

VOL. 8 | OCTOBER 2020

IN THE LOOP



Totalcare Newsletter



OVERVIEW:

New Totalcare Website

www.totalcare.net.au has been totally redesigned and redeveloped as a platform for you to access resources to help your practice or hospital better utilise Totalcare.

Using your computer, tablet or phone, you can now access a range of short demonstration and instructional videos covering Office and Clinicals topics. There is also a library of videos specifically covering the new features in Totalcare Version 6.

Information sheets are also available for download covering the Totalcare Optional modules such as Intelligent Document Scanning, webForms and DICOM Modularity.

Follow the instructions in this newsletter to register for a logon and to access these valuable resources.

- New Totalcare Website
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- Did you know?

A green, bubbly, hand-drawn style word "NEW" with a white outline. It is attached to a grey rectangular background with two small black lines at the top, suggesting it's a sticker or a tag.

What we're up to

We've spent the last 3 months rebuilding and redesigning the Totalcare website.

The new www.totalcare.net.au is open for business.

When you first visit, a good place to start, is by 'catching a movie'.

The new video library has a host of short videos covering some of the cool and helpful Totalcare features (follow the instructions on page 3 of this newsletter).

We've broken these videos into categories to make it easier for you to navigate to the topics that will interest your practice:

- Totalcare Office
- Totalcare Clinicals
- Version 6 Features
- 'How to' videos.

Once you have binged on movies, feel free to spend some time in the 'Solutions' area. We've added downloadable flyers with information on the Totalcare core and extension modules. As an existing client, perhaps focus on some of the extension modules to see if they could improve workflows and efficiencies at your practice.

The new site also has links to past and current newsletters, contact forms and our support pages.

Feedback

We appreciate feedback on our newsletters and the new website. Please email ncovington@totalcare.net.au with comments or suggestions.



Version 6 Videos

This will be a permanent addition to our newsletter where we will highlight some of the new videos available on our website. In this edition we will focus on the Version 6 Videos.

- Document 'timeline' view in the Clinicals module
- SoundEx search
- Emailing invoices and receipts
- Cut, copy and paste facility in the appointments book

A screenshot of an 'SMS Message' window. The window has a green title bar with 'SMS Message' and window control buttons. Below the title bar, there are fields for 'Recipient Mobile #' (0401256899) and 'Template' (REFERRAL). The 'Message' field contains the text: 'A Reminder to bring your Referral to your Appointment today'. At the bottom, there is a checkbox for 'Send the message ASAP?' and three buttons: 'Help', 'Ok', and 'Cancel'. The status bar at the very bottom shows '59/1'.

Version 6 Highlight!

The Totalcare Clinical module now has functionality that allows a doctor or clinician to send an SMS directly to a patient (without having to involve admin staff).

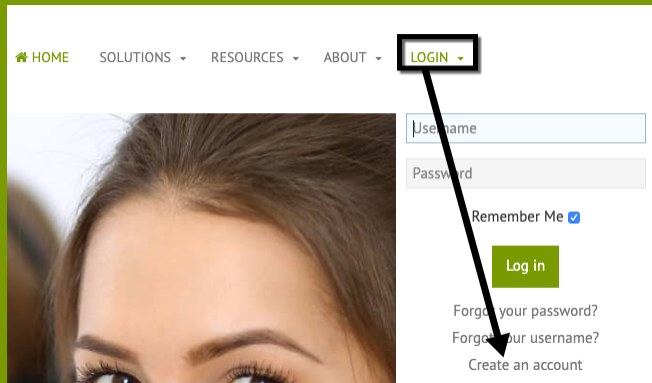
Templates can be setup with structured messages. The doctor or clinician can select from a template message, add or modify the message or free type a new message.

How to Register and access the Totalcare Video Library

This page is a step by step guide on how to register an account on our new website to gain access to our new video library which includes new feature videos and video guides on how to use specific functionality found across the Totalcare suite.

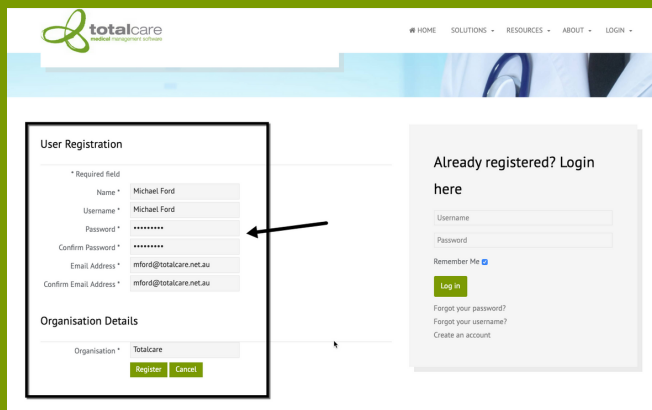
Step 1.

On our website hover your mouse over the "Login" link and click the "Create an account" button.



Step 2.

Fill out your details in the User Registration area of the screen and click Register.



