

Wednesday, 18 February 2009

Dear Practice,

MedTech Healthcare is proud to present the latest version release of MedTech32, Version 7.0.0 (Build 2192) for Installation.

Note: Previously there have been two releases of MedTech32 software, the Medclaims (Non Medicare Online) version and the Medicare Online version.

Due to the closure of MedClaims in June last year, the Non Medicare Online version of MedTech32 is no longer supported and all sites are required to upgrade to Version 7.0 - which is the latest Medicare Online version.

If you are currently running on a Non Medicare Online version (i.e. 5.0.0 or 5.1.0 or 6.0.0 or 6.1.0 or 6.2.0 or 6.3.0) of MedTech32 and would like to begin transmitting via Medicare Online, you must first apply with Medicare for new Medicare PKI Certificates before you can perform any Online Claiming.

Alternatively, you may continue to perform Manual Claiming after upgrading to Version 7.0.

If you require further information on how to apply for Medicare Online, please do not hesitate to contact the MedTech Helpdesk on 1800 148 165 → Option 1 → Option 1, or email ausupport@medtechglobal.com

MedTech32 Version 7.0.0 **Information for Release and Installation**

This version is a full copy of MedTech32 and replaces all other previous versions. Please ensure you keep a copy of the enclosed CD as this will be required if you ever need to reinstall MedTech32 at your practice.

Your practice MUST be on Version 6.1 (any build) to complete this installation. If you are NOT currently on this version, please do NOT attempt to run the installation, and contact MedTech Helpdesk for assistance.

- Please note that the installation of MedTech32 Version 7.0.0 may take CONSIDERABLY LONGER than other MedTech32 upgrades in the past, due to changes made to the database structure in order to resolve performance issues and various errors reported by the users.
- Please ONLY run the Upgrade when your site is not required to be up and running in a short amount of time. It is recommended to run the Upgrade afterhours or on the weekend where you would have ADEQUATE TIME to complete the Upgrade.
- The amount of time required to run the Upgrade is dependent on the specification of your server and the size of ALL databases.

Installation Pre-Requisites

1. Ensure the person(s) who will be performing the upgrade have read through the release documentation(s) provided in the installation pack, including the cover letter, release notes and installation instructions.

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

2. Ensure you are ALWAYS logged onto Windows with administrative rights when performing ANY installation, update, or maintenance tasks.
3. Ensure ALL Briefcasing laptops with outstanding Briefcased data MUST be checked-in Prior To running the update.
4. Ensure the minimum version and build requirements are met.
5. Ensure a SUCCESSFUL Database Maintenance has been performed on ALL databases.
6. Ensure you have a COMPLETE backup of the MT32 directory, and ALL databases located in the MT32\Data directory.
7. Ensure ALL users (including remote users) have logged out of MedTech32 and ALL scheduled utilities, backup or maintenance tasks that require access to the databases have been stopped.

NOTE: ALL Briefcasing laptops MUST be updated to the same version and build as the MedTech32 Server – please follow the Server Installation section below.

NOTE: ANY MedTech32 Client that needs to have access to ANY Medicare Australia Online features MUST be upgraded to the new Medicare Australia Online Client – please follow the Client Installation section below.

NOTE: You must batch and transmit ANY outstanding Medicare Bulk Bill, Repat, or Private Claims before progressing with the upgrade to Version 7.0. This is necessary as there are invoice data and screen changes required as part of the Medicare Client Adapter 6.6 enhancements which WILL effect the billing and transmission of any outstanding claims. And invoices not batched and transmitted will have to be modified to accomodate data changes and re batched and transmitted.

Supported Operating Systems

MedTech32 Version 7.0 only supports the following versions of Microsoft Windows.

Supported Operating Systems	Windows 2000 Server
	Windows 2003 Server (32-bit only)
	Windows 2000 Professional
	Windows XP Professional (32-bit only)

Although it might be possible to run MedTech32 on other versions of Windows, MedTech WILL NOT be able to provide support if a practice encounters problems while running on any operating systems not listed above.

