



**Rx Medical
Version 5.5 Build 29
Release Notes**



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

Table of Contents

For further information on this release, or any other queries regarding the Version 5.5 Build 29 Update, please contact the Medtech Helpdesk on 1300 362 333 → Option 1, or email ausupport@medtechglobal.com.

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Introduction

Rx Medical Version 5.5 Build 29 had been released.

The Release Notes for Rx Medical Version 5.5 Build 29 provides the documentation for all changes made to the RxSQL Version of Rx Medical, including both enhancements and fixes since Version 5.3, and Audiology and Osteology Editions since Version 4.5.

IMPORTANT NOTE

WARNING: Rx Medical Version 5.5 Build 29 is intended for practices running on the General, Audiology, and Osteology Edition ONLY. Please DO NOT install this update if your practice is running on the Allied Health or Dental Edition of Rx Medical.

It is also IMPORTANT to ensure all Rx Medical users have READ THROUGH the Release Notes to learn about the enhancements and fixes prior to upgrading to Rx Medical Version 5.5 Build 29.

IMPORTANT NOTE

WARNING: It is HIGHLY recommended to employ ONLY qualified system engineers when performing ANY installation and upgrade. The consequences of ruining a database during upgrade could possibly lead to data corruptions, and as a result – data loss and systems downtime.

If in doubt, please consult with your IT technician/service provider, or contact one of the Medtech Channel Partners listed on our web site:

<http://www.medtechglobal.com/aus/medtech-online-au/support-3.html>

Pre-requisites

Please review the following pre-requisites and ensure they are met prior to running the Update:

- Ensure the minimum version and build requirements are met.

IMPORTANT NOTE

Your practice **MUST** be on Rx Medical **Version 5.0 (ANY Build) OR ABOVE** in order to install this Update. If Rx Medical is NOT currently on this version or above, please do NOT attempt to run the installation, and contact the Medtech Helpdesk for assistance.

- Ensure the person(s) who will be performing the upgrade have **READ THROUGH** the fax notification and the release notes.

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

- Ensure you are **ALWAYS** logged onto Windows with **ADMINISTRATIVE RIGHTS** when performing **ANY** installation, update, or maintenance tasks.
- Ensure a **SUCCESSFUL** Database Maintenance has been performed on **ALL** databases.
- Ensure you have a **COMPLETE** backup of the RxSQL directory, including any Templates directory that is shared across the network, and **ALL** database files and transaction logs (i.e. *.MDF and *.LDF files).
- Ensure **ALL** users (including remote users) have **LOGGED OUT** of Rx Medical and **ALL** scheduled utilities, backup or maintenance tasks that require access to the databases have been **STOPPED**.

IMPORTANT NOTE

WARNING: **DO NOT** attempt to login to Rx Medical from **ANY** computers until you have **COMPLETED** the **Database Upgrade** section below.

WARNING: Once you have **SUCCESSFULLY** completed the **Database Upgrade**. **DO NOT** attempt to login to Rx Medical from **ANY** computers that has yet to be upgraded to Rx Medical Version 5.5.

Server Installation

Rx Medical Version 5.0 (ANY Build) OR ABOVE must be installed on the RxSQL Server machine, i.e. the machine where Microsoft SQL Server 2000 (or MSDE 2000) is installed. The following procedures need to be run once per server if your practice has multiple servers.

NOTE: If you are uncertain which computer is the RxSQL Server, please contact your IT technician or service provider who had performed the Rx Medical and Microsoft SQL Server (or MSDE) installation and/or upgrade.

1. Please visit our website at www.medtechglobal.com.
2. Select **Region: Australia** from the Region dropdown list on the top right corner of the screen.



The Australia Home Page will be displayed.



3. Select from the Top Menu, **medtech online ► rx practice management ► downloads**. The Australia RX Practice Management Downloads page will be displayed.



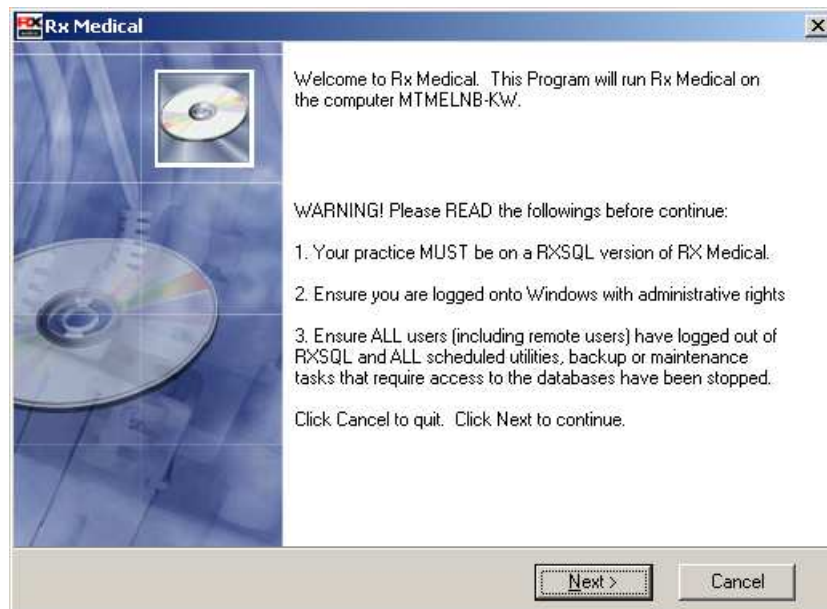
- Here you will find the **Version 5.5 Build 29 Update** under the **RxSQL** section.



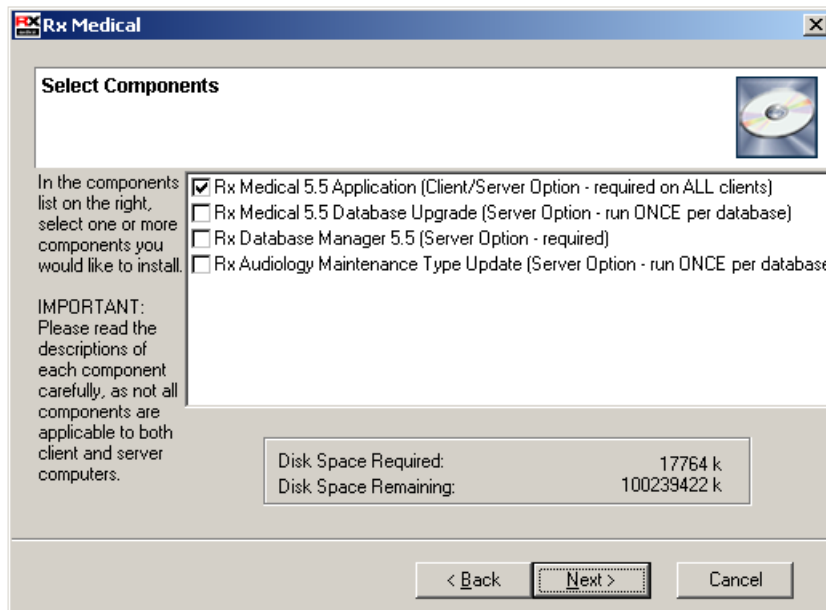
- If the File Download Security Warning dialogue box appears, select the **Run** option.
- If the Open File Security Warning dialogue box appears, select the **Run** option.
- The Update will then begin to run.



- The Welcome screen will be displayed. Please **READ THROUGH** the onscreen instructions **CAREFULLY**, then click on the Button **Next**.



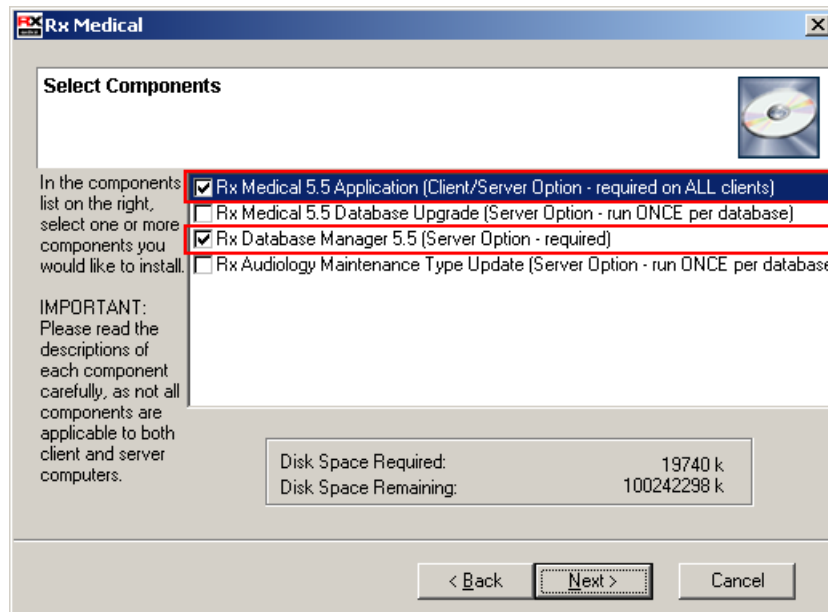
- The Select Components screen will be displayed. By default, only the first Component is selected.



The following Components are applicable to the Server Installation:

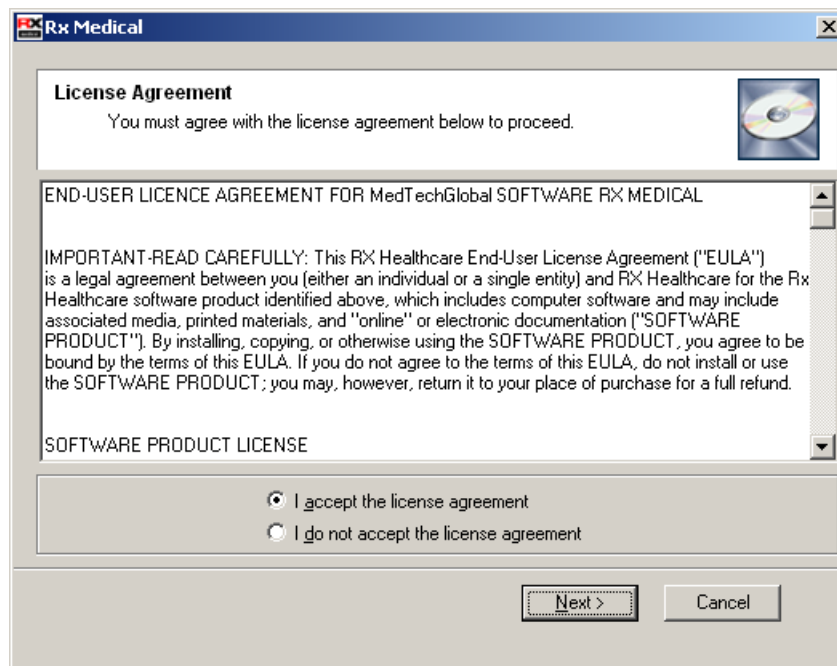
	Server Components	Installation Instructions
A	Rx Medical 5.5 Application	<p>Mandatory</p> <ul style="list-style-type: none"> Required even if Rx Medical application will not be used on the Server, as it installs the necessary components that are required for various utilities and updates to function properly. Recommended to be installed for testing purposes (e.g. to test restore of a database backup).
C	Rx Database Manager 5.5	<p>Mandatory</p> <ul style="list-style-type: none"> Required for various database upgrade, backup and maintenance tasks.

- Select **Component A** – "Rx Medical 5.5 Application" and **Component C** – "Rx Database Manager 5.5", and ensure ALL other Components are NOT ticked.



