

# MediFlex NewsLetter

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Editor - Phil Kirby

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

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### **KSoft wins local Business Excellence Award.**

We are extremely proud to announce we were winners of the Information Technology category in the recent 19<sup>th</sup> Annual 2004 Geelong Advertiser Business Excellence Awards. The judges comments were as follows :-  
“KSoft Computer Services is a leader in its field and its commitment to detail of operation and customer service is second to none. The company has worked hard to set and maintain high standards right from the first contact with clients. The owners take total responsibility for the successful completion of programs and this leads to a dedicated and premium quality

service". It is very gratifying for these observations regarding our efforts to be made by an independent judging panel. You will notice the Business Award logo on all our new stationery and advertising material.

### **MediFlex Clinical on show at Melbourne GPCE**

The Melbourne General Practitioners Conference and Exhibition is being staged from November 12 thru 14<sup>th</sup> at the Melbourne Exhibition Centre. For the first time, we are taking up exhibition space, and will be focussing on MediFlex Clinical and the “Accreditation Assistant” (see next article). By all accounts, these events

are very well patronised, and we look forward to seeing some of our clients. We will be at booth 1408. We have a couple of free passes (worth \$630 each) if anyone is interested.

### **“Accreditation Assistant”**

The quality and accreditation process has attracted much ongoing criticism from GPs and their staff at grass roots level, in no short measure due to the accompanying burden of systems, procedures and overwhelming documentation, all of which require much time consuming effort and difficulty in administration across multiple tiers of responsibility at all staff levels. Now a full audit trail for all quality, safety and accreditation management and documentation can be painlessly and easily maintained. We have acquired what we believe is a unique contribution to quality practice management in the form of an add on software program we have named “**Accreditation Assistant**“, a compact yet powerful management and accreditation tool which will run on the most lowly computer and is available for input by all staff, not just the Practice Manager or Doctors. Much effort has been expended in on-site development resulting in a disarmingly simple and user-friendly interface in a program written expressly to solve the specific problems encountered at the coalface in a real GP environment.

**Accreditation Assistant** attends to all the following safety, quality, administrative and management tasks:

#### **Safety issues**

- Monitors expiry dates for all disposables and equipment

- Monitors expiry dates for all onsite pharmaceuticals and DDs
- Can track patient pharmaceuticals held on site (eg fridge safe drug cupboard)
- Monitors fridge temperatures (graphs if desired)
- Adds expiry dates to all equipment for maintenance and checking
- Single Audit report provides easy monitoring of
  - list expiry dates
  - overview stock quantities remaining
  - items for ordering
  - added comments

#### **Autoclaving**

- Tracks off site autoclaving
- Allows entry of unique batch code for *audit trail* to cycle report
- Generates packing slips to accompany off site items
- Cost tracking

#### **Doctors Bag management**

- Tracks usage and expiry date of all items
- Easily builds and tracks new order
- Permanent and personalised inventory for Drs Bag

#### **Orders**

- Generates all orders for the entire practice

#### **Asset Register**

- Tracks all computer hardware and software
- appliances and medical equipment
- all insurance claims and reviews
- equipment warranty issues
- Any category can be added

- Handles insurance and equipment overview, depreciation etc

### **Library Module**

- Tracks all educational and Clinical resources-books, videos, reference material, commonly used pamphlets etc as desired.
- Displays by Title of resource and number (auto generated by category and type)
- Extensive search function for search by Key word or number code

### **General Administration**

- Powerful suite with robust database engine to provide ongoing management of information and full reporting and auditing
- vaccine storage management
- Customisable for each user/staff member
- Own contact list
- Own scheduler
- Full access to central database so each user can contribute according to her expertise and involvement and view all reports

### **Typical Usage examples.....**

- Practice Nurse checks and records fridge temperature
- Practice Nurse checks stock inventory and prepares order
- Doctor can check from his/her workstation if a relevant book or video is available or on loan
- Regular audit of doctors bag
- Practice manager prints graph of fridge temperatures and averages for accreditation visit!

- Computer blows up, practice manager checks when it was purchased, from whom, warranty and insurance details.

Contact us for costing and licensing information.

