

NEWSLETTER December 2005

MERRY



CHRISTMAS



The team at Capable Software Pty Ltd would like to take this opportunity to wish you the very Merriest of Festive Seasons. However you choose to spend your Christmas period, we hope you enjoy the time, remain safe and well, and enter the New Year with excitement for the life yet to unfold for you.

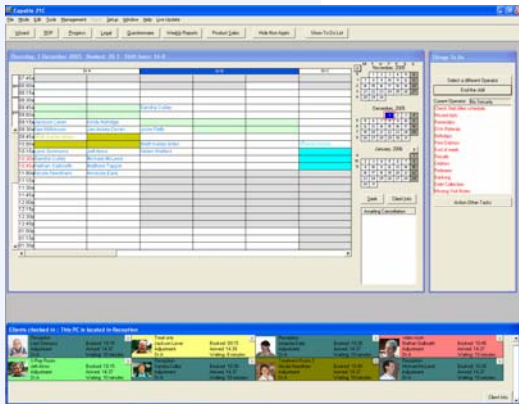
As we need to allow our staff annual leave time, Capable Software Pty Ltd will be closed from Monday 26th December 2005 until Friday 6th January 2006, opening for business again Monday 9th January 2006. If you have any Technical Support queries during this time, please email them to support@capablessoftware.com.au, and they will be attended to as soon as we re-open on the 9th January.

However you can still reach us in a crisis.

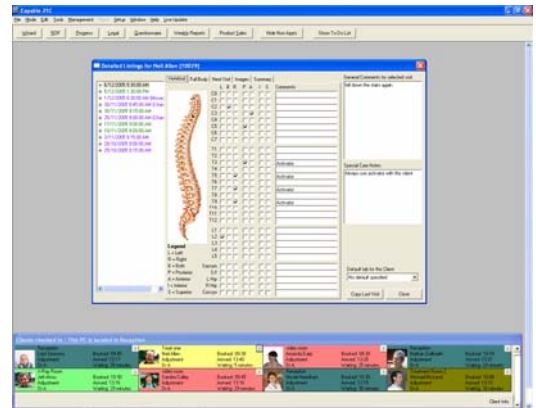
If any site becomes unable to open their Capable 21C program (which is deemed an Emergency Priority One Technical Support request internally), then please SMS the message "Capable 21C Down – xxxx (number for return call)" to 0400 517 836. Please do not try calling this mobile number, as only SMS's will be responded to during that Christmas Holiday period. Technical Support provided during that Christmas Holiday period will be charged at \$264.00 per incident up to the first hour, irrespective of any Technical Support Contracts, and you will need a credit card for payment before the call can proceed.

EXCITING NEW FEATURES (available via Live Updates)

WAITING ROOM –



Capable 21C now provides the ability to see who is in the clinic awaiting treatment, where they are in the clinic, and how long they have been waiting. There are now three modes of operation, which can be mixed within network environments, and which can have differing levels of security.



In Appointment Book Mode, there is essentially no change to the appearance of the Appointment Book, To Do List, Awaiting Cancellation etc, and the Waiting Room window cannot be seen.

In Treatment Area Mode, the Waiting Room window can be seen and a single click opens the visit notes, but the appointment book cannot be seen. You can set the security to determine whether you can see and enter notes for any patient irrespective of what room they or you are in. To protect client privacy, you can lock the screen if needing to leave the room. The Treatment Area Mode will be most useful for practitioners in the treatment rooms. The third mode is Appt + Treatment Mode, which allows you to see the appointment book and the Waiting Room Windows on the same screen, and a single click on the patients name in the waiting room brings up the receipt. This screen will be most useful for the person at the reception desk, who will need to welcome the client to the clinic, move them to a treatment room and process their visit upon exit.

The colour of the different areas in the clinic is customisable to make it easier to see who is where. There is a button for each client to enable you to move them from one area of the clinic to the next. If you have a digital photo of your client, this too will appear on the Waiting Room window, to make it easier to identify clients.



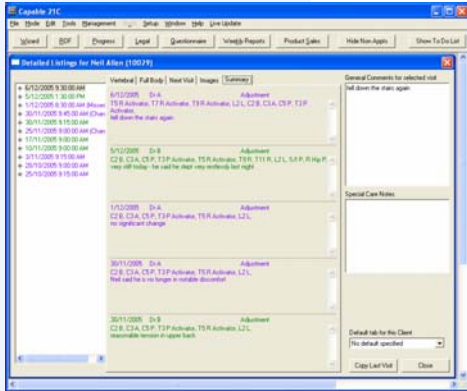
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MORE NEW FEATURES



VISIT NOTES SUMMARY – Capable 21C now provides a summary screen that allows you to see the last 5 appointments on one tab within the visit notes screen. If you prefer, you can configure Capable 21C to automatically go to the summary screen when you click on Visit Notes. This allows you to see the history of care for your client before you consider today’s treatment. To configure Capable 21C to show the summary tab first when you click on Visit Notes, go to Setup | Setup Practitioner Details | Visit Notes and select Summary as the preferred tab.