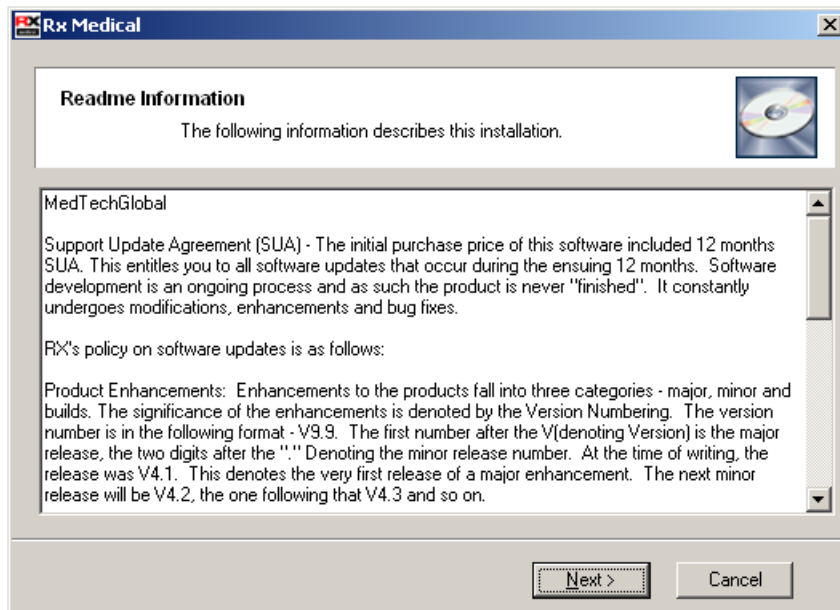
Click on the Button **Next** to continue.

- The License Agreement screen will be displayed. Please READ THROUGH the agreement CAREFULLY, then select the Option "**I accept the license agreement**".

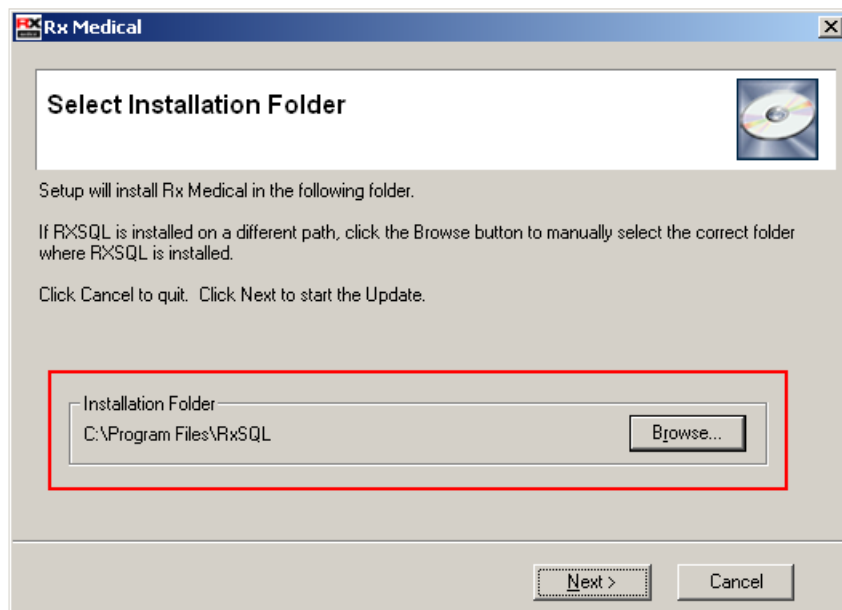


Click on the Button **Next** to continue.

- The Readme Information screen will be displayed. Please READ THROUGH the readme CAREFULLY, then click on the Button **Next**.



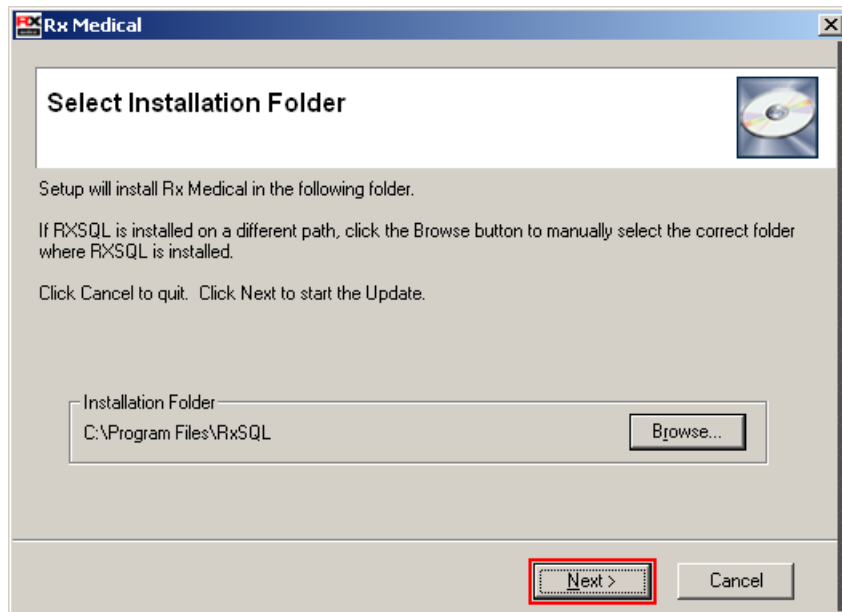
- The Select Installation Folder screen will be displayed. By default, the **Installation** Folder is set to the directory where RxSQL was last installed.



If RxSQL is installed on a different path, you **MUST** click on the Button **Browse** to manually select the correct **Installation Folder** where RxSQL is installed.

NOTE: If you are uncertain where RxSQL is installed, please contact your IT technician or service provider who has performed the RxSQL installation and/or upgrade.

14. Click on the Button **Next** to continue.



15. You will then be prompted to enter the Password. This Password has been supplied to you separately via fax.



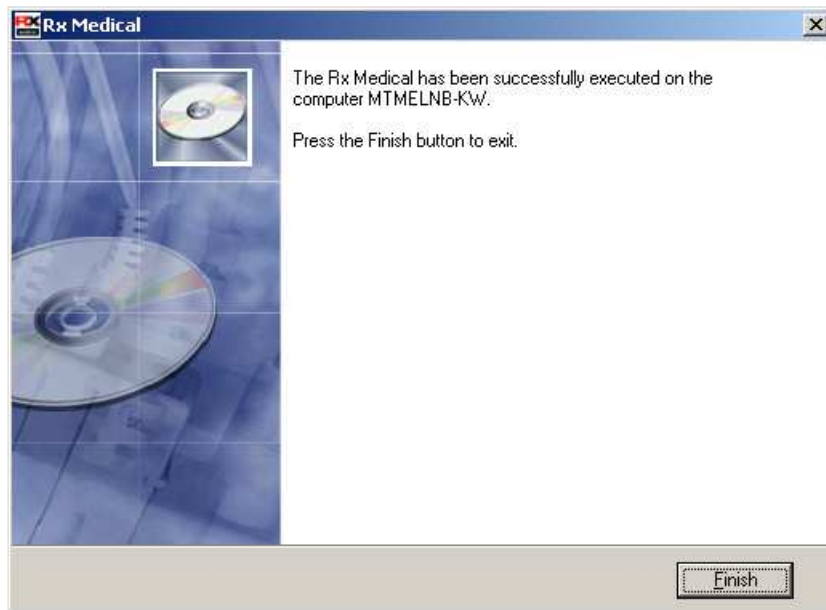
NOTE: You are only eligible to receive the Password if you are currently paying for maintenance support fees.

If you have not received the Password by fax, or you are not currently paying for maintenance support fees but would like to re-subscribe in order to obtain this Update, please contact the Medtech Helpdesk on 1300 362 333 → Option 1.

16. Enter the Password, and then Click on the Button **OK** to start the Update.

NOTE: This password is not case sensitive.

17. Once the Update is completed, the Update Complete dialogue box will be displayed. Click on the Button **Finish** to exit the Update.



Database Upgrade – General/Osteology Edition

IMPORTANT NOTE

WARNING: This section is intended for practices running on the General and Osteology Edition of Rx Medical ONLY. If your practice is running on the Audiology Edition of Rx Medical, please refer to the "Database Upgrade – Audiology Edition" section below.

Once you have SUCCESSFULLY completed the Server Installation section, you MUST upgrade ALL databases.

The following procedures ONLY need to be run ONCE for EACH practice (or once per database if your practice has multiple databases).

1. Please visit our website at www.medtechglobal.com.
2. Select **Region: Australia** from the Region dropdown list on the top right corner of the screen.



The Australia Home Page will be displayed.



3. Select from the Top Menu, **medtech online ► rx practice management ► downloads**. The Australia RX Practice Management Downloads page will be displayed.



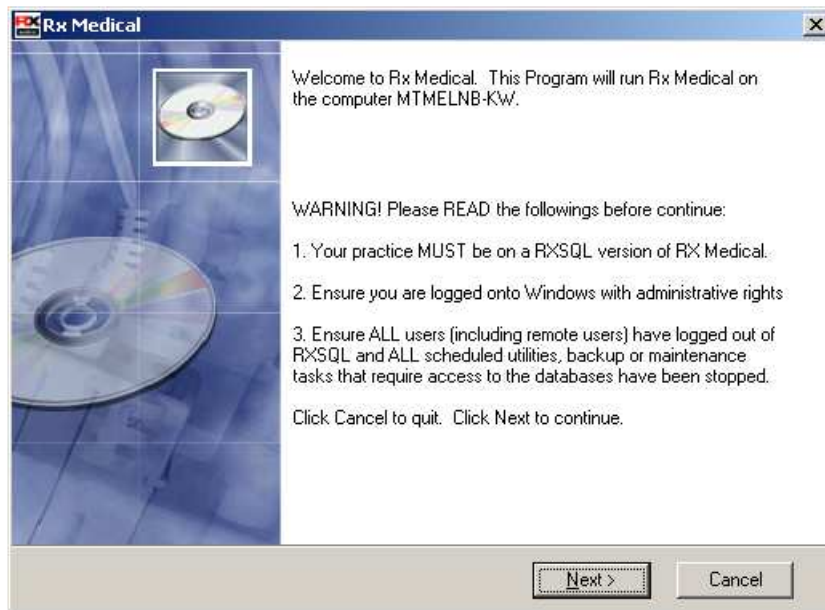
4. Here you will find the **Version 5.5 Build 29 Update** under the **RxSQL** section.



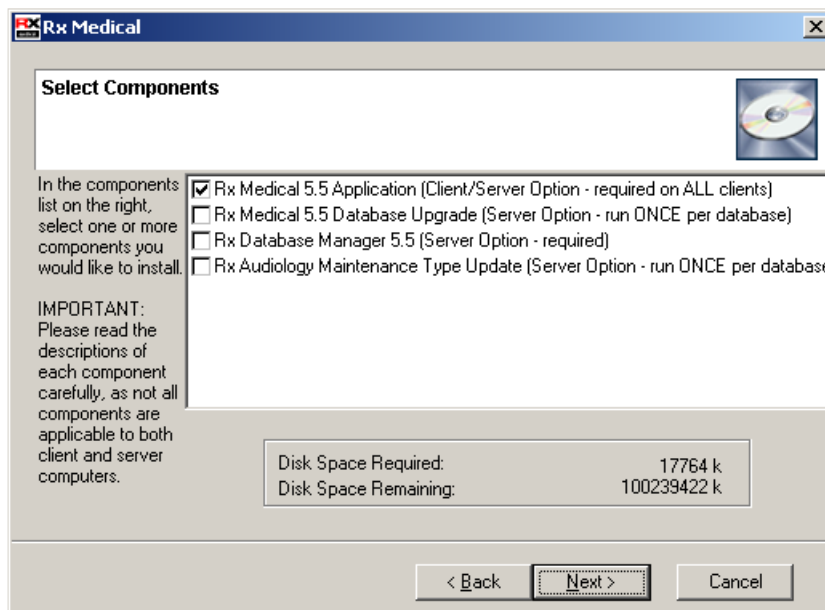
5. If the File Download Security Warning dialogue box appears, select the **Run** option.
6. If the Open File Security Warning dialogue box appears, select the **Run** option.
7. The Update will then begin to run.