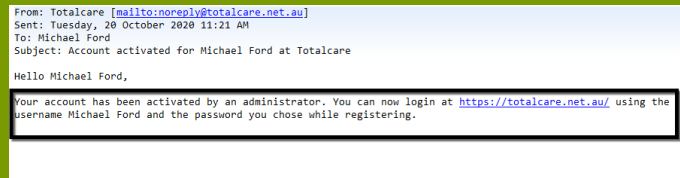
Step 3.

You will receive an email. Click on the account verification link.



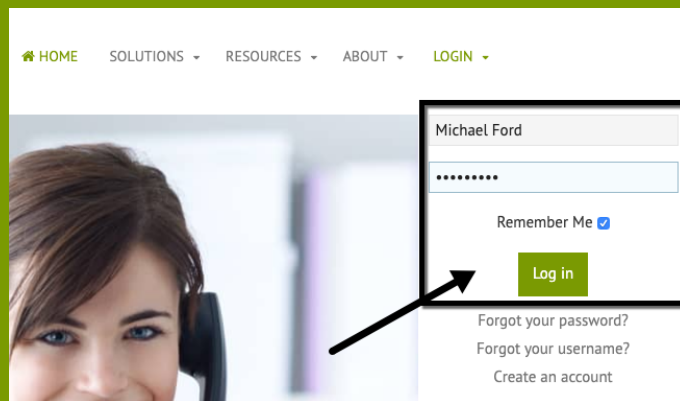
Step 4.

Once Totalcare has activated your account you will receive an email notification



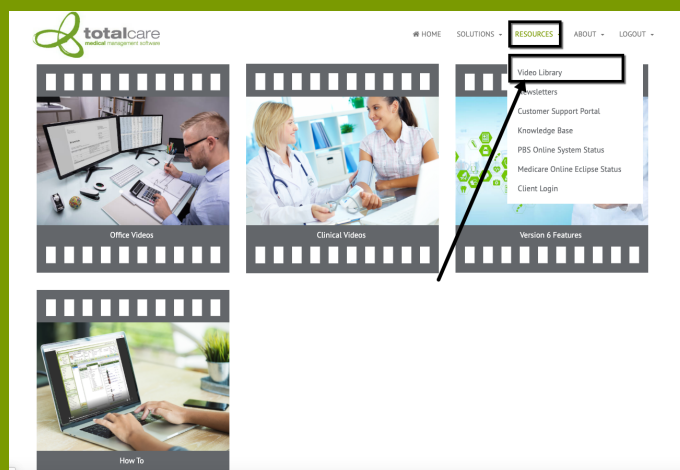
Step 5.

Once your account is active, on our website hover your mouse over the "Login" link and enter the username and password you set at registration and click the Log In button.



Step 6.

To access the video library, hover over the "Resources" link and click the "Video Library" link. Click on the category that you are interested in and then click on the video of your choice.



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. 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

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

Medicare's September and October schedules have been deployed to all active support clients.

We are deploying health fund schedules as they become available. There is a backlog with health fund releases currently.



September & October Memes

Beethoven when he became deaf:



Leaked photo of NASA taking the Sun down for maintenance



EQI Totalcare [EQI SQLServer (601) (CC1)] - [Registration (Ela

File Edit Registration Window Help

(1) Appointments (2) Tracking (3) Tasks (4) Registration (5) Billing (6) Payments (7) Lodgements (8) Enquiry (9) Workbench (10) Claims (+) Banking Quit

Demographics

Surname: **DAVENPORT** Title: **Mrs**
Given: **Elena Helen Candice** Suffix:
Prefix: **Ela** Sex: **F**
File ID: **000235-02** D.O.B: **14-12-1971**
UR #: **215** Age: **48 Years**
IHI:

Address (Street)
124 Schoenfeld Way
Home: 02 6254 7779 EMail: nwong@totalcare.net.au
Work: Skype: nwong@totalcare.net.au
Mobile: 0401256899 IM:
Pager: Fax:
REID: ACT 2612
Show Next More Fields... Clear RFID:

Alerts
G M VIP Notes Active

Financial **Physical**
F \$172.50 Blood Group: A Rh: POSITIVE Height: 152 Weight: 97.00

Service Attributes Family Carers Alerts Referrals Accidents Recalls Notes Tasks Notifications Consent Marketing

Date	Channel	Reason	Referrer	Notes
Campaign: Introductions and Referrals				
28-04-2014	Referred by Provider	Comfort	JOLIANNE, Angel (Dr) [JOL0002]	Notes
09-05-2019	Referred by Organisation	Convenience	Cohs Corporate Health [CBC]	Sed ut perspiciatis unde omnis iste natus error si...
18-02-2020	Referred by Optometrist	Type whatever yo	BAR, Foo (Dr) [BAR0007]	asdfsadfasf
24-02-2020	Referred by Patient	Occupational requ	ALLWYN, Coral Beryl (Mrs) [0003...	
Campaign: Refer A Friend				
10-09-2020	Internal Newsletter to Patients		SMITH, Danielle (Mrs)	
Campaign: Referred by Aust Medical Association				
14-10-2020	Australian Medical Association			

Did you know?

Totalcare has built-in functionality for creating and tracking marketing campaigns and loyalty schemes.

This includes reporting that allow you to analyse campaign generated revenue against associated costs.

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