

MedTech32 Ver 6.0 Training Options

Ver 1.0

Table of Contents

1.0 Introduction.....	3
2.0 BETA Training For MedTech32 Ver 6.0	3
3.0 VER 6.0 Training Options:	4
3.1 Medicare Australia On Line (MAOL) Training – Stream 1	5
3.2 Non- MAOL Training – Stream 2	6
3.3 Sample Training Scenarios	7
4.0 Training Modules Breakdown	8
4.1 Front Desk.....	8
4.2 Clinical.....	10
4.3 Setup and Admin.....	12
5.0 Training delivery methods:	13
5.1 Onsite - Hands On (Personalised).....	13
5.2 Onsite – Classroom Based	13
5.3 In-House MedTech - Hands On (Personalised)	14
5.4 In-House MedTech Classroom Based	14
5.5 Online Training.....	15
5.5.1 Online - 1 to 1 Training	15
6.0 Contact us:	16

1.0 Introduction

The purpose of this document is to give an outline of training being offered as part of the upcoming Ver 6.0 release of MedTech32 software and covers both Beta and General Release phases.

The training has been designed for both Medicare Australia On Line sites and NON Medicare Australia On Line sites respectively

Training has also been structured to meet the needs and requirements of practice sites utilizing specific MedTech32 modules only.

2.0 BETA Training For MedTech32 Ver 6.0

As part of the incentive to become involved in BETA testing practices will be offered a full day (8 hours) worth of training FREE on the new functionality and changes made as part of MedTech32 Ver 6.0 software release.

Any additional training required will be charged @ the rate of \$175.00 per hour.

BETA sites must be local and the upgrade of software and undertaking of training must be completed within the BETA Phase training period.

3.0 VER 6.0 Training Options:

Training has been divided into two streams: **Medicare Australia On Line (MAOL)** and **NON-MAOL** streams. Within each of these streams are training types which are **Onsite client training**, **In-house MedTech training** and **Online training**. The training types are then broken down into delivery methods and individual modules covered.

IMPORTANT NOTES:

- Onsite training is charged per half day block i.e., 4 hours @ 175.00 (\$700.00) regardless of the duration of training.
- All onsite classroom training options require a minimum of 5 attendees and a maximum of 20.
- Travel and accommodation costs will also be applicable for non-local/interstate sites undertaking onsite training.
- A weekend surcharge will be applicable for any training conducted over a weekend period pricing spreadsheet.
- Refer to section 7.0 for definitions for methods of training including max & min users required and resources required.
- All prices quoted exc. GST

3.1 Medicare Australia On Line (MAOL) Training – Stream 1

The following Ver 6.0 training options are available for MAOL sites:

Option #	MAOL COURSES	Course Length	Cost per unit	Notes
	Onsite Options			
1	Personalised Front Desk/Admin training	4 hrs	\$ 700.00	1-4 Students > 4 students will require additional unit(s) of training to be purchased.
2	Personalised Clinical Training	4 hrs	\$ 700.00	1-4 Students > 4 students will require additional unit(s) of training to be purchased.
3	Classroom based Front Desk/Admin training	4 hrs	\$ 140.00	Cost per 1 student (Minimum 5 students required Maximum 20)
4	Classroom based Clinical Training	4 hrs	\$ 140.00	Cost per 1 student (Minimum 5 students required Maximum 20)
	MedTech In-house options			
5	Personalised Front Desk/Admin Training	4 hrs	\$ 500.00	1-4 Students > 4 students will require additional unit(s) of training to be purchased.
6	Personalised Clinical Training	4 hrs	\$ 500.00	1-4 Students > 4 students will require additional unit(s) of training to be purchased.
7	Classroom based Front Desk/Admin Training	4 hrs	\$ 100.00	Cost per 1 student
8	Classroom based Front Desk/Admin Training	4 hrs	\$ 100.00	Cost per 1 student
	Online Options			
9	Online based Front Desk/Admin Training (via Gotomeeting)	4 hrs	\$ 240.00	1 student
10	Online based Clinical Training (via Gotomeeting)	4 hrs	\$ 240.00	1 student

The following modules will be covered in training:

Front Desk

- Patient Search
- Accounting
- Medicare Online Claiming
- Medicare Online DVA paperless claiming
- Outbox Documents
- Tasks
- Reports
- Tools

Miscellaneous Setup/Admin

- Setup
- Tools
- Reports
- Miscellaneous

Clinical

- Patient Search
- Status screen

Clinical (Patient Manager)

- Medical Devices
- Medicare Online
- Briefcase
- Inbox
- Clinical Ease
- Outbox documents
- Tasks
- Reports
- Miscellaneous

3.2 Non- MAOL Training – Stream 2

The following Ver 6.0 training options are available for NON-MAOL sites:

