



## **Medtech32 Australia**

### **Version 8.0.0 Build 3134 Release**

### **Release Notes**



These Release Notes contain important information for all Medtech32 users. Please ensure that they are circulated amongst all your staff. We suggest these should be filed safely for future reference.

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For further information on this release, or any other queries regarding Medtech32 Version 8.0.0 Build 3134 Release, please contact the Medtech Helpdesk on 1800 148 165, or email [ausupport@Medtechglobal.com](mailto:ausupport@Medtechglobal.com).

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## Introduction

The Medtech32 Version 8.0.0 Build 3134 Release Notes provide an overview on the changes and enhancements that are included in the Medtech32 Version 8.0.0 Build 3134 Release.

### **IMPORTANT NOTE**

Ensure the person(s) who will be performing the upgrade have **READ THROUGH** the following documentation on the Medtech32 Version 8.0.0 Build 3134 CD, and ensure all pre-requisites are met prior to installing this Release:

- [Documentation\Release Notes and Other Documentation\MT32 Information for Release and Installation - V8.0.0 B3134.pdf](#)
- [Documentation\Technical Instructions and Documentation\MT32 System Requirements - AU 20110217.pdf](#)

**IMPORTANT:** These documents contain valuable information that, if not read, could seriously affect the upgrade process and/or possible down time of your network.

### **IMPORTANT NOTE FOR INTOUCH SMS USERS**

**WARNING:** Quite a number of changes and enhancements had been made to ManageMyHealth™ SMS (previously called InTouch SMS), including a new SMS engine that runs as a Windows Service in the background to provide improved message delivery and error handling.

Existing customers that are currently using InTouch SMS must first setup ManageMyHealth™ SMS (which replaces the existing InTouch SMS) in order to continue sending SMS messages from Medtech32.

For more information about the changes and instructions on how to setup ManageMyHealth™ SMS, please read through the ManageMyHealth™ SMS Release Notes on the Medtech32 Version 8.0.0 Build 3134 CD:

- [Documentation\Release Notes and Other Documentation\MT32 Release Notes – V7.5.0 ManagementMyHealth SMS.pdf](#)

# Operating System Support

## Windows 2000 De-Support

**IMPORTANT NOTE**

Microsoft had officially ceased supporting Windows 2000 in July 2010. Starting from **Medtech32 Version 8.0.0**, Medtech will no longer provide support for all editions of Windows 2000. It is **HIGHLY** recommended that ALL sites still running on Windows 2000 to **UPGRADE to Interbase 2009** AS SOON AS POSSIBLE, which supports the latest 32-Bit versions of Windows.

**WARNING:** Although it might be possible to run Medtech32 Version 8.0.0 or above on Windows 2000, both Medtech and Microsoft **WILL NOT** be able to provide support if a practice encounters problems while running on any Windows 2000 editions.

## Windows 2008 and Windows 7 Support

Starting from Medtech32 Version 8.0.0, Medtech will support the following 32-Bit editions of Windows 2008 and Windows 7 while running Medtech32 **on Interbase 2009 ONLY**.

**WARNING:** Although it might be possible to run Interbase 2007 or older on 32-Bit Windows 2008 and Windows 7, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running any pre-2009 versions of Interbase on these Windows versions.

<b>Supported 32-Bit Windows 2008 Editions</b>	Windows 2008 Standard Server (32-bit)
	Windows 2008 Enterprise Server (32-bit)
	Windows 2008 Small Business Server Premium Edition NOTE: Must run on 32-bit standalone server
	Windows 2008 Essential Business Server Premium Edition NOTE: Must run on 32-bit standalone server
<b>Supported 32-Bit Windows 7 Editions</b>	Windows 7 Professional Edition (32-bit)
	Windows 7 Ultimate Edition (32-bit)
	Windows 7 Enterprise Edition (32-bit)

**NOTE:** For the complete list of currently supported operating systems, please always refer to the latest Medtech32 system requirements on our web site: <http://www.medtechglobal.com/aus/medtech-online-au/mo-medtech32-au/hardware-specifications-2.html>

## Windows User Account Control

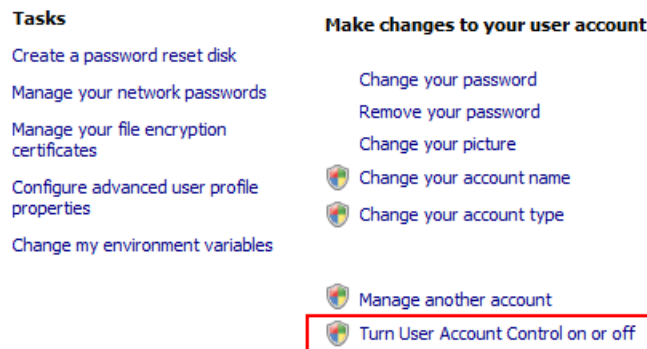
### IMPORTANT NOTE

**WARNING:** In order to ensure both Medtech32 and Interbase will function properly, "User Account Control" (UAC) MUST be **DISABLED** as a policy across ALL Server and Client computers that are running on **Windows Vista or Windows 7 or Windows 2008**.

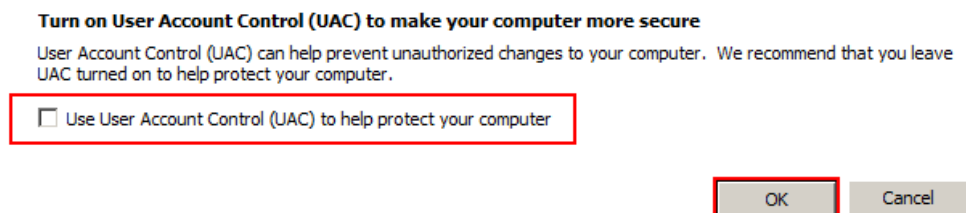
## Disable User Account Control

### Windows Vista and Windows 2008

1. Go to **Windows Start Menu → Control Panel → User Accounts**.
2. Click on the link "**Turn User Account Control on or off**".



