

# MediFlex Newsletter

## May 2004 Vol VIII, Issue I

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**Distribution: ALL MEDIFLEX USERS**

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0418 352 418 **Mobile (Phil)** DO NOT CALL THE MOBILE NUMBERS DURING THE  
DAY (MON-FRI) UNLESS ADVISED BY A MEMBER OF OUR  
STAFF. **IF MOBILE SWITCHES TO MESSAGE AND NO RETURN  
PHONE NUMBER IS LEFT, YOUR CALL CANNOT BE RETURNED.**  
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### **HIC On-Line Approved !**

On the 18<sup>th</sup> March MediFlex (for Windows) was issued a “Notice of Integration” by the HIC. We were the first software vendor in Australia to be approved under the latest version of the HICOnline software (version 2.8). This facility will ultimately replace the current MedClaims system. We would expect that all our current MedClaims clients be converted to HICOnline before the end of 2004.

**We are currently only approved to provide Medicare and DVA bulk bill functionality (as are most other approved suppliers. Real-time patient claiming will be implemented before the end of this year).** By the time this newsletter is distributed, we will have commissioned our first site in

Geelong. All being well (and it should be, after the stringent testing our product underwent in Canberra), we will be in a position to offer the service to all other interested clients. The HIC are responsible for the initial (and rather complex) registration process. **Please phone the HIC’s eBusiness Centre on 1800 700 199 to begin the process.** A basic brochure is available on request (call the number above). Once the site has been registered and certificates issued, we will be able to come out and install the appropriate software components, and conduct a short training course. The HIC will provide an incentive payment to cover these activities (\$1000+GST per rural practice, and \$750+GST for “city-based” practices). You must have an internet connection

(broadband or dial-up) in order to use HICOnline. Annual Software support fees will increase by \$75 per practice per annum to cover the extra support effort.

### **More HIC**

Trends have been emerging in the way in which the HIC are handling claim data.

- 1) For the specialists, it is essential that you capture the referring doctors' provider numbers, as well as their address. HICOnline users cannot close off a batch if these details are not complete.
- 2) Rules regarding the omission of patient date of birth have had to be tightened up. HICOnline users **MUST** enter a date of birth when registering patients, and all other users will now receive a warning regarding the omission of this data.
- 3) Reference number on each Medicare card should be entered (this is the number listed beside each patient on the card).

### **MediFlex Clinical**

Further showings of our efforts to date have again been met with enthusiasm. One area MediFlex Clinical is raising eyebrows is its our "results tracker", a very thorough mechanism to monitor the progress of pathology results through the practice, to ensure nothing gets missed or lost. This feature has been shown to be a significant improvement over any other product in Australia. We are hoping to arrange some showings of MediFlex Clinical in various regions very soon. Contact us ASAP if you are at all interested.

We would be particularly keen to hear from a site within the Geelong region that is NOT currently using a clinical package, but is keen to do so.

### **Stationery**

#### **1) Stocks of "Old" MediFlex continuous paper diminishing.**

Supplies of the tractor feed stationery used by our DOS version are down to less than 10 cartons. In fairness to those clients still using DOS, we will try to spread the supplies equitably. There are now less than 10 clients still running the DOS version. We expect that they will all be converted to Windows before the end of this year.

**2) Labels.** Remember, we keep in stock both types of adhesive labels (Dymo and dot matrix), and Reflex cut-sheet A5 in cartons of 10 reams.

**3) Ink Cartridges.** We no longer stock any ink cartridges or toner cartridges.

### **Training**

It is an accepted part of life that staff members move on for various reasons, and new employees move in to fill their shoes. We are regularly meeting new staff in our travels. Initiating new staff generally involves training in office procedures and computer systems. Should your practice require our involvement, we are more than happy to offer our services to conduct any type of training session you feel may be of benefit to your staff. As we only charge for time, the number of "students" is of no consequence to us. We can offer a "show-and-tell" style session, using an overhead data-projector, or a one-on-one for more personalised tuition. Contact us if you

feel this may be of some value to your practice.

