

VOL. 15 | MARCH 2022

# IN THE LOOP



Totalcare Newsletter



## Welcome Back

We hope you all had a great break and got to spend quality time with your family over Christmas and New Year.

We hope that you've had a great start to the year with very few COVID interruptions and that the year ahead is great.

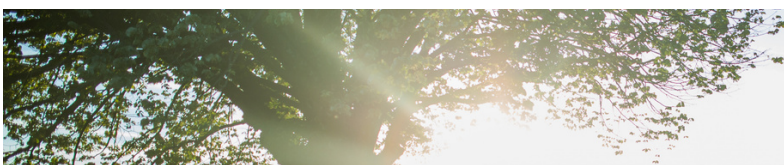
It is a busy year ahead for Totalcare with our development and testing team currently working on:

- New Medicare webservice connector
- ePrescribing
- Integration with the My Health record
- Integration with the AIR (Australian Immunisation Register).

The extent of improvements and changes scheduled for the Totalcare suite this year will be massive.

## OVERVIEW:

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- Medicare changes
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- Version 6 Highlight!
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# Medicare changes

As we have been highlighting in previous newsletters, Medicare claims are transitioning to a new web service in March.

We have sent an email to your practice (March 1st) outlining the ramifications of this Medicare change based on the version of Totalcare you are currently using.

It is extremely important that you have read this email and understand what the changes that come into effect on March 14 will mean for you.

If you have not received the email or do not understand the impact on your practice, please contact [ncovington@totalcare.net.au](mailto:ncovington@totalcare.net.au)

## Version 6 Highlight!

Totalcare 6 includes "SoundEx" search functionality. When enabled, Totalcare will look for patients whose name sounds like the one entered in the search fields.

This can be useful when you are able to hear what the name sounds like but aren't sure of the spelling e.g. "Sherman" & "Shurman"



## New Videos

- How to use GoFax Integration in 6.x
- How to Rebill Invoices in 6.x
- How to Request Medicare Reconciliations in 6.x
- How to use the Bulk Bill & Health Fund Remittance Payment Wizards in 6.x

## Feedback

We appreciate feedback on our newsletters and our website. Please email [ncovington@totalcare.net.au](mailto:ncovington@totalcare.net.au) with comments or suggestions.



Patient Carer	
<b>Carer</b>	
Type	Provider
Provider	Dr Foo BAR (ID : BAR0006)
Relationship	Care giver
<b>Role</b>	
Role	Usual GP
From	05-Mar-2020
To	30-Sep-2020
<b>Address</b>	
123 Testing Lane	
BRISBANE	QLD 4000
<b>Voice and Email contacts</b>	
Phone (H)	
Phone (W)	0789456123
Mobile	0412345678
Email	more_testing@test.com
Contact   Notes   Audit   System	

## Version 6 Highlight!

Totalcare 6 includes new capability for recording Patient Carers.

Carers may be used to capture information about a patient's Usual GP, Emergency contacts, next of kin, Employer, etc.

Multiple carers may be defined and are displayed in the Patient Registration screen.

The Document merge wizard for letters has complete support for Carers, so writing a letter to the usual GP is simple.

## Contact details

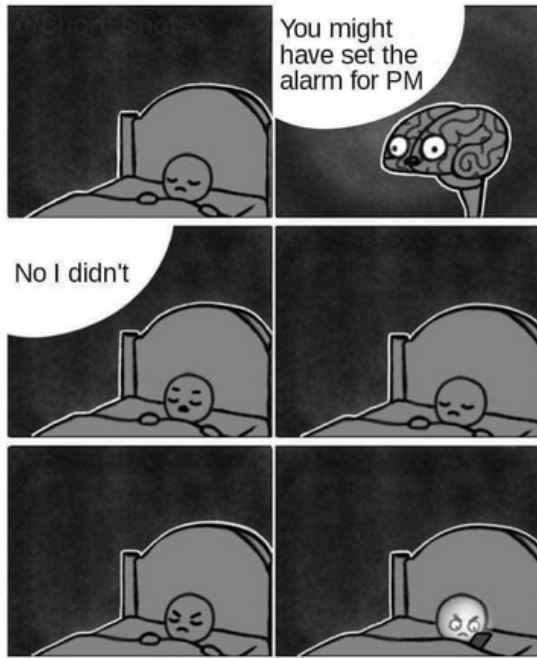
Our help desk can be reached on **07 3252 2425** between 8:30 - 5:00 Monday to Friday.

Alternatively, if it's not urgent, send an email to [help@totalcare.net.au](mailto:help@totalcare.net.au). This will automatically create a support ticket. You will receive updates as it progresses.

If you have any general business enquiries or wish to organise some custom development, please email us at [info@totalcare.net.au](mailto:info@totalcare.net.au)

If you have any sales enquiries or wish to refer someone to us, please email us at [sales@totalcare.net.au](mailto:sales@totalcare.net.au) or phone on **07 3232 2425**. We reward referrals with a small token of appreciation.

## Monthly Memes



## How to prevent your children from borrowing the car...



## Content updates

Medicare's item schedules are being prepared and deployed as Medicare makes them available.

Health funds' item schedules are being prepared and deployed as they are available.

When your car starts making noises that sound expensive

Me:



## Did you know?

Did you know that we have user guides for our Totalcare & Mozart (Clinicals) applications that cover basic operation? These are ideal for operators who are new to Totalcare; covering some of the basic functions in the software.

We also have complete user guides for Chopin, Bach and Beethoven which include steps on how to use nearly all of the functionality available in these applications.

If you would like access to these guides please contact our helpdesk at [help@totalcare.net.au](mailto:help@totalcare.net.au).

### Beethoven User Guide

Version 6.01

Nick Covington  
28/09/2021

### Mozart User Guide

Version 6.01

Nick Covington  
8/10/2021

### Totalcare User Guide

Version 6.01

Nick Covington  
8/10/2021

### Bach User Guide

Version 6.01

Nick Covington  
28/09/2021

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