

MediFlex Newsletter

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Distribution: ALL MEDIFLEX USERS

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Seasons Greetings

The festive season is almost here. We wish all our clients a safe and happy Christmas, and a prosperous New Year. We thank you for your continued patronage, and look forward to delivering a further series of feature-packed revisions of our Windows product throughout the New Year. The office will be unattended from Christmas Day until Monday 6th January 2003. As usual, our after-hours support numbers will be available continuously during this period for emergencies (see above).

Whats in a Name ?

A lot ! In a network, each machine must be assigned a unique name. This is important as each machine needs its own identity. In Visual MediFlex, we

offer the flexibility to be able to set up each workstation to print to your preferred printers. In some larger practices, certain workstations may print to different printers depending upon their physical location in the building. We achieve this in MediFlex by assigning printers to a workstation by its name. The moral of the story is ... never change the name of a workstation - it will most likely cause printer problems. If a machine has to be replaced or reconfigured by your hardware/network support people, please ensure that the old workstation name is preserved.

EasyClaim, PKI and the meaning of life ! (Episode 2)

Our article last issue incorrectly referred to this offering from the HIC

as "EasyClaim". This was the original name assigned to the product. The HIC has now rebadged it as "HIC OnLine". I recently attended a most informative presentation by the HIC on this subject. The Internet is the communications method used for HIC Online, so you must establish an Internet service at the practice, and you will therefore be paying the cost of transmission (currently, MedClaims transmissions are free). Each practitioner must apply for a (free) electronic "certificate" which is tied to a fixed e-mail address and which uses the Public Key Infrastructure (PKI) for encryption and digital signing. The practitioner's electronic device holding the signature (certificate) must be plugged into a computer when a direct-bill batch is to be submitted, and a password entered. A shared certificate is also available for the practice staff, to be used when private claims are to be submitted electronically for reimbursement (which, due to legislation, will still involve the forwarding of a cheque to the patient). If you lose your card containing the certificate, or if it becomes damaged, or you change e-mail addresses, or your card is rendered invalid due to 10 consecutive password failures, you must apply for another certificate, and any messages still unread against the lost certificate cannot ever be read. Our position on this product has not altered. We will incorporate it into MediFlex when it is deemed useable and most importantly - stable.

MediFlex for Windows Update

We now have 70% of our clients running Visual MediFlex (aka

MediFlex for Windows). We are extremely happy with the product, and the feedback we have been getting is most encouraging. Our first Windows client was installed in July of 2000. We have been extremely busy since then upgrading around 200 DOS customers, and have spent much time (sacrificing many weekends) performing this work. As has been publicised in recent newsletters, we are only applying charges to cover our time and out-of-pocket expenses to perform these upgrades. These rates have not taken into account the typical loading applied to weekend or after-hours activity. Please note that as of 1st March 2003, all chargeable work (such as Windows upgrades) performed outside normal business hours will be at double-time.

For Sale

One only, as new Dymo Labelwriter 310. Used only to test the interface to Visual MediFlex. Yours for \$300 plus freight. This device prints laser-quality adhesive labels quietly, does not need ink or a ribbon, and takes up about the same space as a small EftPos machine. Requires a USB port for connection to your machine. Ideal for the small specialist practice. Call our office - first come, first served.

Did You Know.....(Visual MediFlex only)

- That you can only reverse unallocated money from the Payer History. This is because unallocated funds never reach the patient (that's why they are unallocated!)
- There are hot-keys available for all the icons on the Toolbar (the row of small images near the top of

your MediFlex screen). Hold the mouse over each image for a few seconds and you will see a message appear, giving you the hot-key combination.

- ❑ When you have the Patient Lookup List displayed, you can <Tab> or click your mouse into any column that is displayed in black type (some are grey). The list will instantly be resorted into the order of that column, and if you now wish to search by that column (Medicare number, Patient Number, etc) simply start typing.
- ❑ You can merge duplicate patients or payers. See Utilities/Merge. All financial history will be preserved.

Brain Teasers

- 1) When Jim was taking a stroll one day, he met his father-in-law's only daughter's mother-in-law. What did he call her ?
- 2) Your solar clock isn't working perfectly. Each day in broad daylight, it gains half a minute and each night in the darkness, it loses one-third of a minute. In how many days, starting at sunrise on the first day, will it be five minutes fast ? (Assuming that daylight and darkness are constant)
(Solutions next issue)

Solutions to last issue's Brain Teasers

- 1) Thirteen cans on the bottom row to one on the top, but he would have to have four cans deep to use all 720.
- 2) 16 grandsons \$256
13 granddaughters \$169
4 great-grandchildren \$16

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

While waiting for my first appointment in the reception room of a new dentist, I noticed his certificate, which bore his full name. Suddenly, remembered that a tall, handsome boy with the same name had been in my high

school class some 40 years ago. Upon seeing him, however, I quickly discarded any such thought. This balding, grey-haired man with the deeply lined face was too old to have been my classmate. After he had examined my teeth, I asked him if he had attended the local high school. "Yes," he replied. "When did you graduate?" I asked. He answered, "In 1957." "Why, you were in my class!" I exclaimed. He looked at me closely and then asked, "What did you teach?"