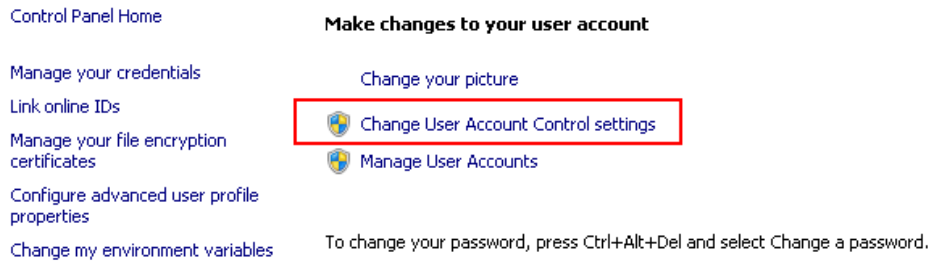
3. Ensure the checkbox "**Use User Account Control (UAC) to help protect your computer**" is unticked. The click on the button **OK**.



4. **IMPORTANT:** You **MUST** reboot the computer to apply the change.
5. **Repeat** Steps 1-4 above on ALL other Server and Client computers.

## Windows 7

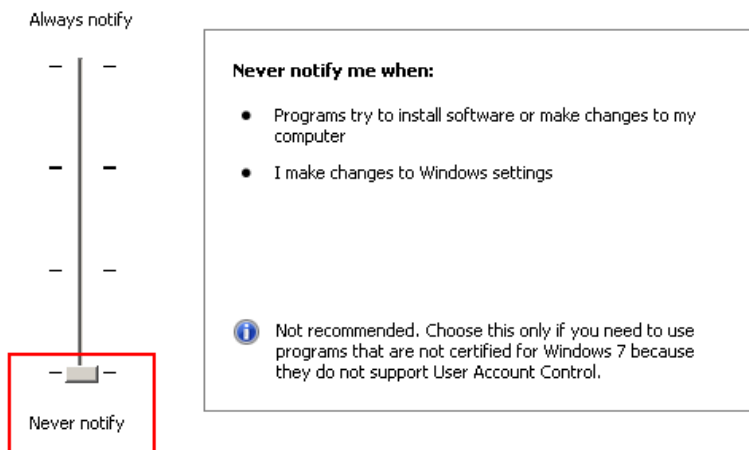
1. Go to **Windows Start Menu → Settings → Control Panel → User Accounts.**
2. Click on the link "**Change User Account Control settings**".



3. Drag the slider bar to select the option "**Never notify**" (i.e. the last option at the bottom). The click on the button **OK**.

### Choose when to be notified about changes to your computer

User Account Control helps prevent potentially harmful programs from making changes to your computer. [Tell me more about User Account Control settings](#)



4. **IMPORTANT:** You **MUST** reboot the computer to apply the change.
5. **Repeat** Steps 1-4 above on ALL other Server and Client computers.

# Database Management System Support

## Interbase 7.5.0/7.5.1 De-Support

### IMPORTANT NOTE

Embarcadero had officially ceased supporting Interbase 7.5.0/7.5.1 in November 2008. Starting from **Medtech32 Version 8.0.0**, Medtech will no longer provide support for Interbase 7.5.0/7.5.1. It is **HIGHLY** recommended that ALL sites still running on Interbase 7.5.0/7.5.1 to **UPGRADE to Interbase 2009** AS SOON AS POSSIBLE.

**WARNING:** Although it might be possible to run Medtech32 Version 8.0.0 or above on Interbase 7.5.0/7.5.1, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running on Interbase 7.5.0/7.5.1.

## Interbase 2009 Support

Starting from Medtech32 Version 8.0.0, Medtech will support running Medtech32 on Interbase 2009. It is **HIGHLY** recommended that ALL sites should **UPGRADE to Interbase 2009** AS SOON AS POSSIBLE.

By upgrading to Interbase 2009, your practice will be able to enjoy the following advantages:

1. Improved performance over previous Interbase versions.  
**NOTE:** The degree of performance increase is dependent on your system configurations.
2. Supports up to a maximum of 8 physical processors without having to purchase additional CPU licenses – i.e. 8 x single-core CPUs, or 4 x dual-core CPUs, or 2 x quad-core CPUs.  
**NOTE:** Interbase 7.5.0/7.5.1 can only support up to 4 physical processors through the purchase of additional CPU licenses, while Interbase 6.0.1 can only support 1 physical processor.
3. Supports online incremental backup – only changes since the last backup are processed, which saves time and reduces the load on your live system; backup can be written directly to a separate/remote server for increased data redundancy, with the ability to failover to the backup server within minutes in case of hardware failures.  
**NOTE:** It is HIGHLY recommended to employ a Medtech Channel Partner or Medtech Certified Engineer when implementing any advanced Interbase functionalities.

4. Supports journaling and journal archiving – for protection against system crashes and reduced downtime during disaster recovery, with the ability to recover to a specific point-in-time before the data corruption occurred.  
**NOTE:** It is HIGHLY recommended to employ a Medtech Channel Partner or Medtech Certified Engineer when implementing any advanced Interbase functionalities.
5. Official support for 32-Bit editions of Windows Vista, Windows 2008, and Windows 7.  
**NOTE:** For the complete list of currently supported operating systems, please always refer to the latest Medtech32 system requirements on our web site: <http://www.medtechglobal.com/aus/medtech-online-au/mo-medtech32-au/hardware-specifications-2.html>
6. Optional annual maintenance plan can be purchased, which allows free upgrade to future Interbase releases without further payment. For example, sites that are on Interbase 2009 annual maintenance plan will receive free upgrade to Interbase XE when it is released.

**WARNING:** Interbase 2009 ONLY supports **Medtech32 Version 8.0.0 or above.** If you are on an older version of Medtech32 and would like to take advantage of the new enhancements in Interbase 2009, you MUST also upgrade to the latest version of Medtech32 at the same time.

### **For sites currently on Interbase 2007**

Existing customers that are currently on Interbase 2007 annual maintenance plan are eligible for a free upgrade to Interbase 2009. To initiate the upgrade process, please contact the Medtech Helpdesk on 1800 148 165 or email [ausupport@medtechglobal.com](mailto:ausupport@medtechglobal.com).

### **For sites currently on Interbase 6.0.1/7.5.0/7.5.1**

Existing customers currently running on Interbase 6.0.1 or 7.5.0 or 7.5.1 may be eligible for a discounted upgrade price (NOTE: This offer is valid for a limited time only until 28 February 2011). To initiate the upgrade process or to learn more about the benefits of Interbase 2009, please contact our sales team on 03 9690 8666 or email [salesau@medtechglobal.com](mailto:salesau@medtechglobal.com).

## Patient Account

### Bulk Bill Invoice

#### Assignment Form printing across 2 pages

An issue had been identified where Service Text had been added to multiple Service Items within the same Invoice, the Medicare Assignment Form was printing across two pages even though there were enough space to fit all Service Items into a single page.