- The Welcome screen will be displayed. Please READ THROUGH the onscreen instructions CAREFULLY, then click on the Button **Next**.



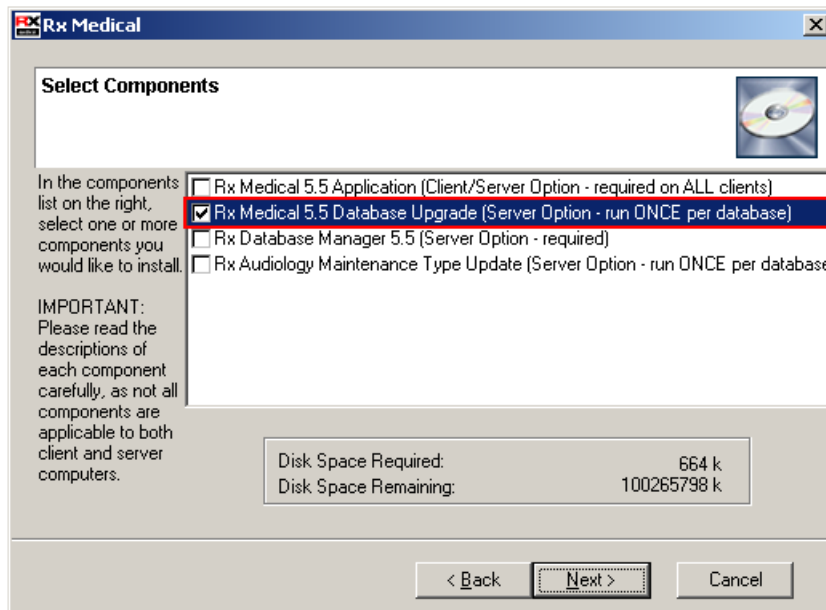
- The Select Components screen will be displayed. By default, only the first Component is selected.



The following Components are applicable to the Database Upgrade:

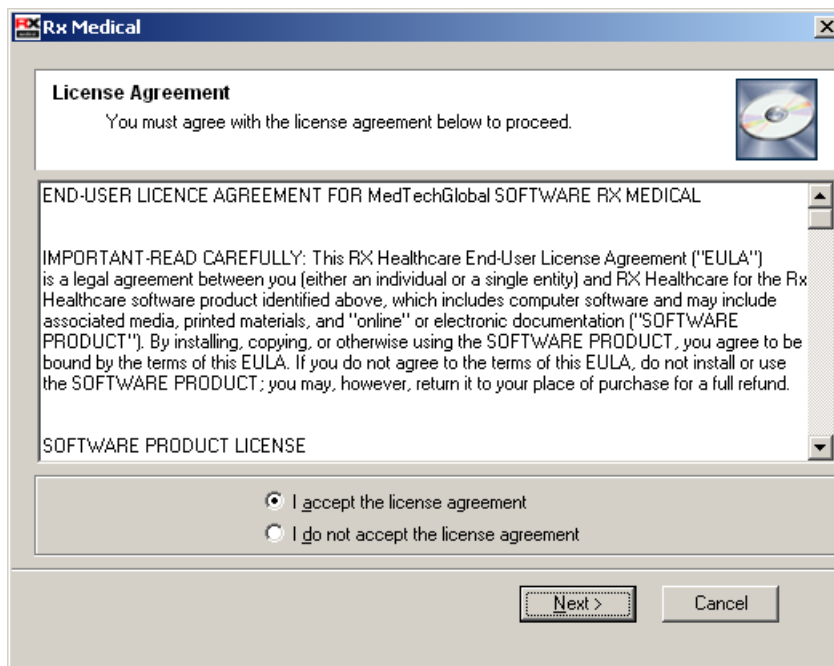
	Server Components	Installation Instructions
B	Rx Medical 5.5 Database Upgrade	Mandatory – Required to be run ONCE for EACH practice (or once per database if your practice has multiple databases).

10. Select **Component B** – "Rx Medical 5.5 Database Upgrade", and ensure ALL other Components are NOT ticked.



Click on the Button **Next** to continue.

11. The License Agreement screen will be displayed. Please READ THROUGH the agreement CAREFULLY, then select the Option "**I accept the license agreement**".



Click on the Button **Next** to continue.

- You will then be prompted to enter the Password. This Password has been supplied to you separately via fax.



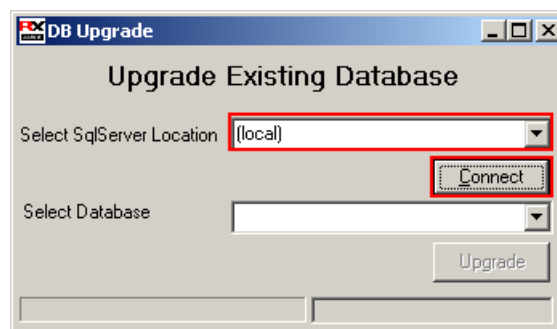
NOTE: You are only eligible to receive the Password if you are currently paying for maintenance support fees.

If you have not received the Password by fax, or you are not currently paying for maintenance support fees but would like to re-subscribe in order to obtain this Update, please contact the Medtech Helpdesk on 1300 362 333 → Option 1.

- Enter the Password, then Click on the Button **OK** to start the Update.

NOTE: This password is not case sensitive.

- The Database Upgrade screen will be displayed. Select the correct SQL Server instance from the **Select SQL Server Location** dropdown list, and click on the Button **Connect**.



By default, this should be **(local)** if SQL Server 2000 or MSDE 2000 is installed.

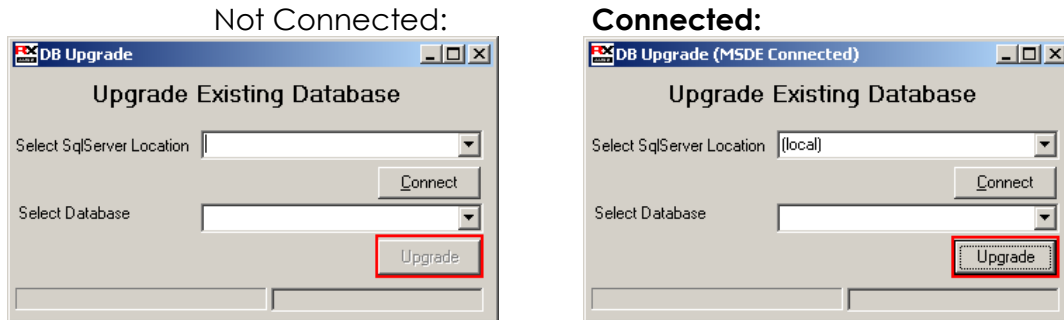
If **(local)** is not in the dropdown list, you can manually type in **(local)**.

IMPORTANT: You must include the brackets when typing.

The status bar at the bottom will show the **Loading Databases** progress:

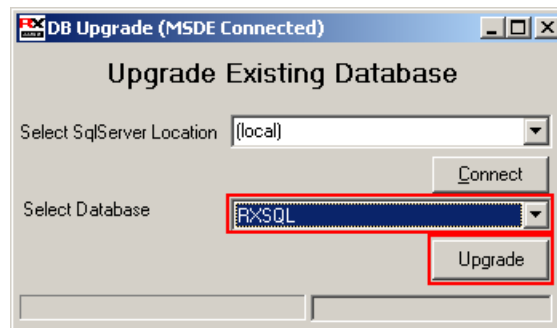


Once the connection is successful, the **Upgrade** button will become available:



NOTE: If the default SQL Server instance does not seem to connect, and you are uncertain which SQL Server instance should be selected instead, please contact your IT technician or service provider who has performed the Microsoft SQL Server installation and/or upgrade.

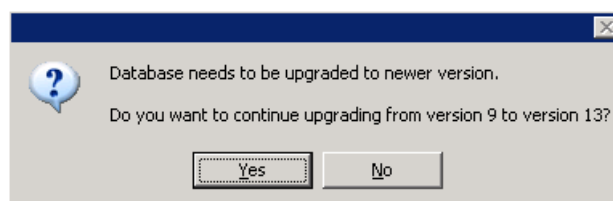
- From the **Select Database** dropdown list, select the correct database. By default, this should be **RXSQL**.



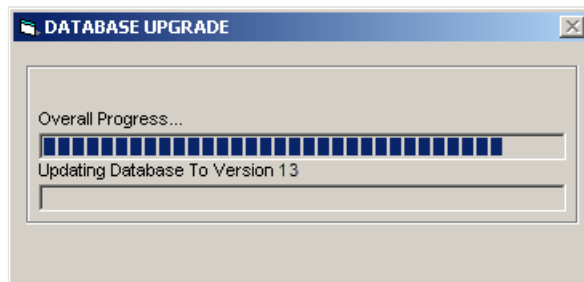
NOTE: If you are uncertain which database should be selected, please contact your IT technician or service provider who has performed the database installation and/or upgrade.

Click on the **Upgrade** button to continue.

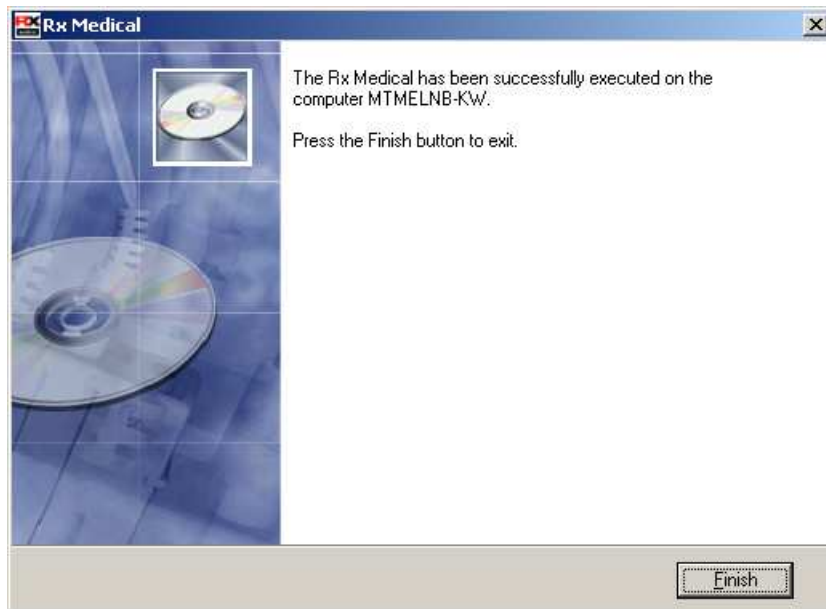
- The Database Upgrade Confirmation screen will be displayed, click on the Button **Yes** to apply the Update to the selected database.



The Database Upgrade screen will be displayed to show the **Database Upgrade** progress:



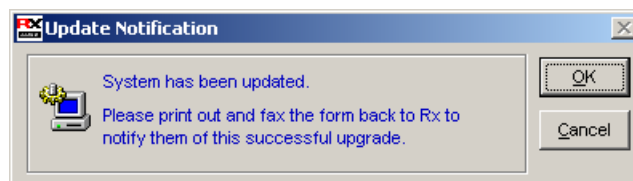
17. Once the Update is completed, the Update Complete dialogue box will be displayed. Click on the Button **Finish** to exit the Update.



18. Run Rx Medical application on the RxSQL Server and login to the freshly upgraded database.

IMPORTANT: Logging into the freshly upgraded database will take longer than usual. Please be patient and wait for the next screen to appear.

19. The Update Notification screen will be displayed, click on the Button **OK** to continue.



20. The Update Notification Report will be displayed, please print and fax the report to Medtech Helpdesk on 03 9690 8010.



21. **Repeat** Steps 1-20 above for ALL other databases you would like to update (if your practice has multiple databases). This also includes the **RxSQL_SAMPLE** database if you would like to keep it for training/testing purposes.

Database Upgrade – Audiology Edition

IMPORTANT NOTE

WARNING: This section is intended for practices running on the Audiology Edition of Rx Medical ONLY. If your practice is running on the General or Osteology Edition of Rx Medical, please refer to the "Database Upgrade – General/Osteology Edition" section above.