### **SMS Messaging to be incorporated in MediFlex**

Early in 2004, we plan to introduce a facility into MediFlex to allow the practice to send an SMS (text) message to patients. The primary objective is to remind them of their next appointment. A typical scenario would be this..... operator runs option in MediFlex to select all patients whose appointment is due on a specific date, and types in a message (up to approx 160 characters). MediFlex then collects all patients with appointments on that date, checks which ones have a mobile phone, sends each one the text message, makes an entry against the patients record that a text message was sent, and prints a list of this activity. The messages get sent via the internet (preferably broadband), and ultimately get converted to a standard SMS phone message. Our research so far indicates that the cost of this exercise will be less than half that incurred if an operator had to attempt to phone each patient individually. Let us know if you are interested.

### **SyberScribe Transcription Service for Medical Reports**

SyberScribe is a transcription company offering high quality medical typing. SyberScribe have been servicing major Hospital and clinic specialists for over two years. Doctors

dictate any type of medical or medico legal report using a digital recorder and send the voice files using the same encryption techniques used for home banking. Reports can be dictated and send from anywhere at any time.

Reports or letters are transcribed into MSWord documents and returned via the Internet within 24 hours.

SyberScribe utilises the patient demographics from MediFlex, and the completed reports are filed back under the patient record, just like an in-house typist. The latest release of MediFlex (Version 7.0.4) contains enhancements that support the SyberScribe system.

For more information, see the SyberScribe web site [www.syberscribe.com](http://www.syberscribe.com).

### **HIC OnLine**

With more than 15 sites now installed, we are comfortable in offering the service to all interested clients. We are very happy with the overall concept, and functionality. You must first register and obtain your PKI certificates from the HIC (see previous newsletter for these details). Once you have received notification that your registration has been completed, faxed back your acknowledgment and obtained your location certificate passphrase (absolutely vital), we can then be contacted to proceed with the installation. A broadband Internet connection is preferable, but a dialup service will suffice, provided you do not want to utilise on-line patient claiming.

### **Requests for Enhancements**

As suggested in a previous newsletter, all requests for enhancements to MediFlex must be in writing (e-mail or fax). Some clients that have submitted requests in this manner have expressed concern that they received no reply to their request. Do not fear! All requests are considered. We simply do not have the time to acknowledge that each particular request has been received. We may need to contact you if further clarification is required. In preparation for each new release, we review all outstanding requests, prioritise them, and decide which to include. You may be pleasantly surprised to discover that the next release of Visual MediFlex contains your suggested changes without ever hearing from us.

### **E-mail Support**

We are happy to have you submit requests for assistance via e-mail (use [support@ksoft.com.au](mailto:support@ksoft.com.au), or [phil@ksoft.com.au](mailto:phil@ksoft.com.au), or [david@ksoft.com.au](mailto:david@ksoft.com.au)). However, e-mails can not be assigned the same priority as a phone call. E-mails may not be read as soon as they are received, or the recipient may be out of the office (or even on holidays!) All e-mails will be answered, but if you have need of an answer to your problem there and then, please phone.

### **Stationery**

#### **1) Stocks of “Old” MediFlex continuous paper almost gone.**

Supplies of the tractor feed stationery used by our DOS version are down to about 5 cartons. There are now approx 5 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 currently keep in stock both types of adhesive labels (Dymo and tractor-fed dot matrix), and Reflex cut-sheet A5 in cartons of 10 reams.

**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

❑ When sending messages using the Message Manager, you can click the checkbox at the base of the user list and reduce the list to show only those users currently signed in to MediFlex. Then, clicking the “Add All” button will allow you to send a message to only those users currently signed-on (7.0.4).

❑ You can select ONE field on the Waiting List view of your own choosing. We recommend that if you are using the Appointments system, that this be “Appointment Time”, so that on the same screen you can see not only when the patient arrived, but when their actual appointment is. You can also then click on this column heading, and sort the Waiting List into

Appointment Time order, to determine who should be seen next. See “File|Preference|Waiting List|Field for Last Column”

❑ You can "lock" your MediFlex session. This action "hides" all displayed panels and places a password box in the middle of the screen. If you leave your machine unattended, and are concerned about privacy and confidentiality issues, click on the padlock icon, or hit "Ctrl+L" to lock your session. You must re-enter the password that was used to sign on to that workstation in order to open the session back up again.

