

# MediFlex Newsletter

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**Distribution: ALL MEDIFLEX USERS**

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### Who should read this stuff ????

The purpose of this newsletter is to inform our valued clients of happenings in the MediFlex/Health-IT arena. We also make a point of including what we think are useful tips, and explanations of various MediFlex features that we feel might help our users (not to mention the fun stuff on the back pages). The newsletter is targeted at ALL persons who are mainstream MediFlex users. Please ensure that it is circulated to the relevant persons. We also suggest that you make the newsletters accessible to all staff by pinning them to a message board, or placing them in a folder near the front desk. On many occasions we have been able to direct a client to a previous newsletter article to clarify a query. One of our most common

support questions relates to Unallocated money. There was a “Did you Know” article in the December 2002 Newsletter explaining the significance of Unallocated money, where to find it, and how to deal with it.

### Feature Requests - New Policy.

We appreciate the fact that our user community are always looking for ways to make MediFlex smarter, easier and more productive. Each new release of the product represents our efforts in bringing to you features and suggestions that we feel are beneficial to both the product and its users. We fully encourage this activity, but are no longer able to cope with verbal requests. We need you to drop us a note – by fax, email or snail mail,

giving us a brief outline of your request/suggestion. Having this information in printed form allows us to properly analyse, prioritise and process each request. Please let us know the practice from which the request originates, and the name of the requestor.

### **HIC On-Line, PKI and the meaning of life ! (Episode 4)**

Having announced in the previous newsletter that I would not raise this topic again until more interesting events arose ..... they have ! About six weeks ago, the Government announced incentives (read “money”) for both software vendors and medical practices to adopt HIC Online. Now that we might get some compensation for the huge effort required to build and deploy this new concept, we are ready to begin work. I am still not convinced that the rules by which this facility will operate at each practice are simple and practical. But given the number of enquiries I have had to respond to on this matter, I take it that the HIC have done a good “sell-job”, and convinced you that this is going to be the greatest thing since sliced bread. I remain unconvinced.

Whatever the ultimate outcome for the users of HIC On-Line, we will be charging a fee to come on site, install the software and train the staff. We have decided that our Annual Software Support Agreement will be (marginally) increased to assist us in covering the on-going support resources we know will need to be in place once a practice begins using this facility. The HIC will be offering each practice an incentive payment to take

on HIC OnLine. In order for this incentive payment to be forthcoming, a site currently using MedClaims must completely convert to HIC OnLine, and must continue using HIC OnLine for at least one month. (Only the latter rule applies to a new site, that is currently not using MedClaims.) The two products at the one practice are mutually exclusive. We would appreciate expressions of interest from those practices who wish to begin utilising HIC OnLine as soon as we have it available. An Internet connection (either broadband or dial-up) will be required.

### **MediFlex Clinical**

This project is moving along steadily. We received very positive feedback from our pre-release showing at the recent RACGP Conference in Sydney. Attached to this newsletter you will find a survey. It would be of immense benefit to both ourselves and any practice contemplating the adoption of our clinical product to have all doctors complete this survey as a matter of urgency and return to us by fax or post. This is your chance to have your say in the development of an alternative clinical product. (Thanks to Bill Reid of the Otway Division of General Practice for his assistance in compiling this survey.) Although most of the issues relate to General Practice, we would appreciate feedback from the Specialists as well.

### **Stationery**

#### **1) Dymo Labels - cheaper than we thought !**

As stated in the last newsletter, for those using the Dymo Labelwriter, we

have secured supplies of 89x28mm labels in rolls of 350. The per label cost is now CHEAPER than the smaller rolls, and you gain the convenience of having approx. 100 more labels to print before you have to change rolls. Contact us for supplies.

## 2) Stocks of "Old" MediFlex continuous paper diminishing.

Supplies of the tractor feed stationery used by our DOS version are down to about 20 cartons. We predict that by the end of the year, they will all be gone, and no further supplies will be available. In fairness to those clients still using DOS, we will try to spread the supplies equitably. There are approximately 25 clients still running the DOS version.

