

VOL. 4 | MARCH 2020



# IN THE LOOP

Totalcare Newsletter



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## Stay Safe March

March is here and it seems our world at the moment is dominated by COVID-19.

Whilst we prepare our office for managing in these challenging times, know that our thoughts and prayers are with you all.

We're proud to be able to support those at the front line of this emerging pandemic and thank you for the contributions you make to the health of your fellow Australians.



## What we're up to

The rapidly changing situation with COVID-19 Government guidelines and restrictions on non-essential travel and minimum space requirements per person in indoor settings is driving us to innovate in new ways to deliver training remotely.

As a distributed software development company we've had the infrastructure in place for our team to work remotely for many years.

Whilst we have not had to enact any of our contingency plans for remote work yet, we've been adapting to new social norms such as staggered lunch breaks, extra personal spacing in communal lunch areas and maximum number of people physically present in a meeting space.

It has certainly been an interesting adaption!

## Industry News

The Department of Health released new MBS item numbers effective from 13th of March 2020 that can be used by GPs, specialists, psychologists, nurse practitioners, obstetricians and midwives using telehealth services to treat patients at risk of COVID-19

Telehealth experts are recommending that healthcare organisations use standards-based telehealth platforms rather than consumer-grade apps like Skype or Facetime when remotely consulting with patients during the COVID-19 outbreak.



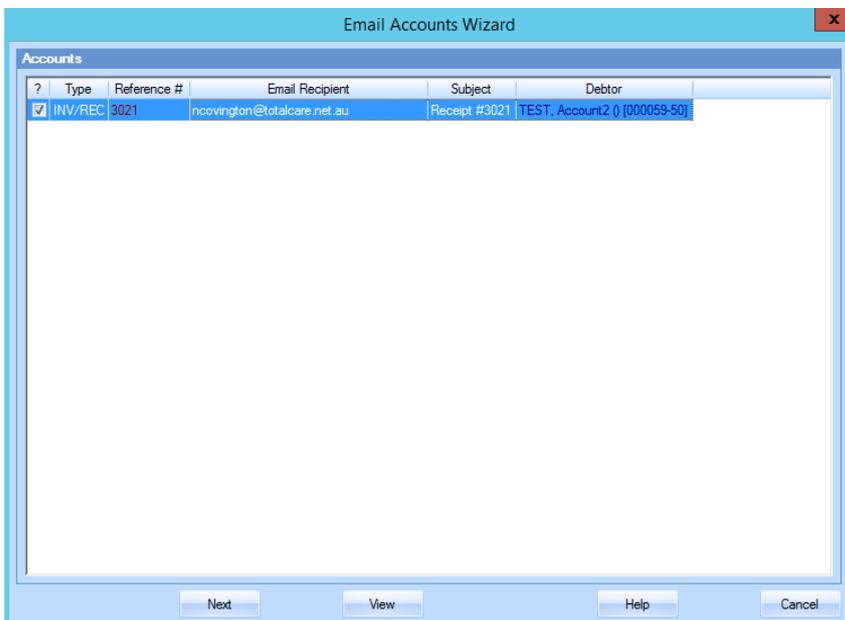
## Totalcare 6.x

We thought we'd start to include some of the comments clients have provided us about their experience with Totalcare 6.

*"I really love the automatic payment function for receipting invoice from health funds."*

*"We are finding the [Mozart] desktop customisation quite flexible."*

*"The reporting options allow us to drill into useful data quickly"*



## Version 6 Highlight!

Totalcare 6 includes an "Email Accounts Wizard" that provides the capability to email patient invoices and receipts.

The email wizard includes the ability to enter a different email address to what is recorded on the patient file. A password can also be set each time an invoice/receipt is sent.

## 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 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](mailto:info@totalcare.net.au)

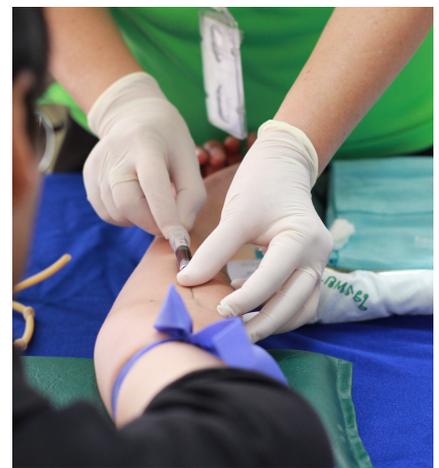
If you have any sales enquiries or wish to refer someone to us, please email us at [sales@totalcare.net.au](mailto:sales@totalcare.net.au) or phone on **07 3232 2425**. We reward referrals with a small token of appreciation.

## Content updates

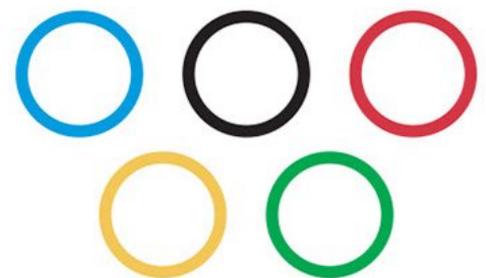
Medicare is releasing new COVID-19 items in support of the Australian Government's plan to combat the Coronavirus pandemic.

There are item changes almost every day and we are currently working overtime to get the new items loaded at every site as quickly as possible.

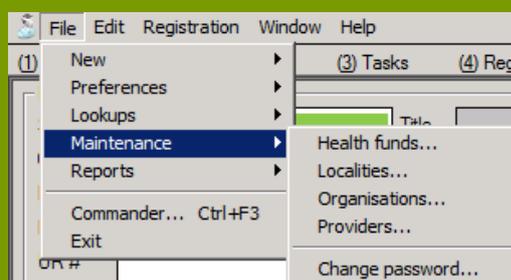
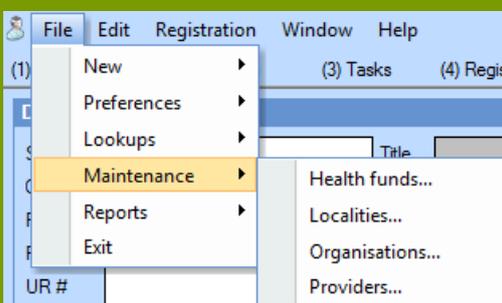
Please be aware this is challenging as Medicare itself is working feverishly to add support, so electronic data released to us typically lags announcements by at least a few days.



## March Memes



Sourced from <https://adage.com/creativity/work/jure-tovrljan-coronavirus-logos/2245061>



## Did you know?

Totalcare has a submenu called "Maintenance" which can be used to maintain Health funds, Localities (postcodes), Organisations and Provider records.

Maintenance also allows the adding of brand new records. This could be used to add an employer as an organisation so that patient invoices are in the employer's name.

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