**BrainTeasers (getting easier!)**

- 1) Divide 110 into two parts so that one will be 150 percent of the other.
- 2) Samantha and Suzie were squabbling over a small cake. Their mother solved the question of which one should cut it, as well as the problem of how to make sure the pieces were even, in a very simple manner such that no one could complain. What was her solution ?

(Solutions next issue)

**Solutions to last issue’s Brain Teasers**

- 1) Seconds in 100 hours.
- 3) \$16.

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

Jim and Mary were both patients in a Mental Hospital. One day, while they were walking past the hospital swimming pool, Jim suddenly jumped into the deep end. He sank like a stone to the bottom and stayed there. Mary promptly jumped in to save him. She swam to the bottom and pulled Jim out. When the medical superintendent became aware of Mary's heroic act, he immediately ordered her to be discharged from the hospital, as he now considered her to be

mentally stable. When he went to tell her the news, he said, "Mary, I have good news and bad news. The good news is you're being discharged because since you were able to jump in and save the life of another patient, I think you've regained your senses. The bad news is that Jim, the patient you saved, hung himself in the bathroom with the belt of his robe. I am so sorry, but he passed away." Mary calmly replied, "He didn't hang himself, I put him there to dry"...

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A woman was shopping at her local supermarket where she selected:  
2 litres of low fat milk,  
1 carton of eggs,  
2 litres of orange juice,  
1 cos lettuce,  
half a dozen tomatoes,  
a 500g jar of coffee,  
a 250g pack of bacon.  
As she was unloading her items on the conveyor belt to check out, a drunk standing behind her watched as she placed the items in front of the cashier. While the cashier was ringing up her purchases, the drunk calmly stated, "You must be single." The woman was a bit startled by this proclamation, but she was intrigued by the derelict's intuition, since she was indeed single. She looked at her six items on the belt and saw nothing particularly unusual about her selections that could have tipped off the drunk to her marital status. Curiosity getting the better of her, she said "Well, you know what, you're absolutely correct. But how on earth did you know that?" The drunk replied, "Cause you're ugly."

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A group of senior citizens were exchanging notes about their ailments.  
"My arm is so weak I can hardly hold this coffee cup."  
"Yes, I know. My cataracts are so bad I can't see to pour the coffee."  
"I can't turn my head because of the arthritis in my neck."  
"My blood pressure pills make my dizzy."  
"I guess that's the price we pay for getting old."

"Well, it's not all bad. We should be thankful that we can still drive."

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A stockbroker parks his brand new Porsche in front of the office to show it off to his colleagues. As he's getting out of the car, a semi-trailer comes flying along too close to the kerb and takes the door off before speeding off. Distraught, the broker grabs his mobile and calls the police. Five minutes later, the police arrive. Before the officer has a chance to ask any questions, the broker starts screaming hysterically: "My Porsche, my beautiful silver Porsche is ruined. No matter how long it's at the panel beaters, it'll simply never be the same again!" After the stockbroker finally finishes his rant, the policeman shakes his head in disgust. "I can't believe how materialistic you stockbrokers are," he says. "You lot are so focused on your possessions that you don't notice anything else in your life."  
"How can you say such a thing at a time like this?" snaps the broker. The policeman replies, "Didn't you realise that your right arm was torn off when that truck hit you?" The stockbroker looks down in absolute horror. "Oh no !" he screams. "Where's my Rolex?"

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### **Corporate Lesson**

A sales representative, an administrative clerk, and their manager are walking to lunch when they find an antique oil lamp. They rub it and a genie comes out in a puff of smoke. The genie says, "I usually only grant three wishes, so I'll give each of you just one."  
"Me first! Me first!" says the admin clerk. "I want to be in the Bahamas, driving a speedboat, without a care in the world." Poof! She's gone. "Me next! Me next!" says the sales rep. "I want to be in Hawaii, relaxing on the beach with my personal masseuse, an endless supply of pinna coladas and the love of my life beside me." Poof! He's gone. "OK, you're up," the genie says to the manager. The manager says, "I want those two back in the office after lunch."  
Moral: Always let your boss have the first say.

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