IMPORTANT NOTICE **RE: Interbase Version 6.0 End Of Support**

As mentioned in the notice *Why You Should Upgrade To Interbase 7.5*, which was sent to all practices in August 2006, CodeGear has already ceased supporting Interbase 6.0 in March 2005. Although MedTech has continued to support Interbase 6.0 to-date, unfortunately, it is finally the time to wind down Interbase 6.0 support.

Starting from **MedTech32 7.0**, MedTech will no longer provide support for Interbase 6.0. MedTech strongly recommends all practices still running on Interbase 6.0 to **UPGRADE to Interbase 7.5** – which provides the following benefits:

- enhanced memory management
- increased client performance by up to 20%
- increased database size limit from 2GB to a maximum of 16TB
- increased memory allocation from to 80MB to a maximum of 2GB
- supports hyperthreading, multiple, dual-core, quad-core CPUs
- supports Windows XP Professional and Windows 2003 Server
- optional database replication for data redundancy and/or data synchronization between multiple practices (extra fees applies)

To ensure your Interbase and database support will not be disrupted, MedTech strongly advises your practice to upgrade to Interbase 7.5 **AS SOON AS POSSIBLE**. To begin the upgrade process, please contact the MedTech Helpdesk on 1800 148 165 → Option 1 → Option 1, or email ausupport@medtechglobal.com to obtain the Interbase 7.5 License Request Form.

Interbase Version 7.5.1 Release

Interbase Version 7.5.1 has been released together with MedTech32 Version 7.0 – which serves as a service pack for the originally released Interbase Version 7.5.0.

All sites who are currently on Interbase Version 6.0.1 or 7.5.0 are recommended to upgrade to Interbase Version 7.5.1 **AS SOON AS POSSIBLE**.

A softcopy of the Upgrade Instructions are included on the Version 7.0 CD:

Interbase 6.0.1 – *Interbase\Instructions\Interbase 6.0.1 to 7.5.1 Upgrade Instructions.pdf*

Interbase 7.5.0 – *Interbase\Instructions\Interbase 7.5.0 to 7.5.1 Upgrade Instructions.pdf*

Database Backup and Restore

Prior to running the Version 7.0 upgrade, a SUCCESSFUL Database Maintenance MUST be performed on ALL of your databases.

WARNING: If you encounter ANY errors during Database Maintenance which prevents you from completing the Backup and Restore process, DO NOT continue with the installation. Please LOG the exact errors you have encountered, and contact MedTech Helpdesk for assistance.

The Database Maintenance procedure should not be attempted during normal working hours due to the amount of time this process may take. The amount of time require will vary depending on your database size and hardware specifications.

It is also recommended that a Database Maintenance is run on a REGULAR basis (at least every 1-3 months depending on the database size and transactions volume) to ensure that your databases are healthy and can operate at optimum state.

Important Note Re: DBMaintenance.exe

The DBMaintenance.exe utility can ONLY be run under the following circumstances:

- It ONLY works with Interbase 6.0 databases – i.e. it does not work with Interbase 7.5 databases.
- It ONLY works with single-file databases – i.e. it does not work with a database that has been splitted across multiple files.
- It ONLY runs on the MT32.GDB database – i.e. it does not perform any maintenance on the BLOB.GDB database, or any other databases you might have.
- It requires EXCLUSIVE access to the databases – i.e. all users must be logged out of MedTech32 and all scheduled tasks that require access to the databases must be stopped.

If your databases fall under any of the above limitations, DO NOT attempt to use the DBMaintenance.exe utility.

Instead, you MUST manually run Interbase Backup and Restore for ALL databases.

Interbase Database File Size Limit

If ANY database is OVER the size limit listed in the table below, it MUST be splitted into multiple files (each file must not exceed the size limit) in order to avoid database corruptions.