This issue had now been resolved. The Medicare Assignment Form will now be printed on the appropriate number of pages accordingly by utilizing the space on each page.

### Patient Account Advanced Logging

A new log file had been implemented to enable the tracking of additional details upon creating, modifying or inactivating any Patient Account transactions (including invoices, payments, credit notes, and refunds). By default, the Advanced Logging feature is disabled; but once it is enabled, the generated log files will provide additional information that will be very useful for troubleshooting any Patient Account issues.

#### Enable Advanced Logging

1. Open the configuration file *MT32.ini* in Notepad (located under the directory *MT32/Bin*).  
**NOTE:** If Medtech32 had been installed in a different directory than the default C:\MT32, then browse to the appropriate directory instead.
2. Ensure the following parameter is set exactly as follow (case sensitive):  
**[LOGGING]**  
**ACCOUNTSDEBUGLOG=Y**
3. Save the configuration file and restart Medtech32 to apply the changes.

**NOTE:** It is recommended to enable Advanced Logging ONLY when it is required for troubleshooting purposes – i.e. it should be disabled during normal business operations.

## Advanced Log File

Once Advanced Logging is enabled, the new log files will be generated under the directory MT32/Bin, in the following format:

*Accounts\_ComputerName\_DDMMYYYY.log*

NOTE: A separate log file will be generated each day for each Medtech32 Server and Client computers.

Once the required log files are generated, they should be emailed to the Medtech Helpdesk for further analysis.

## Disable Advanced Logging

1. Open the configuration file MT32.ini in Notepad (located under the directory MT32/Bin).
2. **NOTE:** If Medtech32 had been installed in a different directory than the default C:\MT32, then browse to the appropriate directory instead.
3. Ensure the following parameter is set exactly as follow (case sensitive):  
**[LOGGING]**  
**ACCOUNTSDEBUGLOG=N**
4. Save the configuration file and restart Medtech32 to apply the changes.

# Medicare Australia Online

## Patient Claim

### Patient Claim Advanced Logging

A new log file had been implemented to enable the tracking of additional details during the transmissions of Patient Claims to Medicare Australia. By default, the Advanced Logging feature is disabled; but once it is enabled, the generated log files will provide additional information that will be very useful for troubleshooting any Medicare Australia Online transmission issues.

### Enable Advanced Logging

1. Open the configuration file MT32.ini in Notepad (located under the directory MT32/Bin).
2. **NOTE:** If Medtech32 had been installed in a different directory than the default C:\MT32, then browse to the appropriate directory instead.
3. Ensure the following parameter is set exactly as follow (case sensitive):  
**[HICONLINE]**  
**DEBUGLOG=Y**
4. Save the configuration file and restart Medtech32 to apply the changes.

**NOTE:** It is recommended to enable Advanced Logging ONLY when it is required for troubleshooting purposes – i.e. it should be disabled during normal business operations.

## Advanced Log Files List

Once Advanced Logging is enabled, the following log files will be generated when attempting to transmit the corresponding Medicare Australia Online feature to Medicare Australia, regardless of whether the transmission is successful or not.

Medicare Australia Online Feature	Advanced Log File
Bulk Bill and DVA Paperless	<i>MT32/Bin/Tools/HICOnline.log</i>
Patient Claim	<i>MT32/Bin/PatientClaim.log</i>
Online Patient Verification	<i>MT32/Bin/OPV.log</i>
Australian Childhood Immunisation Register	<i>MT32/Bin/ACIR.log</i>

Once the required log file is generated, it should be emailed to the Medtech Helpdesk for further analysis, together with the following standard Medicare Australia Online log files:

*MT32\Bin\Tools\HICOnline\Log\easy\_cDLL.log*  
*MT32\Bin\Tools\HICOnline\Log\easyclaim.log*  
*MT32\Bin\Tools\HICOnline\Log\easyclaim.log.x*

**NOTE:** The standard Medicare Australia Online log files will be overwritten after EVERY transmission attempt to Medicare Australia, regardless of whether the transmission is successful or not, and thus you must grab a fresh copy of these log files immediately after each transmission attempt.

## Disable Advanced Logging

5. Open the configuration file *MT32.ini* in Notepad (located under the directory *MT32/Bin*).
6. **NOTE:** If Medtech32 had been installed in a different directory than the default C:\MT32, then browse to the appropriate directory instead.
7. Ensure the following parameter is set exactly as follow (case sensitive):  
**[HICONLINE]**  
**DEBUGLOG=N**
8. Save the configuration file and restart Medtech32 to apply the changes.

## Medication

### Patient Medication

#### Find Drug performance with large Preferred Medicines list

An issue had been identified with Interbase 2007, where a practice had a lot of drugs added to the Preferred Medicines list (among all Providers), performance was adversely affected when searching for drugs in the Find Drug screen.

**NOTE:** This issue was only applicable to Interbase 2007.

This had now been resolved. Performance in the Find Drug screen is now optimized to cope with large numbers of Preferred Medicines.

### National Inpatient Medication Chart (new feature)

The **National Inpatient Medication Chart (NIMC)** is an initiative of the Australian Commission on Safety and Quality in Health Care (the Commission).

The NIMC is intended to reflect best practice and assist clinicians in improving the steps in the medication management cycle for safer prescribing, dispensing and administering of medicines in order to minimise the risk of adverse medication events.

#### **IMPORTANT NOTE**

The NIMC included in Medtech32 Version 8.0.0 Build 3134 has been officially approved by the Commission.

The layout of the NIMC printout is designed in accordance with the Commission's official requirements and thus cannot be changed.

## NIMC Data Requirements

The NIMC can automatically populate certain Patient Demographics, Screening Measurements, and Medications data from the Medtech32 database into the relevant fields and sections of the NIMC.

The table below lists all fields that are automatically populated into the NIMC, and their corresponding fields in Medtech32. All fields marked as "Compulsory" must be filled in prior to creating a new NIMC.

