CUSTOMER Service

PracSoft Technical Support is available on weekdays and weekends. The PracSoft Helpdesk is open 12 hours each day Monday to Friday except national public holidays.

PracSoft Technical Support Helpdesk
1300 788 802
Weekdays: 8am to 8pm   Weekends: 9am to 5pm
Email:support@pracsoft.com or pracsoft@hcn.com.au

Internet Support

PracSoft customers can now take advantage of the Internet for technical support and assistance. The PracSoft Help Desk can now be contacted via the PracSoft **Support** page at **www.hcn.com.au/products/pracsoft/support.asp** and selecting **Support** Form.

Support requests are automatically logged into HCN's Customer Service system and immediately visible to our support team. Customers receive an email confirmation when their request has been logged and a member of the Technical Support Team will subsequently respond. Additional information can also be added by quoting the Inquiry Number in subsequent emails and full instructions are sent with each confirmation.

If preferred, a response can be made by email, fax or phone. You will need your Practice ID and an email address to log via the web. Calls logged via the website receive the same priority as a similar call reported via phone.

PracSoft Licence Code & Registration Enquiries
1300 300 161 (Select Option 1)
Weekdays Only: 9am to 5pm

If you have any queries regarding your PracSoft registration, HCN ID or the licenced number of users call our PracSoft sales line. If you need to add extra PracSoft users or make licence changes our Sales staff can assist with over the phone credit card sales as well.

Note: with the Pracsoft SQL version we have introduced licence codes. This means that in the past where registration numbers have been issued for each individual doctor, there is now a requirement that each practice re- registers their details with PracSoft sales prior to the upgrade or new installation to be issued with this specific code to unlock the program.

For PracSoft SQL we have revised the PracSoft Help System built into PracSoft. The Help System can be accessed from the Help menu or by pressing F1 from any function to get context sensitive help. It has extensive linking between sections to guide you through using Pracsoft and simple steps to print a specific topic. This system replaces the PracSoft User Reference and is also available on the PracSoft website at **www.hcn.com.au/pracsoft/usermanual**

A quick look in PracSoft Help can make using PracSoft much easier and possibly save a call to our Helpdesk. A pdf version of the PracSoft Help files is available for download on the CD or from the website at **www.hcn.com.au/pracsoft/usermanual**

PracSoft Help
Press F1 for the answer to your question
Print your favourite section for reference

PracSoft REPORTER

A range of reports can be generated within PracSoft from the respective modules:

Daysheets

Daysheets generated include:

> Daily reports for all or individual doctors.
> Daily Visits recorded by all or individual doctors.
> Receipts issued for all or individual bank accounts.
> Till receipt summary for all or individual bank accounts.
> A daily report on account or receipt adjustments.

Statements

Statements include:

> Tailoring statements for overdue accounts.
> Printing 'one-off' statements for institutional payers.
> Statements of unpaid private accounts.
> A statement on patient History for paid and unpaid accounts for individual patients.
> Options to customise Statement text.

Reporter

The PracSoft Reporter provides:

> A range of financial reports including GST reports required for BAS statements.
> Access to demographic information at the click of a button allowing a complete analysis of the business operation.
> Report(s) for accounts in arrears i.e. private, assigned fees (bulk billing and Vet Affairs) and institutional payers.

HEALTH COMMUNICATION NETWORK

abn 76 068 458 515

a Level 4, 39-41 Chandos St, St Leonards NSW 2065

p 1300 300 161

f 02 9906 8910

e hcn@hcn.com.au

w www.hcn.com.au

doctors portal www.australiandoctor.com.au

PracSoft

NO.1 practice management solution

Appointments
Billing
Reports
Medclaims

Appointment Book
Figure 1.

PracSoft is the fastest growing and most popular practice management solution in Australia. Used by 2000 practices daily:

> PracSoft links brilliantly with Medical Director.

Patients in Medical Director are updated automatically after details are changed in PracSoft, with no risk of duplication. With one click in the PracSoft Waiting Room and Appointment Book, the patient is opened in Medical Director.

> PracSoft is easy to use, yet fully featured.

PracSoft includes comprehensive patient file screens, straight-forward patient accounting, 14 customisable fee columns, easy lodging of Medicare and Vet Affairs claims, multiple bank accounts with nine levels of security, statements for institutional and private patients, and an extensive Reporting module.