### **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. Payer history can be displayed using the <F1> History key from :-
  - 1) The Payer Maintenance Panel
  - 2) The Account Entry screen
  - 3) The Receipt Processing screen
- ❑ You can set up the Appointment System to show the number of available slots as a counter at the top of each column (See “File|Appointment Setups|Doctor Specific”). This setting is OFF by default, and must be set ON for each practitioner. (Version 7.0.3)
- ❑ When searching for a patient from the Patient Maintenance Panel, you do not have to type in the name of the patient you are looking for before you hit <F4> (or click on the drop-down list). Get the Patient Lookup List up on the screen first, with no regard for the patient currently displayed on the Patient Panel. Then, just start typing the surname (and optionally a comma followed by some of the first name eg KIRB,PH). Then hit <Enter> and you will be taken directly to your closest match.
- ❑ You can backdate a receipt by pressing <Alt+D> from the Receipt

Panel. This opens up the normally-shadowed received date, and allows you to declare the date on which the money was actually received. Please note that this does not stop that money from appearing on the next banking – it merely allows you to keep an accurate record of precisely when the money was taken across the counter, or received in the mail, or deposited by Direct Deposit.

### **BrainTeasers (getting easier!)**

- 1) Which is more, the number of seconds in 100 hours, or the number of inches in 100 yards ?
- 2) Grandpa was feeling generous, so he gave a total of \$100 to his five grandchildren. Starting with the youngest, each got \$2 more than the next youngest one. In other words, the youngest got one sum, the next got \$2 more, and so on. How much did the youngest grandchild get ?  
(Solutions next issue)

### **Solutions to last issue's Brain Teasers**

- 1) Samantha won.
- 3) You made \$15. The fact that you bought the same lamp twice is irrelevant.

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### **Let's Laugh** (courtesy Dr Mark Kennedy and Dr Frank Reynolds inexhaustible Joke Libraries)

An Irishman who had a little too much to drink is driving home from the city one night and, of course, his car is weaving violently all over the road. A cop pulls him over. "So," says the cop to the driver, "where have ya been?"  
"Why, I've been to the pub of course," slurs the drunk.  
"Well," says the cop, "it looks like you've had quite a few to drink this evening."  
"I did all right," the drunk says with a smile.  
"Did you know," says the cop, standing straight and folding his arms across his chest,

"that a few intersections back, your wife fell out of your car?"

"Oh, thank heavens," sighs the drunk. "For a minute there, I thought I'd gone deaf."

A Queenslander, driving a Volkswagen Beetle, pulls up next to a guy in a Victorian registered Rolls Royce at a stop sign in glorious down-town Melbourne. The weather was hot, so their windows are open and he yells at the guy in the Rolls, "Hey, you got a telephone in that Rolls?" The guy in the Rolls says, "Yes, of course I do." "I got one too... see?" the Queenslander says.

"Uh, huh, yes, that's very nice."

"You got a fax machine?" asks the Queenslander.

"Why, actually, yes, I do."

"I do too! See? It's right here!" brags the Queenslander.

The light is just about to turn green and the guy in the Volkswagen says, "So, do you have a double bed in back there?"

The Victorian guy in the Rolls replies, "NO! Do you?"

"Yep, got my double bed right in back here," the Queenslander replies. The lights turn green and the man in the Volkswagen takes off. Well, the guy in the Rolls is not about to be one-upped, so he immediately goes to a customising shop and orders them to put a double bed in back of his car. About two weeks later, the job is finally done. He picks up his car and drives all over town looking for the Volkswagen beetle with the Queensland plates. Finally, he finds it parked alongside the road, so he pulls his Rolls up next to it. The windows on the Volkswagen are all fogged up and he feels somewhat awkward about it, but he gets out of his newly modified Rolls and taps on the foggy window of the Volkswagen. The man in the Volkswagen finally opens the window a crack and peeks out. The guy with the Rolls says, "Hey, remember me?"

"Yeah, yeah, I remember you," replies the Queenslander, "What's up?"

"Check this out... I got a double bed installed in my Rolls."

The Queenslander exclaims, "YOU GOT ME OUT OF THE SHOWER TO TELL

ME THAT ?"

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A man was walking down the street when he was accosted by a particularly dirty and shabby looking homeless man who asked him for a couple of dollars for dinner.

