



December 2006 Newsletter



Welcome to Capable Software Pty Ltd's December 2006 Newsletter. Please accept our apologies for missing an August Newsletter. We recommend that you attach this newsletter to your office notice board so that everyone in the office can benefit from the information and Technical Tips.

MERRY CHRISTMAS



We would like to take this opportunity to wish you and yours a very Merry Christmas. We hope you remain safe over the festive season, that you squeeze in as much fun as you can, and that the New Year presents you with many reasons to smile. ☺

As we need to allow our staff annual leave time, Capable Software Pty Ltd will be closed from Monday 25th December 2006 until Friday 5th January 2007, opening for business again Monday 8th January 2007. 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 8th January.

However you can still reach us in a crisis.

If any site becomes unable to open their Capable 21C program, 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.

UK Customers – Judith Akins is not taking leave at this time, and can be contacted on +44 07786 751 482

REFERRAL PROMOTION WINNERS



I am pleased to announce that Chris Owen (and the person he referred - who prefers to remain nameless) won the memory stick for the referral promotion. Thank-you to everyone who referred us to someone.



NEW FEATURES



Customisable Care Plans

If you have clients who pay for their care in installments, either based on a time-frame, or based on the number of services they are paying for, then the Care Plan feature will help you. You have the ability to specify which patients are on which plans, which plans include what services, who pays what fees, and at what frequencies they pay. You can also have the system automatically generate assistance alerts to tell you when a patient is due to make a payment or renew their Care Plan. The feature is incredibly flexible. Visit the Intermediate Training Website (via the Fundamentals Training Website – see further in this newsletter for details on how to access) for training material on how to use the new Care Plan feature.

Family Invoicing

You can now tick a box in Patient Information to enable credit on any family member's file to be shared between other family members. You only need to tick the box for one member of the family, and then when you launch the receipt for any family member's appointment, if there is credit on the file, then a payment will already be placed on the invoice commensurate with the cost of the service, and when you save the receipt, the payment is deducted from the relevant family member's credit.

TWAIN Scanner Support

Acquire Image



In the Images tab on the Visit Notes Window, you can now click an 'Acquire Image' button, which will automatically launch the driver for your TWAIN compliant scanner, and scan the document on the scanner directly into the patient file in Capable 21C. This will save time when attaching documents to the patient file, particularly if it is the first time you have attached a document to that particular patient file.

View Subluxation Station scans

Paste

In the Images tab on the Visit Notes Window, you can now click a 'Paste' button, which will allow you to paste any image generated by any Windows application, and attach it directly to the patient file in Capable 21C. Images generated by applications such as Subluxation Station, or GaitScan, can now be viewed directly from the Images tab of Capable 21C. If you set the image as comparative, you will be also be able to see the image on the Profile tab. Simply launch the application which has the image you want to add, and navigate to the desired image. Then hold down the Ctrl key while pressing the Print Screen key on the keyboard (this action copies the screen). Then go to the images tab in Visit Notes and click the Paste button. Capable 21C will ask you what to name the image and then automatically attach it to the patient's file.

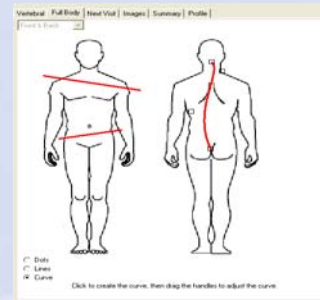
Multi-appointment Receipting

When a client has two appointments on the same day, when you launch the receipt for either appointment Capable 21C will ask you whether you want to process both appointments on the same receipt. Call us if you want to be able to turn this feature off.

Practitioner Directions on Invoicing

In the Next Visit screen in Visit Notes, the practitioner now has the ability to designate the frequency of future appointments they would like made for the patient. When reception launches the receipt for the client, they will see a distinctive pink box with practitioners directions for the future appointments.

Line and Curves in Visit Notes



You now have the ability to draw lines and curves on the Full Body tab in Visit Notes. This functionality is in phase one, with future development to include the ability to change the colour of lines and curves, and the ability to draw lines and curves on any image in the Images tab, not just the fully body image.

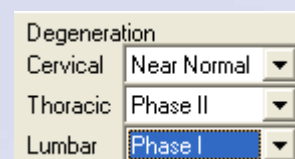
Visit Notes without an appointment

You can now create visit notes for any date irrespective of whether the client/patient has had a visit or not. To do this, go to the Visit Notes window, and right click on the list of existing visits. On the fly out menu, a new option is available to add another date. Enter the date for the note and you can then enter notes for that date.

New Block Booking Report

There is now a statistical report known as a block booking report available from the Management menu. This report indicates the average number of appointments per hour and the average percentage of minutes used within the hour. The report can be run across a wide range of dates, and can be filtered by provider. As well as showing you the effectiveness of the time used in the past, you can key a date range for dates in the future to allow you to see how well you are booked into the next week or month.

Record Phase Degeneration



There are now drop down boxes on the Profile tab in Visit Notes to allow you to record the Cervical Thoracic and Lumbar Phase Degeneration as either Near Normal or Phase I, II, III, or IV.

NEW ONLINE TRAINING



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Fundamentals Training Website **FREE to Live Update Subscribers**

We have taken all the material from our Fundamentals Training Course (which used to cost \$396) and turned it into an on-line training website. You can now view click-by-click show-and-tell style video clips on how to use the Fundamental features of Capable 21C. This training is fabulous for new CA's, or operators who feel they would like to know more about the features of Capable 21C. Because it's on-line, staff don't even have to be at the clinic to train.