Interbase Version	File System	Size Limit
Interbase 7.5 Database File Size Limit	FAT16, FAT32	4GB
	NTFS	16,384GB
Interbase 6.0 Database File Size Limit	FAT16, FAT32, NTFS	2GB

Database Backup and Restore Instructions

Please read and follow the documentation included on the Version 7.0 CD to complete your Database Maintenance:

Interbase 6.0:

- DBMaintenance.exe Utility – *Interbase\Instructions\Interbase 6.0 - DBMaintenance.exe Guidelines.pdf*
- Interbase Backup and Restore – *Interbase\Instructions\Interbase 6.0 - Backup & Restore Instructions.pdf*

Interbase 7.5:

- Interbase Backup and Restore – *Interbase\Instructions\Interbase 7.5 - Backup & Restore Instructions.pdf*

MedTech32 and Database Backup

Not only is it important to make sure that you complete a full Database Maintenance before installing this upgrade, it is also important that you have a COMPLETE backup of your MedTech32 installation, i.e. the MT32 directory. You MUST also backup ALL databases, which are normally located in the MT32\Data directory.

This is essential to ensure if there are any issues during the upgrade, you will be able to roll back your MedTech32 installation to the original version.

For additional safety, it is recommended to store the backup medium in a different physical location from the database server, e.g. on external media such as CD, tape, USB or NAS storage device.

Important Note Re: Database Backup

WARNING: Prior To backing up (including copy or paste or move or rename) ANY database file, it is important that Interbase Server MUST be stopped in order to avoid corruptions. Once backup has been completed, Interbase Server can then be restarted.

Stopping Interbase 6.0 Server (Before backup)

- On the server, go to Start ► Programs ► Interbase ► Interbase Server Manager, click on Stop.

Restarting Interbase 6.0 Server (After backup)

- On the server, go to Start ► Programs ► Interbase ► Interbase Server Manager, click on Start.

Stopping Interbase 7.5 Server (Before backup)

- On the server, go to Start ► Programs ► Borland InterBase 7.5 Server [instance = gds_db] ► Interbase Server Manager [instance = gds_db], click on Stop.

Restarting Interbase 7.5 Server (After backup)

- On the server, go to Start ► Programs ► Borland InterBase 7.5 Server [instance = gds_db] ► Interbase Server Manager [instance = gds_db], click on Start.

Release Notes

A softcopy of the Release Notes is included on the Version 7.0 CD – *Documentation\Release Notes and Other Documentation\Release Notes Version 7.0.pdf*.

Please ensure that you read the Release Notes thoroughly as they include important information relating to the changes to existing MedTech functionality and the new Modules that have been introduced.

Display Resolution Requirements

MedTech recommends that your minimum display setting for using Version 7.0 is 1024 X 768.

Some users may find that when using 800 x 600 as their display setting they are unable to view some screens fully.

This is as a result of extensive screen changes to some modules within MedTech.

Important Note Re: Medicare Australia Online

Whilst MedTech values the feedback received from our users in relation to changes within the MedTech32 software, it is important to note the followings in regards to implementing any change requests for Medicare Australia Online functionality:

All changes made to the MedTech32 application in relation to Medicare Online functionality have been made in accordance with Medicare Australia specifications, which MedTech are required to adhere to for the creation, storing, transmission, reporting, printing and requesting of information between the MedTech32 application and Medicare Australia.

Please also note that any templates generated and printed from MedTech32, such as Assignment, Statement of Claim, and Benefit and Lodgement Advise forms are required to be submitted to Medicare Australia for Policy checking during integration testing.

The functionalities and templates mentioned above are designed in accordance with Medicare Australia's requirements, and thus the information contained and detailed cannot be altered.

Medicare Australia Online Client Adapter

MedTech currently uses Client Adapter 5.4 for transmission of to Medicare Australia on MedTech32 Version 6.1.

The enhanced Medicare Australia Online functionalities in MedTech32 Version 7.0 require a new Client Adaptor 6.6 to be installed. These files are required on ANY machines that will be making transmissions to Medicare Australia.

To enhance the functionality we are able to offer our users as part of the Medicare Claiming process Version 7.0 has been certified by Medicare to be used with Client Adapter 6.6.

During the installation process the current *MT32\Bin\Tools\HICOnline (Client Adapter 5.4)* folder will be renamed to *HICOnline_OLD*, and a new *HICOnline (Client Adapter 6.6)* folder will be installed.

