

VOL. 6 | JUNE 2020



IN THE LOOP

Totalcare Newsletter



OVERVIEW:

New Normal June

As restrictions ease and business begins to return to some sense of normality, upgrades to Version 6 of the Totalcare suite that were postponed due to COVID-19 are being booked again.

Our calendar is filling fast, so email us to book your upgrade and benefit from some of the exciting new features including but not limited to:

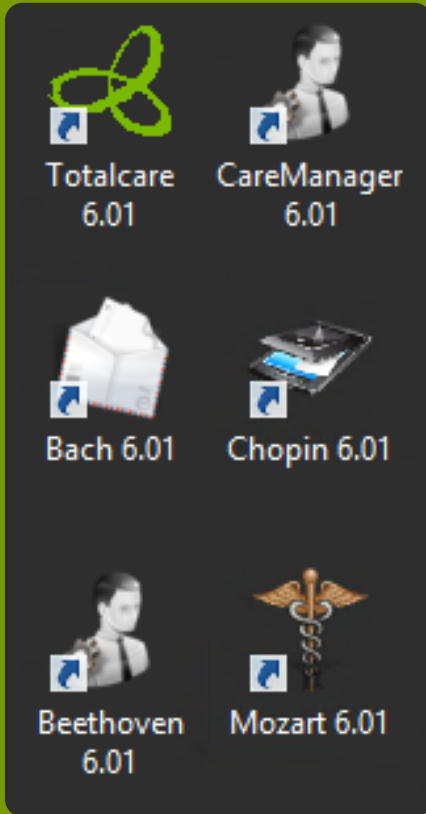
- Emailing of invoices and receipts
- Scheduled reports that can be setup to automatically email to recipients
- Soundex search
- New patient carer tab on patient record
- Cut, copy and paste appointments
- Eclipse remittance wizard
- Updated online help

- New Normal June
- What we're up to
- Industry news
- Feedback
- Version 6 Highlight!
- Contact details
- Content updates
- June Memes
- Did you know?

What we're up to

Staff have returned to working at the Totalcare office after working from home for the past couple months.

We are planning some major new functionality, we'll update you soon on what this will be.



Industry News

All Australian states and territories have signed on to use the COVIDSafe contact tracing app, which has now been downloaded by 5.6 million people.

The majority of patients offered a telehealth consultation both before and during the coronavirus pandemic have used telehealth and most viewed the service as good quality, a survey by the Consumers Health Forum has found.

The survey backs calls made last week by the Australian Medical Association for COVID-19 telehealth MBS items to be made a permanent feature of the health system as patients embrace telehealth services.



Feedback

Starting from this issue we are changing the newsletter from Monthly distribution to Bi-Monthly.

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

We are always looking for ways to improve.

Bulk billed EFT Wizard

Deposit #	Deposited	Account	Payer	ID	Text	Amount
342	12-Jul-2018	OH	MC	0869.2102391H		\$147.70
353	10-Oct-2018	EK	MC	0930.2429311T		\$37.60
356	16-Nov-2018	EK	MC	0957.2429311T		\$37.60
357	20-Nov-2018	EK	MC	0959.2429311T		\$65.15
359	18-Dec-2018	EK	MC	0979.2429311T		\$147.50
358	18-Dec-2018	BH	MC	0979.2429321L		\$103.65

Interval

All Unapplied Deposited between 3/03/2020 and 1/06/2020 # Deposits

Next View Help

Version 6 Highlight!

Totalcare 6 now has a Bulk Bill EFT Wizard used in payments. This wizard automatically allocates and creates payments for all invoices linked to an EFT deposit from Medicare or DVA.

There is also a Eclipse Remittance Wizard which automatically allocates and creates payments for all invoices linked to a Remittance.

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 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

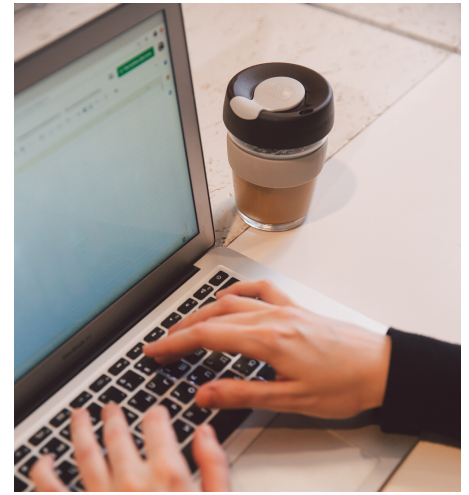
If you have any sales enquiries or wish to refer someone to us, please email us at sales@totalcare.net.au or phone on **07 3232 2425**. We reward referrals with a small token of appreciation.

Content updates

Medicare's May 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.

June Memes



"I'm not coming down," Charlie said. "You've been home every day and we've already been on 20 walks today"



Did you know?

Mozart has a fully customisable desktop. This allows you to display the primary parts of the patient record that you use on one screen such as documents, reports and medications.

These could be displayed as tabs to be clicked on or you could have multiple windows as shown in this image.