Once you have SUCCESSFULLY completed the Server Installation section, you MUST upgrade ALL databases.

The following procedures ONLY need to be run ONCE for EACH practice (or once per database if your practice has multiple databases).

1. Please visit our website at www.medtechglobal.com.
2. Select **Region: Australia** from the Region dropdown list on the top right corner of the screen.



The Australia Home Page will be displayed.



3. Select from the Top Menu, **medtech online ► rx practice management ► downloads**. The Australia RX Practice Management Downloads page will be displayed.



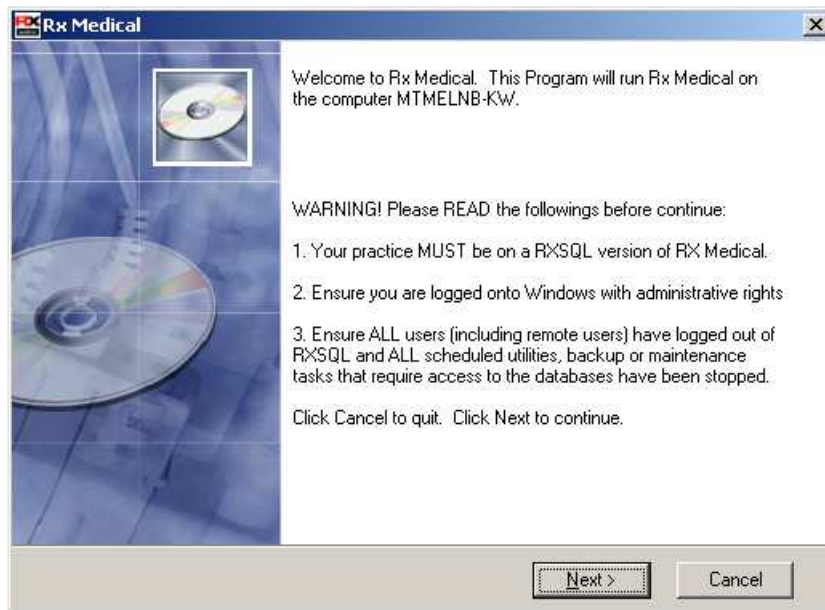
4. Here you will find the **Version 5.5 Build 29 Update** under the **RxSQL** section.



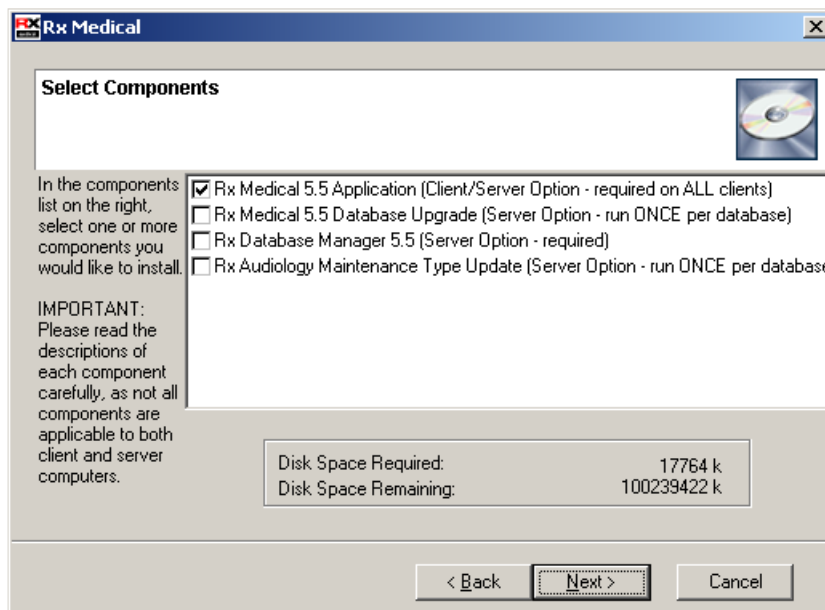
5. If the File Download Security Warning dialogue box appears, select the **Run** option.
6. If the Open File Security Warning dialogue box appears, select the **Run** option.
7. The Update will then begin to run.



8. The Welcome screen will be displayed. Please READ THROUGH the onscreen instructions CAREFULLY, then click on the Button **Next**.



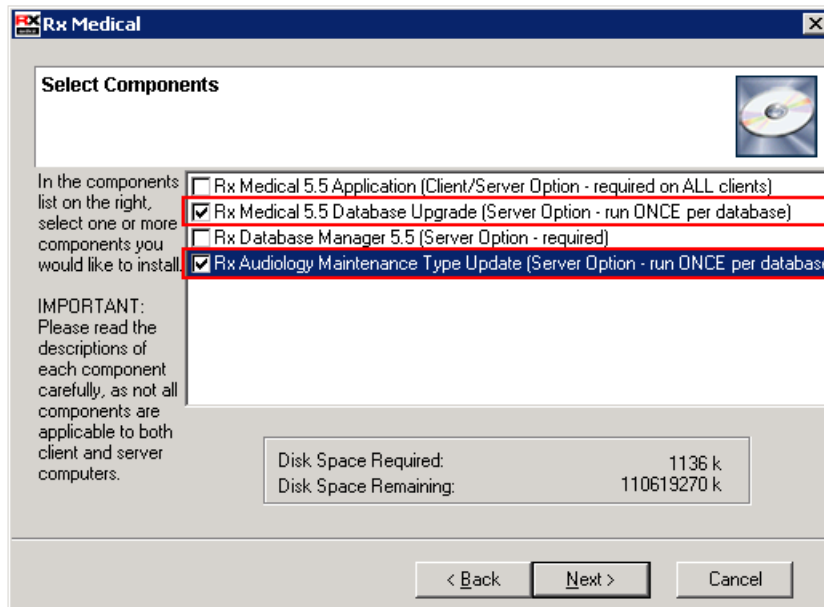
9. The Select Components screen will be displayed. By default, only the first Component is selected.



The following Components are applicable to the Database Upgrade:

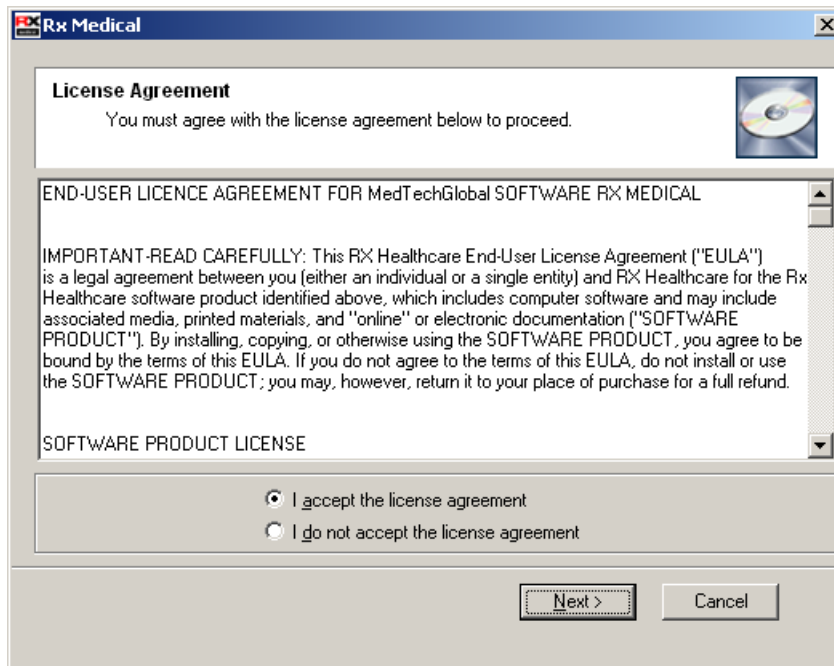
	Server Components	Installation Instructions
B	Rx Medical 5.5 Database Upgrade	Mandatory – Required to be run ONCE for EACH practice (or once per database if your practice has multiple databases).
D	Rx Audiology Maintenance Type Update	Mandatory – Required to be run ONCE for EACH practice (or once per database if your practice has multiple databases).

10. Select **Component B** – "Rx Medical 5.5 Database Upgrade" and **Component D** – "Rx Audiology Maintenance Type Update", and ensure ALL other Components are NOT ticked.



Click on the Button **Next** to continue.

- The License Agreement screen will be displayed. Please READ THROUGH the agreement CAREFULLY, then select the Option "**I accept the license agreement**".



Click on the Button **Next** to continue.

- You will then be prompted to enter the Password. This Password has been supplied to you separately via fax.



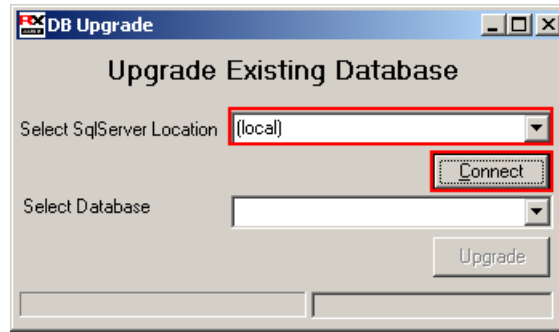
NOTE: You are only eligible to receive the Password if you are currently paying for maintenance support fees.

If you have not received the Password by fax, or you are not currently paying for maintenance support fees but would like to re-subscribe in order to obtain this Update, please contact the Medtech Helpdesk on 1300 362 333 → Option 1.

13. Enter the Password, then Click on the Button **OK** to start the Update.

NOTE: This password is not case sensitive.

14. The Database Upgrade screen will be displayed. Select the correct SQL Server instance from the **Select SQL Server Location** dropdown list, and click on the Button **Connect**.



By default, this should be **(local)** if SQL Server 2000 or MSDE 2000 is installed.

If **(local)** is not in the dropdown list, you can manually type in **(local)**.

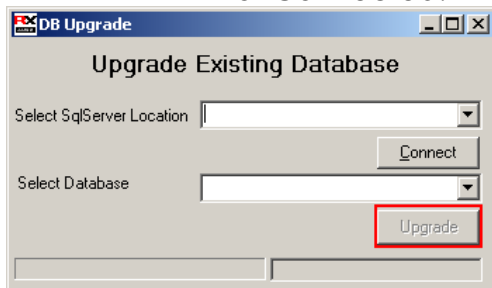
IMPORTANT: You must include the brackets when typing.

The status bar at the bottom will show the **Loading Databases** progress:

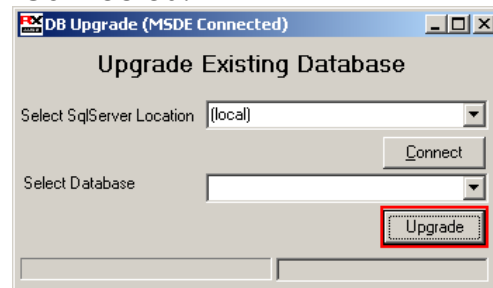


Once the connection is successful, the **Upgrade** button will become available:

Not Connected:

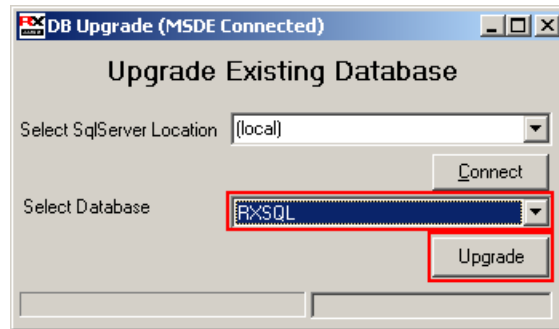


Connected:



NOTE: If the default SQL Server instance does not seem to connect, and you are uncertain which SQL Server instance should be selected instead, please contact your IT technician or service provider who has performed the Microsoft SQL Server installation and/or upgrade.

