

VOL. 15 | JUNE 2022

# IN THE LOOP



Totalcare Newsletter



## Welcome Brisbane Blood!

This month Totalcare is happy to welcome Brisbane Blood Specialists to the Totalcare family.

Brisbane Blood Specialists is a new practice specialising in diagnosing and treating blood and bone marrow disorders including Lymphoma, Myeloma, Leukaemia, Myeloproliferative neoplasms, Iron deficiency and iron overload, Bleeding and thrombosis and more.

We look forward to working with them to optimise their practice, help them grow and ensure their patient care is the best it can be.

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# What we're working on!

Our Development and Testing teams have been flat out for months now integrating Medicare Webservices and the Healthcare Identifier (HI) service, whilst our Systems Engineers have been continuing with version 6 upgrades, frequently rolling out multiple upgrades each week now.

While the principal focus for version 7 has been Medicare Webservices and the Healthcare Identifier Service, we've continued to work on new features such as emailing patient lodgements and integration with the Australian Immunisation Register (AIR) amongst a number of smaller enhancements. Some of these will be included in the initial release of Totalcare 7, others in follow up revisions.

For clients who have upgraded to version 6 already, follow-up visits can be arranged. These visits can be used to discuss and resolve any questions or issues, or just to learn about new functionality and more efficient workflows. If you would like to organise a follow up visit please contact [ncovington@totalcare.net.au](mailto:ncovington@totalcare.net.au) and I will discuss and find a suitable date with you.

## Medicare

Our testing team is now in its second month of formal conformance testing of Medicare Webservices. Once that conformance testing is finalised, we will commence the rollout of version 7. It's important to note that your existing Medicare Online connection will continue to work in the meantime.

## Healthcare Identifiers

In early July we begin formal conformance testing for Healthcare Identifiers. These are the Individual Healthcare Identifiers (IHIs) issued to patients, Healthcare Provider Identifier – Individual (HPI-I)s issued to Clinicians and the Healthcare Provider Identifier – Organisation (HPI-O)s issued to Healthcare organizations. Healthcare Identifiers are one of technologies required for integration with the My Health Record, support for which we plan to release later this year.



## New Videos

- How to Lodge Bulk Bill Claims
- How to Lodge Third Party Claims
- How to Register a Patient
- How to Set Preferences

## Feedback

We appreciate feedback on our software, newsletters and website. Please email [ncovington@totalcare.net.au](mailto:ncovington@totalcare.net.au) with comments or suggestions.

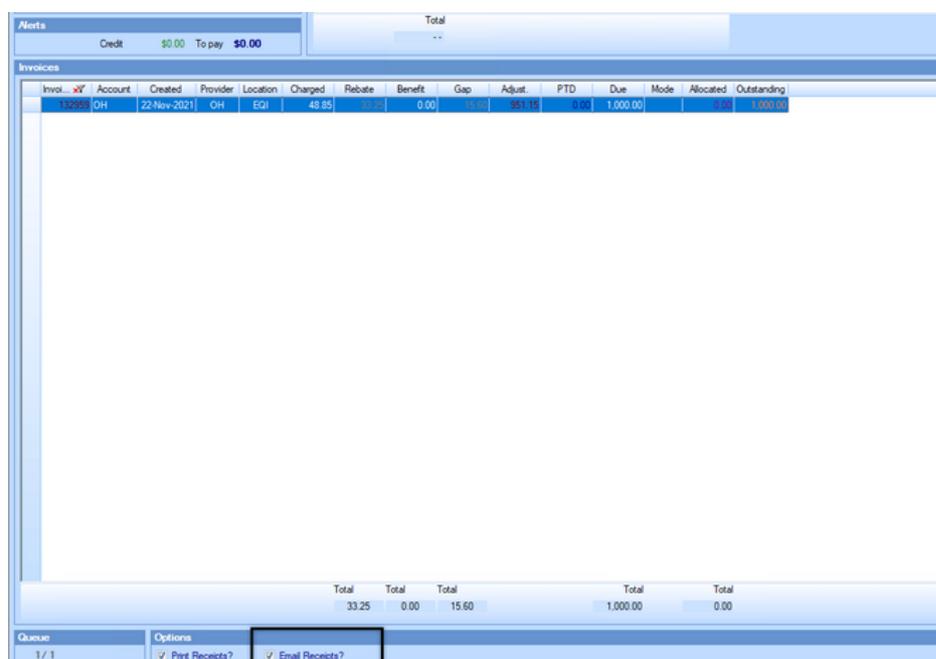
## Version 6 Highlight!