As part of this process your current *HIC.psi* and *log4jproperties* files will also be transferred into the new *HICOnline* folder to ensure that no additional setup will be required by the practice.

NOTE: ANY MedTech32 Client that needs to have access to ANY Medicare Australia Online features MUST be upgraded to the new Medicare Australia Online Client – please follow the Client Installation section below.

Medical Device Image Printing

The ECG and Spirometer Medical Device Interface release as part of Version 6.1 requires an Image Printer to allow the graphs and files to be generated in JPG and TIF format for import into the MedTech32 Patient Inbox.

MedTech has made available an application called PDF Creator which is a FreeWare application and has been tested with MedTech32 software and Medical Device Interface.

Practices are welcome to install this FreeWare product for use with the Medical Device Interface or purchase their own application to create the necessary image files.

The PDF Creator installation file can be found on the Version 7.0 CD – *Extras\Image Printer\PDFCreator Setup.exe*.

In Touch SMS Interface

The In Touch SMS Interface is a new feature in MedTech32 Version 7.0, which enables users to send SMS Messages to patients for Appointment Reminders.

A softcopy of the Release Notes is included on the Version 7.0 CD – *Documentation\Release Notes and Other Documentation\Release Notes Version 7.0 – In Touch SMS Interface.pdf*.

The additional components required to be installed prior to using the In Touch SMS Interface can be located on the Version 7.0 CD – *Extras\Options\...*

NOTE: If you are interested in using the In Touch SMS Interface, you must first register for a SMS practice account and a user account with MedTech.

If you require further information on the In Touch SMS Interbaseor the registration procedures, please do not hesitate to contact the MedTech Helpdesk on 1800 148 165 → Option 1 → Option 1, or email ausupport@medtechglobal.com

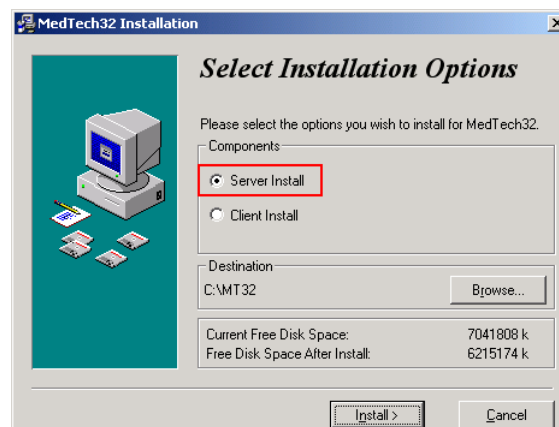
Server Installation

1. Ensure you have logged onto Windows with administrative rights.
2. Ensure ALL users (including remote users) have logged out of MedTech32 and ALL scheduled utilities, backup or maintenance tasks that require access to the databases have been stopped.
3. Insert the Version 7.0 CD into the CD/DVD drive on the MedTech32 Server.
4. After about 5-10 seconds the installation program should start automatically.

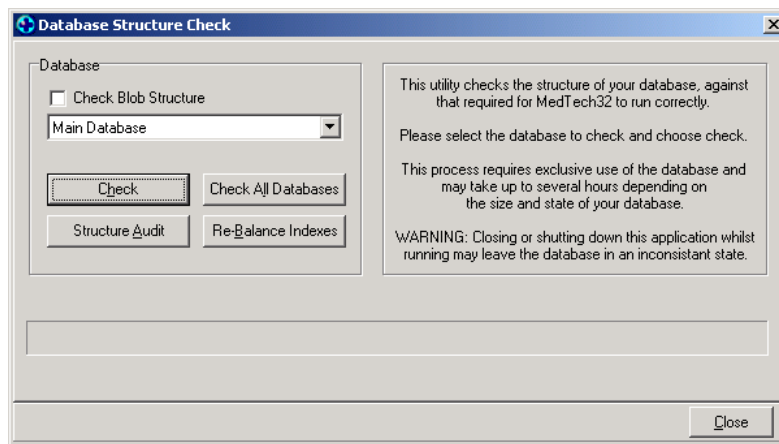


If the installation program fails to start automatically, then perform the following steps manually:

