

Medtech32 Training Options

Training Provides

[Medtech Master \(Online\)](#)

In-house Training

Client Location

Table of Contents

| | |
|---|----|
| 1.0 Introduction..... | 3 |
| 2.0 BETA Training For Medtech32 | 3 |
| 3.0 Training Options:..... | 4 |
| 3.1 Medicare Australia On Line (MAOL) Training – Stream 1 | 5 |
| 3.2 Non- MAOL Training – Stream 2 | 6 |
| 3.3 Sample Training Scenarios | 7 |
| 4.0 Training Modules Breakdown | 8 |
| 4.1 Front Desk..... | 8 |
| 4.2 Clinical..... | 10 |
| 4.3 Setup and Admin..... | 12 |
| 5.0 Training delivery methods:..... | 13 |
| 5.1 Onsite - Hands On (Personalised)..... | 13 |
| 5.2 Onsite – Classroom Based | 13 |
| 5.3 In-House Medtech - Hands On (Personalised) | 14 |
| 5.4 In-House Medtech Classroom Based | 14 |
| 5.5 Online Training..... | 15 |
| 5.5.1 Online - 1 to 1 Training | 15 |
| 6.0 Contact us: | 16 |

1.0 Introduction

The purpose of this document is to give an outline of training being offered as part of the upcoming release of Medtech32 software and covers both Beta and General Release phases.

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

Training has also been structured to meet the needs and requirements of practice sites utilizing specific Medtech32 modules only.

2.0 BETA Training For Medtech32

As part of the incentive to become involved in BETA testing practices will be offered a full day (8 hours) worth of training FREE on the new functionality and changes made as part of Medtech32 software release.

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

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

3.0 Training Options:

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

Medtech Master is another Training option. Go to www.medtechmaster.com to view free online training Content

IMPORTANT NOTES:

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

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

The following training options are available for MAOL sites:

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

The following modules will be covered in training:

Front Desk

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

Setup/Admin

- Miscellaneous
- Setup
- Tools
- Reports
- Miscellaneous
- Clinical**
- Patient Search
- Status screen

Clinical (Patient Manager)

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

3.2 Non- MAOL Training- Stream 2

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

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

The following modules will be covered in training:

Front Desk

- Patient Search
- Accounting
- Outbox Documents
- Tasks
- Reports
- Tools
- Miscellaneous

Setup/Admin

- Setup
- Tools
- Reports
- Miscellaneous

Clinical

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

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

3.3 Sample Training Scenarios

Scenario 1:

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

a) Have 2 units of MAOL Option 1 training (2 X \$700) = Total \$1400.00

OR

b) Have 6 units of Classroom training MAOL Option 3 (6 attendees @ \$140.00 per person) = Total \$840.00

Scenario 2:

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

a) Have 3 units of MAOL Option 2 training (3 X \$700) = \$2100.00

OR

b) Have 4 units of Classroom training MAOL Option 4 (10 attendees @ \$140.00 per person) = Total \$1400.00

Scenario 3:

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

i) Have 1 unit of NON-MAOL Option 1 training = \$700

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

TOTAL = \$1400.00

4.0 Training Modules Breakdown

4.1 Front Desk

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

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

4.2 Clinical

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

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

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

4.3 Setup and Admin

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

5.0 Training delivery methods:

5.1 Onsite - Hands On (Personalised)

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

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

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

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

Benefits:

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

5.2 Onsite – Classroom Based

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

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

Benefits:

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

5.3 In-House Medtech - Hands On (Personalised)

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

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

Benefits:

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

5.4 In-House Medtech Classroom Based

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

Benefits:

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

5.5 Online Training

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

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

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

5.5.1 Online - 1 to 1 Training

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

Benefits:

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

6.0 Contact us:

For more information in regards to training or to get assistance with designing a training program for your practice please contact us at

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