NIMC Field(s)	Medtech32 Field(s)	Validation Rule
URN	Patient Register (F3) → Name tab → Patient No	Compulsory
Family name	Patient Register (F3) → Name tab → Surname	Compulsory
Given names	Patient Register (F3) → Name tab → First names	Compulsory
Address	Patient Register (F3) → Name tab → Res/Building + Street + Suburb + State + Post Code	Optional
Date of birth	(F3) Patient Register – Date of Birth	Compulsory
Sex	Patient Register (F3) → Name tab → Gender	Compulsory
Weight (kg)	Screening History (Ctrl + F5) → Code = WT  NOTE: The most recent Measurement value will be used if there is more than 1 record.	Optional

NIMC Field(s)	MT32 Field(s)	Validation Rule
Height (cm)	Screening History (Ctrl + F5) → Code = HT  NOTE: The most recent Measurement value will be used if there is more than 1 record.	Optional
Regular Medications → Date	Patient Medications (Shift + F10) → Main tab → Script Date	Compulsory
Regular Medications → Medication (Print Generic Name)	Patient Medications (Shift + F10) → Main tab → Drug  NOTE: Generic Name will only be printed if the Provider has prescribed by Generic Name instead of by Brand/Product Name	Compulsory
Regular Medications → Route	Patient Medications (Shift + F10) → Main tab → Administer	Compulsory
Regular Medications → Dose and Frequency	Patient Medications (Shift + F10) → Main tab → Directions	Compulsory
Regular Medications → Indication	Patient Medications (Shift + F10) → Authority tab → Indications For Use	Optional

### **IMPORTANT NOTE**

**IMPORTANT:** Aside from the above listed fields, all other fields and sections in the NIMC must be manually filled in by hand on the printout.

Please always review the NIMC printout to ensure all necessary fields and sections have been printed and/or hand-written in accordance with the *Guidelines for use of the National Inpatient Medication Chart* (the Guidelines) published by the Commission. For more information, please visit the Commission's web site:

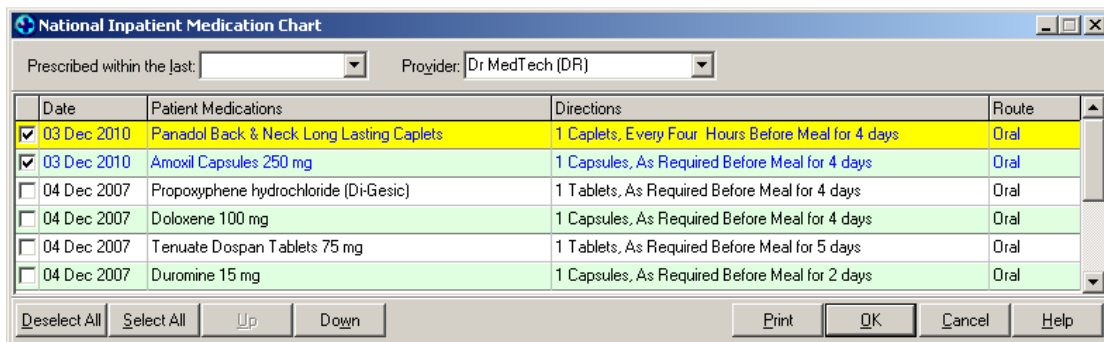
<http://www.health.gov.au/internet/safety/publishing.nsf/Content/publications-National%20Inpatient%20Medication%20Chart>

## Create New NIMC

1. Ensure the correct Patient is displayed on the **Patient Palette**.
2. Open the **Patient Medications** screen:  
**Module → Clinical → Patient Medications** (Shift + F10)  
 OR  
**Module → Clinical → Patient Manager (F6) → Medications tab**
3. Go to the menu **Patient Medications → National Inpatient Medication Chart**.

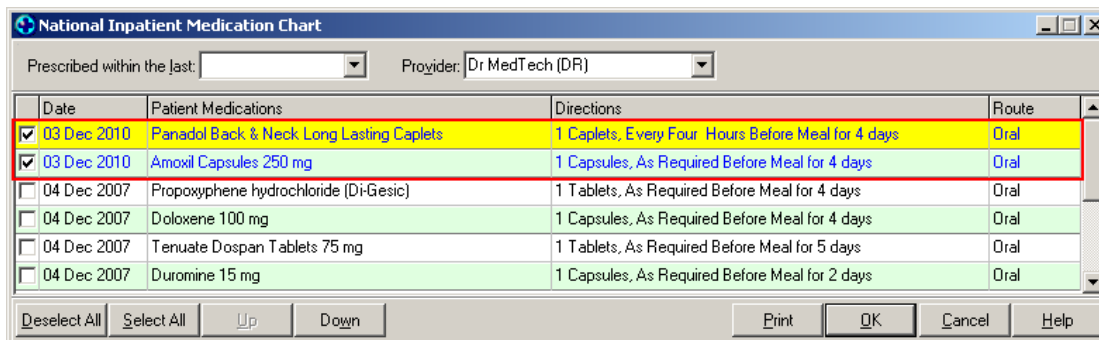


The National Inpatient Medication Chart screen will be displayed.



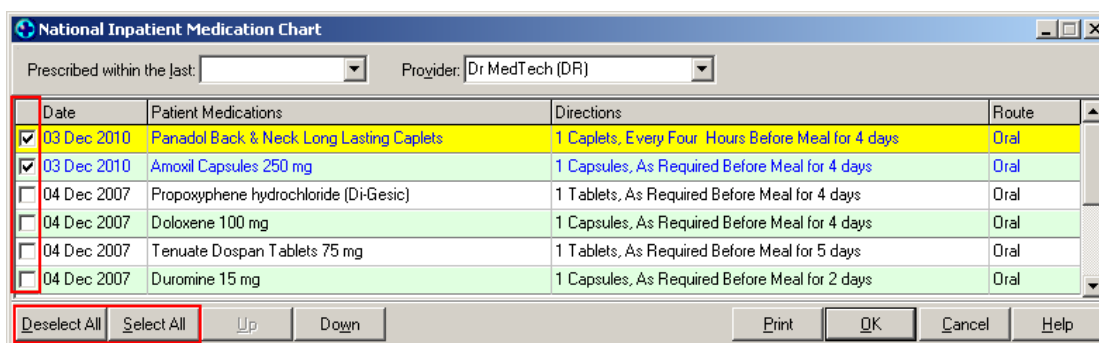
**NOTE:** Only the most recent record of the same Medication will be listed if there is more than 1 record. All "Historic" Medications will not be listed, even if a "Historic" record is the most recent record of the same Medication.

- By default, all "Long Term" Medications are displayed in blue text at the top of the Patient Medications list, and are automatically selected to be included in the NIMC.