The Fundamentals Training Course outline includes the following topics: Working with block-outs; Shading the appointment book; Registering clients and making appointments; Changing appointments; processing invoices and receipts; Payments; Working with families; Cashing up a shift; Printing banking slips; Performing Live Updates; Things to do; Patient Tracking (inc. birthdays, reminders, recalls etc); and Changing providers hours.

There is also a link on this site to our Intermediate Training Website which has more advanced training material. Access to the Intermediate Training Website is FREE for Live Update Subscribers). The Intermediate Training Course outline includes the following topics: Gift Vouchers; Refunds; Care Plans; Setting up and working with patients who have insurance.

To access the Fundamentals Training Website, simply click on this link and key in your Live Update Username and Password. Remember to tick the box to say "Remember my password" as the site constantly asks you to re-key it otherwise. You will need to have Windows Media Player installed, and a computer with sound capacity.

www.capablesoftware.com.au/training

Advanced Training Website **FREE to Business Plan and Personal Plan customers**

In addition to the Fundamentals and Intermediate Training Websites, we have also released the Advanced Training Website. This website has all the material that was previously in the Practitioner and Patient Calling Training Courses (and priced at \$396 and \$550 respectively).

This training material is appropriate for practitioners who are wanting to go paperless, and use the various features of Capable 21C to have paperless patient files. The material covers how to use the Practitioner Screens to enter your visit notes, how to add and use your clinical forms, and how to communicate with the front desk regarding future appointments you would like the patient to make before they leave the clinic.

The site also includes training material to show you how to configure Capable 21C for automated patient calling with either fingerprint scanners or swipe card readers. We recommend to clinics going paperless, that both the practitioners and their support staff work through the advanced training.

Future additions to the site will include material ideal for business owners wanting to know more about the statistical reports in Capable 21C, and how these can be used to improve your business.

The Advanced Training Course outline includes the following topics: Using Visit Notes; Patient history; Assigning function keys; Line and Curve drawing; Adding and viewing images; Practitioner directions to front desk; Configuring the Workflow director for automated patient calling; Using the automated patient calling.

Contact us directly for access to this site

GRAPHS CHARTS REPORTS AND MORE

We have become aware of a product produced by **practiceedge** called "DataBasics", which queries the Capable 21C database to access your data and then present that data to you in various graphs and charts. We have tested DataBasics and found it to be a powerful tool for graphing the performance of your clinic, and effectively tracking your patient marketing. In order to ensure adequate service for Capable 21C customers, we have cemented an arrangement with DataBasics, whereby if you contact us at sales@capablesoftware.com.au we will email you back with a code that entitles you to 1 FREE hour of Installation and Training Assistance (provided by **practiceedge**) on DataBasics. Please note that Capable Software Pty has not made nor are we selling DataBasics. What we are doing, is endorsing a product that we think creates value for your clinic, and extending an offer to you to ensure that you get at least one hour of installation and training. We hope you too see the value in DataBasics that caused us to put an article in this newsletter, and we look forward to hearing from you.

TECHNICAL TIPS

Did a Live Update and can't access new feature – If a new feature has been added to a menu item in Capable 21C, you will need to go to Setup|Setup Operators, double click on the icon for yourself, Click on the Password tab, and re-assign yourself total access by clicking on total access, then click Apply. You will then need to close and reopen Capable 21C, and reselect yourself as an operator.

Payment Methods are all bunched up on the Transaction Summary – This is usually the result of there being too many payment methods for Capable 21C to display on the report. Delete any payment methods which you don't use anymore. To do this, click on Setup|Setup Payment Methods. Right click and choose Delete on any unnecessary payment methods. Bear in mind that there are some payments that Capable 21C will not let you delete.

Installing Capable 21C onto a new PC – If you are installing Capable 21C onto a new PC within your clinic, you must refer to the knowledgebase article called KB-Migrating to a new PC. You need to perform the steps for migrating in a precise order so that you do not trigger the piracy locks and this article explains how to do this.

Cash-up window shows 0 in every field – If you get to the end of the shift and click End the Shift and there are 0 amounts in all columns, this is usually because a cash-up has already been done for the shift. To check if this is the case, go to Management|Review Cash-ups and you will be able to see the date and time of the last cash-up. If Management|Review Cash-ups is greyed out on the menu, then you do not have appropriate security access to perform this task.

Cash-up window shows too much money – At End the Shift there is more money than you have taken in the shift. This is often because the last cash-up was not saved. Check this by closing the Cash Up window (click the red X in the top right hand corner). Then go to Management|Review Cash-ups. If the date and time that the last shift should have been cashed up is missing, you need to add the cash-up that was missed. To do this, click the Add Button, key the date of the missing cash-up as dd/mm/yyyy. The key the time of the last cash-up as 0:00am or 0:00pm. Then key whether it was an AM or a PM shift by typing the letters AM or PM. The cash-up has now been added, and when you click End the Shift again, the figures should now represent only the takings from the current shift.

Patient Balances or Statements are wrong – If you are looking at Visits and Financial and there is both a patient and an insurance balance, this may be correct, but it often indicates that a patient has been invoiced incorrectly. Other indications that a patient may not have been invoiced correctly would be too many visits on a statement, or two few visits on the statements, or if there are visits and payments, and the payments should bring the balance to 0, but the balance is not 0. To correct this issue, and to stop it happening again in the future, visit the Technical Support knowledgebase on our website and watch the 8 training clips on setting up and processing private and insurance services. It is not hard to rectify the problem, an once you understand how it was created, you should be able to stop it happening again.

SMS Messaging – in Setup|SMS Messaging, only put a Dial Back phone if you want patients to be able to reply to the SMS. Otherwise, simply type the name of your clinic so they will know where the message came from.

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