

MediFlex NewsLetter

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Distribution: ALL MEDIFLEX USERS

Our Development/Support Staff :-

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Support Contact Numbers

(03) 5221 6388 OFFICE - ALWAYS TRY THIS NUMBER FIRST – DAY & NIGHT

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.

0408 377 838 **Mobile (David)**

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Web Page: www.mediflex.net.au (check out our “Forum”)

MediFlex and the Internet

It has become very obvious that the Internet is playing an ever-increasing role in business today. This applies equally as well to a product like MediFlex. HIC Online users are required to have an Internet connection, and even our Help menu allows a direct connection to our web site. In the next release of MediFlex (Version 7.1) we are also able to offer you the ability to send an SMS message to a patient's mobile phone (typically to remind them of a pending appointment). The Internet is the vehicle by which the message is sent out from MediFlex, and by the miracles of modern technology, it is then converted to a phone message

and transmitted accordingly (See sep. “MediFlex now SMS Ready” article in this newsletter).

We can also support you more effectively if your practice has an Internet connection. See sep. article “Instant Remote Support” below. The moral of the story is that if you are not yet connected to the Internet, we strongly suggest you give it some serious consideration. Whilst on the subject, please ensure your records are up-to-date with respect to our web and email addresses as listed at the top of this (and every) newsletter.

Instant Remote Support

We are now able to very easily and quickly connect to any of your

MediFlex workstations via the Internet (with your permission of course), and carry out real-time diagnostics and remote problem solving that otherwise might involve mailing out a CD, or extended phone conversations to resolve. The “Help” menu in MediFlex (release 7.1.0) now contains an option to allow you to activate the connection (“Remote Interactive Support”). Within approx. 30 seconds, we can be examining and if necessary rectifying any problems discovered on your MediFlex system. This innovative extension of our support service is offered at no extra charge.

HICOnline Progress

We are pleased to announce that finally, we are able to ship the next component of the HICOnline system with Version 7.1.0 of MediFlex. This release contains many enhancements to HICOnline functionality, including online verification of Medicare numbers, Patient Claiming (over-the-counter processing of private accounts) and DVA Paperless claiming. We are far from convinced that the DVA paperless facility will be welcomed with open arms due to the amount of compulsory data that must be supplied on a per item basis with every DVA claim, but in response to the regular inquiries the good people at have DVA encouraged you to make, the functionality is now available.

Dymo Adhesive 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. Nobody comes anywhere near that price. Beware that when comparing prices, most other suppliers are only able to supply either 130 or 260 labels per roll. We also offer free delivery anywhere for orders of three or more boxes (10 rolls per box).

MediFlex Clinical alive and well

Our Clinical module is performing well for those on board so far. Development continues, and we are incorporating more and more functionality as we move forward.

Training

We are pleased to announce that for our Geelong and district clients, we are now running regular, hands-on MediFlex training courses, open to the general public. We have so far run five courses, each comprising approx 12 hours of tuition and hands-on experience. For our Geelong region clients, we can also put you in contact with students that have successfully completed these courses (at no cost to you). A further series of courses is planned, including a one-day “refresher” session for existing MediFlex users, designed to ensure the product is being used in the most efficient way possible. Contact us for more details.

MediFlex now “SMS-ready”

As of the release of version 7.1.0, MediFlex is capable of sending SMS messages to your patients. Simply using an Internet connection, MediFlex can notify your mobile-phone equipped patients of up-

coming appointments via an SMS text message. (A mobile phone number can be barred by appending an asterisk "*" to the phone number). The new "Notify" button on the Appointments screen pops-up a panel that allows you to select the Appointment Date and optionally the Doctor and Reason Code for the appointments you are wanting to send a reminder for. You can even construct a series of short "templates" to store standard messages you regularly send. Every time a message is sent, a corresponding note will automatically be created in each patient's Document List, and you will also be given the opportunity to print off a list of the results of the send request. This report will show all patients on the list (ie a list of all the appointments for that day), along with the outcome of the attempt to send the message to those patients you chose to send it to. Individual messages can also be sent to a patient from the Patient Maintenance Panel by clicking on the mobile phone icon beside the phone number). You must "enrol" with us to use this service (no charge). Because tailored messages can be sent to any number of recipients at the one time, your practice can stop wasting time ringing patients and leaving messages, saving both time and money. Each SMS message sent will be charged to you in arrears at \$0.26 cents, including GST. Weigh this up against the cost of a missed or "no-show" appointment, or the cost of a staff member trying to provide a reminder service via the telephone or by letter, and we would estimate that if you

salvage one missed appointment per day, you are way ahead.

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 RIGHT mouse click on an entry in either the Patient or Payer History list, and a menu of possible actions will pop-up.
- ❑ You should not use the Writeoff facility to cancel or correct a billing mistake. Writing off money indicates that you do not wish to pursue an outstanding debt. Reversing is typically used to correct errors.
- ❑ 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.

- ❑ You can search for a cheque or credit slip number via "FileSearch\Cheque No" if you are trying to track down a mystery payment.

