

VOL. 14 | DECEMBER 2021

IN THE LOOP



Totalcare Newsletter



Merry Christmas & Happy New Year!!

Merry Christmas & Happy New Year from everyone at Totalcare.

2021 has certainly been another roller-coaster Covid year!

It seemed that high vaccination rates were taking us back towards a relatively normal lifestyle, when along comes a new variant in Omicron. Fingers crossed that the impact of the new variant in 2022 will be minimal and borders will continue to re-open and restrictions ease.

As the year comes to an end and we all prepare for borders to open and restrictions to come to an end (again), we thank you for using Totalcare and look forward to continuing our work together next year. We wish you all a Merry Christmas and Happy New Year!

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What we're up to

The focus of the development team has well and truly switched towards the coding of Version 7 functionality including the new Medicare and Health Fund claiming formats.

Just a reminder that if you haven't already taken the Totalcare Version 6 upgrade, now is a good time to upgrade so your practice is ready for version 7 when it come available. If you have a closure scheduled over the festive season, it may be a good time to schedule your upgrade to minimise disruption to your business.

Contact Nick Covington on ncovington@totalcare.net.au to see if there are any upgrade slots still available over the Christmas/New Year period.



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 use SoundEx Search in 6.x
- How to update Health Funds in 6.x
- How to process Refunds in 6.x
- How to adjust Invoices in 6.x

Feedback

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

Totalcare [EQ] SQLServer (601) (CC1)] - [Appointments]

Day	Multi Day	Group	Location	Time	Constraint	File ID	Name	Plan	Reply / Response
				08:00 AM					
				08:15 AM					
				08:30 AM					
				08:45 AM					
				09:00 AM					
				09:15 AM					
				09:30 AM					
				09:45 AM	New Patient	4335	COVINGTON, Nick	Procedure	
				10:00 AM					
				10:15 AM					
				10:30 AM					
				10:45 AM					
				11:00 AM					
				11:15 AM					
				11:30 AM					
				11:45 AM					
				12:00 PM	Lunch				
				01:00 PM					
				01:15 PM					
				01:30 PM					
				01:45 PM					
				02:00 PM					
				02:15 PM	Consulting				
				02:30 PM					
				02:45 PM					
				03:00 PM					

Version 6 Highlight!

Version 6 includes new functionality that allows you to cut, copy & paste appointments using standard hotkeys or the context menu. This means you can quickly reschedule appointments or change the provider and location if needed.

The new copying and pasting appointments tool also allows you to rapidly book the same appointment as many times as you need. An appointment that is copied and pasted is automatically linked to the original appointment, creating a series of 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. 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.

Monthly Memes

What Dad made this?



@highfiveexpert

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.



Jon

@ArfMeasures


God *creates a worm* hello little buddy!

Worm: Thanks for the "worm" welcome haha

God *creates birds*

Did you know?

Did you know that when booking an appointment you can search for the next available appointment time.

In the appointment booking screen, use the  button found next to the 'When' field to open the 'Find Appointment' window. Then search for the next available appointment using filters including Resource, Location, Time, Constraint and Day. The on-screen process allow you to easily identify overlaps.

The screenshot shows the EQUIPOISE appointment booking interface. At the top, there are dropdown menus for Location (EQI Test Location), Clinic (<None>), Group (SHAW CLINIC), Category (<None>), Source (<None>), and Session (Ring Patients). To the right, there are dropdowns for Protocol (<None>), Plan (Procedure), Reason (<None>), Visit type (<None>), When (03-12-2021 15:00), and Duration (60). Below this is a 'Notes' section with a 'Find Appointment' window open. The window has two panes: 'Resources' and 'Locations'. The 'Resources' pane lists several staff members with checkboxes, including HUTCHARDS, Olivia (OH) which is checked. The 'Locations' pane lists various locations with checkboxes, including EQI Test Location (EQI) which is checked. Below the panes are radio buttons for 'Starting point' (From today, Between, Before, After) and 'Date Range' (In 'x' days, In 'y' weeks, In 'z' months). At the bottom, there are buttons for 'Selection', 'Restrictions', and 'Results'.

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