> PracSoft streamlines and maximises billing.

PracSoft looks for opportunities to maximise your billing and ensures accurate billing. It allows thorough checking of amounts charged at close of business, proactively warns of outstanding accounts when booking appointments and reminds reception that there is money owing when a patient arrives in reception.

> PracSoft is now faster and scalable to any practice size.

Australia's most popular practice management solution has just been rewritten using the most modern technology available - SQL. The new version of PracSoft is faster, more stable and reliable than ever.

WAITING Room

The majority of PracSoft's functionality is accessed via the **Waiting Room Module** with a comprehensive array of functions being provided for managing the Waiting Room and patient accounts. Some of these features include **Recording a Patient Visit, Receipting Payments, Calculating the Banking,** making **Appointments,** showing patients and families who owe money, **Held Accounts,** semi-permanent or temporary notes and much more.

The PracSoft Waiting Room basic function allows you to:

> View who has entered the practice and how long they have been there.

> Enter billing codes and item numbers to maximise billing efficiency.

> View respective patient chart numbers and the doctor they are to see.

> Concession status, money owing and appointment type.

> Identify patients with outstanding accounts at a glance. For example: when a patient is entered into the Waiting Room, a discrete colour coded symbol is placed next to the patients name, identifying the patient or family that owes a significant amount of money or has owed money for a significant period.

Status of Account is represented by the following legend list and explains each type of icon, that may appear in the Waiting Room screen below (Figure 2. Point 22).

- $ A **green dollar symbol** will appear if there is money owed by the patient.
- $ If a patient's family has owed money for a considerable time, a **red dollar symbol** will appear.
- A **small hand** indicates that the family has Held Accounts.
- X A **red X** indicates that one or more accounts for this family were written off. By right clicking on the X you can view Overdue Details.

> With a single click a patient file can be opened in MD via the Waiting Room.

> You can change the doctor/practitioner that a particular patient is waiting to visit.

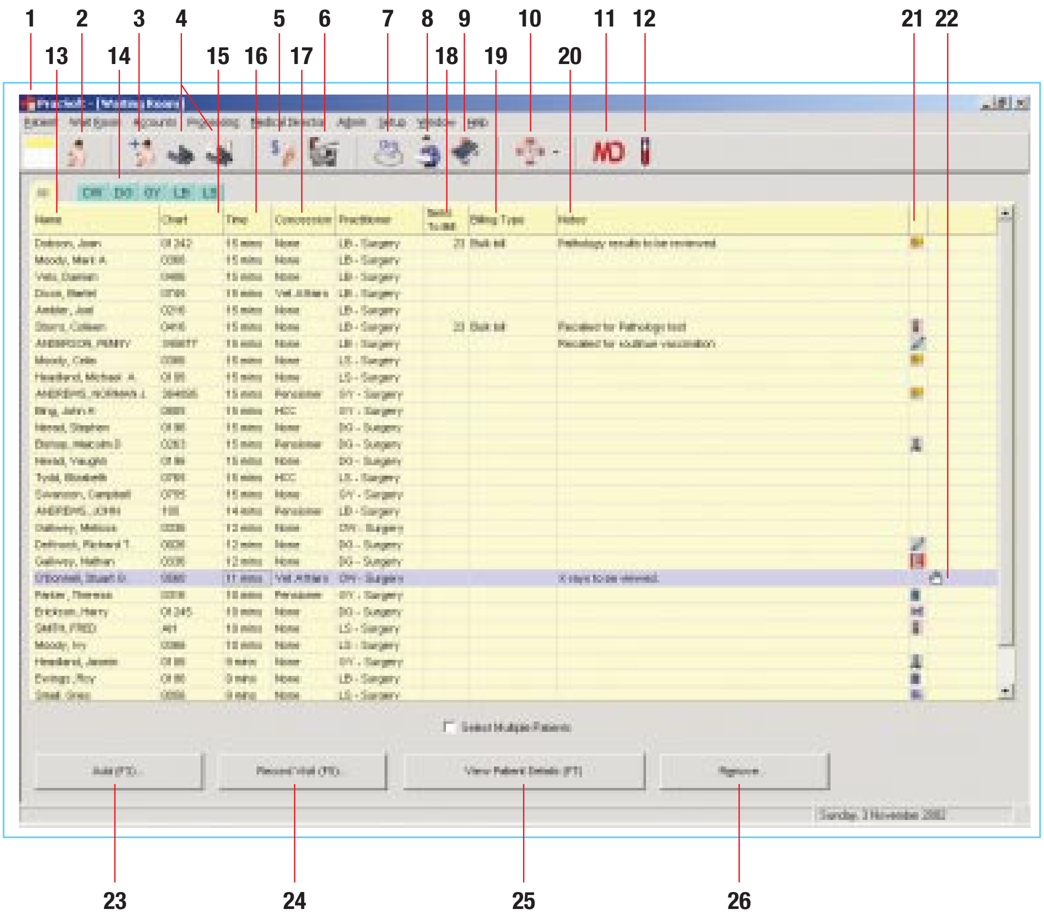
> PracSoft can print a variety of forms and labels including address labels, medical labels, specialist medical labels, Medicare claim and assignment forms.

