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# IN THE LOOP



Totalcare Newsletter



## Version 7 Wrapping Up

With development of Totalcare 7 nearing completion, lots of exciting new features and improvements are just around the corner! In this newsletter, we'll describe some of the biggest changes that are coming, and the benefits that they will bring.

As development of version 7 wraps up, version 6 has continued to improve, having received well over 60 improvements, changes and bug fixes in the past few months. We also recently added integration with the 3M CGS Grouper.

Also included in this newsletter is some important information about the PRODA registration process, which **MUST** be completed before the new Web Services functionality can be used in Totalcare 7.

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# What we're working on!

## Coming Soon In Version 7

Totalcare 7 is now officially certified to support the transition from the current Adaptor technology to the new Web Services system. This certification marks the completion of over ten months of complex development. It also represents the completion of a rigorous testing process, in which the Totalcare 7 Suite achieved a 100% pass-rate on over 1,100 official test cases designed to ensure a seamless transition to this new system.

Totalcare 7 has also received certification to access the Healthcare Identifiers Service. This will make it easier to identify individuals who receive/provide healthcare services, which will in turn help to identify duplicate patient/provider records, and ensure that information is associated with the correct individuals.

## Upcoming MyHR Integration

Further on the horizon for version 7 is integration with My Health Record, which will provide authorised users a secure way to view and add to key patient health information.

## Farewell Teddy and Nick

We recently said goodbye to our friends Teddy Jap and Nick Covington, both of whom are embarking on separate new adventures. Teddy and Nick both made many valuable contributions to Totalcare, including working closely with the help desk, through which they built close relationships with Totalcare's users. Both Teddy and Nick reached out to as many clients as possible to say goodbye; unfortunately they couldn't reach everyone. Any messages for them can be sent to [iflello@totalcare.net.au](mailto:iflello@totalcare.net.au), and they will be passed on.

If you've called the helpdesk recently, you may have heard a new voice! We recently welcomed Marcela to our team, our new Head Systems Engineer. Marcela will be available via the helpdesk to provide technical support, and will be providing key assistance when we begin upgrading sites to version 7.

## **IMPORTANT: PRODA Registration**

The Digital Health Web Services use PRODA (Provider Digital Access) for authentication purposes. To use the new Web Services functionality in version 7, some initial PRODA registration and setup **MUST** be completed first:

1. Register for an Individual PRODA account
2. Register your Organisation in PRODA
3. Link staff to the organisation in PRODA, and assign them management attributes
4. Add and link the Medicare Online Service Provider to the organisation via PRODA
5. Add B2B device(s) (after upgrading to version 7)

These steps are described in more detail on the next page, with links to the Services Australia website where further information can be found for each step.

To learn more about the switch to Web Services, we strongly recommend that you download and read the Web Services eKit prepared by Services Australia, available here: <https://www.servicesaustralia.gov.au/what-you-need-to-do-to-use-web-services>

# PRODA Registration Process for using Web Services

## 1) Register for an individual PRODA account

Create an individual PRODA account on the [PRODA Registration Page](#). You will be assigned a Registered Authority (RA) number, which will be emailed to you.

To access services on behalf of an organisation, you must be linked to the organisation once it has been registered in PRODA.

**More info:** [How to register for an individual account](#)

## 2) Register the organisation in PRODA

An Organisation can be registered in PRODA by an individual who:

- Has a registered individual PRODA account
- Is an Associate or Authorised Contact for the organisation on the [Australian Business Register \(ABR\)](#)
- Has a PRODA Account name that matches their name as it is recorded on the ABR

**More info:** [How to register an organisation](#)

## 3) Link staff to the organisation, and assign management attributes

After an organisation is registered in PRODA, members of the organisation can be linked to it and delegated attributes.

These attributes determine what management functions an individual can perform on behalf of the organisation.

**More info:** [How to manage your organisation](#)

## 4) Add and link the Medicare Online Service Provider to the organisation

To access certain health service providers (such as the Medicare Online Service Provider), you need to add and link to them in PRODA.

To link your organisation to Medicare Online, you will need your organisation's Minor ID number and PKI RA number (Public Key Infrastructure certificate Registered Authority number).

**More info:** [How to add and link to Medicare Online](#)

## 5) Add B2B device(s) (after upgrading to version 7)

PRODA requires that the software used by an organisation is registered and activated. This is achieved by adding a B2B device in PRODA for each software instance used by the organisation.

For users of Totalcare, a software instance is an installation of the Totalcare software used by a unique Totalcare client and company. Inherently, this means that each Company defined in CareManager is a separate software instance.

Only individuals with the "Device Management" attribute can add B2B devices. When adding a B2B device, you will be asked to enter the "Device Name"; enter the Instance ID for the Company. Instance ID can be found in CareManager > Help > About > PRODA tab.

When you register the device, you will be provided with a Device Activation Code. This code is only valid for 7 days. Enter the Device Activation code in CareManager > Setup > System > Interfaces > PRODA > Register Software > "DAC" field. Press the green tick button, and your software will be activated.

**More info:** [How to manage B2B devices](#)

Learn more about PRODA on Services Australia's website: <https://www.servicesaustralia.gov.au/proda-provider-digital-access>

## 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). A support ticket will be automatically created, and 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

DR.: you're going to feel a little bit of pressure. Ready?

ME: yes

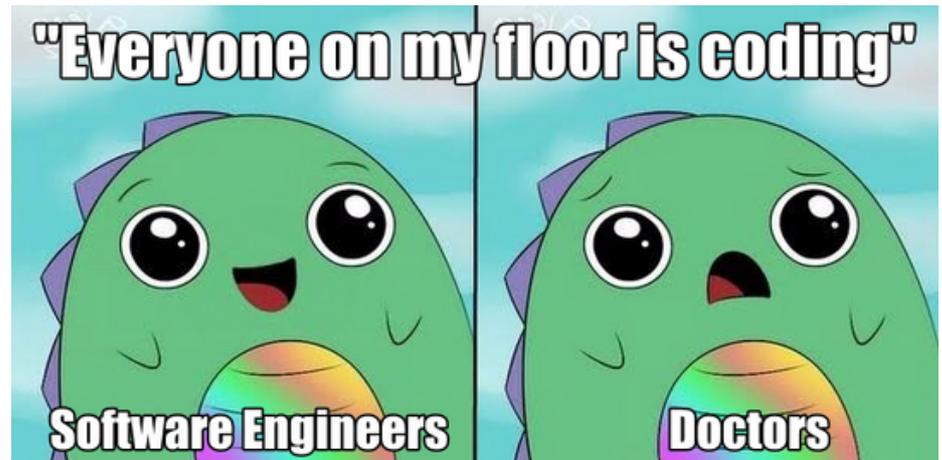
DR.: your sister is younger but already has a career path & owns her home



Tutor: Alright, you seem to have a good grasp on this now!

Credit card: \*declined\*

Tutor:



## Content updates

Item schedule updates for Medicare and health funds are prepared and deployed by Totalcare staff as they become available.

## Did you know?

Totalcare can display multiple screens at once. Select "Tile Vertical" or "Tile Horizontal" in the Window menu in the toolbar, and all of the open screens will be resized and rearranged to display simultaneously. You can see which screens are open by selecting "Cascade" in the Window menu. Changing a screen back to full-screen will return all screens to full-screen mode.

