

VOL. 3 | FEBRUARY 2020



IN THE LOOP

Totalcare Newsletter



OVERVIEW:

Finally February

The year is back in full swing, kids are back at school, almost everyone is back from holidays and business is picking up again.

All of us at Totalcare hope that you have a busy month and experience business growth.

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What we're up to

Our team has been hard at work upgrading and bedding in Totalcare 6 at Brisbane Eye Clinic.

Brisbane Eye Clinic has been using Totalcare for almost 24 years - longer than some of our developers have been alive! - so this was a significant data migration.

Brisbane Eye Clinic have been innovators for a number of decades and cleverly use tablet devices and Totalcare.NExT "Schubert" to enable patients to register themselves or complete consent forms via a web interface.

They've also had great success with their optometrist referrers completing and sending their referrals to the practice using the electronic forms support in Totalcare.NExT "Schubert".

Industry News

Legislative changes that passed late last month are paving the way for the use of electronic prescriptions across the country.

The amendment to the rules for PBS/RPBS claims provides the legislative framework for prescribers and their patients to have the option to use an electronic prescription as an alternative to a paper-based prescription.

The National Health Regulations Amendment (Active Ingredient Prescribing) Regulations 2019 requires that active ingredients are included by default on all Pharmaceutical Benefits Scheme (PBS) and Repatriation (RPBS) prescriptions. This change becomes mandatory in 11/2020. Work is being done in Totalcare 6 to reflect these changes by 11/2020



Totalcare 6.x

Totalcare 6 has provided many of our clients an opportunity to rethink the way they use Totalcare and this rethink often leads to the comment..."It'd be great if I could do this...".

If you have that moment, drop us a line and ask the question. Sometimes, you'll find that you can already do that thing and if not we'll record it as a feature request.

Patient Carer

Carer

Type: Provider
Provider: Dr Foo BAR (ID : BAR0006)
Relationship: Care giver

Role

Role: Usual GP
From: 05-Mar-2020
To: 30-Sep-2020

Address

123 Testing Lane
BRISBANE QLD 4000

Voice and Email contacts

Phone (H):
Phone (W): 0789456123
Mobile: 0412345678
EMail: more_testing@test.com

Contact | Notes | Audit | System

Version 6 Highlight!

Totalcare 6 includes new capability for recording Patient Carers.

Carers may be used to capture information about a patient's Usual GP, Emergency contacts, next of kin, Employer, etc.

Multiple carers may be defined and are displayed in the Patient Registration screen.

The Document merge wizard for letters has complete support for Carers, so writing a letter to the usual GP is simple.

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. This will automatically create a support ticket which you will receive updates on 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

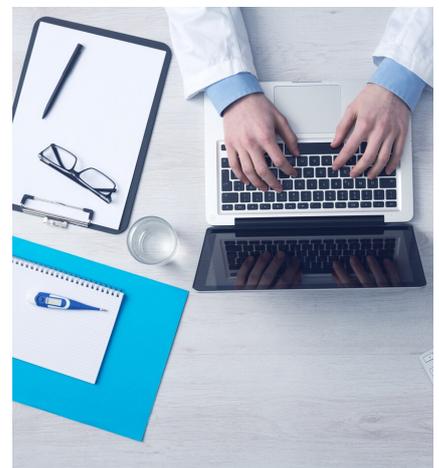
If you have any sales enquiries or wish to refer someone to us, please email us at sales@totalcare.net.au or phone on **07 3232 2425**. We reward referrals with a small token of appreciation.

Content updates

February MIMS updates have been deployed to active MIMS subscribers.

Medicare's updated January schedule for bushfire items has been deployed.

Medicare March schedules have been deployed to all sites.



Big News

We have started to roll out Totalcare 6 to more Totalcare 5 sites. We are continuing to learn from each of these early upgrades, to refine the upgrade process and reconnect with some of our well established clients.

Have you booked your upgrade yet?

A screenshot of a software window titled "Referral details (Received)". The window is divided into two main sections: "Provider" and "Details".
Provider section:
Name: Dr Olivia Hutchards
ID: 005562AW
Address: 101 Testing Street, Line 2 Practice 1, Line 3 Practice 1, CLAYFIELD QLD 4011
Phone: (W) 07 3314 6015 (F) 07 3601 6660
Details section:
Date: 22-01-2020 Letter date: 22-01-2020
Duration: 12 Months (Blank if Indefinite)
Expiry: 22-01-2021
To: [Dropdown menu]
Class: Request
Type: Letter
Facility: [Dropdown menu]
Priority: Routine
Disposition: [Dropdown menu]
Status: Accepted
Reason: [Dropdown menu]
At the bottom, there are tabs for "Attributes", "CC", and "System".

Did you know?

Did you know that referrals fall under 2 classes and that these classes can affect whether a claim is rejected or approved.

The 2 classes are "referral" and "request". The class of a referral is set when a referral is being added to the patient's record.

Referrals under the class "referral" are needed on all invoices that contain referred items. If a referral is not attached to these items, the claim will be rejected.

When billing an item that requires an LSPN, it is important to attach a referral that has the class "request" or the LSPN will not be transmitted with the claim.

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