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

- ❑ That you can only deal with Unallocated money via the PAYER history (as opposed to Patient History). This is because Unallocated money is money received (therefore credited to the Payer), but not disbursed against any patient services.
- ❑ You can easily find a patient by their Patient Number, Ref/Class, Date of birth or Medicare number by popping up the Patient Lookup List (F4) and clicking in the relevant column, then simply type the information you are searching for and hit <Enter>.
- ❑ If you enter a Medicare Card expiry date, MediFlex will remind you when the card has expired. You must enter a full date in the form ddmmyyyy, but you can enter any day of the month, and when you save the Patient record

MediFlex will correctly convert the date to be the last calendar day of the entered month.

### BrainTeasers (getting easier!)

- 1) The office team is out racing at the skating rink during a lunch hour. Samantha beat Jim. Louise was not last. Dennis was beaten by Jack and Louise, in that order. Jim was not first. Jack lost to Jim. Who won ?
- 2) You bought two antique lamps for \$50 each. Later, you sold one for \$60, but changed your mind and bought it back for \$70. You then sold it for \$80. The first one did not sell at all, so you reduced it 10% below what you originally paid, and managed to get rid of it. Did you make or lose money on the deal, and how much ?  
(Solutions next issue)

### Solutions to last issue's Brain Teasers

- 1) Mother.
- 3) The clock will be five minutes fast at sunset on the 28<sup>th</sup> day. Of course, it will lose time and become more correct during the night that follows, so it won't be five minutes fast at sunrise until the 30<sup>th</sup> day.

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

A loud pounding on the door awakens a man and his wife at 3 o'clock in the morning. The man gets up and goes to the door where a drunken stranger, standing in the pouring rain, is asking for a push.

'Not a chance,' says the husband, 'It is three o'clock in the morning!' He slams the door and returns to bed.

'Who was that?' asked his wife. 'Just some drunk guy asking for a push,' he answers. 'Did you help him?' she asks.

'No, I did not. It is three in the morning, and it is pouring out there !'

'Well, you certainly have a short memory,' says his wife. 'Do you remember about three months ago when we broke down and those

two guys helped us? I think you should go help him and you should be ashamed of yourself!"  
The man does as he is told, gets dressed, and goes out into the pouring rain.  
He calls out into the dark, 'Hello, are you still there?'  
'Yes,' comes back the answer.  
'Do you still need a push?' calls out the husband.  
'Yes, please!' comes the reply from the dark.  
'Where are you?' asks the husband?  
"Over here on the swing!" replies the drunk

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There was a middle-aged couple that had two stunningly beautiful teenage daughters. They decided to try one last time for the son they always wanted. After months of trying, the wife finally became pregnant, and sure enough, delivered a healthy baby boy nine months later. The joyful father rushed into the nursery to see his new son. He took one look and was horrified to see the ugliest child he had ever seen. He went to his wife and said that there was no way he could be the father of that child.  
"Look at the two beautiful daughters I fathered!" Then he gave her a stern look and asked, "Have you been fooling around on me?" The wife just smiled sweetly and said, "Not this time!"

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These are from a book called Disorder in the Court, and are things people actually said in court, word for word, taken down and now published by court reporters, who had the torment of staying calm while these exchanges were actually taking place.

Q: What is your date of birth?

A: July 15th.

Q: What year?

A: Every year.

Q: What gear were you in at the moment of the impact?

A: Gucci sweats and Reeboks.

Q: How old is your son, the one living with you?

A: Thirty-eight or thirty-five, I can't remember which.

Q: How long has he lived with you?

A: Forty-five years.

Q: What was the first thing your husband said to you when he woke up that morning?

A: He said, "Where am I, Cathy?"

Q: And why did that upset you?

A: My name is Susan.

