

MediFlex NewsLetter

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Distribution: ALL MEDIFLEX USERS

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Change of Name

We are now trading under the name “MediFlex Pty Ltd”. No, it’s not a tax scam or a resurrection after bankruptcy. We simply felt that the new name more accurately reflected our purpose and focus. Please amend your records accordingly. All our contact details remain the same.

Dymo Labels

For those practices using the Dymo Labelwriter for adhesive label printing, don’t buy your labels elsewhere without first giving us a call. We guarantee the cheapest price in Australia for rolls of **350** labels per roll. Our price \$11.00 per roll + GST.

Safety Net Report

We often get asked how to provide certain patients with a list of their services and receipts for a given financial year. The most accurate and complete way is to use the “Print List” button from either the Patient or Payer History displays. The “Print List” facility prints transactions between any two dates, and although it is not designed to be a format Statement, it does contain all the necessary details.

“Accreditation Assistant”

The quality and accreditation process has attracted much ongoing criticism from practitioners 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** “. This compact yet powerful management and accreditation tool is potentially accessible 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.

HIC OnLine

With more than 110 sites now installed, this facility has been very

well received. We are currently working on the next two stages of HIC Online – namely Patient Claiming and Eclipse. These two components are large and complex, and require a significant amount of development and testing. A trip to Canberra is also necessary to have the components thoroughly tested, in order to obtain a compulsory certificate of compliance.

Patient Claiming allows the patient to process a claim for a privately-billed account whilst at the front-desk, instead of having to fill out the Medicare PC1 Claim Form. If the account is fully paid, the patient can even have their Medicare rebate deposited in their bank account via EFT. If not fully paid, a cheque will be posted to the patient to be forwarded to the doctor as per current practice, but with significantly less delay. ECLIPSE uses the internet to link providers, health funds, the HIC and hospitals, secured by Public Key Infrastructure (PKI). ECLIPSE will allow in-hospital Medicare and private health fund claiming under gap cover schemes and arrangements and online patient verification of Medicare and health fund details. Specialists who participate in gap cover schemes (or have been assigned a right of benefit under a gap cover scheme) will be able to lodge claims with Medicare and participating health funds. Online eligibility checking will assist health care providers to provide patients with information on possible out of pocket expenses and help patients to give informed financial consent. We hope to offer Eclipse by the end of this year.

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
- ❑ Using HICOnline, when a patient's Medicare card expires, and you receive a warning, MediFlex will automatically update the patient record to the new card number (and all others with the same card number). If you store the Card expiry Date, this will be blanked out, as the HICOnline system does not send us the new expiry date.
- ❑ Version 7.0.5 From the Patient Maintenance screen, you can now see a list of each patient's most recent 15 appointments (see the tab page in the bottom R/H corner). If the patient has any appointments, asterisks will appear around the "Appts" tab title. Past appointments will show in red.
- ❑ If you tag your Payers with the appropriate "Payer Type", you can find them much quicker than "guessing" the Payer Code (which may have been invented by others). If for example, you set up a Payer that was used for WorkCover billing, make sure that their Payer

Type is "W". Then, when you pop-up a list of your Payers, clicking on the Filter button and entering a Type of "W" will result in a short list of all WorkCover payers (assuming they are all correctly tagged with "W"). Also, when you process an account using a non-private Payer (ie one whose Payer Type is NOT equal to "P") you will not be prompted for the question "Will the Payer be paying any money of this account now ?" We suggest you take some time to update your Payer Types to benefit from this feature. A Payer Type of "P" infers Private. Payer Types are edited from the Payer Maintenance Panel.

- ❑ The row of icons across the top of your MediFlex screen can be invoked using keys. To find out which keys do what, simply hold your mouse pointer over the icon for a few seconds. A "tooltip" will pop down, naming the icon, and giving you the keys to access it. Much faster than the mouse

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

A butcher sees a dog coming inside his shop. He shoos him away. Within a few seconds, the dog is back again. So, he goes over to the dog and notices it has a note in its mouth. He takes the note and it reads, "Can I have 12 sausages and a leg of lamb, please. Money around collar". He checks the dogs collar and, lo and behold, there is a twenty-dollar note. So he takes the money and puts the sausages and lamb in a bag, placing it in the dog's mouth. The butcher is impressed, and since it's about closing time, he decides to shut the shop and follow the dog. The dog walks off down the street, and when it comes to a pedestrian crossing it puts down the

bag, jumps up and presses the button. Then it waits patiently, bag in mouth, for the lights to turn. Then it walks across the road, with the butcher following it all the way. The dog then comes to a bus stop, and starts looking at the timetable. The butcher is in awe as the dog stops the next bus by holding its left leg up and gets in it. The butcher follows the dog onto the bus. The dog then shows the bus conductor a ticket, which is tied to its collar, and proceeds to sit near the driver's seat looking outside waiting for its bus stop to appear. As soon as the stop is in sight, the dog stands and wags its tail to inform the conductor. Then, it jumps out of the bus and runs to a house very close to the stop. It pushes open the big iron gate and rushes inside towards the front door. As it approaches the door, the dog suddenly changes its mind and heads towards the garden. It goes to the window, and beats its head hard against it several times and walks back to the front door. The butcher watches as a big guy opens the door, and starts abusing the dog, kicking him and punching him, and swearing at him. The butcher surprised with all this, runs up and stops the guy. "What in heaven's name are you doing? This dog is amazingly clever. He could be on TV, for the life of me!" to which the guy responds: "You call this clever? This is the second time this week that he has forgotten his front-door key."

Moral of the Story:

You may continue to exceed onlookers' expectations but shall always fall short of the boss' expectations.

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A husband had just finished reading his book, "Man of the House." He stormed into the lounge room and walked directly up to his wife. Pointing a finger in her face, he said, "From now on, I want you to know that I am the man of this house, and my word is law! So, I want you to prepare me a gourmet meal tonight, and when I'm finished eating my main course, I expect a sumptuous dessert afterward. Then, after dinner, you're going to draw me my bath so I can relax. And, when I'm finished with my bath, guess who's going to dress me and comb my hair?"

To which the wife replied, "The funeral director !"

A man is getting into the shower just as his wife is finishing up her shower, when the doorbell rings. The wife quickly wraps herself in a towel and runs downstairs. When she opens the door, there stands Bob, the next-door neighbour. Before she says a word, Bob says, "I'll give you \$800 to drop that towel" After thinking for a moment, the woman drops her towel and stands naked in front of Bob. After a few seconds, Bob hands her \$800 dollars and leaves. The woman wraps back up in the towel and goes back upstairs. When she gets to the bathroom, her husband asks, "Who was that?" "It was Bob the next door neighbour," she replies. "Great!" the husband says, "did he say anything about the \$800 he owes me?"

A fellow goes in shop and asks for Irish Sausages. The Assistant looked at him and asked "Are you Irish?"

"If I asked you for Italian Sausage, would you ask me if I was Italian? Or, if I asked for German Bratwurst, would you ask me if I was German? Or if I asked you for a Kosher Hot Dog, would you ask me if I was Jewish? Or, if I asked you for a Taco, would you ask me if I was Mexican ? Would ya, ay? Would ya?"

The assistant says, "Well no".

"And if I asked you for some Bourbon Whiskey, would you ask me if I was American? What about Danish Bacon, would you ask me if I was Danish?"

"Well, I probably wouldn't,"

With self-indignation, the man says, "Well, all right then, why did you ask me if I'm Irish just because I asked for Irish Sausages?"

The assistant replies, "Because you're in a hardware store."

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