

VOL. 7 | AUGUST 2020

# IN THE LOOP



Totalcare Newsletter



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## Travelling August

July came and it felt like things were almost back to business as usual. Travel was beginning to happen again domestically, nearly all businesses were open again albeit with some limits and rules.

Now August has arrived and with it fears of a second wave of COVID-19 coming to Queensland. Unfortunately due to some guidelines not being followed, more travel restrictions have been brought back in an effort to prevent an outbreak.

We aren't letting this get us down though. Upgrades are still going ahead and we're excited to announce a number of major new features and resources in this issue of "In the Loop".



# What we're up to

The COVID-19 pandemic and new Medicare item support has seen enormous growth in the provision of Telehealth appointments conducted either via Phone or Video conference.

Recognising this, Totalcare 6 includes new integrated support for telehealth video conferencing. Appointment SMS reminders can now include a link to a planned video conference, and a new Telehealth wizard in Mozart supports inviting not just the patient, but any other carers to a shared call at any time.

We've worked hard to make the technology behind this new functionality simple for both patients and providers. We'll be highlighting the new telehealth functionality in our next publication.

Over the past few months we have been busy creating a video library with How-To videos for some of the more complicated functionality of the Totalcare Suite along with Feature videos of Version 6.

The How-To videos are located on our Knowledge Base. Contact our helpdesk for access if you do not already have it. Make sure to keep an eye on the video library as we are regularly adding new videos.

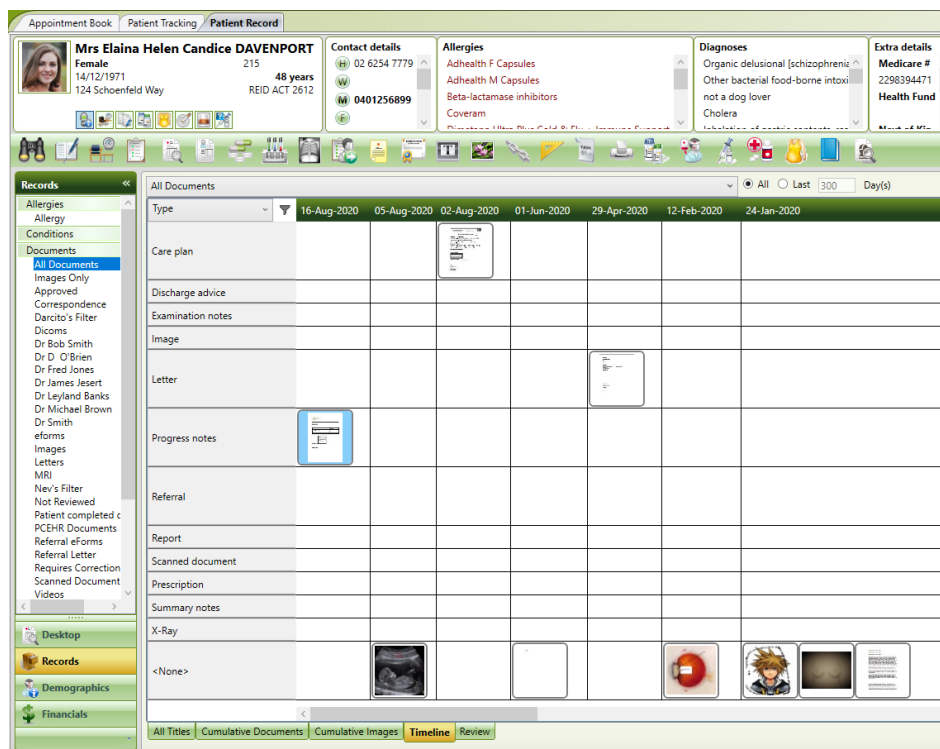
Over the past few months we have been developing functionality in Version 6 to send scripts electronically through eRx. This functionality is now in the final stages of being certified by eRx.



## Feedback

If you have found these Newsletters to be helpful or have any feedback on ways we could improve it or things you would like to see more of please contact [ncovington@totalcare.net.au](mailto:ncovington@totalcare.net.au)

We are always looking for ways to improve.



## Version 6 Highlight!

Mozart 6 includes a new view for displaying documents. Called the "Timeline" view it groups documents by date and type, keyword or category.

It provides an intuitive view of the timeline on which documents were created. The grouping options aggregate similar types of documents to make it easier to locate a document of interest.

## 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 on 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.

## Content updates

Medicare's big July and August item schedule has been deployed to all active support clients.

As new item schedules become available, we will prepare and deploy these on site to all active support clients as soon as possible.



## July & August Memes



## Did you know?

We have an online helpdesk portal where you can create support tickets, request access keys, access our knowledge base and even request new features to be developed.

When a ticket is created through our portal you will automatically receive updates whenever an action has been done that ticket.

The portal also provides an easy way to track all your open tickets in one location.

Tickets that are created through the helpdesk portal also give you the opportunity to leave a satisfaction rating using a 5 star system, it also allows you to leave any comments you have about the support you received on this ticket.

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Help Centre / Totalcare Help Desk  
**Report a system problem**

Summarize the problem

Which Applications are effected?

How urgent is this? (optional)

Medium

Description (optional)

Attachment (optional)

Drag and drop files, paste screenshots, or browse

Private request

Create Cancel