

## **PROGRAM MANAGEMENT** COST - EFFECTIVE COMPUTER SYSTEMS

Dietetic Services

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P O BOX 462, BROMHOF, 2154 SOUTH AFRICA

TEL: 011 – 792 4429

FAX:086 512 0 511

CELL: 082 212 0324

E-mail: [scharf@icon.co.za](mailto:scharf@icon.co.za)

Internet: <http://www.dieteticservices.co.za>

MEDICALACCOUNTShandout.DOC

### **MEDICAL ACCOUNTS PROGRAM**

#### **MEDACC, MEDSUR, MEDHELP, MEDDB10, MEDCOURIER**

*Windows XP, 7,8 -compatible*

- **MEDICAL DEBTORS SYSTEM** : focus is on cash collection
- **Cost-effective, user-friendly** program for managing income of a practice.
- **This is a text-based menu system (not a GUI system), not requiring a mouse: this improves speed of use, and enables fast and easy support.**
- **The program can be used either in Cash Practices OR Part Cash / Submit OR Submit-only (to medical schemes) practices**
- Suitable for use in **all types of medical practices** (including General Practitioners, Specialists, Physicians, Surgeons, Dentists, Dieticians, Podiatrists, Occupational Therapists, Speech Therapists etc)
- These programs have been in usage and development **since 1990**  
These programs are also used in Canada, Australia and Africa: support is provided via e-mail
- **SAVES YOU MONEY**, as it **improves actual cash flow**
- **SAVES YOU TIME**, by being code-based and has set procedures to follow
- **All printouts can be sent to 'Documents' for printing on ANY printer**  
Statements can either be **printed** (from Desktop using shortcuts to 00STATE.RTF)  
**OR E mailed** to a patient or medical scheme

#### **The following aspects of practice administration can be handled:**

1. **Statements for patients OR medical schemes:**
  - **immediate, monthly or bi-monthly** – as required
  - Fold to fit into a **window envelope**
  - **Suitable for easy emailing to patient or medical scheme**
  - Statement layout is according to **Medical Scheme, BHF**, requirements
  - MEDICAL Date format: cyy/mm/dd (eg 2010/04/07)
  - Print onto standard **A4-size paper OR your own letterhead** (not recommended)
  - **Ageing** of statements (for **30 / 60 / 90 / 120 days**) is done automatically
  - **Ageing lists also grouped by medical scheme**
  - **Overpayments and credits also listed separately**
  - Statements can be printed **from a selected treatment date**,  
in **Medical Scheme sequence, starting from a selected patient**
  - **Statements can be saved onto a memory stick**  
**to be printed onto other computers if required**
  - **Enter your bank details** for patients to do direct / electronic payments EFT

2. **Patient details** are entered & stored per patient  
(main member's details entered) program N
3. **Referring doctors' details** (including Practice No.) may entered  
& stored under a code per doctor, as decided by the user (if required)
4. **Registered Medical Schemes** are pre-loaded onto the system:  
- user may add others – see web site for latest list
5. **Tariff codes** are loaded  
(These can be updated annually from a memory stick)  
Alternatively: tariffs can be updated manually (preferred way)
6. **Private fees per tariff code** may also be entered by the user.
7. NB: a "hot key" feature, i.e. **group code feature** may save time  
and reduce errors: load 7 tariff codes at one time, and save under 1 code
8. **ICD10 - compatible** - recommend using short lists & invoiced per line item  
Program checks for codes but cannot check correctness of codes
9. Patient **PAID account information will be sent to the History File**  
(recalled from history back to current -if needed)
10. A variety of **patient and doctor's reports** can be produced to be posted  
/ E-mailed / sent to 'Documents' for further processing and printing,  
E.g. use MS Word (a better option – select from "open with")  
→ Letter to doctor / patient / Medical Scheme
11. Patient & practice **epidemiology reports** can also be generated.  
Eg, A report indicating the statistics of doctors who refer patients over a time period  
OR a report indicating the most frequently used tariff / ICD10 codes
12. **Audit trails** and **age analysis** reports can also be produced
  - Print DAILY cash totals – total earnings for a day / any time period  
(Check against appointment)
  - Print total owed by each person – up to today  
(from greatest amount owing to lowest amount-  
Also shows patients in credit – good for wrong postings)
  - Print transactions in fees code sequence
  - VAT Report if required
  - 'Deleted transactions / corrections' Report (reduces fraud)
  - Financial year-to-date Report
  - **Age Analysis Report per Medical Scheme**  
I.e. see which Medical Schemes owe money, over what time period  
Credit Age Report, '90 days & over' and 'current debtors' Age Reports
  - **Control List for Medical Schemes:** check that the statements printed per  
medical scheme correlates with the names on this list. Menu M # 6
13. **Back-up programs** have been built into the system  
- Backups are compulsory onto memory devices (memory sticks).  
Restores are done from MEDHLP.  
**Also one should backup the whole folder ..\MED**