Totalcare 6 includes new capability for emailing invoices and receipts. Emailing of invoices and receipts can be done a couple ways.

The first way is through the payments screen using the tickbox located next to the print option at the bottom of the screen; through preferences this can be turned on to always email the receipt/invoice by default.

Invoices and receipts can be sent manually through an email invoice/receipt wizard located in the enquiry screen.

Both ways will use the email address recorded in the registration screen. If using the email wizard, the email address can be manually changed and a password can be added.



## Contact details

Our help desk can be reached on **07 3252 2425** between 8:30 - 5:00 Monday to Friday.

Alternatively, if it's not urgent, send an email to [help@totalcare.net.au](mailto:help@totalcare.net.au). This will automatically create a support ticket. You will receive updates as it progresses.

If you have any general business enquiries or wish to organise some custom development, please email us at [info@totalcare.net.au](mailto:info@totalcare.net.au)

If you have any sales enquiries or wish to refer someone to us, please email us at [sales@totalcare.net.au](mailto:sales@totalcare.net.au) or phone on **07 3232 2425**. We reward referrals with a small token of appreciation.

## Monthly Memes

ME: i trained this chicken to talk Lol..

HER: let's see

ME: what's a male deer

CHICKEN: buck

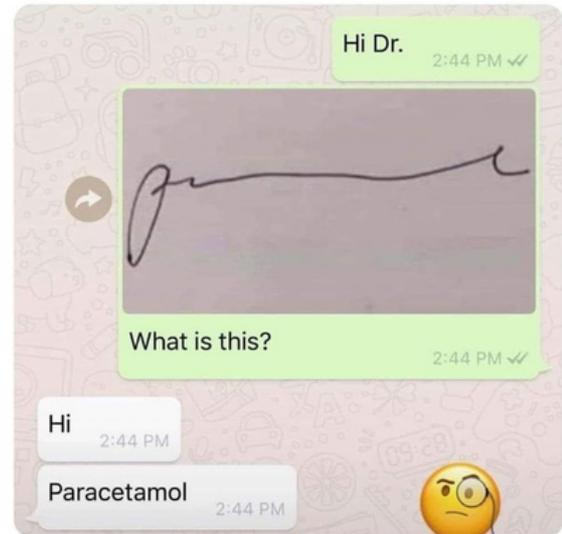
ME: how much is 200 pennies

CHICKEN: buck buck

HER: this is stupid

ME: it gets better

CHICKEN: it gets way better, Susan



## Content updates

Medicare's item schedules are being prepared and deployed as Medicare makes them available.

Health funds' item schedules are being prepared and deployed as they are available.

How dads be when they hear someone in the back seat eating a snack



@stfrock

## Did you know?

You may have noticed that in Totalcare there is logic which automatically capitalises some names and addresses. For example, Macdonald will be changed to MacDonald.

Did you know that there is also a tool which will stop the auto capitalisation from occurring.

To stop auto capitalisation from occurring you need to put a caret before the word. For example, if you didn't want it be MacDonald when typing the word you would type it as ^Macdonald.

The caret can be found on most keyboards on the 6 key; you can add it by holding Shift and clicking 6.

Demographics		Address (Street)	
Surname	^MCDONALD	Title	Mr
Given	Old	Suffix	
Prefer	Farmer	Sex	M
File ID		D.O.B	18-05-1968
UR #		Age	54 Years
IHI		Address (Street)	
		Macdonald Farm	
		12 Farm Road	
		FARMVILLE	QLD 4999
		Show Next More Fields...	
Alerts		Financial	Physical
Active			Blood Group
Service			
Attributes Family Carers Alerts Referrals Accidents Recalls Quotations Notes Tasks			
Preferences		Private Health Insurance	
Provider	ANY	ID	Name
Location	ANY	Not Recorded	
Fee type	Medicare Bulk bill (85%) (BB)		
Plan	<None>		

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