Option #	NON-MAOL COURSES	Course Length	Cost per unit	Notes
	Onsite Options			
1	Personalised Front Desk/Admin Training	2.5 hrs	\$ 700.00	1-4 Students > 4 students will require additional unit(s) of training to be purchased.
2	Personalised Clinical Training	3 hrs	\$ 700.00	1-4 Students > 4 students will require additional unit(s) of training to be purchased.
3	Classroom based Front Desk/Admin Training	2.5 hrs	\$ 140.00	Cost per 1 student (Minimum 5 students required Maximum 20)
4	Classroom based Clinical Training	3 hrs	\$ 140.00	Cost per 1 student (Minimum 5 students required Maximum 20)
	MedTech In-house options			
5	Personalised Front Desk/Admin Training	2.5 hrs	\$ 312.50	1-4 Students > 4 students will require additional unit(s) of training to be purchased.
6	Personalised Clinical Training	3 hrs	\$ 375.00	1-4 Students > 4 students will require additional unit(s) of training to be purchased.
7	Classroom based Front Desk/Admin Training	2.5 hrs	\$ 62.50	Cost per 1 student
8	Classroom based Front Desk/Admin Training	3 hrs	\$ 75.00	Cost per 1 student
	Online Options			
9	Online based Front Desk/Admin Training (via Gotomeeting)	2.5 hrs	\$ 150.00	1 student
10	Online based Clinical Training (via Gotomeeting)	3 hrs	\$ 180.00	1 student

The following modules will be covered in training:

Front Desk

- Patient Search
- Accounting
- Outbox Documents
- Tasks
- Reports
- Tools
- Miscellaneous
- Setup/Admin

- Setup
- Tools
- Reports
- Miscellaneous

Clinical

- Patient Search
- Status screen
- Clinical (Patient Manager)

Medical Devices

- Briefcase
- Inbox
- Clinical Ease
- Outbox documents
- Tasks
- Reports
- Miscellaneous

3.3 Sample Training Scenarios

Scenario 1:

MAOL Site with 6 Front desk/admin users wishing to have onsite training. The options would be as follows:

- a) Have 2 units of **MAOL Option 1** training (2 X \$700) = **Total \$1400.00**
OR
- b) Have 6 units of Classroom training **MAOL Option 3** (6 attendees @ \$140.00 per person) = **Total \$840.00**

Scenario 2:

MAOL Site with 10 Clinical users wishing to have onsite training. The options would be as follows:

- a) Have 3 units of MAOL Option 2 training (3 X \$700) = **\$2100.00**
OR
- b) Have 4 units of Classroom training **MAOL Option 4** (10 attendees @ \$140.00 per person) = **Total \$1400.00**

Scenario 3:

NON-MAOL Site with 4 Clinical users and 4 Front Desk/admin staff wishing to have onsite training.

- i) Have 1 unit of **NON-MAOL Option 1** training = \$700
 - ii) Have 1 unit of **NON-MAOL Option 2** training = \$700
- TOTAL = \$1400.00**

4.0 Training Modules Breakdown

4.1 Front Desk

Topic	Additional Notes	Total time per topic	Applies to
Patient Search		5 min	
Suburb Search	New advanced patient search feature		All sites
Patient Register		10 min	
Health Fund			MAOL sites only
Community Code			NT MAOL sites only
Patient Addresses			MAOL sites only
Accounting		30 min	
New Credit Note Screen	- Changes to grid and screen layout - Credit Note description field can now be modified and can hold a description of up to 250 characters		All sites
Credit Allocation for Private Invoices	- New rules for paying invoices when account holder is already in credit - New refund procedure – must be allocated to a past payment or credit. Refund amount can no longer be adjusted.		All sites
New Refund			All sites
Medicare Online - Claiming		45 min	
Online Patient Verification			MAOL sites only
Online Patient Verification Query Screen			MAOL sites only
Query Patient Verification Medicare (PVM)			MAOL sites only
Updating Patient Data from PVM Check			MAOL sites only
Query Patient Verification Fund (PVF)			MAOL sites only
Query Patient Verification Medicare & Fund (OPV)			MAOL sites only
Updating Patient Data from OPV Check			MAOL sites only
Data Elements Required for OPV Queries			MAOL sites only
Patient Claiming			MAOL sites only
Sending Patient Claims Interactively			MAOL sites only
Storing Patient Claims for later transmission			MAOL sites only
Private Invoice Validation Checks			MAOL sites only
General Voucher Validation Checks			MAOL sites only
Patient Data Validation Checks			MAOL sites only
Sending Stored Patient Claims			MAOL sites only
Viewing Transmission Reports for Patient Claims			MAOL sites only
Same Day Delete			MAOL sites only
Patient Claim Screen			MAOL sites only
Opening the Patient Claims Screen			MAOL sites only
Filtering the Patient Claims Screen			MAOL sites only
Printing the Patient Claims Screen			MAOL sites only
Submitting Stored Claims from the Patient Claims Screen			MAOL sites only
Viewing Transmission Reports from the Patient Claims Screen			MAOL sites only