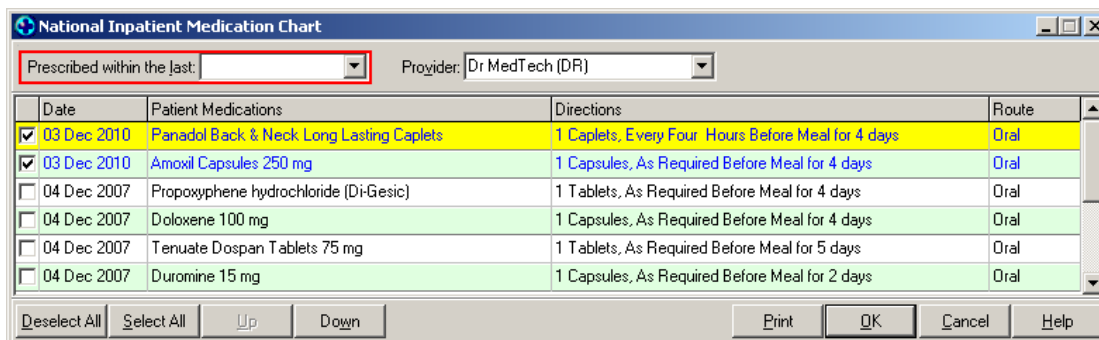
You can manually deselect any of the "Long Term" Medications, or manually select any "Other" Medications by Ticking or Un-ticking the checkbox in the left most column next to each Patient Medication.

You can also Click on the button **Select All** or **Deselect All** to tick or un-tick all Patient Medications.



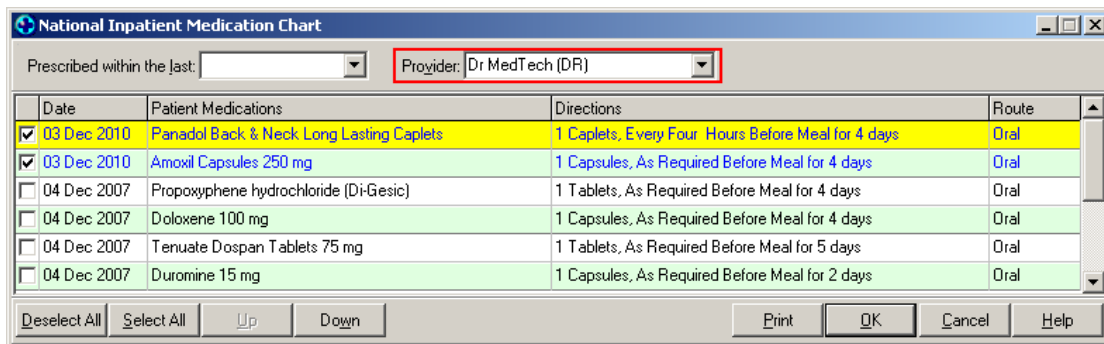
- By default, the filter **Prescribed within the last** is left blank, however a specific time period can be entered to limit the Patient Medications to be displayed in the list based on the **Script Date** of each Medication.

If required, Click on the dropdown list to select a pre-defined time period, or manually type in a time period (e.g. **1d** = 1 day, **1w** = week, **1m** = 1 month, **1y** = 1 year).

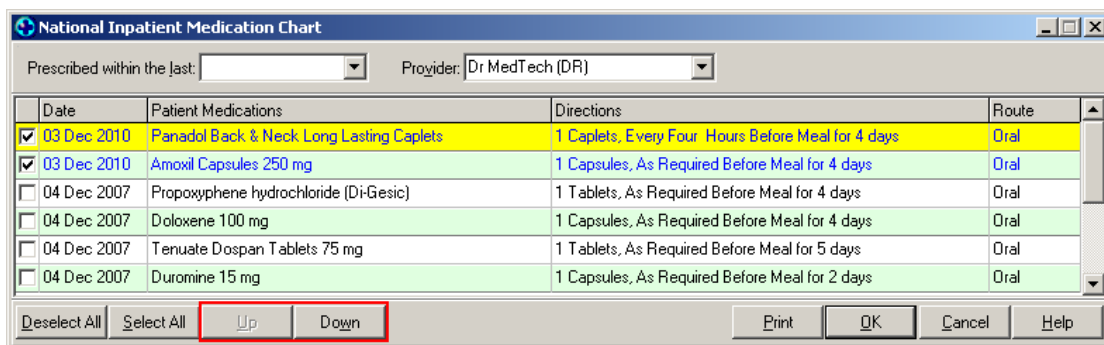


**NOTE:** All "Long Term" Medications are always displayed in blue text at the top of the Patient Medications list, regardless of the time period entered in the filter **Prescribed within the last**.

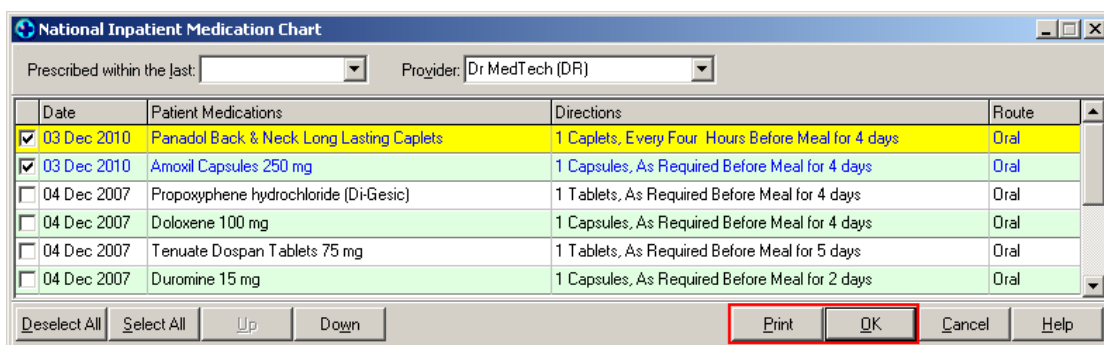
- By default, the user currently logged into Medtech32 will be automatically selected in the field **Provider**. If required, you can manually select the correct Provider from the dropdown list.



- The order in which the selected Patient Medications will be printed on the NIMC can be changed. If required, highlight the relevant Patient Medication and Click on the button **Up** or **Down** to reorganize its printout order.



- Once you have completed the above steps, you can either:  
 Click on the button **Print** to save and print the NIMC.  
 OR  
 Click on the button **OK** to save without printing the NIMC.



**NOTE:** By default, the NIMC will be printed to the default **A4** printer as selected under the Menu **File → Print Setup → Printer Tab**.

**NOTE:** The NIMC should be printed on plain/blank A4 paper, and is designed by the Commission to be printed in duplex mode, i.e. double-sided.

