



# CLINICAL COMPUTERS NEWSLETTER

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## OUR NEW-LOOK WEBSITE

We hope you like our new and improved Website – [www.clinicalcomputers.com.au](http://www.clinicalcomputers.com.au) it has a fresher and more modern approach and is easily readable on mobile devices.

Our website shows the different medical billing packages that we have developed, for different applications and with different methods of charging. Mostly our programs are used by staff in the doctor's office, but some doctors also want us to do their billing for them.

## OUR NEWSLETTERS

Future Newsletters will be posted on our website for all our doctors and staff to view at their leisure.

## SMS-APPOINTMENTS – SMS REPLIES

If you use SMS Global for your Appointment reminders via SMS, we can now accept replies by SMS. In other words, Appointments can be Confirmed or Cancelled automatically through CCOS. This function is being actively and successfully used by many of our users. Please call and we can help you set this up.

## ARE CREDIT CARD TEAR-OFF SLIPS LEGAL?

One of our customers was informed by their patient (who works in banking) that it is illegal to ask for credit card details in the mail or you may be liable for a \$50,000 fine. The customer spoke to Tyro who looked into it and then confirmed that this is correct. We are not aware of anyone getting fined. If this concerns you and you want your credit card tear-off slip changed, please let us know.

## HOW AWARE ARE YOU OF YOUR OUTSTANDING DEBTORS?

You must regularly look at the Debtors Balances Summary, and of course chase up the outstanding debtors. We recently found several practices who were not doing this and as a result they had to write off thousands of dollars due to the fact that Medicare will not payout on services over 2 years old. If these debtors had been followed up in a timely manner this would not have been the case. Please call us if we can be of any assistance in this area.

## CHECK YOUR DEBTORS SUMMARY FOR OUTSTANDING INVOICES

When you are looking at the Debtors Summary please look especially at any patient with a "U" on the right hand side. "U" means this invoice is Unissued and has never been printed or sent, so it will stay in the 0 -29 column forever.

## COMPLIMENTING/WRITING-OFF ITEM AMOUNTS

If you regularly need to write off or compliment amounts for the same item number, please call us and we can help.

## A TIP RE MEDICARE ONLINE PATIENT CLAIMS

If you use Medicare Online Patient Claims don't forget about the same day delete function. If you bill the wrong patient, forget to put on the payment, use the wrong item number etc. if it is the same day as you have sent the claim, you can try to use the same delete function to remove the claim from the Medicare computer, then fix the problem and resend the claim.

## BACKUP

**Internet security.** Are you using a suitable internet security/antivirus system? This should prevent malware problems, but will not help against damage or loss of hardware caused by say the building burning down, or less dramatically malicious action or theft.

**Multiple** off-site data backup, or cloud backup with multiple versions. If you do not have multiple versions then infected/damaged files can be backed up and that would be all that you could retrieve. Multiple backups should allow you to go back to before damage/corruption/infection started. Off site backup protects against fire etc.

**Restoration plan.** You should have a plan of what to do if your system or server fails.

Best to discuss the above with your system provider.

## ONLINE ELIGIBILITY CLAIMING–DAY SURGERY/HOSPITAL

Hospital Eclipse users can now send Quotes directly from CCOS to the Fund. The Fund will then reply back with the Patient's Financial Status, what services the patient is eligible for, together with any exclusions, excesses or co-payments.

## PAPERLESS – EMAILING TIP

CCOS now has the ability to send a number of files from a patients paperless via email at once (needs to be Outlook), rather than copying each file to the Holding Folder. Please call for an update to do this.

## LINKING APPTS TO PAPERLESS REPORTS

CCOS can link a patient's appointment to a report if it is created the same day as the appointment. When the report's action has been changed the appropriate appointment property will also be changed. This can be done in the Patient's Paperless or when looking at Unseen reports from the general Paperless menu. Please call for an update to do this.

## MEDICARE-ONLINE PATIENT NAME ENTRY

To avoid rejection of an online claim due to invalid patient name entry, Medicare have advised the correct way to enter the name, examples of the following are:-

O'Toole not O 'Toole, Anne-Marie not Anne – Marie,  
Robert AKA Bob not Robert (Bob)

## TYRO EFTPOS INTEGRATION

In a previous Newsletter we advised that we have integrated TYRO EFTPOS into our program and since then a number of CCOS users have transferred onto it. Basically, it allows our program to automatically transmit payments directly to a TYRO EFTPOS Terminal, thus eliminating keying errors and saving time. With only one point of entry for payments, reconciliation for EFTPOS and program will always match.

TYRO believes that their system costs less than standard bank terminals, is more efficient, is better supported and TYRO does not need a phone line since it connects via the Internet. You do not need to change your banking relationship, just your EFTPOS – TYRO settles into any Australian bank account.

### Here's a direct word from TYRO ....

Keeping things running smoothly at a medical practice isn't easy. There are so many things to think about and then there's the issue of billing patients and reconciling payments at the end of the day. Imagine if payments were

fast and there were no reconciliation headaches. With Tyro's Integrated EFTPOS solution, you'll have all this – and more.

Using Tyro means you'll benefit from:

- A fully integrated EFTPOS solution with CCOS
- Reliable and speedy payments
- Faster transaction times
- Broadband based EFTPOS terminals
- No data-entry errors for easy reconciliation
- Multi-merchant capable EFTPOS terminals

With Tyro's wireless technology, payment information flows from your software directly to the EFTPOS terminal. It's streamlined, simple, and it's made life easier for over 2,000 practice managers in Australia.

*"You will never key in a payment amount wrong again. We used to have four EFTPOS terminals, now we only have one, making the whole payment process faster and simpler, without worrying about potential errors. When we have had questions, the support Tyro provides is excellent."* – Kerry Harvey, Practice Manager at Dr Geoff Tyler's Rooms, Broadmeadow, who also uses CCOS.

To find more about how Tyro can make your job easier, call the Tyro Health Team on 02 8907 1717.

## CLINICAL COMPUTERS EMAILING INVOICES

Please send an email request to:

[dianeagar@clinicalcomputers.com.au](mailto:dianeagar@clinicalcomputers.com.au) to receive emailed invoices in future.

That's all for now.

Good Computing!

Stephen Segal and the team

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