Medicare Online – DVA Paperless claiming		45 min	
TBA			MAOL sites only
Outbox Documents		15 min	
Outbox Document Margins			All sites
Print Hot Key Command			All sites
New Outbox Document			All sites
Preferred Contact			All sites
Method – Post			All sites
Preferred Contact Method – Fax			All sites
Preferred Contact Method – Messaging			All sites
Outbox Document Auditing			All sites
Tasks		5 min	
Task Manager			All sites
Reports		10 min	
Export to .CSV files			All sites
Medicare Australia Batch Payments Report			MAOL sites only
Tools		5 min	
Patient Join			All sites
Miscellaneous		10 min	
Disabled Menu / Screen Changes			All sites
Screen Navigation			All sites
	TOTAL NON_MAOL	90 min	
	TOTAL MAOL	180 min	

4.2 Clinical

Topic	Description	Total time per topic	Applicable to
Patient Search		5 min	
Suburb Search	New advanced patient search feature		All sites
Status Screen			
Status Screen Filter			All sites
Default Provider in Waiting Room View			All sites
Clinical (Patient Manager)		60 min	
Health Assessments			All sites
Menu Changes			All sites
Inactivation of Parked Health Assessments			All sites
Inactivation of Medications			All sites
New/View Consultation			All sites
New Consultation Screen Change			All sites
View Consultation			All sites
View Consultation Screen Change			All sites
Audit Log			All sites
Consultation Auditing			All sites
Changing Consultation Notes			All sites
Daily Record			All sites
Classifications			All sites
Patient Classification Screen Changes			All sites
Repeating Classifications			All sites
Patient Classification Auditing			All sites
Screening			All sites
Patient Screening Auditing			All sites
Medications			All sites
Patient Medication List Screen Changes			All sites
New Patient Medication Screen Changes			All sites
Patient Medication Auditing			All sites
Patient Medication Cards			All sites
Patient Medication Chart			All sites
Setup Requirements for Patient Medication Chart			All sites
Creating a Patient Medication Chart			All sites
Patient Long Term Medication Chart			All sites
Setup Requirements for Patient Long Term			All sites
Medication Chart			All sites
Creating a Patient Long Term Medication Chart			All sites
Medical Devices		40 min	
TBA			All sites
Advanced Forms		5 min	
TBA			
Medicare Online		60 min	
Australian Childhood Immunisation Register			MAOL sites only
Immunisation Status Screen Changes			MAOL sites only

Immunisation Term Entry Screen Changes			MAOL sites only
Immunisation Group Entry Screen Changes			MAOL sites only
Next Due Date Notification			MAOL sites only
Opening the Next Due Date Notification Screen			MAOL sites only
Sending Next Due Date Notification			MAOL sites only
Sending Due Date Notification Interactively			MAOL sites only
Storing Next Due Date Notifications for later transmission			MAOL sites only
Sending General Immunisation Registrations			MAOL sites only
Sending General Immunisations Interactively			MAOL sites only
Storing General Immunisations for later transmission			MAOL sites only
Sending Historic/Estimated Immunisation Registrations			MAOL sites only
Sending Historic/Estimated Immunisations Interactively			MAOL sites only
Storing Historic/Estimate Immunisations for later transmission			MAOL sites only
Sending Stored ACIR Registrations and Notifications			MAOL sites only
Viewing Transmission Reports for ACIR Registrations			MAOL sites only
ACIR Registration Screen			MAOL sites only
Opening the ACIR Registration Screen			MAOL sites only
Filtering the ACIR Registration Screen			MAOL sites only
Printing the ACIR Registration Screen			MAOL sites only
Submitting Stored Registrations from ACIR Registration Screen			MAOL sites only
Viewing Transmission Reports from ACIR Registration Screen			MAOL sites only
Briefcasing		5 min	
Health Assessments			All sites
Inbox		20 min	
Scanning			All sites
Referral Messaging			All sites
Importing Messages into Provider Inbox			All sites
Inbox Auditing			All sites
Clinical Ease		5 min	All sites
Outbox Documents		15 min	
NSW Workers Compensation Form			All NSW sites
Outbox Document Margins			All sites
Print Hot Key Command			All sites
New Outbox Document			All sites
Preferred Contact			All sites
Method – Post			All sites
Preferred Contact Method – Fax			All sites
Preferred Contact Method – Messaging			All sites
Outbox Document Auditing			All sites

Tasks		5 min	
Task Manager			All sites
Reports		10 min	
Export to .CSV files			All sites
Patient Medical History Report			All sites
Miscellaneous		10 min	
Disabled Menu / Screen Changes			All sites
Screen Navigation			All sites
	TOTAL NON MAOL	180 min	
	TOTAL	210 min	