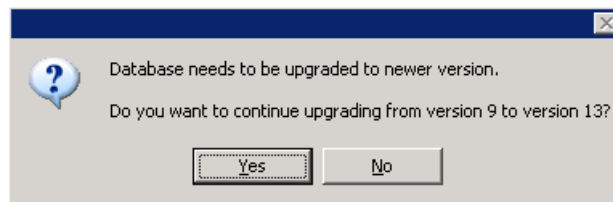
- From the **Select Database** dropdown list, select the correct database. By default, this should be **RXSQL**.



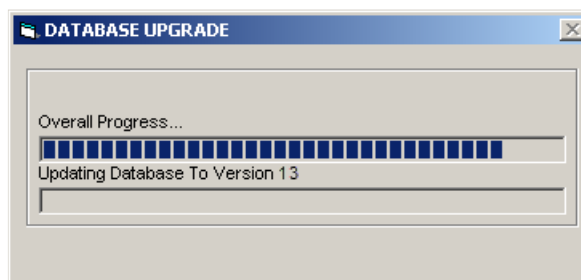
NOTE: If you are uncertain which database should be selected, please contact your IT technician or service provider who has performed the database installation and/or upgrade.

Click on the **Upgrade** button to continue.

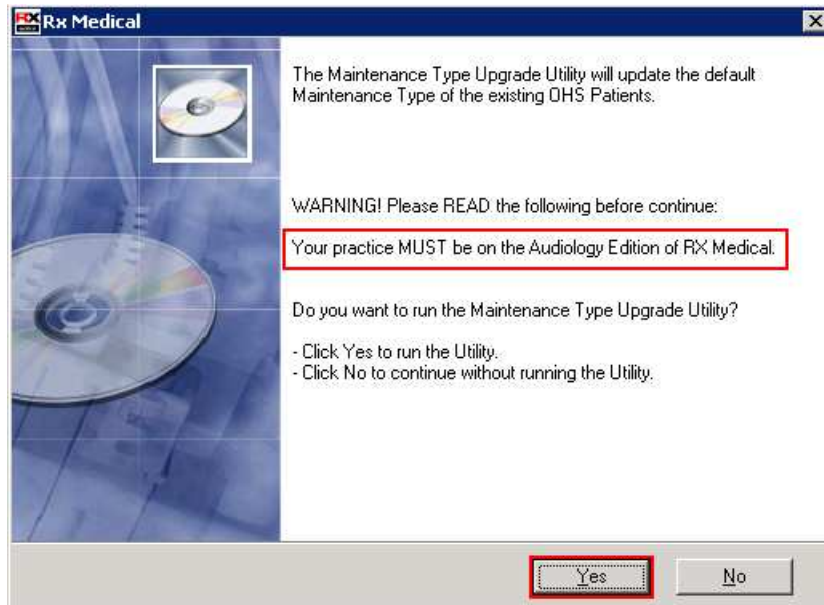
- The Database Upgrade Confirmation screen will be displayed, click on the Button **Yes** to apply the Update to the selected database.



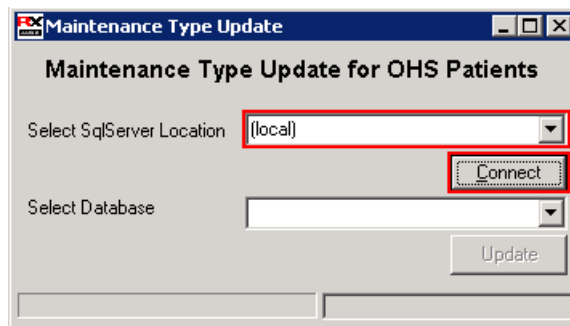
The Database Upgrade screen will be displayed to show the **Database Upgrade** progress:



17. The Audiology Maintenance Type Upgrade Utility screen will be displayed. Please READ THROUGH the screen CAREFULLY, then click on the Button **Yes** to continue.



18. The Maintenance Type Update for PHS Patients screen will be displayed. Select the correct SQL Server instance from the **Select SQL Server Location** dropdown list, and click on the Button **Connect**.



By default, this should be **(local)** if SQL Server 2000 or MSDE 2000 is installed.

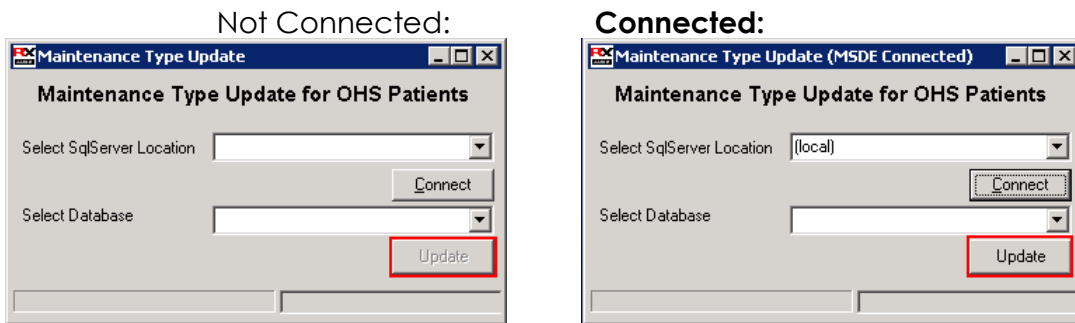
If **(local)** is not in the dropdown list, you can manually type in **(local)**.

IMPORTANT: You must include the brackets when typing.

The status bar at the bottom will show the **Loading Databases** progress:

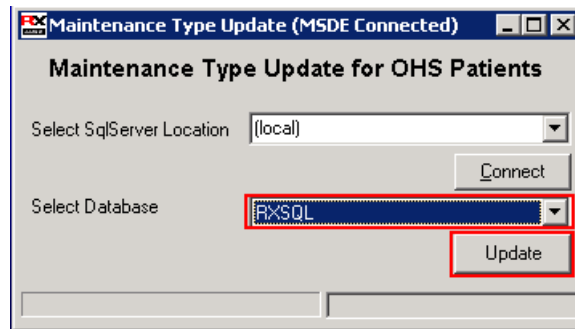


Once the connection is successful, the **Update** button will become available:



NOTE: If the default SQL Server instance does not seem to connect, and you are uncertain which SQL Server instance should be selected instead, please contact your IT technician or service provider who has performed the Microsoft SQL Server installation and/or upgrade.

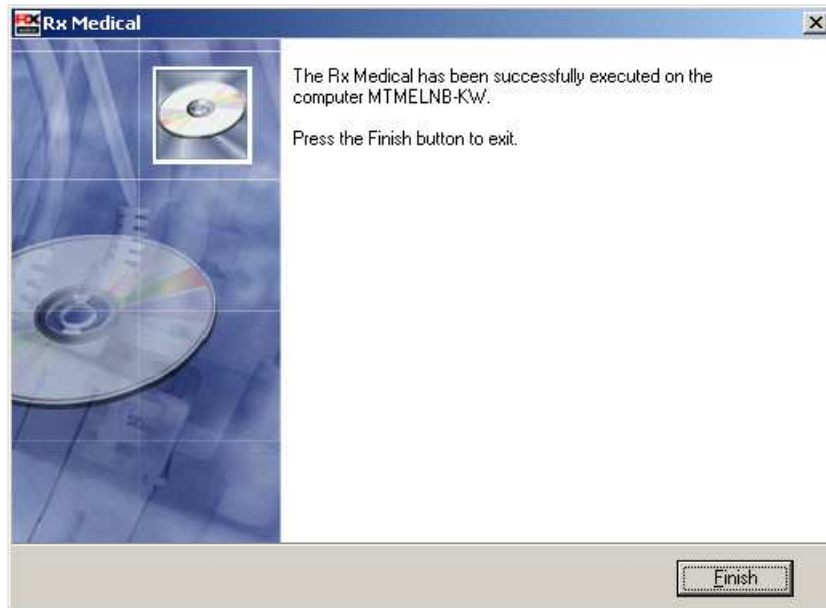
- From the **Select Database** dropdown list, select the correct database. By default, this should be **RXSQL**.



NOTE: If you are uncertain which database should be selected, please contact your IT technician or service provider who has performed the database installation and/or upgrade.

Click on the **Update** button to continue.

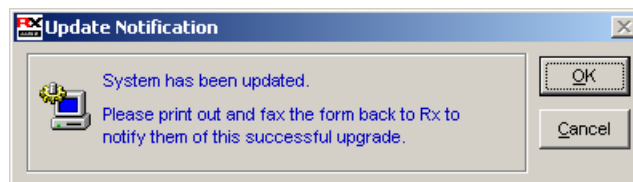
20. Once the Update is completed, the Update Complete dialogue box will be displayed. Click on the Button **Finish** to exit the Update.



21. Run Rx Medical application on the RxSQL Server and login to the freshly upgraded database.

IMPORTANT: Logging into the freshly upgraded database will take longer than usual. Please be patient and wait for the next screen to appear.

22. The Update Notification screen will be displayed, click on the Button **OK** to continue.



23. The Update Notification Report will be displayed, please print and fax the report to Medtech Helpdesk on 03 9690 8010.



24. **Repeat** Steps 1-23 above for ALL other databases you would like to update (if your practice has multiple databases). This also includes the **RxSQL_SAMPLE** database if you would like to keep it for training/testing purposes.

Client Installation

Once you have SUCCESSFULLY completed the Server Installation and Database Upgrade sections above, you can proceed to upgrade the Client computers. Rx Medical Version 5.0 (ANY Build) OR ABOVE must be installed on the RxSQL Client machine.

In a standard network environment, Rx Medical Version 5.5 Build 29 needs to be installed on ALL workstations that will be running the Rx Medical application.

In a Citrix/Terminal Services Environment, Rx Medical Version 5.5 Build 29 needs to be installed on ALL Citrix/Terminal servers that will be hosting the Rx Medical application.

1. Please visit our website at www.medtechglobal.com.
2. Select **Region: Australia** from the Region dropdown list on the top right corner of the screen.



The Australia Home Page will be displayed.



3. Select from the Top Menu, **medtech online ► rx practice management ► downloads**. The Australia RX Practice Management Downloads page will be displayed.



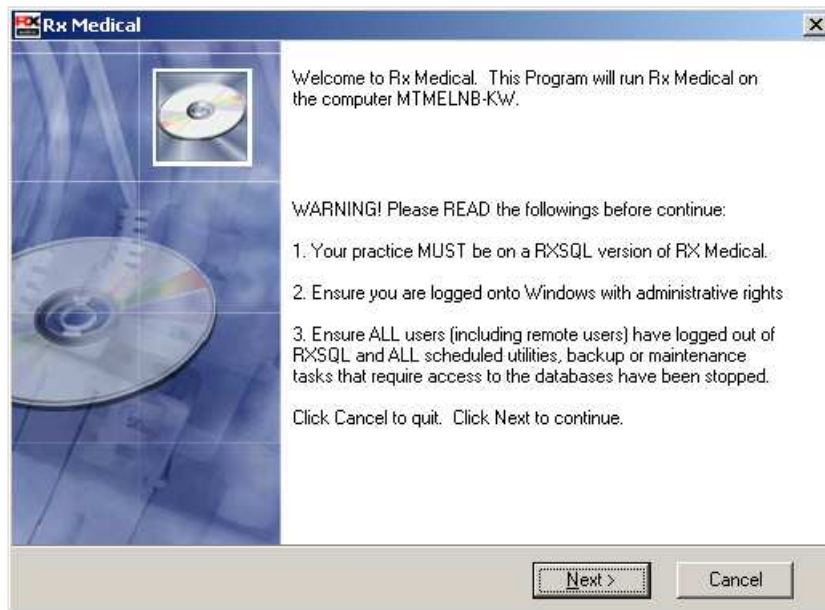
4. Here you will find the **Version 5.5 Build 29 Update** under the **RxSQL** section.



