

NEWSLETTER MAY 2005

HELLO & THANK-YOU



Capable Software Pty Ltd is experiencing significant growth. Our client base now includes chiropractors, naturopaths, physiotherapists, podiatrists, acupuncturists, hairdressers, speech therapists, and psychologists. 1 in 3 PC connected chiropractors are running Capable 21C on their front desk, and we have sites in 8 countries around the world. In purchasing Capable 21C, you have chosen a vendor that it is the largest, the oldest, the most experienced, and the most competitively priced in its market.

Hence our Thanks to you, and this “Hello”, to let you know how we will be improving our services to you as a result of our growth.

LOTS OF CHANGES

To cope with the growth in business Capable Software Pty Ltd has appointed a Technical Support Manager and a Sales Manager, with direct responsibility to ensure your satisfaction with our products and services.

NEW TECHNICAL SUPPORT DEPARTMENT

Many of you already know Michael Girle who is now using the name Michael McLeod. For those of you who don't know Michael, he is the developer who originally designed and coded Capable 21C. Michael will be working full-time within Capable Software Pty Ltd as the Technical Support Manager of the newly created Technical Support Department (Ph: 07 3343 4305). In response to challenges in the delivery of technical support, Michael has structured the Technical Support Department to provide customers with the opportunity to receive technical support direct from this newly created resource.



The new Technical Support Department will ensure your needs are serviced much faster than in the past, and you will have direct access to the highest level of technical expertise within the company. In order to offer the greatest flexibility to meet your needs, several mechanisms are available for you to receive technical support. The new technical support offerings are:

- Crisis Care - 9am-5pm. No contract required.
- Business Plan - 9am-5pm with up to 10 hours/annum of technical support either over the phone, or via email.
- Professional Plan - 7am-7pm AEST with up to 10 hours/annum of technical support either over the phone, or via email.
- Ultimate Care Plan – 24 hours a day, 7 days a week, 353 days per year.

Visit the Capable Website at www.capablessoftware.com.au for more details about these plans and how you can take advantage of them.

Enclosed you will find a sticker to be placed on the monitor of the PC on the front desk. This sticker quotes your CD Key and the phone number for the Technical Support Department. Please help us to service you better and put this sticker on the front desk PC – NOW, as you will need to quote the CD Key when you call for technical support.



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NEW SALES DEPARTMENT

Due to our growth, Capable Software Pty Ltd has been able to appoint Nicole Needham as the Sales Manager for the newly created Sales Department (Ph: 07 3343 4305). Nicole has 15 years experience in customer relationship management and has structured the Sales Department to deliver significantly improved services to you. If you need to talk to someone at Capable Software Pty Ltd, then the best place to start is the Sales Department because it is directly responsible for ensuring that we respond to your needs in a manner you are happy with.

The Sales Department is responsible for handling all new sales enquiries, non-technical queries, renewal of Live Update Subscriptions, stationery orders, and training requirements. A key benefit from the new structure is the allocation of training resources. The sales team can now consult with you regarding your training needs, and tailor a training program to improve the benefit your business gains from using Capable 21C.

Nicole will be contacting you shortly to introduce herself, and to ask you about your satisfaction with the Capable 21C software and with the overall services we provide. We care about whether your business is improving through the use of our products and services, and Nicole will work with you to ensure your business is achieving the maximum benefit.

PRICE CHANGES

In order to cover some of the costs involved in providing dedicated sales and technical support resources, the Live Update Subscription has increased marginally, and is now \$220.00 per annum including GST. Refer to our website www.capablesoftware.com.au for details about all Capable Software Pty Ltd products and services, and our new pricing schedule.

LIVE UPDATE PROMOTION

Some of our customers have decided over the years, to let their Live Update Subscription lapse. 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.

All customers whose Live Update Subscription has lapsed, will receive 30 days of Live Updates AT NO CHARGE. Performing this Live Update will enable you to upgrade to the latest version, and receive all bug fixes and product feature enhancements to date. You will see many improvements, just one of which is the introduction of our imaging module (previously known as CD Archiving) as a standard part of the system. When you perform your next Live Update, you'll have full access to this powerful module, one feature of which is that it will allow you to attach scanned X-Rays to your patient files. If you choose to renew your Live Updates, you'll see other new features over the coming months. These are all being developed in direct response to suggestions from you, our clients. To obtain your Live Update, connect to the internet, and select Live Update from the menus at the top of the Capable 21C main screen.



UPDATING YOUR DETAILS



In order to provide you with better products and services, we need up-to-date information about your business. Have we got your address and contact details correct, how many practitioners operate within your business, how many PC's do you run etc.? We can use this information to understand which enhancements to our products and services will best benefit your business, and to be able to contact you when necessary. Please help us to help you by e-mailing us at CapableHQ@capablesoftware.com.au with your office name and contact phone numbers. Some of our customers have asked for proactive notification when we put new features into Capable 21C. If you would like to joint the list, send us an email request, and we will email you every time we make a feature enhancement available via the Live Update Subscription.



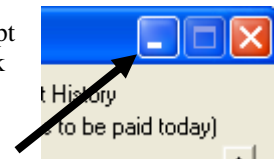
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Hints and Tips for Capable 21C users

- Did you know that you can exclude patients with credits from your Debtors' Summaries, by un-checking the tick box in Setup|Settings on the Statement tab. Look for the tick box labeled 'Include credit patients on statement runs'.
- You can prevent staff from accidentally double-booking any special equipment or facilities using Capable 21C's Resource Tracking feature. From the Setup menu, choose Setup Resources and create your resource (eg X-Ray Room or Consulting Room). Then, you can specify how many of these resources you have, and which appointments typically use the resource. You can also specify which parts of the appointment use the resource (for example, New Patients typically don't spend the entire visit in the X-Ray Room. For many offices, the X-ray is taken in the first half of the New Patient visit). Once this has been done, Capable will automatically warn your staff if they accidentally double book the resource. It doesn't prevent them from making the appointment, but will warn them that they are about to double-book the resource.
- Gap payments from health providers can be complex for any office. Making part payments on particular visits, collecting the gap payment from patients (or writing it off) can make health fund billing a complicated and time consuming activity. There are a range of features within Capable 21C that will help to simplify the process, and our Technical Support team can advise you on which ones will best help your office. For today's tip, take a look at the Payments menu in the Visits and Financials window. When you click on an old visit, a payments menu will become visible, and you can choose a 'Bulk Payment' option. This feature will allow you to tick the visits to be paid, and specify the part payment (if appropriate). This feature works best if you tick the 'Hide Fully Paid' visits check box on the Visits and Financial window.
- If you're part way through a receipt and the phone rings, you can minimize the receipt you're working on, take the call and return to the receipt when you're ready. Just click the minimize button on the receipt (it looks like an underline symbol and is in the top right hand corner of the receipt window). You'll see the receipt shrink down to the bottom left hand corner of your main Capable 21C window. When you're ready to continue with the receipt, just click that button again.
- Did you know that Capable 21C can record and display digital X-Rays? With the Capable 21C imaging solution (previously known as CD-Archiving), you can store your digital X-Rays (and any other images or scanned documents) on your PC, and then browse or print them from within Capable 21C. Call our Technical Support department if you'd like assistance in setting this up.
- If you are installing a new printer, you need to firstly add the printer as per the printer vendor's instructions. Then you need to go to Setup|Setup Printers within Capable 21C and select your new printer. Capable 21C will then know to print documents to the new printer.



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

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

WE'LL BE IN TOUCH