A Few Puns

Two peanuts walk into a bar
One was a salted.

A jumper-lead walks into a bar.
The barman says, "I'll serve you, but don't start anything."

A sandwich walks into a bar.
The barman says, "Sorry we don't serve food in here."

A man walks into a bar with a slab of asphalt under his arm and says,
"A beer please, and one for the road."

Two aerials meet on a roof, fall in love get married. The ceremony wasn't much but the reception was brilliant.

Two cannibals are eating a clown. One says to the other: "Does this taste funny to you?"

Two cows standing next to each other in a field, Daisy says to Dolly
"I was artificially inseminated this morning."
"I don't believe you," said Dolly.
"It's true, no bull!"

Answer-phone message
"...If you want to buy marijuana, press the hash key...."

A man takes his Rottweiler to the vet and says, "My dog's cross-eyed, is there anything you can do for him?" "Well," says the vet, "let's have a look at him." So he picks the dog up and examines his eyes, then checks his teeth. Finally, he says "I'm going to have to put him down."
"What? Because he's cross-eyed?"
"No, because he's really heavy"

I went to buy some camouflage trousers the other day but I couldn't find any.

I went to the butchers the other day and I bet him \$50 that he couldn't reach the meat off the top shelf. And he said, 'No, the steaks are too high.'

A man came round in hospital after a serious accident. He shouted, "Doctor, doctor, I can't feel my legs!" The doctor replied, "Of course not, I've cut your arms off".

From the pilot during his welcome message: "Qantas is pleased to have some of the best flight attendants in the industry. Unfortunately, none of them are on this flight!"

A woman called the Canon help desk with a problem with her printer. The tech asked her if she was "running it under Windows." The woman responded, "No, my desk is next to the door. But that's a good point. The man sitting in the cubicle next to me is under a window, and his is working fine."

A drunk went into a telephone booth and dialled at random..

"Salvation Army" came the answer.

"What do you do?" asked the drunk.

"We save wicked men and women," came the reply.

"Well, save me a wicked woman for Saturday night."

A woman brought a very limp parrot into a veterinary surgery. As she lay her pet on the table, the vet pulled out his stethoscope and listened to the bird's chest. After a moment or two, the vet shook his head sadly and said, "I'm so sorry, Polly has passed away." The distressed owner wailed, "Are you sure? I mean, you haven't done any testing on him or anything. He might just be in a coma or something?" The vet rolled his eyes, shrugged, turned and left the room returning a few moments later with a beautiful black Labrador dog. As the bird's owner looked on in amazement, the dog stood on his hind legs, put his front paws on the examination table and sniffed the dead parrot from top to bottom. He then looked at the vet with sad eyes and shook his head. The vet took the dog out but returned a few moments later with a cat! The cat jumped up and also sniffed delicately at the ex-bird. The cat sat back, shook its head, meowed and ran out of the room. The vet looked at the woman and said,

"I'm sorry, but like I said, your parrot is most definitely 100% certifiably... dead." He then turned to his computer terminal, hit a few keys and produced a bill that he handed to the woman. The parrot's owner, still in shock, took the bill. "\$150!" she cried. "\$150 just to tell me my bird is dead?!" The vet shrugged. "If you'd taken my word for it the bill would only have been \$20, but.....

what with the Lab Report and the Cat Scan..."

A guy received a parrot for his birthday. The parrot was fully-grown, with a bad attitude and worse vocabulary. Every other word was an expletive. Those that weren't expletives were, to say the least, rude. The guy tried hard to change the bird's attitude and was constantly saying polite words, playing soft music, anything he could think of to try and set a good example. Nothing worked. He yelled at the bird and the bird yelled back. He shook the bird and the bird just got angrier and ruder. Finally, in a moment of desperation, he put the parrot in the freezer. For a few moments he heard the bird squawk and kick and scream. Then suddenly there was quiet. Not a sound for half a minute. The owner was frightened that he might have hurt the bird and quickly opened the freezer door. The parrot calmly stepped out onto the guy's extended arm and said, "I believe I may have offended you with my rude language and actions. I will endeavour at once to correct my behaviour. I really am truly sorry and beg your forgiveness." The owner was astonished at the bird's change in attitude and was about to ask what had made such a dramatic change when the parrot continued, "May I ask what the chicken did"?

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