**HINT:** Once the NIMC has been saved, it can be accessible from the following screens:

- Consultation → Details section
- Daily Record
- Patient Outbox

## NIMC Printout Considerations

### NIMC Printout – Medications Limit Per Chart

#### IMPORTANT NOTE

The maximum number of Patient Medications that can be printed on each NIMC is **limited to 9**. Once the limit has been reached (or every additional 9 Patient Medications thereafter), an additional NIMC will be automatically created.

The total number of NIMC created/printed can be identified on the 1<sup>st</sup> page of each NIMC, under the patient demographics details located on the top right:

**Medication Chart Page 1 of 4**

ALLERGIES & ADVERSE DRUG REACTIONS (ADR)		
<input type="checkbox"/> Nil Known <input type="checkbox"/> Unknown (tick appropriate box or complete details below)		
Drug(or other)	Reaction/Type/Date	Initials
Sign.....	Print.....	Date.....

AFFIX PATIENT IDENTIFICATION LABEL HERE AND OVERLEAF

URN:91

Family name: ABBOT

Given names: ANASTASIA

Address: Unit 123A, 15/F, Empire Building, 345-355 Antopolada Terrace  
WAGGRAKINE, WA 6530

Date of birth: 14/05/1991

First Prescriber to Print Patient Name and Check Label Correct:      Weight(kg): 200      Height(cm): 165

NOT A VALID  
 PRESCRIPTION UNLESS  
 IDENTIFIERS PRESENT

MEDICATION Chart No. 1 of 2

### NIMC Printout – Medication Field Size Limit

A maximum of 2 lines can be printed in the **Medication (Print Generic Name)** field on the NIMC printout, including both the drug name and pack details of the Patient Medication. Each line can only print a maximum number of characters, and once the limit has been reached on the 1<sup>st</sup> line, the rest will be split automatically onto the 2<sup>nd</sup> line.

Since proportional font is used, some blank spaces may still be visible at the end of the 1<sup>st</sup> line, depending on the width of all the preceding characters. Besides, in order to fit in as many characters as possible into the limited space, the last word of the 1<sup>st</sup> line may be broken down and span across both lines.

Date 08/12/2010	Medication(Print Generic Name) Amoxil Parenteral (Powder for injection) 1 g solv eeded	Tick if Slow Release
Route PO	Dose 1 Powder for Injection, As Required Before Meal for 4 days	Frequency & NOW Enter Times →
Indication		Pharmacy
Prescriber Signature	Print Your Name	Contact

### NIMC Printout – Indication Field Size Limit

A maximum of 3 lines can be barely fitted into the **Indication** field on the NIMC printout. If the entire description from the **Indications For Use** field within Medtech32 cannot be fitted into the 3 lines, the rest of the description will be truncated automatically.

Date 04/02/2008	Medication(Print Generic Name) Amoxil Paediatric Drops (Powder for oral suspension) 100 mg/1 mL 20 mL	Tick if Slow Release
Route PO	Dose 2 Drops, As Required Before Meal for 4 days	Frequency & NOW Enter Times →
Indication Treatment of infections suspected or proven to be due to a susceptible organism in patients who require a liquid formulation and in whom the		Pharmacy
Prescriber Signature	Print Your Name	Contact

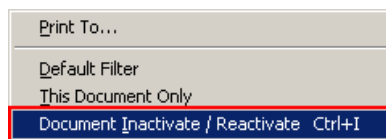
## NIMC Printout – Route Abbreviation

The Guidelines published by the Commission states: "Only accepted abbreviations should be used. Dangerous abbreviations must be avoided." and "Only commonly used and understood abbreviations should be used to indicate the route of administration." As a result, the **Administer** dropdown list in the Medtech32 Patient Medication screen has been updated to include the routes that are most commonly used and their corresponding acceptable abbreviations, where the abbreviations will be printed on the NIMC.


Route Description	Route Abbreviation
Systemic	Systemic
Topical	Topical
Oral	PO
Naso-gastric	NG
Percutaneous endoscopic gastrostomy	PEG
Subcutaneous injection	Subcut
Per rectum	PR
Per vagina	PV
Intramuscular injection	IM
Intravenous injection	IV
Sublingual	Subling
Left eye	Left eye
Right eye	Right eye
Both eyes	Both eyes
Inhaled	Inhaled
Epidural	Epidural
Intraarticular	Intraarticular
Intranasal	Intranasal
Intrathecal	Intrathecal
Irrigation	Irrigation
Nebulised	Neb
Peripherally Inserted Central Catheter	PICC
Left ear	Left ear
Right ear	Right ear
Both ears	Both ears

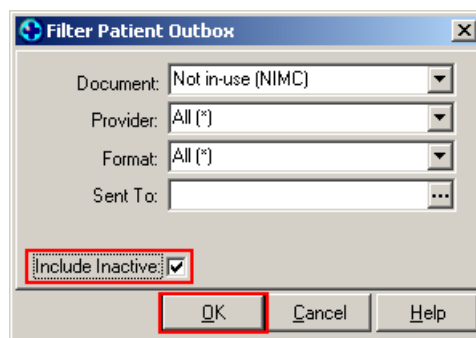
## Inactivate NIMC

1. Open the **Patient Outbox** screen:  
**Module → Outbox → Patient Outbox** (Shift + Ctrl + F2)  
 OR  
**Module → Clinical → Patient Manager (F6) → Outbox tab**
2. Highlight the NIMC record you wish to inactivate.
3. Right Click on the highlighted NIMC record, then Left Click on the option **Document Inactivate / Reactivate** (Ctrl + I)

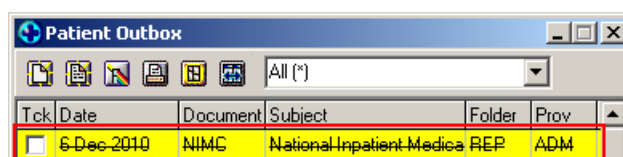


## Reactivate NIMC

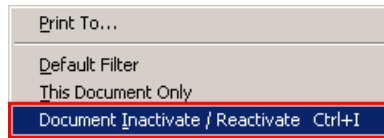
1. Open the **Patient Outbox** screen:  
**Module → Outbox → Patient Outbox** (Shift + Ctrl + F2)  
 OR  
**Module → Clinical → Patient Manager (F6) → Outbox tab**
2. Click on the **Filter** icon  (Ctrl + F), Select the checkbox **Include Inactive**, then Click on the button **OK**.