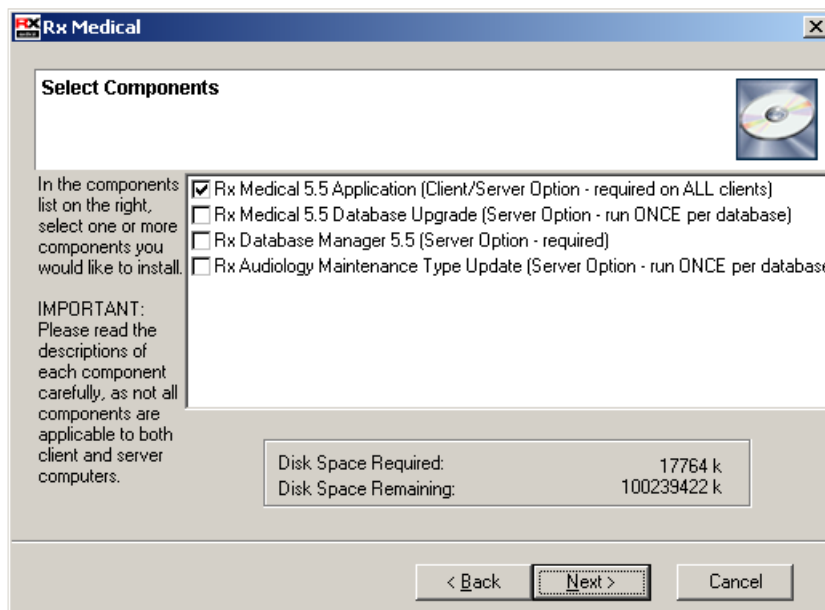
5. If the File Download Security Warning dialogue box appears, select the **Run** option.
6. If the Open File Security Warning dialogue box appears, select the **Run** option.
7. The Update will then begin to run.



- The Welcome screen will be displayed. Please READ THROUGH the onscreen instructions CAREFULLY, then click on the Button **Next**.



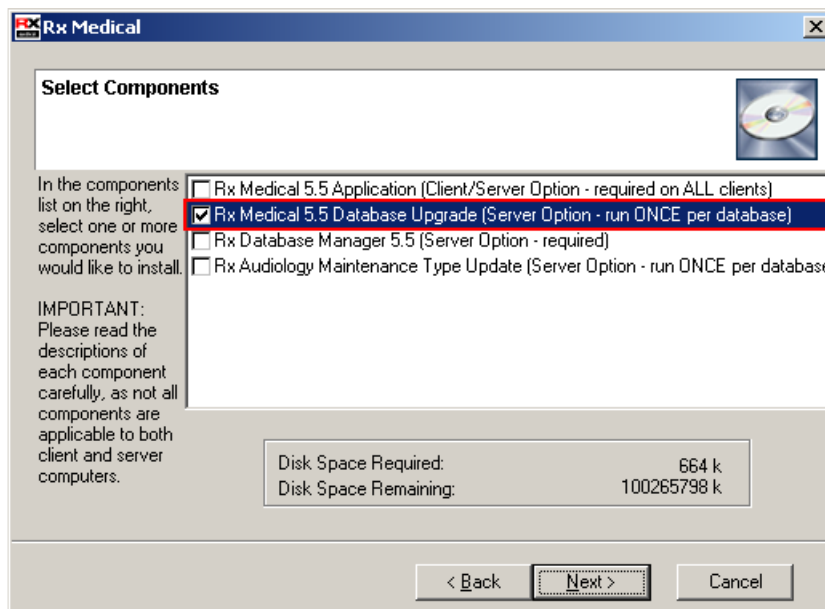
- The Select Components screen will be displayed. By default, only the first Component is selected.



The following Components are applicable to the Database Upgrade:

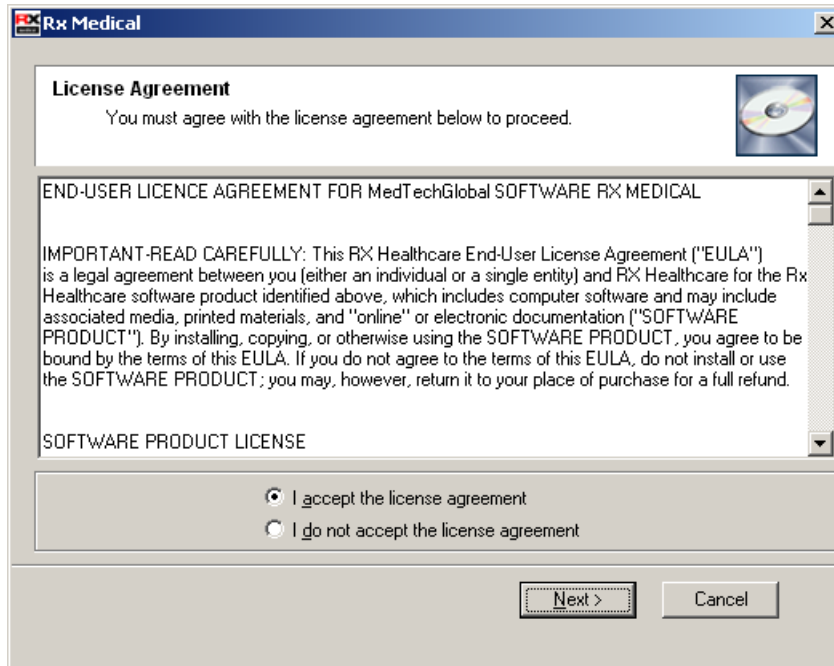
	Server Components	Installation Instructions
A	Rx Medical 5.5 Application	<p>Mandatory</p> <ul style="list-style-type: none"> – Required even if Rx Medical application will not be used on the Server, as it installs the necessary components that are required for various utilities and updates to function properly. – Recommended to be installed for testing purposes (e.g. to test restore of a database backup).

10. Select **Component A** – "Rx Medical 5.5 Application", and ensure ALL other Components are NOT ticked.



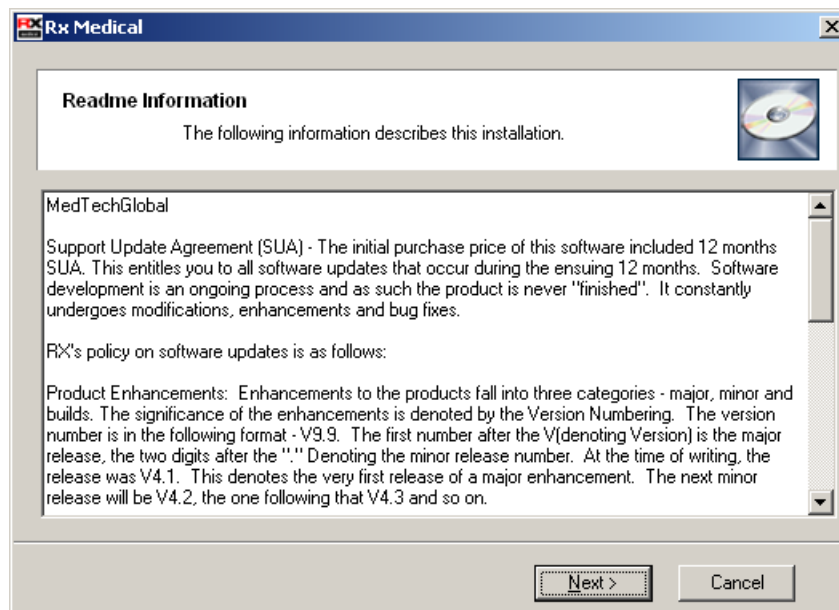
Click on the Button **Next** to continue.

- The License Agreement screen will be displayed. Please READ THROUGH the agreement CAREFULLY, then select the Option "**I accept the license agreement**".

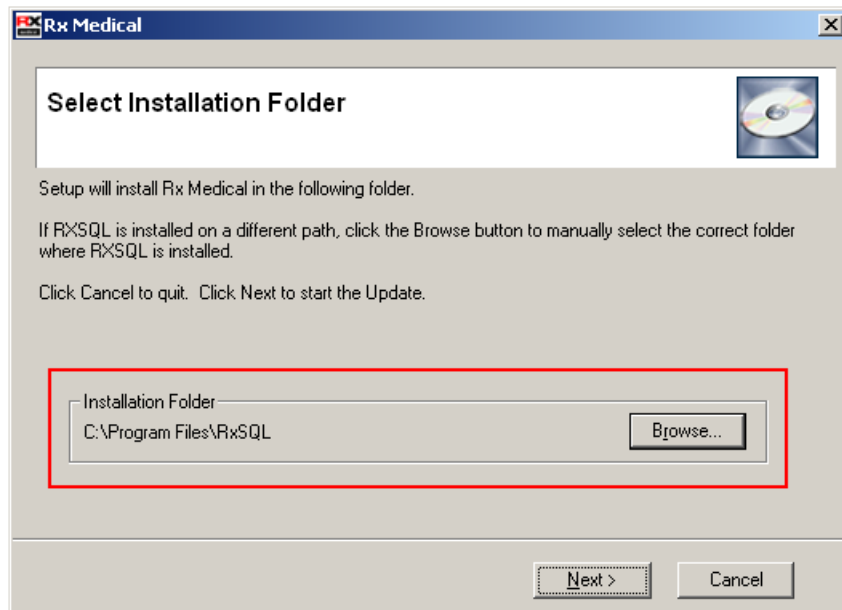


Click on the Button **Next** to continue.

- The Readme Information screen will be displayed. Please READ THROUGH the readme CAREFULLY, then click on the Button **Next**.



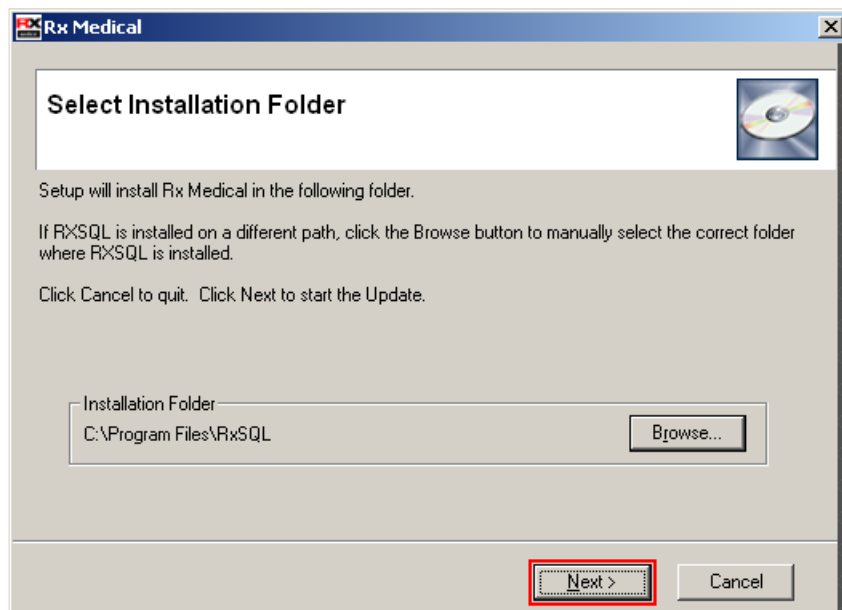
13. The Select Installation Folder screen will be displayed. By default, the **Installation** Folder is set to the directory where RxSQL was last installed.



If RxSQL is installed on a different path, you **MUST** click on the Button **Browse** to manually select the correct **Installation Folder** where RxSQL is installed.

NOTE: If you are uncertain where RxSQL is installed, please contact your IT technician or service provider who has performed the RxSQL installation and/or upgrade.