> Adjustable column widths.

> A new Appointment Book icon (Figure 2. Point 10) located in the Waiting Room Module makes accessing the Appointment Book, faster and more efficient. This is just another of PracSoft's handy features designed to assist staff with easier management of future appointments.

> Most importantly the Waiting Room list prevents a patient leaving without having their visit recorded.

Figure 2: Waiting Room:



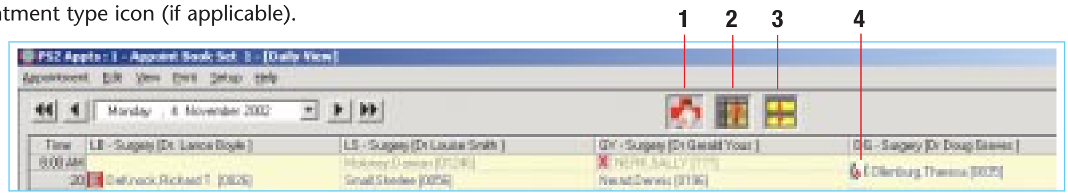
1. Waiting Room
2. View Patient Details
3. Add New Patient
4. Find and Generic Search for a Patient
5. Payments –Processing and Receipts
6. Banking –calculating and processing
7. Registered Practitioners
8. Daysheet reports
9. Reports module
10. Appointment Book
11. Open MD
12. Open MD Pathology
13. Waiting Room list
14. Individual doctor's waiting room
15. Patient Chart numbers
16. Calculated waiting time
17. Concession status
18. Items to Bill
19. Billing Type
20. Notes –permanent or temporary
21. Appointment type
22. Account Status
23. Selecting Patient to add to Waiting Room
24. Record a Visit
25. View Patient Details
26. Delete

APPOINTMENT Book

The Appointment Book covers the majority of the reception desk requirements and can be used by doctors as an integral part of streamlining their consultations. Some key features of the Appointment Book, which enhance consultations and maximise billing include:

> A smartly coloured screen that can be organised in daily or weekly view (Figure 1).
> A display of the times available for appointments at the practice.
> Adjustments that can be made to the practice requirements for visits per hour and individual availability of the doctor.
> Multiple Appointment Books that can be installed for large practices that may require different appointment visits per hour.
> Displays appointments for a doctor at a second location.
> The ability to book blocks of time across doctors.
> Archiving of cancelled appointments and prompts for the reason for deleting an appointment.
> A display of the account status of a patient at the time they make an appointment.
> The ability to book recurring appointments over a certain date range, reserve appointment times and add 'fit in' appointments for patients who drop in.
> Various functions to **Search** / **Find Next** available appointments.
> Record the Type of Appointment.
> PracSoft's Appointment Book and Waiting Room lists are linked. A 'booked' patient in the Appointment Book will be automatically placed in the Waiting Room along with their appointment type icon (if applicable).