3. Highlight the inactivated NIMC record you wish to reactivate.

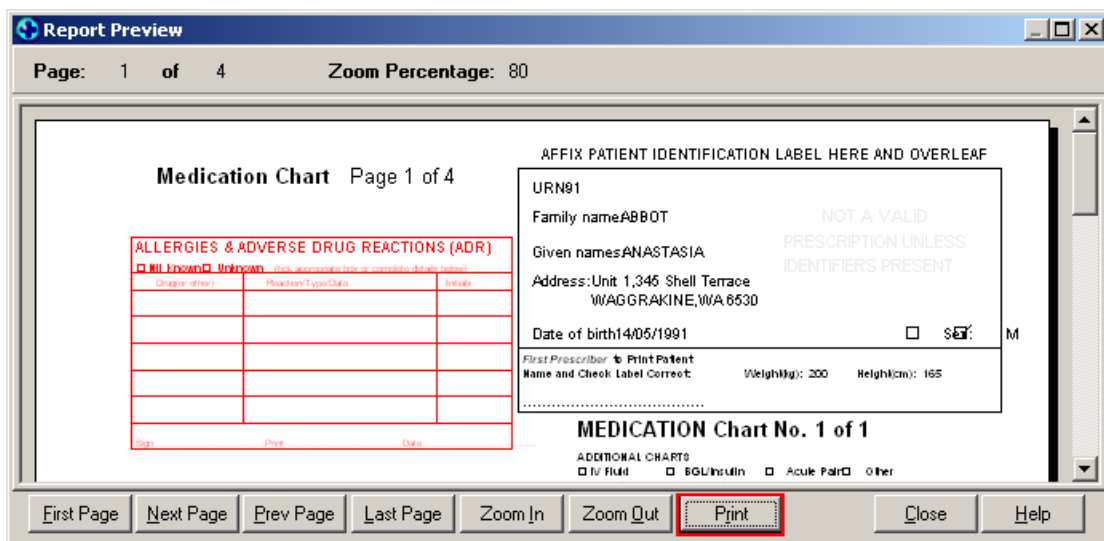


- Right Click on the highlighted inactivated NIMC record, then Left Click on the option **Document Inactivate / Reactivate** (Ctrl + I)

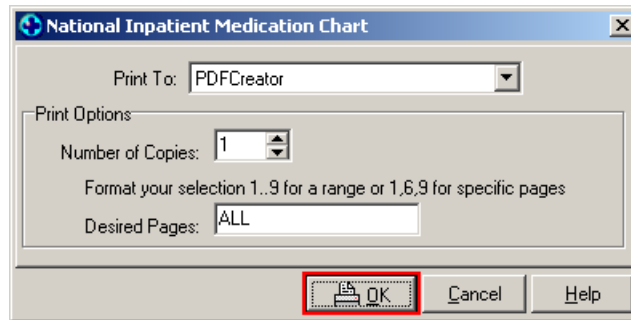


## Reprint NIMC

- Open the **Patient Outbox** screen:  
**Module → Outbox → Patient Outbox** (Shift + Ctrl + F2)  
 OR  
**Module → Clinical → Patient Manager (F6) → Outbox tab**
- Highlight the NIMC record you wish to reprint.
- Click on the **Open** icon  (Ctrl + O), or Double Click on the highlighted NIMC record.
- The **Report Preview** screen will be displayed. Click on the button **Print**.



5. Select the correct Printer under **Print To**, and Change the **Print Options** if required, then Click on the button **OK** to start printing.



# Message Transfer

## Transaction Handling Enhancement

An issue had been reported by some practices where Message Transfer Utility might hang if errors were encountered while processing incoming messages.

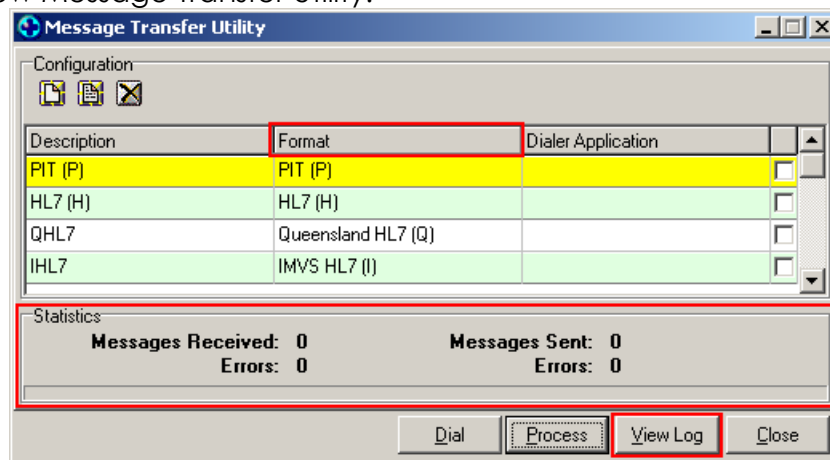
Improved transaction handling had been introduced in the Message Transfer Utility in order to prevent it from hanging when errors are encountered.

**NOTE:** This enhancement had only been applied to the "new" Message Transfer Utility, but not to the "old" Message Transfer Utility.

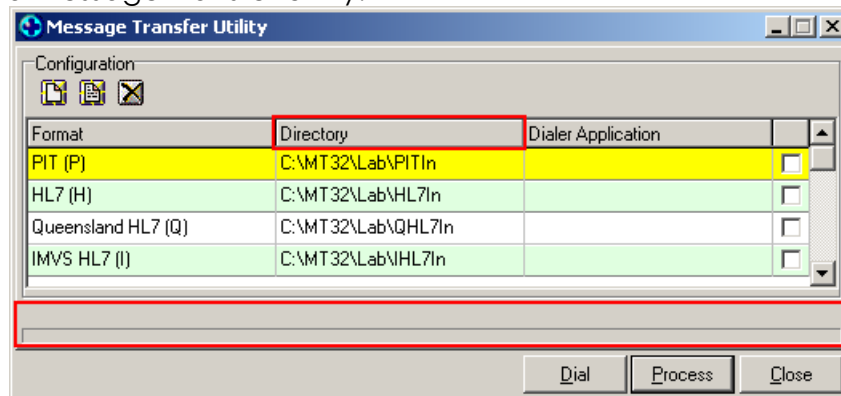
You can check which version of Message Transfer Utility is currently in use at your practice by following the steps below:

1. From within Medtech32, go to the menu **Tools → Message Transfer → Message Transfer Utility**.
2. Compare the following screenshots to validate the version in use:

New Message Transfer Utility:



Old Message Transfer Utility:



**NOTE:** If your practice is currently using the "old" version of Message Transfer Utility and have experienced similar hanging issue, please contact the Medtech Helpdesk for assistance prior to upgrading to the "new" version of Message Transfer Utility.