14. Click on the Button **Next** to continue.



15. You will then be prompted to enter the Password. This Password has been supplied to you separately via fax.



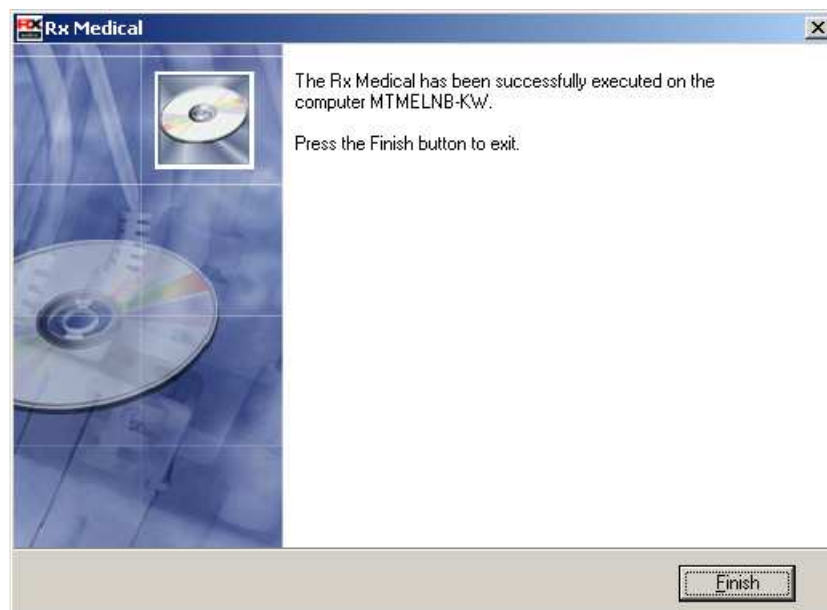
NOTE: You are only eligible to receive the Password if you are currently paying for maintenance support fees.

If you have not received the Password by fax, or you are not currently paying for maintenance support fees but would like to re-subscribe in order to obtain this Update, please contact the Medtech Helpdesk on 1300 362 333 → Option 1.

16. Enter the Password, then Click on the Button **OK** to start the Update.

NOTE: This password is not case sensitive.

17. Once the Update is completed, the Update Complete dialogue box will be displayed. Click on the Button **Finish** to exit the Update.



Items Addressed in this Update – General/Audiology/Osteology Edition

The following items have been addressed in this Update for the General, Audiology, and Osteology Edition of Rx Medical.

Copying Appointments always copies Notes

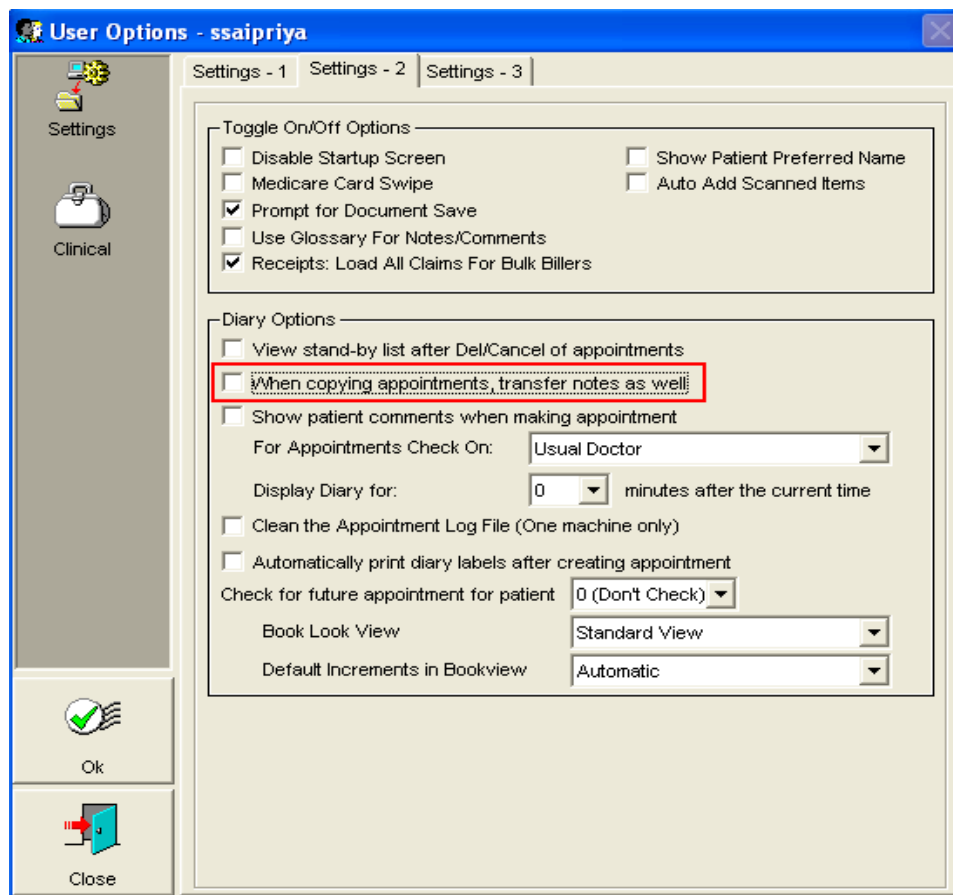
Utilities ▶ Appointments

Version 5.3 Build 27 or below

Some practices had reported that when copying Appointments, they were always copied along with the Notes. It occurred even after removing the tick against the option "Utilities ▶ User Options ▶ Settings - 2 ▶ Diary Options ▶ When copying appointments, transfer notes as well".

Version 5.4 Build 28

This had been resolved. Appointment Notes will only be copied when the option "When copying appointments, transfer notes as well" is ticked.



Appointment Type not deleted upon Cancelling

Utilities ▶ Appointments

Version 5.3 Build 27 or below

Some practices had reported that when an Appointment was cancelled, the Appointment Type remained in the List View. If you pressed the "Delete" key, the Appointment Type was removed properly; but if you pressed the "F12" key to change the Appointment Status to "X - Cancelled", the Appointment Type remained in the List View.

Version 5.4 Build 28

This had been resolved. By cancelling an Appointment using the "F12" key or by manually changing the Appointment Status to "X - Cancelled", the Appointment Type field and all other fields will be removed.

Appointment Type not copied upon Moving

Utilities ▶ Appointments

Version 5.3 Build 27 or below

Some practices had reported that when an Appointment was moved by copying and pasting or cutting and pasting, the Appointment Type was lost and had to be reselected manually.

Version 5.4 Build 28

This had been resolved. When an appointment is moved by copying and pasting or cutting and pasting, the Appointment Type will be copied.

Remittance Advice does not always print at bottom

Accounting ▶ Account ▶ Print Account

Version 5.3 Build 27 or below

Some practices had reported that Remittance Advice was not always printed at the bottom of the last page.

Version 5.4 Build 28

This had been resolved. Remittance Advice will now be printed at the bottom of the last page.

Remittance Advice does not print Debtor on second page

Accounting ▶ Account ▶ Print Account

Version 5.4 Build 28

An issue had been identified where the number of the Items in an Account exceeded one page, the Debtor's name was not printed under the Remittance Advice section on the second page.

Version 5.5 Build 29

This had been resolved. The Debtor's name will now be printed under the Remittance Advice section even if an Account spans over two pages.

Bankcard Payment Type phased out

Utilities ▶ Practice ▶ Accounts ▶ Print Remittance Advice
Accounting ▶ Cash Receipt ▶ Add ▶ Pay by

Version 5.4 Build 28 or below

The Payment Type "Bankcard" used to exist under both the "Pay by" dropdown list in the Cash Receipt screen and the Remittance Advice section.

Version 5.5 Build 29

Since "Bankcard" is no longer available in Australia, it had been removed from the "Pay by" dropdown list, from the Remittance Advice setup, and from the Remittance Advice printout.

Diners Payment Type added in Remittance Advice

Utilities ▶ Practice ▶ Accounts ▶ Print Remittance Advice

Version 5.5 Build 29 (New Feature)

If your practice accepts Diners cards, you can now enable it as a payment option under the Remittance Advice section by ticking the "Diners" checkbox under "Utilities ▶ Practice ▶ Accounts ▶ Print Remittance Advice".

Practice Details

General | Banking | Licencing | Accounts | Reporting | Debtors | Demographics | Diary

The information shown here configures defaults and general information on how the Rxmw software should operate.

Ageing Period
 Period 1: 30 | Period 2: 60 | Period 3: 90

Default Fee Level
 Private Fee

Medclaim Communications Carrier
 Optus

Receipts List Order By
 Date/Time

Overdue Account Warning Period
 30 days

Accounting Options
 Group Accounting

Receipting Options
 Itemised Receipt

Sun Accounting Codes
 Configure Codes

Print Remittance Advice

Accepted Credit Cards
 Master Card **Diners**
 Visa Amex
 Others

Cheque Payable To:
 Practice Default Account

Link Accounts To Inventory System
 Include Quantity on Accounting Screen
 Print Pathology Forms
 Enable Link To Sun Accounting System
 Use Medicare Claim PC-1 Blue Form

Process Gap-Cover Accounts
 Allow Mixed GST Invoices
 Print Patient Reference On Accounts
 Load All Patient's Debtors On Account Form
 Prompt For Hospital Details On Combined Form
 Use HIC - Online Use Dongle

Warn if Medicare Cheque is more than days old

OK Cancel

 PLEASE DETACH AND SEND WITH YOUR REMITTANCE
 REMITTANCE ADVICE

Dr Kenny Southpark
 14 Doctors Lane
 Sydney 2000 NSW

Debtor : Ms Joy Happy
 Patient : Ms Joy Joy Happy
 Invoice No.: 108

Previous Bal :	\$	192.75
This Amount :	\$	38.55
Amount Due :	\$	231.30
Amount Paid :	\$	

Payment may be made by
 Cheque - Payable to MedTech1
 Credit Card - Please charge my Mastercard Visa Amex **Diners**

Card Number : _____ Card Account Name : _____
 Card Expiry Date : _____ Signature (of card holder) _____

Please tick if receipt is required

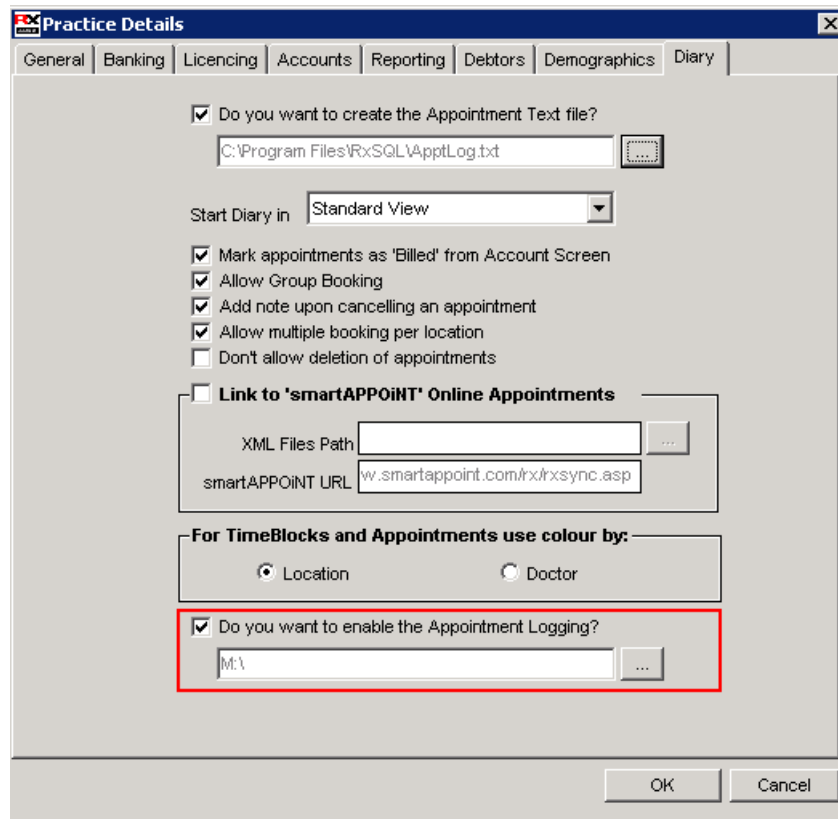
Appointments Advanced Logging

Utilities ▶ Practice ▶ Diary

Version 5.5 Build 29 (New Feature)

A new log file had been implemented to enable the tracking of additional details upon inserting/editing/deleting/viewing of all Appointment and Timeblock records. 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 Appointment and Timeblock related issues.