14. Special **support – programs** have been incorporated: these allow for easy telephonic support.  
Most queries are resolved telephonically using **MEDHLP.exe**  
Phone our cell number or e mail your queries.

15. **FEES:**

→ The Medical Accounts Program for Allied Medical Professionals (including podiatrists, dieticians, physiotherapists, occupational and speech therapists, psychologists etc) is a straightforward system, purchased as a once-off purchase. Only annual software upgrade charges apply.

In cases where the practice is complex, a monthly support fee is applicable.

Call-out fees are charged at current market-rates.

→ The Medical Accounts Program for \*Medical Professionals (GP's, surgeons, dentists) is a much more comprehensive package and includes monthly support, for which a monthly fee applies. Like **MEDSUR**

**Software upgrades will be charged for** :( covers development & postal costs)

16. **User Manual must be read** - queries should be resolved  
The time spent learning this system will be a life long investment
17. Easy to open additional practices using this system  
Just copy the software into additional folders and setup new icons
18. Due to the program streamlining your practice management, it becomes easier to sell a practice.  
NOTE: the program is sold per user.  
Your Data belongs to you. It forms your business' "goodwill"  
The person taking over your practice will need to re-purchase this program
19. **Printers:** Good quality printers are the preferred choice for busy practices or those by the coast as statements are not lost via paper jams

**E mail patient statements is the best option – no printing**

ALSO USE ANY PRINTER - & - PRINT M from "Documents" folder

Or save printout to memory stick and print on another computer

20. Word or MS office

Please set the page set up to "A4" and the margins to "Narrow"

These programs use all 80 columns to print,

otherwise the "price/fees" goes onto the next line

**\*\*\* WRITE YOUR NAME AND TEL NUMBER ON ALL YOUR COMPUTERS\*\***

21 **M SMS**

**The SMS program for reminders – it included at no charge**

**MSMS - ie Dentists & podiatrists , Bulk SMS through 3<sup>rd</sup> party vendor**

**@ R200 handling fee + @ 50 cents per sms**

*Program and Manual will be posted to you: installation is done telephonically (compulsory)*

**The following prices are a guideline:**

- Should data, Eg patient information, have to be copied across from another system onto this one - this will be charged for, at a minimal fee

**This is NOT our EDI SYSTEM. Before going onto any EDI system first use this MEDACC system. Taking the step from a manual to an edi medical system is a big one, and we strongly recommend that you first use the easier MEDACC System before moving onto EDI (This is to protect you!)**

**For many users of all medical software, EDI is not practical.**

**Beware of cheap Sales Talk! (Many who have gone onto an EDI system often return to a non-EDI system due to EDI-related problems).**

**Many medical schemes accept email statements – So EDI not really needed**

**Please contact us at Program Management for further detailed information – speak to Oskar Scharf BA (WITS), DIP WITS TECH ELEC.**

**ORDERING INFORMATION - YOUR DETAILS:**

E-mail: [scharf@icon.co.za](mailto:scharf@icon.co.za)

**MEDICAL ACCOUNTS PROGRAM:**

**R2 000**

<b>YOUR Name</b>	
<b>Title</b>	
<b>Practice Number BHF</b>	
<b>PHYSICAL ADDRESS</b>	
<b>POSTAL ADDRESS</b>	
<b>TELEPHONE</b>	
<b>FAX</b>	
<b>CELL</b>	
<b>E-MAIL</b>	

**To make a direct deposit :**

**PROGRAM MANAGEMENT**

**STANDARD BANK, NORTHGATE BRANCH: 001106**

**Cheque account #: 402153308**