COLOUR CODES VISIT NOTES – In practices where there is more than one practitioner seeing the same client, it can be difficult to distinguish which notes have been made by which practitioner. This is particularly challenging for multi-modality clinics. To assist you in accessing the desired notes faster, all notes can now be colour coded according to the practitioner who entered them. By default, all

notes are recorded in black. To assign a colour to a practitioner, go to Setup | Setup Practitioner Details | Visit Notes, and double click on the colour square.

SPECIAL CARE NOTES – Often, there is a need to mark a Special Care Note on a patient file, which you can see every time you look at the notes for that particular patient. You can now do this in your electronic patient notes within Capable 21C. A Special Care Notes box has been added to the visit notes screens, and this box is visible any time you access that patient’s notes.

IMAGE VIEWER ENHANCEMENT – Capable 21C now has a Browser based image viewer built into the visit notes tab. This means that you can store and retrieve a greater variety of images. Any file that Internet Explorer can open, can now be viewed from within the visit notes tab. Microsoft Word documents, Excel spreadsheets, TIFF files, PDF’s (requires the Adobe PDF reader to be installed on your PC), Dicom x-ray images (requires the Internet Explorer Plug-in), HL7 files (requires the HL7 Plug-in for Internet Explorer), WMF, WMV and WAV files can now be viewed directly from the visit notes. We have also retained the original Capable 21C viewer for JPEG and BITMAP files, because this viewer supports the zoom features useful for looking at these types of files.

ENHANCED APPOINTMENT VISIBILITY – There are many benefits to both practitioners and clients to be gained from seeing missed, cancelled or changed appointments, visible on the daily appointment book screen. However, in a busy clinic, the appointment book can quickly become cluttered with client’s names on the appointment book, who aren’t actually going to visit the clinic that day. To assist you in being able to distinguish available timeslots more easily, we have provided a button that allows you to hide cancelled, missed, and changed appointments with a single click. It then only takes one more click to make them visible again when required. To have this button visible on your button bar, go to Setup | Customise Button Bar, and drag the “Hide Non Appointments” button onto the button bar.

DELAYED ENHANCEMENTS – We were hoping to have some enhancements ready in this quarter, which have unfortunately been delayed. The good news, is that the following feature enhancements are due for completion before the end of February 2006 – Combination Appointments, Network and SOT tabs, and an Orthotics tab. Some of these are almost complete now, and will in fact be released well before the end of February. Additionally, we are hoping to complete the project to integrate the Initial Examination Findings, Report of Findings, and Progress Examination Findings into the visit notes screen. Currently these forms are accessed separately to the visit notes.

LIVE UPDATE RENEWAL PROMOTION CONTINUES



Some of you have decided over the years, to let your Live Update Subscription lapse, or you have purchased a clinic whose subscription has lapsed. We are concerned that without the benefit of Live Updates, you are not harnessing the full potential of Capable 21C to grow your business, and we would like to give you an opportunity to improve this situation.

Hence we are continuing our offer to renew your Live Update Subscription for \$220.00 (instead of the \$660.00 it would normally cost for a lapsed subscription). Renewing your Live Update Subscription will enable you to upgrade to the latest version, and receive all bug fixes and product feature enhancements for the next 12 months. Call us on (07) 3343 4305, or send an email to sales@capablesoftware.com.au, to arrange your Subscription Renewal. A list of the feature enhancements and defect corrections since the September newsletter is attached to this newsletter and can also be viewed at www.capablesoftware.com.au/newsletter_current.asp.



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THANK GOODNESS WE HAD BACK-UP

“A week ago our clinic was broken into, and our computer system was stolen. Thank goodness we had back-up. We had been backing up our data every day, and we had invested in a Business Plan technical support contract with Capable Software Pty Ltd. What could have been a major crisis... was not. We simply bought a new PC, and then called Capable Software Pty Ltd, who had us up and running again in half an hour. My sincerest thanks go to the team at Capable Software Pty Ltd, and especially to Michael who patiently walked me through each step in reconfiguring our system. I highly recommend that you protect your business with the kind of back-up that saved us – do daily data back-ups, and invest in a Business Plan with Capable Software Pty Ltd.”
Best of Luck from Margaret Pahos at Living Health Care, Miranda NSW.

HANDS ON HEALTH

We recently became aware of the “Hands on Health” chain of clinics. At the Gold Coast QLD and other locations in Australia, Dr Peter Derig and an incredibly generous group of chiropractors, donate their time to provide chiropractic care for those people in our society who can’t afford this care, and who would otherwise not receive it. Such a generous application of the passion and skill of chiropractic wellness touched us. Dr Derig and colleagues, the world is a better place because you are in it.

The challenge for these clinics is that they don’t have enough resources to meet the demand. An extra 2-3 hours of a chiropractor’s time would mean so very much in every clinic. Second-hand chiropractic equipment, that many chiropractors may be replacing, would be put to good use in these clinics. If you can contribute, either in donating time as a chiropractor or in resources, to help the financially challenged achieve chiropractic wellness, then please contact Dr Derig on 07 5530 8888. Capable Software Pty Ltd will cover the cost of delivering any items that are donated.