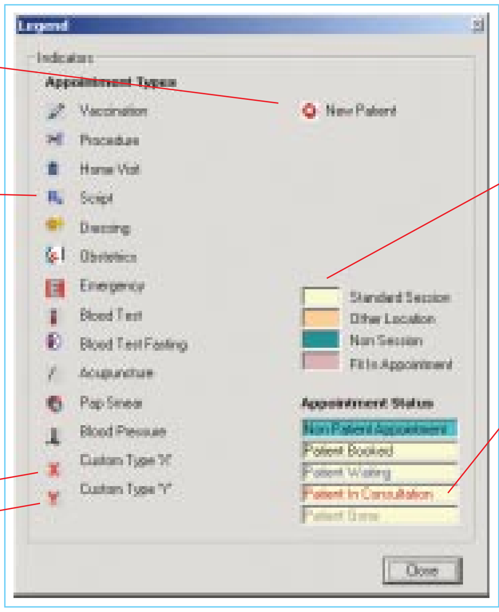
1. Waiting Room
2. Weekly View
3. Daily View
4. Appointment Type Icon



Appointment Type

Unlinked/New patient
Vaccination
Procedure
Home Visit
Script
Dressing
Obstetrics
Emergency
Blood Test
Blood Test Fasting
Acupuncture
Pap Smear
Blood Pressure

Custom X
Custom Y



Background colour shows:

> Fit –In Appointments
> Appointments at other locations
> Non-Patient Appointments
> Reserved Appointment times
> Non Session times

Text Colour shows a patient

> Booked
> Gone (Grey)
> In Consultation (Red)
> Waiting (Blue)

NOTE: A patient shown as **Waiting** in the appointment book is then added to the Waiting Room.

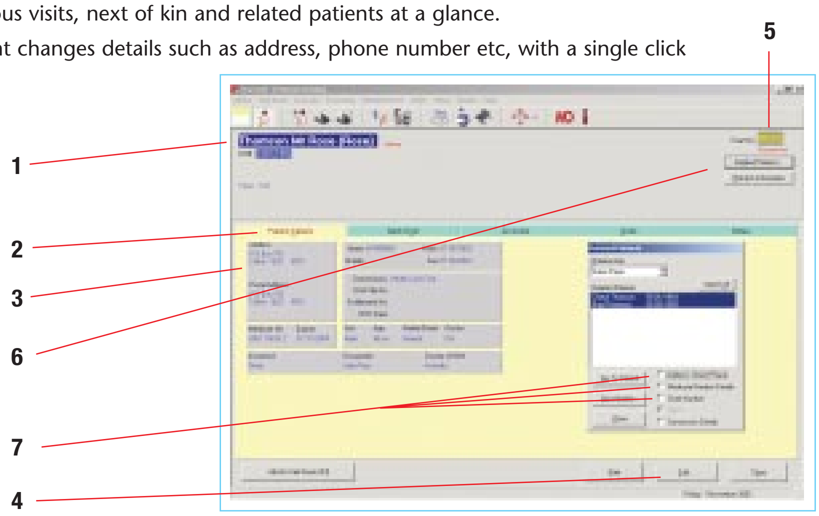
Patient shown **In Consultation** will have their patient file opened in Medical Director (if this program is linked and opened.)

PATIENT Details

Features include:

> Comprehensive patient details including account details, previous visits, next of kin and related patients at a glance.
> Synchronise details with related patient. For example if a patient changes details such as address, phone number etc, with a single click PracSoft allows you to update the details of related patients.
> Special features for RACGP chart numbering:
PracSoft stores family and personal chart numbers, incorporating many options for display of chart numbers.
> PracSoft merges duplicate patients.

1. Patient Details
2. Tabs for Next of Kin, Accounts, Visits and Notes
3. Address, Phone numbers, Insurance and Medicare details
4. Edit Patient Details
5. Chart No.
6. View Related Patients
7. Update respective details on Related Patients



INTEGRATES With MD

PracSoft links the patient record to the Medical Director patient management program used by over 16,000 doctors. The advantage of linking PracSoft with MD is that each program database will be synchronised thus avoiding the need to manually enter patient information into both packages.

Features include:

> Patients entered/edited in PracSoft are transferred to MD.
> Patients entered into the Waiting Room can be opened in MD with a single click.
> Doctors can add item number directly to Waiting Room via MD for efficient patient service.
> Immunisations entered into MD can be collected by the PracSoft for electronic transmission to ACIR.
> Demographics that are edited in MD are automatically updated in Patient Details within PracSoft.

MD3 COMING SOON!
Included in this release, PracSoft and MD will share one database.

BUSINESS Management

PracSoft has many key features which enhance, streamline and assist in the management of your practice.

