

VOL. 11 | JUNE 2021



IN THE LOOP

Totalcare Newsletter



OVERVIEW:

- Active Ingredient June
- What we're up to
- Feedback
- New Videos
- Version 6 Highlight!
- Contact details
- Content updates
- Monthly Memes
- Did you know?

Active Ingredient June

The deadline for pharmacies no longer accepting non-active ingredient scripts is rapidly approaching.

Totalcare Version 6 includes full active ingredient prescribing functionality.

Now is the time to book your upgrade.

When we have scheduled a mutually suitable date for your upgrade, we will also provide an update for Version 5.90 that includes **limited** active ingredient prescribing functionality. This is not a long-term solution, but will allow you to continue on your current version of Totalcare Clinicals for a few months until your Version 6 upgrade.



What we're up to

We have been hard at work on our next major update for Version 6 which introduces a number of highly requested features.

Some of these features include:

- Fully customisable quotes
- PDF template merge functionality
- Electronic prescribing through eRx
- Integrated electronic faxing
- Integrated Telehealth Wizard
- The ability to open a patient record in other Totalcare applications from Totalcare Office. (e.g. open a patient in Mozart from Totalcare).



Electronic Faxing

Over the past couple of months we have been developing integrated electronic fax sending in partnership with GoFax.

This work is nearing completion and we would like to hear from practices interested in utilising this functionality.

We need some early adopters to help us setup and test this new functionality.

If you are interested, please email Nick at ncovington@totalcare.net.au.



New Videos

- How to alter invoices in 6.x
- How to electronically send documents in 6.x
- How to manage your licences in 6.x
- How to print shift/day list reports in 6.x

Feedback

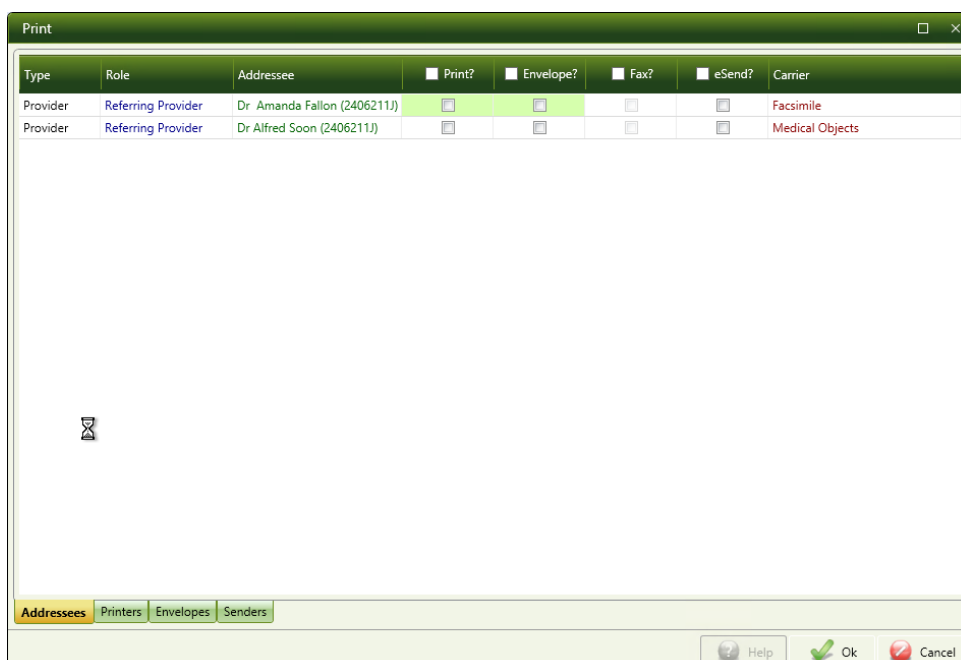
We appreciate feedback on our newsletters and the new website. Please email ncovington@totalcare.net.au with comments or suggestions.

Version 6 Highlight!

Totalcare Version 6 adds functionality to indicate a provider's preferred method of communication.

Once the providers preferred communication method is setup (surface mail, fax or electronic sending) any subsequent communication generated will default to the preferred method. This maximises efficiency in the practice when communicating with referrers, GPs, and consultants.

As seen in the screenshot here.



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. This will automatically create a support ticket. You will receive updates as it progresses.

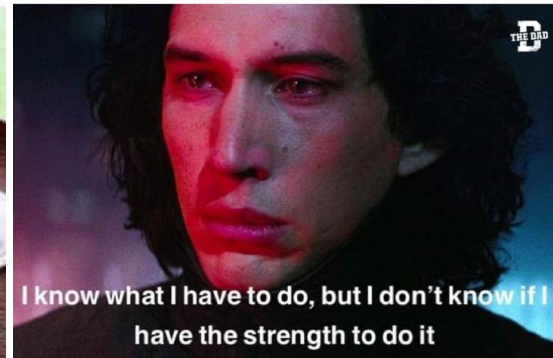
If you have any general business enquiries or wish to organise some custom development, please email us at info@totalcare.net.au

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

It's called quarantine coffee. It's just like normal coffee but it has margarita in it and also no coffee.



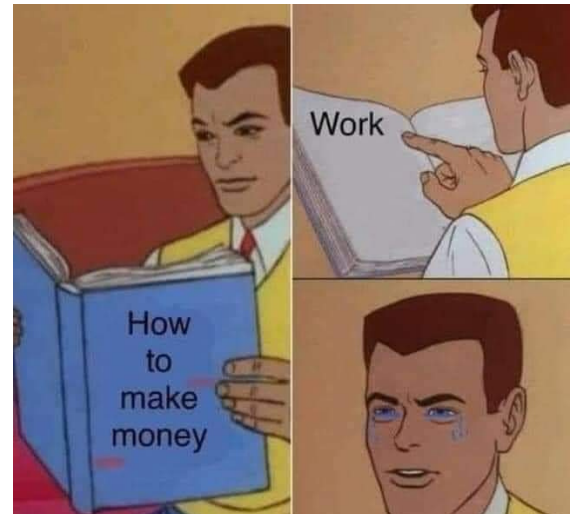
When the sink is full of dirty dishes, the trash needs to go out, and the washer and dryer are full



Content updates

Medicare's May and June 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.



Did you know?

Did you know that you can book training with a Totalcare trainer. This training can be conducted onsite, remotely through video meeting or in the Totalcare offices.

This could be *refresher/update* training to help your practice better utilise new features in the software, *new staff* training or *process review* training with a focus on using Totalcare to improve workflows.

Competency worksheets are available to allow your practice to self-identify the areas that will benefit from quality Totalcare training.

Contact us now at ncovington@totalcare.net.au or **07 3252 2425** to book training for your practice!

