

Clinic Name (optional) : \_\_\_\_\_

Which of the following parts of Capable would you like us to improve the most (please choose only one)?

- Appointment Book
- Patient Scheduling
- Family Appointments/Invoices/Receipts
- Report of Findings
- Stock Control
- Wages
- More support for Labels/Envelopes
- More support for Letters printed through Microsoft Word
- Graphs
- Other (please specify) \_\_\_\_\_

Name the three features that you would like us to add the most

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Which part of Capable 21C do you find hardest to use?

- \_\_\_\_\_

Which part of Capable 21C do you find performs the slowest?

- \_\_\_\_\_

Which part of Capable 21C do you find the easiest to use?

- \_\_\_\_\_

If you could change any one part of Capable 21C, which would it be?

- \_\_\_\_\_

Are you using a network in your office?

Yes  No

Which version of Microsoft Office Professional do you have?

Version 95  Version 97  Other  Don't have Microsoft Office Professional

When was the last time you updated your copy of Capable from the Internet?

In the last week  In the last month  In the last 3 months  Not in the last three months

Please give us any other comments. We welcome constructive criticism because it is the best way for us to improve.

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Please complete the questionnaire and fax it to us on 07 3349 6188 or mail it to us using the address over.

## Communication

November '97

Capable Software Pty Ltd presents

Volume 2.2

### Capable Development Cycle

**I**n our efforts to offer the best product possible, we are changing our development structure slightly. The current version of Capable 21C will remain available on our web site and a new version will appear soon. The new one will be our pre-test Beta version of the next release of Capable 21C. As a support member, you will be entitled to download this new version as often as you like, but remember, the new version is still in the early stages of development. New versions are always prone to have a few little problems with them, and whilst we'll be doing our best to make it stable and reliable, if you download the pre-test Beta version, you may notice some of those little flaws when you use the new features. We've designed Capable 21C to be backwards and forwards compatible so you can always return to the tried and true version of Capable if you run into trouble.

### Enhancements

**S**ince June, we've cut back on the new features and focused on ease of use, reliability and documentation. Here is a few of those enhancements:

- We've written a complete setup guide and introduction (included with this newsletter for those who haven't already received one).
- Added setup wizards for new users. When Capable is first installed, these setup wizards will help setup the package before use.
- Removed a number of small bugs, not least of these, a long standing problem with the To Do List. A special thanks to Dr Ari Diskin's staff for their patience while we struggled with this one.
- Added a feature for monthly payments.
- Built proper design tools for the Capable Report of Findings system.
- Added a 'Cash Out' feature on regular invoicing.
- Setup a referee entry window available from Patient Details.
- Completely updated and improved the on-line documentation.
- Re-worked the patient search window to work faster and more efficiently.
- Added a feature that allows you to specify a zero duration for some appointments, thereby preventing that practitioner from performing those kinds of appointments (good for multi-professional clinics).
- Added a portrait/landscape option for custom made labels.
- Added a special feature to Visits and Financial to simplify the redistribution of credits for insurance patients. A special thanks to Dr David Hendrey and Mark Wolfenden for their help with this feature.
- Enhanced Capable's support for Windows NT. A special thanks to Dr Ross Funnell for his help getting this one going.

### Good News for Support Members

**N**ew features! Its Research and Development time (R&D) and we're about to start adding some of those features clients have been asking for. What we'd like now, is some information from you to tell us which features matter the most. Please take the time to fill in the attached questionnaire and get it back to us pronto. This way, we can prioritise our efforts and work towards the most common goals.

## Welcome to Dean!

**W**elcome to Dean Connor Girle. Michael's son was born on September 30 at 6:15pm. It was a difficult labour for Louise. She was a couple of weeks overdue and had to be induced. The induction wasn't particularly successful because she was too little and he was too big. Eventually, Dean was born by Caesarean section. He was 8 pounds, 15 ounces (4.1Kgs), has blue eyes and is very happy and healthy.



Needless to say, Michael hasn't had much sleep over the last seven weeks.