- Open **My Computer** or **Windows Explorer**
 - Double-click on the CD/DVD drive
 - Double-click on the file **Setup.exe**
5. Click on **Install MedTech32** to begin the installation.
 6. The **Select Installation Options** screen will be displayed:



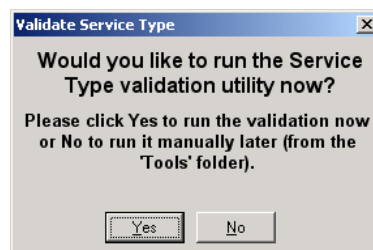
7. Select the option **Server Install** under the **Components** section.
8. The path to the current MT32 directory on the MedTech32 Server should be displayed under the **Destination** section. If this is incorrect, manually browse to the correct location by clicking on the **Browse** button.
9. Click on the **Install** button to begin the upgrade.
10. During the upgrade process, the **Database Structure Check** utility will appear few times to upgrade the databases:



WARNING: DO NOT close the **Database Structure Check** utility when it is half-way upgrading the databases – doing so could damage your databases.

WARNING: If you encounter ANY errors during **Database Structure Check**, please LOG the exact errors you have encountered, and contact MedTech Helpdesk for assistance.

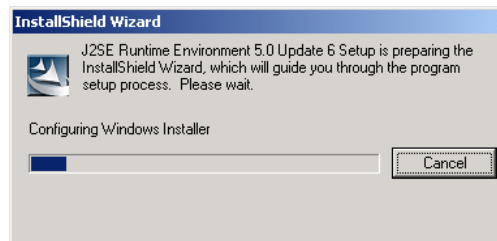
11. The **Validate Service Type** screen utility will be displayed:



NOTE: It is **OPTIONAL** to run this utility during the installation. You can always perform a Service Type Check later on by running the file `C:\MT32\Bin\Tools\CheckServiceType.exe`

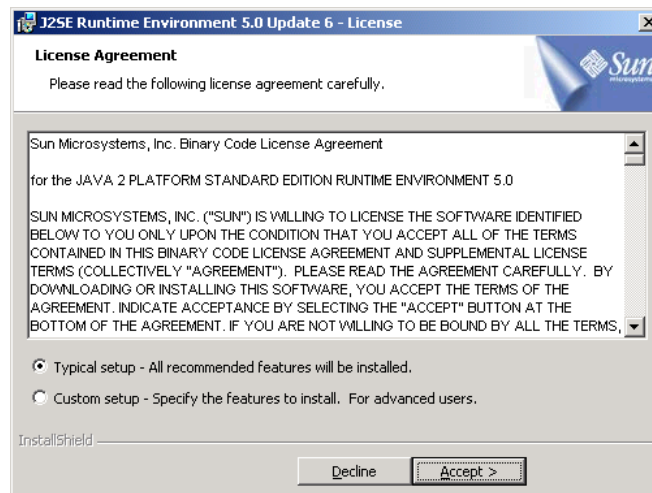
- Click on the **Yes** button to run the Service Type Check utility.
- Click on the **No** button to skip the Service Type Check utility.

12. If Medicare Australia Online Server is not currently installed then the Java 5.0 Update 6 installation will be initiated:



IMPORTANT: You MUST install Java 5.0 Update 6 (i.e. Java version 1.5.0_06) in order to allow Medicare Australia Online to function properly.

The **License Agreement** screen will be displayed:



Select the option **Typical setup**.