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### **New definitions of old words:**

1. Coffee (n.), a person who is coughed upon.
2. Flabbergasted (adj.), appalled over how much weight you have gained.
3. Abdicate (v.), to give up all hope of ever having a flat stomach.
4. Esplanade (v.), to attempt an explanation while drunk.
5. Willy-nilly (adj.), impotent
6. Negligent (adj.), describes a condition in which you absentmindedly answer the door in your nightie.
7. Lymph (v.), to walk with a lisp.
8. Gargoyle (n.), an olive-flavoured mouthwash.
9. Flatulence (n.) the emergency vehicle that picks you up after you are run over by a steamroller.
10. Balderdash (n.), a rapidly receding hairline.
11. Circumvent (n.), the opening in the front of boxer shorts.
12. Pokemon (n), A Jamaican proctologist

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At Duke University, there were four students taking Organic Chemistry. They were doing so well on all the tests, midterms and labs, etc., that each had an A so far for the semester. These four friends were so confident that the weekend before their final exams, they decided to go up to the University of Virginia and party with some friends there. They had a great time, but after all the hearty partying, they slept all day Sunday and didn't make it back to Duke until early Monday morning. Rather than taking the final then, they decided to find their

professor after the final and explain to him why they missed it. They explained that they had gone to UVA for the weekend with the plan to come back in time to study, but, unfortunately, they had a flat tyre on the way back, didn't have a spare, and couldn't get help for a long time. As a result, they missed the final. The professor thought it over and then agreed they could make up the final the following day. They studied that night and went in the next day at the time the professor had told them. He placed them in separate rooms and handed each of them an exam booklet, and told them to begin. They looked at the first problem, worth five points. It was something simple about free radical formation. Cool, they thought! All at the same time, each one in his separate room thought, this is going to be easy. Each finished the lengthy problem and then turned the page. On the second page was written: For 95 points: Which tyre?

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### **"Stella" Awards - only in America!**

Every year, the "Stella" awards are given to the most outlandish lawsuits of the year. The award is named for Stella Liebeck, the woman who became an instant millionaire after spilling a cup of McDonald's coffee in her lap and winning a judgment against the fast-food chain.

Here are this year's winners:

1. A jury of her peers awarded Kathleen Robertson of Austin Texas \$780,000 after breaking her ankle tripping over a toddler who was running amok inside a furniture store. The owners of the store were understandably surprised at the verdict, considering the misbehaving little boy was Ms. Robertson's own son.
2. 19-year-old Carl Truman of Los Angeles won \$74,000 and medical expenses when his neighbour ran over his hand with a Honda Accord. Mr. Truman apparently didn't notice there was someone at the wheel of the car when he was trying to steal his neighbour's hubcaps.
3. Terrence Dickson of Bristol Pennsylvania was leaving a house he had just finished robbing by way of the garage. He was not

able to get the garage door to go up, because the automatic door opener was malfunctioning. He couldn't re-enter the house because the door connecting the house and garage locked when he pulled it shut. The family was on vacation. Mr. Dickson found himself locked in the garage for eight days. He subsisted on a case of Pepsi he found, and a large bag of dry dog food. Mr. Dickson sued the homeowner's insurance claiming the situation caused him undue mental anguish. The jury agreed to the tune of half a million dollars.

4. Jerry Williams of Little Rock Arkansas was awarded \$14,500 and medical expenses after being bitten on the buttocks by his next-door neighbour's beagle. The beagle was on a chain in its owner's fenced-in yard. The award was less than sought because the jury felt the dog might have been provoked by Mr. Williams who, at the time, was shooting it repeatedly with a pellet gun.

5. Kara Walton of Claymont, Delaware successfully sued the owner of a nightclub in a neighbouring city when she fell from the bathroom window to the floor and knocked out her two front teeth. This occurred while Ms. Walton was trying to sneak through the window in the ladies room to avoid paying the \$3.50 cover charge. She was awarded \$12,000 and dental expenses.

6. May 2000: A Philadelphia restaurant was ordered to pay Amber Carson of Lancaster, Pennsylvania \$113,500 after she slipped on soft drink and broke her coccyx. The beverage was on the floor because Ms. Carson threw it at her boyfriend 30 seconds earlier during an argument.

7. And just so you know that cooler heads do occasionally prevail: Kenmore Inc., the makers of Dorothy Johnson's microwave, were found not liable for the death of Mrs. Johnson's poodle after she gave it a bath and attempted to dry it by putting the poor creature in her microwave for, "just a few minutes, on low,"

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