Thanks go to the clients who struggled through those few days at the start of October without Michael's support. Here's a picture of Dean at his first barbecue.

He's obviously got the right idea.

Michael started talking about computers!

## Hints and Tips

**M**any of our clients call to ask us how to use Microsoft Word to print labels for newsletters. Some want Microsoft Word to print the entire newsletter with the patient's name and address already merged onto the newsletter. Here are 10 easy steps to mailmerge with Microsoft Word. These instructions use a standard Capable Query that will give you all patients on file. You can design your own queries using Microsoft Access to print labels or newsletters for specific groups of patients.

1. Start Microsoft Word. Type your newsletter being sure to leave some space for the patient's name and address. If you would like to print labels go straight to step 2 instead.
2. Choose Mailmerge from the Tools menu. The mailmerge helper will appear.
3. Choose Create. A drop down menu will appear. Select Form Letters if you are doing a newsletters, select mailing labels if you are doing labels. Word will ask if you would like to use the active document as your mailmerge main document. Choose the active document button.
4. Now choose the Get Data button and choose Open Data Source. The Open Data Source window will appear. Click the Up One Level button and then double click on the Capable folder.
5. At the bottom of the Open Data Source window is a box that specifies Files of Type. Click on it and change it MS Access Databases. A couple of database files will appear in the window. Double click on the Capable Database.
6. Some time will pass while Microsoft Word starts Microsoft Access to access your patient database. A Microsoft Access window will appear with tabs for tables and queries. Switch to the queries tab and scroll to the bottom of the list. Choose the query titled 'Use this query for Microsoft Word Merges'. Microsoft Word will probably tell you that there are no merge fields in your main document and give you the option to edit your main document now. Choose Edit Main Document. If you are doing labels, a window will appear offering you the opportunity to setup your label design now.
7. If you are doing labels, a window will appear asking about the size and style of label you'll be using - most standard Avery labels are supported. If you are doing newsletters, go straight to step 8.
8. Place the cursor where you would like the patient's name and address and use the Insert Merge Field button to add those fields now. If you are doing labels, you'll have to click OK on the label setup and close the mailmerge helper to see your label sheet.
9. You'll see on the toolbar there are buttons that allow you to merge to a new document, merge straight to the printer or to view merged data. Its a good idea to view the merged data before trying to print to be sure that its all going to line up correctly. Its also a good idea to print one page as a sample (on scrap paper) to make sure that everything will print correctly.
10. When you are ready, click the merge to printer button.

Affix  
Postage  
Stamp  
Here

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## Incoming Call Identification

**T**elstra's new incoming call identification service will really help CAs identify patients when they call. We'll be adding features over the next few weeks to allow you to identify a patient by their phone number (on the patient search window). We've spoken to Telstra about getting the computer to automatically identify the caller's phone number and they've advised us of the following points:

- To make it work, you'll need some special equipment that will link your computer to your main phone line.
- That special equipment is not available now. Telstra are developing the device and it'll be ready early in the new year.
- It will be priced around \$350.

As soon as the hardware is available, we'll get one for our office and start developing the feature for Capable 21C to automatically identify the incoming caller. Eventually, you'll be able to put the white pages CD in your CD-ROM drive and Capable will be able to identify callers that are not even patients yet!

## Internet Based Research

**D**ue to the substantial interest in Internet based research from various branches of the CAA, we'll start investigating the possibilities over the coming months. We'd like feedback from our clients regarding their interest in research and what kind of patient information they'd be interested in sharing with the researchers.

Already, there are over half a million Australians recorded on computers using Capable 21C and that number can only increase over time. This gives us real leverage with the health funds and the government. Some clients may have seen an article in a recent issue of the Queensland Branch of the CAA newsletter on this topic.

If you have an interest in research and would like some input into this process, let us know and we'll talk with you in more detail regarding this exciting field.

## Christmas is nearly here

**W**e'll have staff in the office every day through the Christmas break except the public holidays. We'd like to take this opportunity to wish you and your staff a safe and happy Christmas.