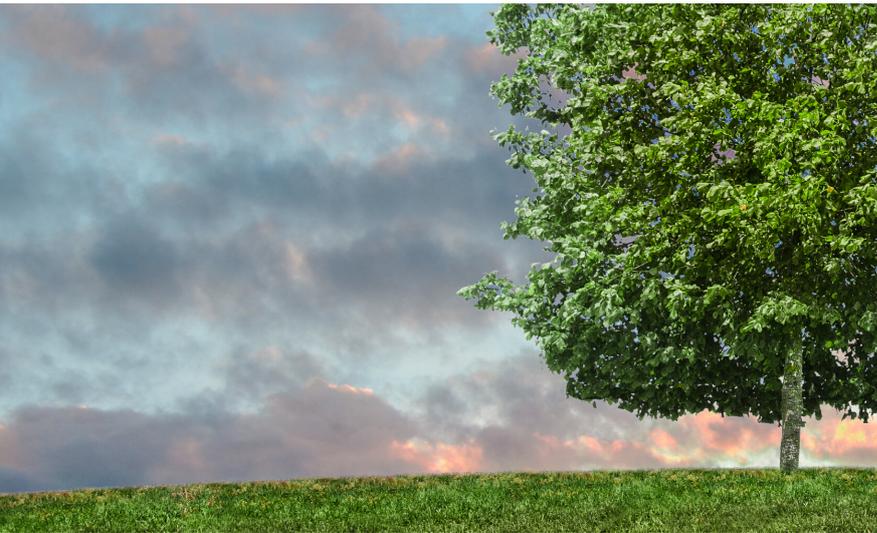


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IN THE LOOP

Totalcare Newsletter



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Isolation April

April has been a first for many of us as nearly all appointments and consultations have switched to phone or video calls, most elective surgeries were postponed and some hospitals are quieter than ever.

Easter for the first time was spent in isolation. Despite this, all of us at Totalcare hope you had a Happy Easter and got to spend quality time with your families.



What we're up to

Nearly all of our staff are now working remotely from home. We are still working at full capacity.

Development is full steam ahead enhancing functionality further as well as developing new features and integrations.



Industry News

More than one million Australians have downloaded the COVIDSafe contact tracing app in its first day of release, part of the federal government's bid to automate and improve what state and territory health officials do manually.

It's interesting to note that the Australian government didn't use Google and Apple's jointly developed API for contact tracing which runs in the background versus a downloaded app and not create a honey pot for secondary use.



Totalcare 6.x

Totalcare 6 is now available for general release and already in place at several sites.

Email us now to book in your upgrade.

Whilst it's quiet perhaps use the opportunity to upgrade Totalcare to take advantage of the extra time with reduced patient numbers.

Patient Search

Flag	File ID	UR #	Surname	Given name(s)	D.O.B.	Address line 1	Locality	Medicare #
	4244	75	SHERMAN	Bob	18-03-1997	1 Test Ave	HENDRA	
	4245	76	SHURMAN	Ted	18-03-1994	100 Test Ave	CLAYFIELD	

Version 6 Highlight!

Totalcare 6 includes "SoundEx" search functionality. When enabled Totalcare will look for patients whose name sounds like the one entered in the search fields.

This can be useful when you are able to hear what the name sounds like but aren't sure of the spelling e.g. "Sherman" & "Shurman"

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 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

Medicare's rush of releasing new telehealth and COVID-19 items has now started to slow down. This means we are now starting to see the health fund schedules catch up.

Medicare April schedules have been deployed to all active support clients.

DVA April schedules have been deployed to all active support clients.

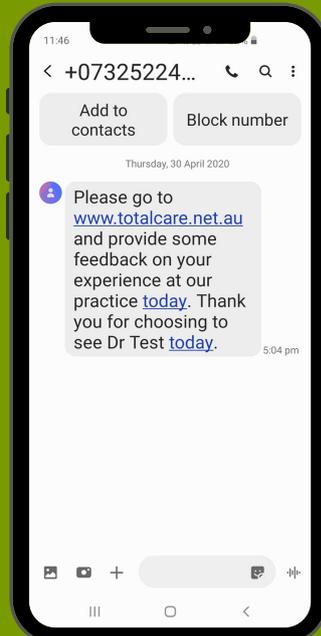
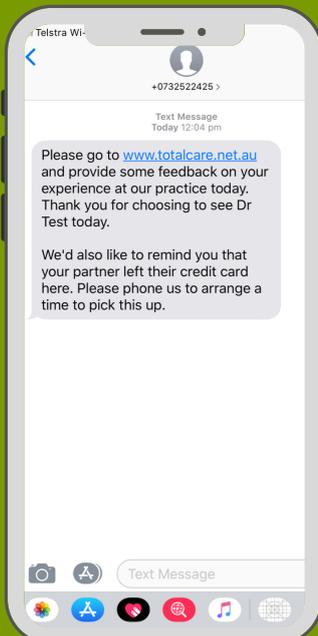
We are currently preparing May Medicare schedules updates and will begin deploying this to all active support clients within the next few days.



April Memes

HI, WHO JUST JOINED?	CAN YOU EMAIL THAT TO EVERYONE?	IS _____ ON THE CALL?	UH, _____ YOU'RE STILL SHARING...	HEY, GUYS, I HAVE TO JUMP TO ANOTHER CALL
(SOUND OF SOMEONE TYPING, POSSIBLY WITH A HAMMER)	(LOUD, PAINFUL ECHO/ FEEDBACK)	(CHILD OR ANIMAL NOISES)	HI, CAN YOU HEAR ME?	NO, IT'S STILL LOADING.
NEXT SLIDE, PLEASE.	CAN EVERYONE GO ON MUTE?	I'M SORRY; I WAS ON MUTE	(FOR OVERTALKERS) SORRY, GO AHEAD	HELLO? HELLO?
SO (cuts out) I CAN (unintelligible) BY (cuts out) OK?	SORRY I'M LATE (INSERT LAME EXCUSE.)	I HAVE A HARD STOP AT...	I'M SORRY, YOU CUT OUT THERE.	CAN WE TAKE THIS OFFLINE?
I'LL HAVE TO GET BACK TO YOU.	CAN EVERYONE SEE MY SCREEN?	SORRY, I WAS HAVING CONNECTION ISSUES.	I THINK THERE'S A LAG.	SORRY, I DIDN'T CATCH THAT. CAN YOU REPEAT?

CONFERENCE CALL BINGO
© E GILLIAM



Did you know?

You can send website links through SMS notifications. This includes automated reminders and ad hoc SMSs'.

Some helpful uses for this is to send a link to a website for a patient to provide feedback on their experience or a website which provides the patient with information that might be too long to send in an SMS.

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