Let's Laugh (courtesy Dr Frank Reynolds inexhaustible Joke Library)

One winter morning a couple was listening to the radio over breakfast. They hear the announcer say, "We are going to have 8 to 10 inches of snow today. You must park your car on the even-numbered side of the street, so the snowploughs can get through." Norman's wife goes out and moves her car. A week later while they are eating breakfast again, the radio announcer says, "We are expecting 10 to 12 inches of snow today. You must park your car on the odd-numbered side of the street, so the snowploughs can get through." Norman's wife goes out and moves her car again. The next week they are again having breakfast, when the radio announcer says, "We are expecting 12 to 14 inches of snow today. You must park ..."

Then the power goes out. Norman's wife is very upset, and with a worried look on her face she says, "Honey, I don't know what to do. Which side of the street do I need to park on so the snowploughs can get through?" With the love and understanding in his voice that all men who are married to blondes exhibit, Norman says ... "Why don't you just leave it in the garage this time?"

A Texas rancher and his wife were bickering while having a holiday in France. They were still really not speaking to each other after being seated in a fancy French restaurant for dinner. When the waiter arrived, the rancher said: "I'll have a big, thick porterhouse steak, rare."

The waiter replied: "Monsieur--what about ze mad cow?"

To which the rancher replied, "She'll have a salad."

A doctor was addressing a large audience on the evils of modern food. "The material we put into our stomachs is enough to have killed most of us sitting here, years ago. Red meat is awful. Soft drinks corrode your stomach lining. Chinese food can be loaded with MSG. High sugar and high fat diets can be disastrous. None of us realizes the long-term harm caused by the germs in our drinking water. But there is one thing that is the most dangerous of all.... and most of us have, or will, eat it. Can anyone here tell me what food it is that causes the most grief and suffering for years after eating it ?" After several seconds of quiet, a 75-year-old man in the front row raised his hand, and softly said.... "Wedding Cake."

A telephone conversation goes :-
"Hello, is this the police?
"Yes it is. How can we help you?"

"I'm calling to report my neighbour, Wazza. He's hiding cocaine inside his firewood!"

"Thank you very much for the call."

The next day, police officers descend on Wazza's house in great numbers. They search the house and then go out to the shed where the firewood is kept. Using axes, they bust open every piece of firewood but they find no cocaine. They swear at Wazza and leave.

The phone rings at Wazza's house.
"Hey, Wazz. Did the cops come?"
"Yeah!"
"Did they chop up your firewood?"
"Yep."
"Happy Birthday", maaaaate!!!!

A respectable lady went into the pharmacy, walked right up to the pharmacist, looked straight into his eyes, and said, "I would like

to buy some cyanide." The pharmacist asked, "Why in the world do you need cyanide?" The lady replied, "I need it to poison my husband." The pharmacist's eyes got big and he exclaimed, "Lord have mercy! I can't give you cyanide to kill your husband! That's against the law! I'll lose my license! They'll throw both of us in jail! Absolutely not! You CANNOT have any cyanide!" The lady reached into her purse and pulled out a picture of her husband in bed with the pharmacist's wife. The pharmacist looked at the picture and replied, "Well now. That's different. You didn't tell me that you had a prescription."

FBI Job Opening

Two males and a female were candidates for a job opening at the FBI. For the final test, the FBI agents took one of the men to a large metal door and handed him a gun. "We must know that you will follow your instructions no matter what the circumstances. Inside the room you will find your wife sitting in a chair - Kill Her!!!"

The man said, "You can't be serious, I could never shoot my wife!" The agent said, "Then you're not the right man for this job. Take your wife and go home."

The second man was given the same instructions. He took the gun and went into the room. All was quiet for about 5 minutes. The man came out with tears in his eyes, "I tried, but I can't kill my wife."

The agent said, "You don't have what it takes. Take your wife and go home."

Finally, it was the woman's turn. She was given the same instructions, to kill her husband. She took the gun and went into the room. Shots were heard, one after another. They heard screaming, crashing, banging on the walls. After a few minutes, all was quiet. The door opened slowly and there stood the woman. She wiped the sweat from her brow.

"This gun is loaded with blanks" she said. "I had to beat him to death with the chair."

Tom walked into a sports bar around 9:58 PM. He sat down next to a blonde at the bar and stared up at the TV. The 10:00 news was on. The news crew was covering a story of a man on ledge of a large building preparing to jump. The blonde looked at Tom and said, "Do you think he'll jump?" Tom says, "You know, I bet he'll jump." The blonde replied, "Well, I bet he won't." Tom placed a \$50 bill on the bar and said, "You're on!"

Just as the blonde placed her money on the bar, the guy on the ledge did a swan dive off the building, falling to his death. The blonde was very upset, but willingly handed her \$50 to Tom, saying, "Fair's Fair. Here's your money." Tom replied, "I can't take your money, I saw this earlier on the 5 o'clock news and so I knew he would jump." The blonde replied, "I did too; but I didn't think he'd do it again." Tom took the money.

Pregnancy Q & A

Q: Should I have another baby after 35?

A: No, 35 children is enough.

Q: I'm two months pregnant now. When will my baby move?

A: With any luck, right after he finishes college.

Q: What is the most reliable method to determine a baby's sex?

A: Childbirth.

Q: When is the best time to get an epidural?

A: Right after you find out you're pregnant.

Q: Is there anything I should avoid while recovering from childbirth?

A: Yes, pregnancy.

Q: Our baby was born last week. When will my wife begin to feel and act normal again?

A: When the kids are in college.