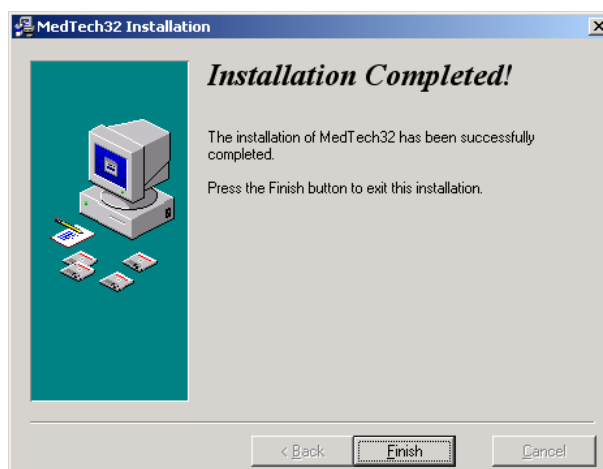
Click on the **Accept** button to begin the Java installation.

The **Installation Completed** screen will be displayed:



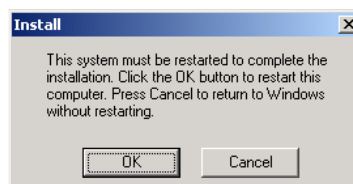
Click on the **Finish** button to complete the Java installation.

13. Finally, the **Installation Completed** screen will be displayed.



Click on the **Finish** button to complete the installation.

14. The following screen might appear after the installation is completed:



Click on the **OK** button to restart Windows to ensure the any files being locked by Windows during the installation will be updated after the reboot.

Important Note Re: Briefcasing Laptop

You MUST upgrade ALL Briefcasing laptops following the above steps.

Once the laptops have been updated successfully, you MUST perform a Complete Check-Out on ALL laptops before using them in Briefcased mode.

IMPORTANT: It is imperative that ANY MedTech32 updates that have been applied to the Server MUST also be installed on ALL Briefcasing laptops to ensure MedTech32 version and build are consistent across the network.

If MedTech32 version and build are not consistent across the MedTech32 Server and the Briefcasing laptops, database corruptions might occur whenever you attempt to perform a check-in or check-out.

Client Installation

Important Note Re: Medicare Australia Online Client

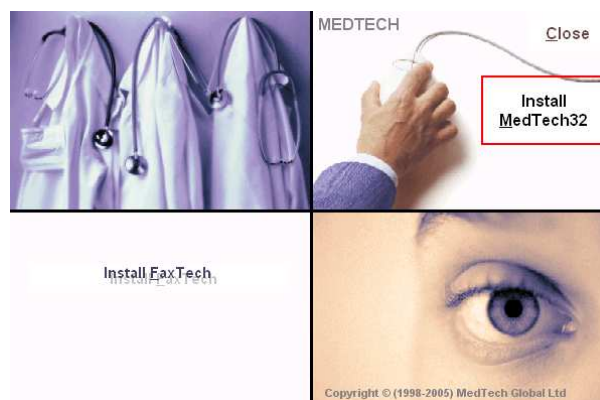
IMPORTANT: ANY MedTech32 Client that needs to have access to ANY Medicare Australia Online features MUST be upgraded to the new Medicare Australia Online Client. This includes Bulk Bill and Repat Batching, Patient Claims, ACIR Registrations, and Online Patient Verifications.

You MUST upgrade ALL MedTech32 Clients that require Medicare Australia Online access by following the steps below.

1. Ensure you have SUCCESSFULLY completed the Version 7.0 upgrade on the MedTech32 Server.
2. Ensure you have a mapped network drive to the shared MT32 directory on the Server. If not, you MUST create one Prior To running the installation.

NOTE: It is recommended to use **M:** as the mapped network drive.

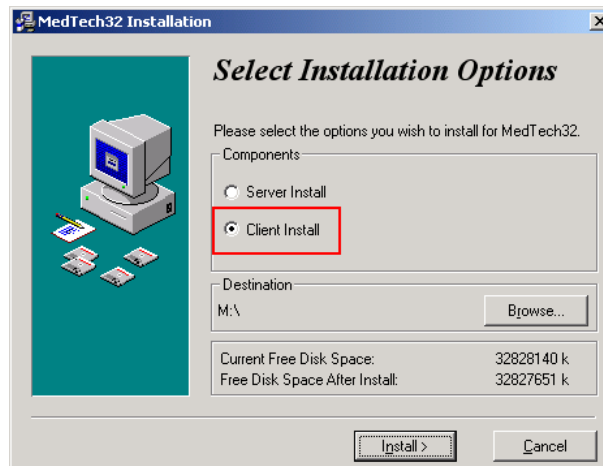
3. Ensure you have logged onto Windows with administrative rights.
4. Ensure MedTech32 is NOT running on the MedTech32 Client
5. Insert the Version 7.0 CD into the CD/DVD drive on the MedTech32 Client.
6. After about 5-10 seconds the installation program should start automatically.