To enable the Advanced Logging, go to "Utilities ▶ Practice ▶ Diary", tick the checkbox "Do you want to enable the Appointment Logging?", and select the preferred location for saving the log files.



NOTE: It is highly recommended to setup a centralized directory on the server to store the log files generated by all clients, and create the same mapped network drive on all clients to point back to the shared directory on the server. For example: create M: drive on all clients mapping back to C:\Program Files\RxSQL\Log directory on the server.

IMPORTANT: Since only one directory can be specified, regardless whether it is a local drive on the client or a mapped network drive on the server, all clients must have access to the very same path specified in order for the Advanced Logging to function.

Items Addressed in this Update – Audiology Edition

The following items have been addressed in this Update for the Audiology Edition of Rx Medical.

New Voucher update reverts type back to HSC even if they are DVA

Patient details ▶ Patient tab

Version 5.3 Build 27 or below

Some practices had reported that when the OHS Client Number (aka Voucher Number) was entered/edited for a DVA Patient, the Type field incorrectly reverted back to "HSC" instead of remaining unchanged as "DVA".

Version 5.4 Build 28

This had been resolved. On entering/editing the OHS Client Number for a DVA Patient, the Type will now remain the same as "DVA".

The screenshot shows a patient details form for Jennifer Gail Maree. The form is divided into several sections:

- General Information:** Current Referrer (Four Star Travel), Usual Debtor (Self-debtor), Usual Practitioner (EH - Dr Edward Hodgson).
- Registration and Activity:** Registration Date (13/06/2001), Last Activity (21/10/2010), File Number (A1025), Status (Current), Code (INS).
- Medicare and Health Fund:** Medicare No. (5964 58254 1), Health Fund (HBF).
- Personal Information:** Date of Birth (12/03/1968), Sex (Female).
- OHS Client Information:** OHS Client Number (321321321D-12122009), Type (DVA), Maintenance Expiry Date (21/10/2011), Top-Up? (checkbox), Fee (0.00).
- Other Fields:** Pension No., DVA Number, Site/Location (Milsons Pt), Next Of Kin, Reference, Maintenance Type (Monaural), FAHL Left (67), FAHL Right (78).

The OHS Client Number and Type fields are highlighted with red boxes in the original image. A note at the bottom states: "Note: Alphanumeric Fields Will Be Capitalised Automatically." Buttons for "OK" and "Cancel" are visible at the bottom right.

Unable to send OHS e-Claims for more than one Location

Utilities ▶ Practice ▶ Audiology tab ▶ Location

Version 5.3 Build 27 or below

Practices who have more than one Location had reported that when trying to send OHS e-Claims, Medicare Australia only accepted the e-Claims from one of the Locations and rejected all e-Claims from other Locations. This was due to a single sequence of Claim/Batch Numbers being share among all Locations.

Version 5.4 Build 28

This had been resolved. OHS e-Claims from each Location will now have its own separate sequence of Claim/Batch Numbers, thus allowing e-Claims to be sent to Medicare Australia from multiple Locations within the same database.

IMPORTANT NOTE

WARNING: A few changes had also been made under "Utilities ▶ Practice ▶ Audiology tab", which must be manually setup before you can transmit any e-Claims for multiple Locations to Medicare Australia.

WARNING: If your practice has multiple Locations, please follow the steps below to apply the necessary changes prior to transmitting any e-Claims.

A separate "Location" section had been added as shown below. You must select each Location that requires transmitting e-Claims to Medicare Australia from the "Location Name" dropdown list, then enter its corresponding "Site ID", "Service Provider ID", and "Minor Customer ID".

The screenshot shows the 'Practice Details' window with the following data in the 'Location' section:

Field	Value
Location Name	Milsons Pt
Site ID	445566
Service Provider ID	324567A
Min. Cus. ID	22222MP

WARNING: You must repeat this step by selecting cycling through all Locations that require sending e-Claims ONE AT A TIME, until all fields are filled in for each Location.

NOTE: The "Site ID" of each Location should always be unique. If in doubt, please contact the Office of Hearing Services for assistance on 1800 500 726 or email to hearing@health.gov.au.

NOTE: The "Service Provider ID" and "Minor Customer ID" of each Location may or may not be the same, depending on the arrangement between your practice and the Office of Hearing Services. If in doubt, please contact the Office of Hearing Services for assistance on 1800 500 726 or email to hearing@health.gov.au.

For the new location or adding the second location, the values for "Site ID", "Service Provider ID" and "Minor Customer ID" has to be manually entered for the first time to be saved in the database.

After upgrade, the Audiology tab should have the same configuration's set up as before upgrade, and if you have NO for the "Send By Location" option then you should see your "Next E-Claim Batch #" in the same section, next to "Send By Location" field.

The screenshot shows the 'Practice Details' dialog box with the 'Audiology' tab selected. The 'Send By Location' dropdown is highlighted with a red box and set to 'No'. The 'Next E-Claim Batch #' field next to it contains the value '2'. Other visible fields include:

- OHS Debtor: O.H.S.
- URL For Claims: https://www1.hic.gov.au/ss/ohsiohssclup
- E-Claim Data Path: Outgoing (Program Files\RxSQL\Audio-Outgoing), Incoming (Program Files\RxSQL\Audio-Incoming)
- Fees: HSC (Top-Up) 31.50, HSC (No Top-Up) 31.50, BTE Dispensing 22.00, Replacement 25.00
- Location: Milsons Pt, Site ID 445566, Service Provider ID 324567A, Min. Cus. ID 22222MP
- Taxation: GST Registered (checked), Income Tax Exempt (unchecked)

If you have "YES" for sending claim by location then you should have your "Next E-Claim Batch #" under Location section and this number gets incremented on its own by 1, every time we batch a new claim.

The screenshot shows the 'Practice Details' window with the 'Audiology' tab selected. The 'Send By Location' dropdown is set to 'Yes' and the 'Next E-Claim Batch #' is 2. In the 'Location' section, the 'Next E-Claim Batch #' is 1. Red boxes highlight these two fields.

OHS Monaural and Binaural Maintenance Run update

Audiology ▶ Claim

Version 5.3 Build 27 or below

Some practices had reported that if a Patient who is currently fitted with 2 hearing aids (Binaural) and is subsequently refitted with one hearing aid, then the Maintenance Run assumed that the client only has one hearing aid and accordingly generates a claim for one battery under the Item 700 incorrectly instead of having Item 710 for 2 batteries.

Version 5.4 Build 28

This had been resolved. A new "Maintenance type" field has been added under patient details screen to record the Maintenance Type for the patient.

Abbottsmith, Jennifer Gail Maree

General Patient Comments/Family Groups Debtor

Following are details regarding this person being a patient in the practice.

Current Referrer: Four Star Travel
 Usual Debtor: Self-debtor
 Usual Practitioner: EH - Dr Edward Hodgson

Registration Date: 13/06/2001
 Last Activity: 13/04/2010

File Number: A1025 #
 Status: Current
 Code: INS

Medicare No.: 5964 58254 1 Ref. 1 Expires: 01/07/2000
 Health Fund: HBF Ref. Expires:
 Pension No. Expires:
 DVA Number Expires:
 Site/Location: Milsons Pt
 Next Of Kin:
 Reference:
 Not to receive recall notices

Date of Birth: 12/03/1968
 Sex: Female
 Deceased: / /

OHS Client Number: 908768979S-20021208
 Maintenance Expiry Date: 19/05/2004
 Type: HSC
 Fee: 31.50
 Top-Up?
 FAHL Left: 3 FAHL Right: 3

Maintenance Type: Binaural

Note: Alphanumeric Fields Will Be Capitalised Automatically.

OK Cancel

For all new OHS patients, the Maintenance Type can be chosen by the user while adding the first claim and this type can be changed any time from patient's details screen.

Rx Audiology Claim - [Miss Gail BROOME]

Claim Date: 24/03/2011 Still Eligible? HSC Fee Paid? Status: In Progress

Practitioner: EH - Dr Edward Hodgson Site: 445566 - Milsons Pt

Item Number	Service Date	Service Description	Base Amount	Tax Amount	Total Amount
* 640	24/03/2011	Initial Fitting, Rehab & Maintenance Binaural	\$422.00	\$1.60	\$423.60

Left Ear
 Device: COTI418 Serial No: L
 Right Ear
 Device: COTI418 Serial No: R

Fee \$: 31.50 Program Cost \$: 8231.50 Authorised Person: Joseph McMahon Rehab Follow-Up Date: / /

Audiology Maintenance Type dialog:
 Please select the maintenance type for this patient: Binaural

OK Cancel

The yearly Maintenance Run will generate a claim for battery/batteries based on this field from patient's details.

When there is no "OHS Client Number" entered, this Maintenance Type would be disabled with no default value displayed.

OHS e-Claim File invalid data format

Audiology ▶ e-Claim ▶ Sending claim

Version 5.4 Build 28 or below

During the transmission of claim file, some of the fields have been encrypted with the wrong formats which were not accepted by OHS.

Version 5.5 Build 29

Encrypted claim file has been transmitted with the proper formats.

Patient OHS fields display issues

Patient Details ▶ Patient tab ▶ OHS Client Number

Version 5.4 Build 28

When an existing OHS Client Number field is edited the other OHS related fields under Patient Details be cleared and the values are being retained correctly while the editing is finished.

Version 5.5 Build 29

In this version during editing the OHS Client Number field, all the related fields Will be disabling temporary for data entry and not clearing the values.

The screenshot shows a form with the following fields and values:

- OHS Client Number: 908768979S (highlighted with a red box)
- Maintenance Expiry Date: 19/05/2004
- Type: HSC
- Fee: 31.50
- FAHL Left: 3
- FAHL Right: 3
- Maintenance Type: Binaural

Location fields not saving

Utilities ▶ Practice ▶ Audiology ▶ Location

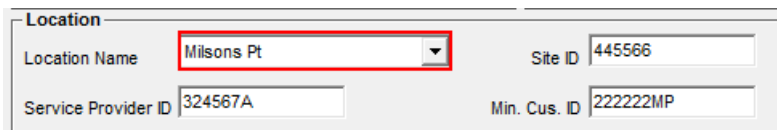
Version 5.4 Build 28

By choosing the Location Name from drop down list, all the related field such as "Minor Customer ID", "Site ID" and "Service Provider ID" should be populated but it was not happening on version 5.4.28.

Also by entering a new value for any of these fields, the new values do not save.

Version 5.5 Build 29

These issues had been resolved.



The screenshot shows a form titled "Location" with four input fields. The "Location Name" field is a dropdown menu with "Milsons Pt" selected and is highlighted with a red border. The "Site ID" field contains the value "445566". The "Service Provider ID" field contains the value "324567A". The "Min. Cus. ID" field contains the value "222222MP".

Location	
Location Name	Milsons Pt
Site ID	445566
Service Provider ID	324567A
Min. Cus. ID	222222MP

Items Addressed in this Update – Osteology Edition

The following items have been addressed in this Update for the Osteology Edition of Rx Medical.

Treatment History Screen is not resizable

Utilities ▶ Clinical ▶ Treatment History

Version 5.3 Build 27 or below

Some practices had reported that when trying to expand/maximize the Treatment History screen, it did not expand properly.

Version 5.4 Build 28

This had been resolved. The Treatment History screen will now expand correctly. It will also be opened in maximized mode by default.

Treatment History Notes do not expand

Utilities ▶ Clinical ▶ Treatment History

Version 5.4 Build 28 or below

For some of the patients in the Clinical screen, some Notes are not able to be expanding properly or scrolling the screen as the bottom arrow is not visible.

Version 5.5 Build 29

In this version the issue had been fixed and we can expand the screen by scrolling or even clicking on the notes.

Should you require any assistance, please do not hesitate to contact the Medtech Helpdesk on 1300 362 333 → Option 1, or email ausupport@medtechglobal.com.