The man took out his wallet, extracted ten dollars and asked, "If I give you this money, will you buy some beer with it instead?"

"No, I had to stop drinking years ago," the homeless man replied.

"Will you use it to gamble instead of buying food?" the man asked.

"No, I don't gamble," the homeless man said.

"I need everything I can get just to stay alive."

"Will you spend the money on greens fees at a golf course instead of food?" the man asked.

"Are you NUTS!" replied the homeless man.

"I haven't played golf in 20 years!"

"Will you spend the money on a woman in the red light district instead of food?" the man asked.

"What disease would I get for ten lousy bucks?!" exclaimed the homeless man.

"Well," said the man, "I'm not going to give you the money. Instead, I'm going to take you home for a terrific dinner cooked by my wife."

The homeless man was astounded. "Won't your wife be furious with you for doing that? I know I'm dirty, and I probably smell pretty disgusting."

The man replied, "That's okay. I just want her to see what a man looks like who's given up beer, gambling, golf, and sex."

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### Joke-Call Centre Questions

Call centre jobs: people wonder why they paid so much..... for just being on the phone.

Take a look:

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Customer:: "I'm having trouble installing Microsoft Word."

Tech Support:: "Tell me what you've done."

Customer: "I typed 'A:SETUP'."

Tech Support:: "Ma'am, remove the disk and tell me what it says."

Customer:: "It says '[PC manufacturer] Restore and Recovery disk'."

Tech Support:: "Insert the Word setup disk."

Customer:: "What?"  
Tech Support: "Did you buy Word?"  
Customer: "No..."  
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Tech Support:: "What type of computer do you have?"  
Customer:: "A white one."  
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Tech Support:: "Type 'A:' at the prompt."  
Customer:: "How do you spell that?"  
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Tech Support: "What's on your screen right now?"  
Customer: "A stuffed animal that my boyfriend got me at the grocery store."  
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Tech Support: "Just call us back if there's a problem. We're open 24 hours."  
Customer: "Is that Eastern time?"  
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Tech Support:: "What does the screen say now?"  
Customer: "It says, 'Hit ENTER when ready'."  
Tech Support:: "Well?"  
Customer: "How do I know when it's ready?"

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of white hair sticking out in contrast on her brunette head. She looked at her mother and inquisitively asked, "Why are some of your hairs white, Mum?" Her mother replied, "Well, every time that you do something wrong and make me cry or unhappy, one of my hairs turns white." The little girl thought about this revelation for a while and then said, "Mummy, how come ALL of grandma's hairs are white?"

The children were lined up in the cafeteria of a Catholic elementary school for lunch. At the head of the table was a large pile of apples. The nun made a note, and posted on the apple tray: "Take only ONE. God is watching." Moving further along the lunch line, at the other end of the table was a large pile of chocolate chip cookies. A child had written a note, "Take all you want. God is watching the apples."

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### **Five Reasons Not to Mess with a Child**

A little girl was talking to her teacher about whales. The teacher said it was physically impossible for a whale to swallow a human because even though it was a very large mammal its throat was very small. The little girl stated that Jonah was swallowed by a whale. Irritated, the teacher reiterated that a whale could not swallow a human; it was physically impossible. The little girl said, "When I get to heaven I will ask Jonah". The teacher asked, " What if Jonah went to hell?" The little girl replied, "Then you ask him".

A Kindergarten teacher was observing her classroom of children while they were drawing. She would occasionally walk around to see each child's work. As she got to one little girl who was working diligently, she asked what the drawing was. The girl replied, "I'm drawing God." The teacher paused and said, "But no one knows what God looks like." Without missing a beat, or looking up from her drawing, the girl replied, "They will in a minute."

A Sunday school teacher was discussing the Ten Commandments with her five and six year olds. After explaining the commandment to "honor" thy Father and thy Mother, she asked, "Is there a commandment that teaches us how to treat our brothers and sisters?" One little boy (the oldest of a family) answered, "Thou shall not kill."

One day a little girl was sitting and watching her mother do the dishes at the kitchen sink. She suddenly noticed that her mother had several strands