## Message Transfer Advanced Logging

A new log file had been implemented to enable the tracking of additional details upon sending and receiving PIT and HL7 electronic messages (including referral letters, discharge summaries, and pathology and radiology results). By default, the Advanced Logging feature is disabled; but once it is enabled, the generated log files will provide additional information that will be very useful for troubleshooting any Message Transfer issues.

### Enable Advanced Logging

1. Open the configuration file MT32.ini in Notepad (located under the directory MT32/Bin).

**NOTE:** If Medtech32 had been installed in a different directory than the default C:\MT32, then browse to the appropriate directory instead.

2. Ensure the following parameter is set exactly as follow (case sensitive):

**[LOGGING]**

**MSGTRANDEBUGLOG=Y**

3. Save the configuration file and restart Medtech32 to apply the changes.

**NOTE:** It is recommended to enable Advanced Logging ONLY when it is required for troubleshooting purposes – i.e. it should be disabled during normal business operations.

### Advanced Log File

Once Advanced Logging is enabled, a new log file will be generated under the directory MT32/Bin/Tools:

*MsgTranDebug.log*

Once the required log file is generated, it should be emailed to the Medtech Helpdesk for further analysis, together with one of the following standard Message Transfer log files:

*MsgTran.log* – if using "new" version of Message Transfer Utility

*MsgTran\_Old.log* – if using "old" version of Message Transfer Utility

## Disable Advanced Logging

1. Open the configuration file *MT32.ini* in Notepad (located under the directory *MT32/Bin*).
2. **NOTE:** If Medtech32 had been installed in a different directory than the default C:\MT32, then browse to the appropriate directory instead.
3. Ensure the following parameter is set exactly as follow (case sensitive):  
**[LOGGING]**  
**MSGTRANDEBUGLOG=N**
4. Save the configuration file and restart Medtech32 to apply the changes.

## ManageMyHealth™ SMS

### ManageMyHealth™ SMS Enhancement

ManageMyHealth™ SMS (previously called InTouch SMS) enables practices to send SMS reminders via the ManageMyHealth™ Portal to your patients from Medtech32. It is fully integrated with Medtech32 to provide an audit trail on patients who have been contacted via SMS reminders.

#### **IMPORTANT NOTE FOR INTOUCH SMS USERS**

**WARNING:** Quite a number of changes and enhancements had been made to ManageMyHealth™ SMS (previously called InTouch SMS), including a new SMS engine that runs as a Windows Service in the background to provide improved message delivery and error handling.

Existing customers that are currently using InTouch SMS must first setup ManageMyHealth™ SMS (which replaces the existing InTouch SMS) in order to continue sending SMS messages from Medtech32.

For more information about the changes and instructions on how to setup ManageMyHealth™ SMS, please read through the ManageMyHealth™ SMS Release Notes on the Medtech32 Version 8.0.0 Build 3134 CD:

- [Documentation\Release Notes and Other Documentation\MT32 Release Notes – V7.5.0 ManagementMyHealth SMS.pdf](#)

**NOTE:** If you are interested in applying for a ManageMyHealth™ SMS Account, please return the completed and signed [Request for SMS Account for Medtech SMS Service](#) form (attached at the end of the ManageMyHealth™ SMS Release Notes) via fax to 03 8690 8010.

# WorkerCover Medical Certificate

## SA Electronic WorkCover Medical Certificate

### WorkCoverSA eWMC API Version 2.1

#### **IMPORTANT NOTE RE: SA eWMC API Version 2.1**

The new API Version 2.1 of WorkCoverSA eWMC (Electronic WorkCover Medical Certificate) had been released as part of the Medtech32 Version 7.4.0 Build 2857 Update.

If your practice is not yet running on the new API Version 2.1 of WorkCoverSA eWMC, you MUST install it separately in order to continue transmitting eWMC electronically to WorkCoverSA.

For detailed information on how to install and configure the new API Version 2.1 of WorkCoverSA eWMC, please read through the WorkCoverSA eWMC API Version 2.1 Release Notes on the Medtech32 Version 8.0.0 Build 3134 CD:

- [Documentation\Release Notes and Other Documentation\MT32 Release Notes - V7.4.0 SA eWMC V2.1.pdf](#)

**NOTE:** The Medtech32 Version 8.0.0 Build 3134 CD has superseded the original SA eWMC API Version 2.1 CD. You MUST use the new **SAeWMCUpdate.exe** installer on the **root** directory of the Medtech32 Version 8.0.0 Build 3134 CD from now onwards.

### Select Claims List Prints In Symbols

An issue had been identified when printing the list of yet-to-be transmitted WorkCoverSA eWMC from the **Select Claims** screen (Utilities → SA Electronic WMC Claims → SA Electronic WMC Claims → Select Claims), using the **Print To** option under the right-click menu. The list was printed in symbols instead of the actual text.

This issue had now been resolved. The list of yet-to-be transmitted WorkCoverSA eWMC will now be printed in the correct font from the **Select Claims** screen.

## General

### Memory Handling Enhancement

An issue had been reported by some practices where Memory related errors were displayed intermittently while using Medtech32.

Improved memory handling had been introduced in the following functions and modules in order to prevent these errors from happening:

- New/View Outbox Document
- New Appointment with SMS enabled
- New/View Attendance with SMS enabled
- New GP Management Plan or Team Care Arrangements
- Review Medications in Diabetes Care Plan
- Repeat Medications
- View/Print Long Term Medication Chart
- Reschedule Recall
- Print Invoice
- Print Batch
- New/Export Patient Advanced Form
- Export Patient to ECG Device
- Print Messages Lodged in Message Transfer

### 2-digit Year interpreted incorrectly in Date fields

An issue had been identified where a 2-digit year beyond the year 2009 is interpreted as the past century instead of the current century in any date fields within Medtech32. For example typing the 2-digit year "10" was interpreted as 1910 rather than 2010.

This had been resolved. Any 2-digit years up to the year 2019 will be interpreted as the current century in any date fields within Medtech32. The only exceptions are Appointments and Recalls, where all 2-digit years will now be interpreted as a future date.

Should you require any assistance, please do not hesitate to contact the Medtech Helpdesk on 1800 148 165, or email [ausupport@medtechglobal.com](mailto:ausupport@medtechglobal.com).