray Ban sunglasses and a Hermes tie leaned out of the window and asked the shepherd: "If I can tell you exactly how many sheep you have in your flock, will you give me one?" The shepherd looks at the young man, then at his peacefully grazing flock and calmly answers "Sure!" The yuppie parks the car, whips out his notebook PC, connects it to his mobile phone, surfs to a NASA page on the Internet where he calls up a GPS satellite navigation system, scans the area, opens up a database and some 30 Excel spreadsheets with complex formulae. Finally he prints out a 10 page report on his hi-tech miniaturised printer, turns round to the shepherd and says: "You have exactly 1586 sheep here!" "That's right. And, as agreed, you can take one of the sheep" says the shepherd. He watches the young man make a selection and bundle it in his Range Rover. Then he says: "If I can tell you exactly what your business is, will you give me my sheep back?" "Okay, why not" answers the young man. "You are a consultant" says the shepherd. "That's right" says the yuppie, "How did you guess ?" "Easy" answers the shepherd. "You turn up here although nobody called you. You want to be paid for the answer to a question when I already knew the answer. And its obvious you don't know a thing about my business. Now give me back my dog."

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