Billing:

> **Items to Bill** and **Billing Code** columns: Following a consultation PracSoft allows the doctor to enter one or more item numbers and codes into these columns. From the Waiting Room the receptionist clicks **Record Visit** and the correct billing item numbers (Figure 3. Point 1) will be listed on the Record Visit dialogue window including the appropriate amounts and descriptions.
> **Operation Rule Column:** When items are entered to which the 'Operation Rule' applies, the Op Rule column appears (Figure 3. Point 3), which results in the item numbers being arranged to maximise your total fee.
> Record Visit screen if **Gap Override** (Figure 3. Point 6) is selected. This will enable you to receipt any dollar amounts for the patient visit.
> **Customised Fee Columns:** Individual fee columns can be set for doctors who wish to charge different fees and/or a gap payment.
> PracSoft allows the ability to **Search for Item Numbers** when recording a visit.

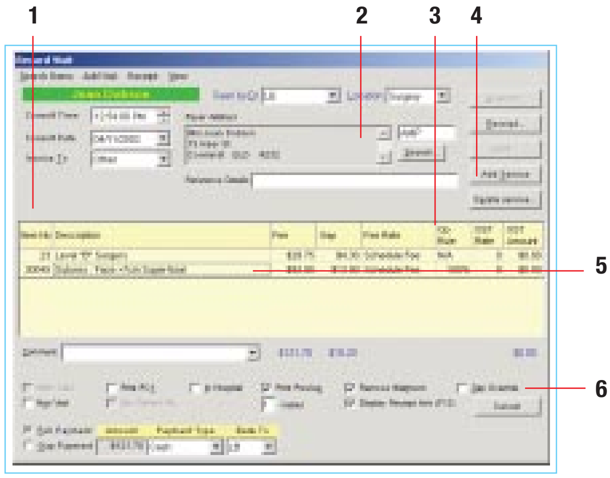


Figure 3. Record Visit

Figure 3. An example of the handy shortcut features available in PracSoft is demonstrated here when **Searching for Item Numbers:**
Click **Record Visit (F5)**
Click **Add Service (ALT+S)** to add another item number (Figure 3. Point 4)
Tab to **Description** and type in part of the description eg: bcc (Figure 3, Point 5)
Click **CTRL + S**
Double click on the **Item Number** required. The selected **Item Number** will be added to the **Record Visit** Window.

> **Processing and Receipting Payments** enables the practice to complete patients' payments against a patient account with a few clicks.
> **Institutional accounts:** PracSoft stores all details specific to previous and current claims for a patient (Figure 3. Point 2).
> **Easy system for lodging Medicare and Vet Affairs claims:** PracSoft automatically receipts and reconciles EFT payments, giving faster payment and resolution of rejected claims. Note: If you are just starting Medclaims, you will receive a $500 rebate from the HIC.
> When manual receipting, special bulk processing screens are given for Medicare and Vet Affairs claims and receipts.
> Vouchers sent electronically to the HIC with incorrect Medicare numbers and returned with the respective changes are automatically updated in PracSoft.
> PracSoft has taken steps to **SAVE** you from dishonoured Medicare cheque fees. In the program, you can setup a warning that alerts you to the cancellation date of a presented cheque.

NOTE: HIC Online (also formerly known as EasyClaims) is the HIC's replacement for the current Medclaims system. HIC Online requires development to Practice Management systems to incorporate Internet interfaces for claims transmission and Public Key Infrastructure (PKI) security keys. HIC Online may also require changes to the claims workflow at your practice. Software vendors will support customers on either system during a changeover and naturally it is better to minimise this transition period. HCN and major software companies continue discussion with the HIC through the Medical Software Industry Association to minimise the costs and impacts on customers. It is important that HIC Online has at a minimum the functionality of the current Medclaims system, and although progress has been made, further development is required. When HIC Online is a fully functional claiming system with sufficient advantages it will be worthwhile for medical practices and the medical software industry alike to invest in the technology. The HIC Online outlook changes with time - call our sales line on 1300 300 161 selecting Option 1 to get the latest details.

Banking:

> Multiple accounts: This allows processing banking for single bank accounts or all bank accounts. If a single receipt pays for several doctor services, PracSoft transfers money to the appropriate bank accounts.
> PracSoft prints banking summaries suitable for attaching your bank deposit form.
> PracSoft prints a detailed list of receipts to be banked including receipt number, Payer and payment details.
> PracSoft retains a history of all previous banking. From this you may reprint or view previous banking summaries, a previous detailed list of receipts from a particular banking and doctor allocation details from previous banking.