

# VOL. 13 | OCTOBER 2021

# IN THE LOOP



Totalcare Newsletter



## GoFax is here!

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

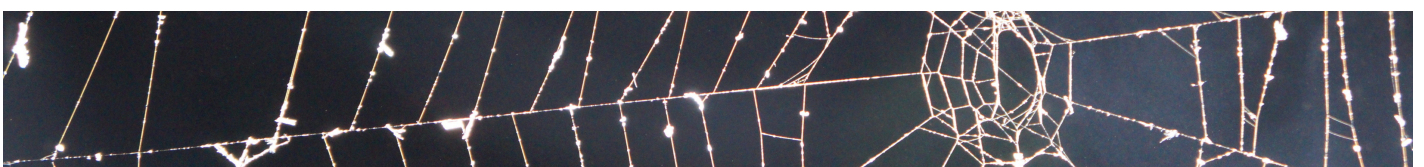
This work has now been completed and is now running on client sites!

In order to take advantage of this functionality you must have a registered account with GoFax. Once you have a registered account, contact our help desk on [help@totalcare.net.au](mailto:help@totalcare.net.au) and provide your practice's registered sender email and new GoFax account number and we will set up the integration for you.

Once this has been setup all you need to do to send faxes electronically is ensure the provider has a fax number recorded under the address. Then simply select the 'Fax' action in the document print window. Totalcare will then integrate with GoFax and send the document automatically for you.

## OVERVIEW:

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## What we're up to

We have been hard at work on our next 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 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).

This release is now complete and ready for deployment for sites running version 6.

Version 6 upgrade dates are available from late November onwards.



## Planning for next year

Sitting on an old version of Totalcare is no longer a sensible option as the pace of Government initiated and mandated changes ramp up, including:

- Active Ingredient prescribing (available now in Totalcare Version 6)
- ePrescribing (coming in Totalcare Version 7)
- New Medicare and Health Fund claiming formats (coming in Totalcare Version 7)
- Integration with the My Health record (coming in Totalcare Version 7).

The new claiming formats are a clear example of the importance of being prepared to upgrade to Version 7, as soon as it becomes available early next year.

From March 2022 onwards, claims raised on an old version of Totalcare will not be processed electronically.

Therefore, if your practice is currently still using Totalcare Version 5 or earlier, it is very important that you plan to take the upgrade to Version 6 this calendar year, so you are in a position to receive Version 7 early next year.

Please contact Nick Covington to organise your upgrade.



## New Videos

- How to Cut, Copy & Paste appointments in 6.x
- How to Run Reports in 6.x
- How to Save Report Configurations in 6.x
- How to Link Unmatched reports 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.

**Print Patient Appointments Wizard**

**Appointments**

All

Between... 11-10-2021 0:00 To 10-11-2021 23:59

Cancelled

Future

**Optional Fields**

Include Clinic?

Include Group?

Include Plan?

Include Delivery Mode?

Include Notes?

Next > Cancel Help

## Version 6 Highlight!

Version 6 includes new functionality that allows you to print a patient's appointments using a new Wizard.

You can print the list using a range of criteria and restrictions and customise the output to suit many purposes.

The Wizard's options include:

- All - all the patient's appointments
- Between - all appointments between a specified date range
- Cancelled - only the cancelled appointments
- Future - only the future appointments

## 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



lilcootiepatootie:

Bruh

Source: best-of-memes

226,978 notes



"Where is the tv remote?"

\*The remote\*



## 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.

You saw me at the party and didn't say hi

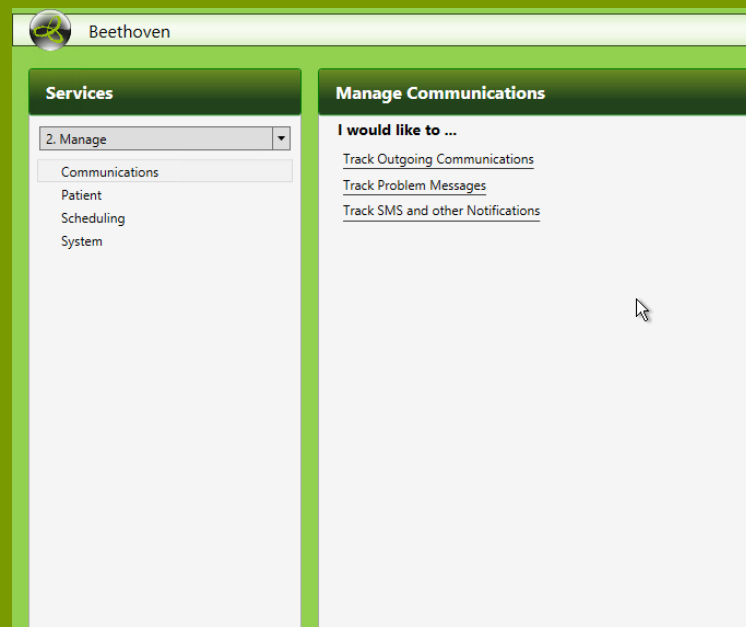
What I actually saw at the party:



## Did you know?

Did you know that you can track communications in Beethoven. There are 3 audits available for tracking different types of communications, these are:

- Track outgoing communications – any communications that have been sent out from Totalcare. This is primarily any documents that have been sent to external providers.
- Track Problem messages – any messages that have been sent to you and were unable to be processed by Totalcare due to an error or issue with the message.
- Track SMS and other notifications – Any notifications that have been sent via an SMS handler, Adhoc SMS or other notifications.



The screenshot shows the Beethoven interface with a user profile 'Beethoven' at the top. On the left, under 'Services', there is a dropdown menu set to '2. Manage' and a list of options: Communications, Patient, Scheduling, and System. On the right, under 'Manage Communications', there is a section 'I would like to ...' with three links: 'Track Outgoing Communications', 'Track Problem Messages', and 'Track SMS and other Notifications'.

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