IMPORTANT INFORMATION ABOUT HICAPS

Apology to HICAPS Pty Ltd

Our September, 2005 Newsletter makes reference to the HICAPS terminal and states :

“that use of the Capable 21C with HICAPS terminal may cause lock-up of Capable 21C ... Capable Software Pty Ltd does not believe it is in your best interests to be reliant on the terminal...”.

This is incorrect as HICAPS has a well recognised Practice Management integration system. These statements were not based on the current integration solution offered by HICAPS and Capable Software Pty Ltd wish to retract the above mentioned statements and herewith formally apologise to HICAPS.

After a recent review of the HICAPS integration system, we now recognize an opportunity for Capable Software to become a HICAPS integration partner and are currently working with HICAPS to release an integrated solution by February 2006.

WE’RE GROWING

Since restructuring the company back in May, Capable Software Pty Ltd has achieved substantial and continued growth. To keep up with the sales and support demands, we are recruiting two new staff members, due to commence working in December and January. In the interim phase, we are noting that several calls every week cannot be answered as everyone is already taking a call. We ask for your patience during this transition phase, and if your call does divert to voicemail, please leave us a message. We check the voicemails frequently and return calls promptly. Please also bear in mind that if your call is not urgent, you can always send an email to support@capablessoftware.com.au, or sales@capablessoftware.com.au. We are in and out of emails all day long, and hence would quickly see your request for assistance.

*Merry
Christmas*

**CHEERS FROM THE TEAM AT
CAPABLE SOFTWARE PTY LTD**

*Merry
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HINTS AND TIPS FOR CAPABLE 21C USERS



To access knowledgebase articles on our website, go to http://www.capablesoftware.com.au/technical_support_FAQs.asp.

SENDING OUT CHRISTMAS CARDS

Many people are now in the process of sending out Christmas cards. We have taken a few Technical Support calls recently from clinics unsure how to print the labels for the envelopes. There is a knowledgebase article called "KB-Mail Merges v2.0" which describes how to do this. Customers with technical support contracts can utilize a portion of their contracts for direct assistance with this procedure.

WIRELESS NETWORKS AND "OUT OF STACK SPACE" ERRORS

As more and more clinics are moving to paperless solutions, we are seeing a preference for wireless networks. Capable 21C is certainly supported in a wireless network environment. However, several clients with wireless networks have reported a sudden appearance of "Out of Stack Space" Errors. This happens because Capable 21C checks the network every 60 seconds and updates any changes from other users. If Capable 21C attempts to check the network, and the network connection is down, (even if only due to a temporary loss of signal from the wireless network), then it will hold that check request, and try again. When too many of the requests get banked up together, Capable 21C can't verify its information, and will report an "Out of Stack Space Error" and shutdown. Shutting down helps to protect the integrity of your database.

There is no defect or performance issue within Capable 21C that creates the "Out of Stack Space" Error. It is generated because the network performance is not providing a stable platform for Capable 21C. Hence if you are getting a lot of "Out of Stack Space" Errors, then we recommend you consider investigating the stability of your network. In the case of a wireless network, you may need to investigate factors that could be impairing the stability of the network.

APPT BOOK NOT SHOWING ENTIRE SHIFT TIMES

We have taken several calls this quarter from users unable to see the last few appointments on the appointment book. The reason is that the Office Hours for the clinic are limiting how far you can scroll down the appointment book. In addition to setting clinic hours for a practitioner, you also need to set Office Hours for the clinic. For every call we received, the reason why the appointment times were not visible, was because the Clinic's Office Hours did not extend to the correct time. To check or correct this time, go Setup | Setup Business Details | Office Hours.

SERVICES AND FEES ARE NOT SHOWING ON MY RECEIPTS

From time to time we get calls about services and fees not showing up on receipts. There is currently no known defect that causes this. The receipt gets the service and fee from the appointment types and fees setup, and from the fees tab within the individual patient's details. If you have assigned a fee for a client through the Patient Details Fees tab, then this will over-write the default fee for the service. If no fee is showing as default on the receipt, then check in Setup | Appointment Types and Fees that you have assigned a fee for the service. Refer to the "How Capable 21C calculates fees" knowledgebase article on our website.

3rd PARTY (INSURANCE) PAYERS

When setup up correctly, processing patients with 3rd party payers is so simple it's child's play. But you need to have the settings correct and we are aware that a lot of you don't have the correct settings. Those clinics that have accessed technical support to setup their 3rd party payers and patients correctly, are telling us it was a great investment. Hence we decided to package an offer to help clinics with their settings for 3rd party payers.

For just \$264.00 a staff member from the Technical Support Department will step you through changing your settings to correctly produce the result you require, and assist you in correcting patient files and transactions that were processed incorrectly in the past. They will check that your financial statements are generating correctly, and if necessary, step you through changing the setup to produce correct financial statements. The entire process should not take more than 2 hours. If you are interested in this offer, please email sales@capablesoftware.com.au and include your contact details.

*Merry
Christmas*

**For Technical Support
call Capable Software Pty Ltd
(07) 3343 4305**

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