# CLINICAL COMPUTERS NEWSLETTER JULY 2019

## PAPERLESS FEATURES
### Emailing Paperless Word Document as PDF
Using the Microsoft feature to SAVE AS PDF we can install a Word Macro that will allow you to have the option to email a word document file from the paperless menu as a PDF attachment. We also have report templates that can be saved directly as a PDF.

## ARGUS AND HEALTHLINK CAN BE SENT AS HL7
Word documents files, from your paperless menu, can be sent, via Argus or Healthlink, from the Paperless menu either individually or in a batch to a number of different referrants. Contact us and we will help you talk to Argus or Healthlink to get this going.

## SERVICE TEMPLATE
CCOS has incorporated the ability to create a service template for groups of frequently used item numbers (up to 14 different item numbers). The group of item numbers are saved with a particular template name which can then be inserted, as one, into a patients records as a quote or operation, eliminating the process of entering the item numbers individually. Once inserted the item numbers, inv to or hospital can be adjusted before finally saving the account against the patient. From the service functions menu you are now able to copy a quote or service as well.

Another new feature relating to item numbers is the ability to save item text with a particular item number, this is most relevant with item numbers which are used for Right and Left side etc. Please call for more details.

## RECONCILIATION OF BANKING
It is important to be vigilant in reconciling your banking- not only to ensure the correct amounts are being banked but also to ensure you are receiving the correct amount as prompted on your online payment summaries from the funds and any other payment institutions via direct deposit. Please call if you have any questions.

## SECURE MESSAGING
CCOS is in the process of undertaking a project led by the Australian Digital Health Agency with the aim to integrate a new industrywide secure messaging protocol within CCOS. If the project is successful, non-billing electronic communications from and to CCOS will utilize this protocol where applicable.

## MY HEALTH RECORD
We are currently looking into the integration of the Government based My Health Record system with CCOS. This will allow a secure online summary of an individual's health information to view and add patient health information. A new release with these features is to be expected over the next few months we will keep you updated.

## BACKUP
Make sure your Backup is working and done regularly, since viruses and ransomware are an ever present danger.

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 but more likely malicious action or theft.

Mulitiple 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 the damage or corruption or 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.**

## BORLAND ERRORS
We have completed rolling out an enhanced version of CCOS that fixes the Borland error **once and for all.** Please contact us if you are still experiencing any "Borland Database Errors".

## NEW PRINTERS OR REINSTALLING PRINTERS
When you are getting a new printer installed or a printer reinstalled it is very important that it is **not** setup to the WSD Port. This port is not compatible with CCOS. Instead use the TCP/IP or USB port.

If you are getting errors when printing from CCOS, ring us first. It often helps to get the printer reinstalled and / or download the latest printer driver.

That's all for now.

Good Computing!
Stephen Segal and the team