4.3 Setup and Admin

Topic	Additional Notes	Total time per topic	Applicable to
Setup		(30 min)	
Outbox Document / Front Page Merge Fields			All sites
Staff Members			All sites
Account Group			All sites
Payment Methods			All sites
Add a Method			All sites
View / Modify or Inactivate Method			All sites
Referral Services			All sites
Address Book			All sites
Location			All sites
Health Fund			MAOL sites only
Automatic Update of Health Fund Information			All sites
Manual Update of Health Fund Information			MAOL sites only
Vaccine Product Mapping			MAOL sites only
Advanced Forms		(5 min)	
TBA			
Reports		(10 min)	
Export to .CSV files			All sites
Medicare Australia Batch Payments Report			All sites
Tools		(10 min)	
Patient Join			All sites
Message Transfer			All sites
Query Builder			All sites
Miscellaneous		(5 min)	
Disabled Menu / Screen Changes			All sites
Screen Navigation			All sites
	TOTAL NON_MAOL	55 min	
	TOTAL	60 min	

5.0 Training delivery methods:

5.1 Onsite - Hands On (Personalised)

This method of training is conducted at the clients site or client selected site. It **involves 1 trainer training a minimum of 1 user and a maximum of 4 users.**

Training involves the trainer stepping through the items outlined in the session schedule with users encouraged to interact with the software to consolidate and put into practice primary functions specific to their roles within the clinic.

It is recommended that there should be no more than 2 users per P.C and any additional P.Cs are to be supplied by the site.

Please Note: MedTech trainer laptop to be used as training P.C#1.

Benefits:

- more personalized and intimate training environment where trainer can cater training based on user skills and knowledge retention
- users can be scheduled for a training session and then return to their normal duties (i.e. don't have to be unavailable for the whole day).
- familiar surroundings
- live interaction (on go live date)

5.2 Onsite – Classroom Based

This method of training is conducted at the clients site or, client selected site in a room large enough to cater for the training class. It **involves 1 trainer training a minimum of 5 users and a maximum of 20 users** in a classroom environment. This generally involves the trainer presenting training via a single laptop and overhead projector.

Note: If the site holds multiple P.Cs in a classroom it would be preferred that MedTech is preloaded and configured on the classroom P.Cs so that users are able to logon to MedTech and follow the training being presented on the overhead projector.

Benefits:

- More users can attend the training sessions
- Cost savings
- Users are able to share suggestions, thoughts, and ideas
- familiar surroundings

5.3 In-House MedTech - Hands On (Personalised)

This method of training will be conducted in-house at MedTech office locations. It **involves 1 trainer training a minimum of 1 user and a maximum of 4 users.**

Training involves the trainer stepping through the items outlined in the session schedule with users encouraged to interact with the software to consolidate and put into practice primary functions specific to their roles within the clinic. All equipment is to be supplied by MedTech .

Benefits:

- more personalised and intimate training environment where trainer can cater training based on user skills and knowledge retention
- No site/user interruptions
- Training cost savings
- Access to MedTech resources and equipment

5.4 In-House MedTech Classroom Based

This method of training is conducted in-house at MedTech office locations with facilities large enough to cater for training classes. It **involves 1 trainer training a minimum of 5 users and a maximum of 20 users in a classroom environment.** This generally involves the trainer presenting training via a single laptop and overhead projector.

Benefits:

- More users can attend the training sessions
- Users are able to share suggestions, thoughts, and ideas
- Training cost savings
- No site/user interruptions
- Access to MedTech resources and equipment

5.5 Online Training

Online training will be conducted using the Citrix based remote access tool GOTO Meeting.

GOTO Meeting is a software application tool that enables trainers to view clients screens and vice versa. Trainers can even take control and drive the clients mouse and keyboard functions and clients can do the same on the trainers PC from their end. All that is required is an internet connection to download a small application and a valid email (+phone for voice communication). It is a fantastic training and support tool. Multiple users from multiples sites can also participate in the meeting which is convenient.

The type of online training being offered for Version 6.0 training is outlined below:

5.5.1 Online - 1 to 1 Training

This method of training involves one trainer setting up an online meeting with one end user. The trainer is then able to step through the training session and the user is able to see, hear and interact with the software from an external location.

Benefits:

- more personalised and intimate training environment where trainer can cater training based on user skills and knowledge retention
- Substantial cost savings – no travel and accommodation costs
- Minimal hardware/software requirements –require broad band/ADSL connected P.C with telephone access for voice communication.
- Software previews – users can test/play with new release software before installation

6.0 Contact us:

For more information in regards to training for Ver 6.0 or to get assistance with designing a training program for your practice please contact either Winston or Marlene for further assistance.

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