If the installation program fails to start automatically, then perform the following steps manually:

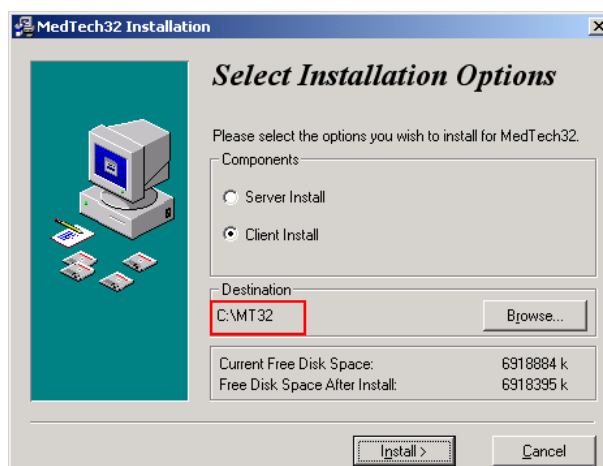
- Open **My Computer** or **Windows Explorer**
- Double-click on the CD/DVD drive
- Double-click on the file **Setup.exe**

7. Click on **Install MedTech32** to begin the installation.
8. The **Select Installation Options** screen will be displayed:



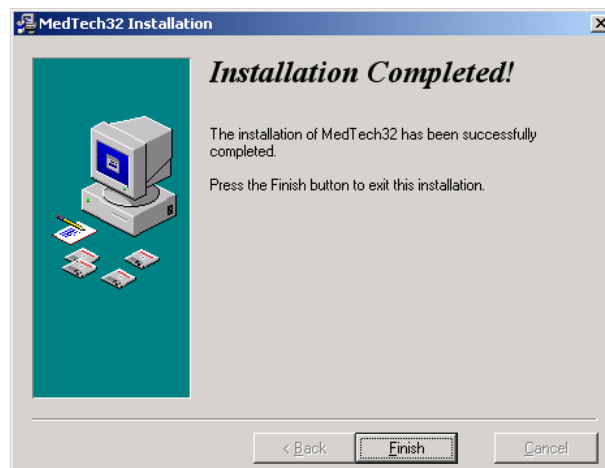
9. Select the option **Client Install** under the **Components** section.
10. By default, the mapped network drive to the current MT32 directory on the MedTech32 Server will be displayed under the **Destination** section.

You MUST manually browse to the current MT32 directory located LOCALLY on the Client (i.e. NOT on the Server) by clicking on the **Browse** button. Normally, this should be **C:\MT32**



11. Click on the **Install** button to begin the Standard MedTech32 Client upgrade.

12. Finally, the **Installation Completed** screen will be displayed.

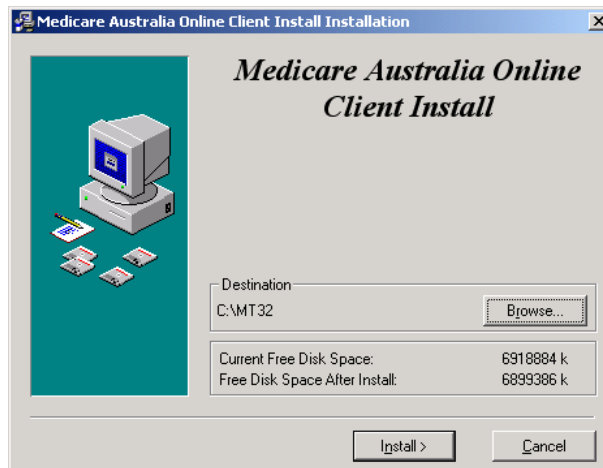


Click on the **Finish** button to complete the installation.

13. Go to **Start Menu ► Programs ► MedTech32 ► Medicare Client Install**



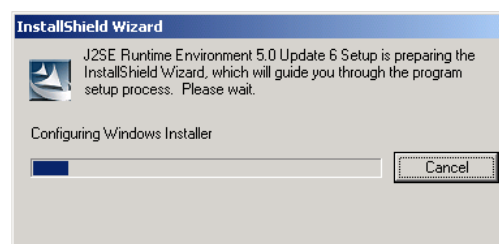
14. The **Medicare Australia Online Client** Install screen will be displayed:



15. The path to the current MT32 directory on the MedTech32 Client should be displayed under the **Destination** section. If this is incorrect, manually browse to the correct location located LOCALLY on the Client (i.e. NOT on the Server) by clicking on the **Browse** button.

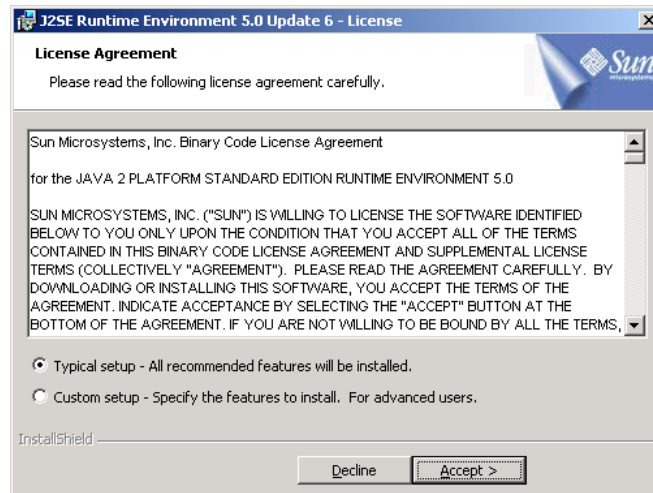
16. Click on the **Install** button to begin the Medicare Australia Online Client upgrade.

17. If Medicare Australia Online Client has never been installed before on this computer, or Medicare Australia Online Client is currently on Client Adapter 5.4 (i.e. MedTech32 6.1), Java 5.0 Update 6 installation will be initiated:



IMPORTANT: You MUST install Java 5.0 Update 6 (i.e. Java version 1.5.0_06) in order to allow Medicare Australia Online to function properly.

The **License Agreement** screen will be displayed:



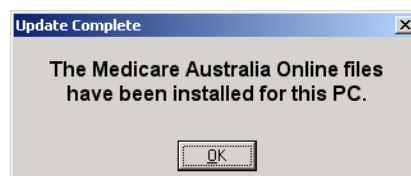
Select the option **Typical setup**.
Click on the **Accept** button to begin the Java installation.

The **Installation Completed** screen will be displayed:



Click on the **Finish** button to complete the Java installation.

18. Finally, the **Update Complete** screen will be displayed.



Click on the **OK** button to complete the installation.

Known Issues

There are currently no known issues with the Version 7.0 General Release.

Helpdesk Assistance

At any time during the installation process – if you feel that you need to confirm instructions, get advice, or have run into an error message – please contact the MedTech Helpdesk for assistance.

The Helpdesk will be available during Normal Office-Hours – i.e. between 8:30am and 5:00pm, Monday to Friday.

After-Hours Support Service Registration Procedure

If you require any After-Hours Support for Version 7.0 installation, please contact the MedTech Helpdesk on 1800 148 165 → Option 1 → Option 1 during Office-Hours to lodge a registration.

The registration should be lodged at least one day before the After-Hours Support Service is required, in order to ensure that we can allocate our support staff to serve your request.

If you have any queries regarding the installations and functionalities for MedTech32 Version 7.0, please do not hesitate to contact the MedTech Helpdesk on 1800 148 165 → Option 1 → Option 1, or email ausupport@medtechglobal.com

Kind Regards
MedTech Healthcare
Australia