



Medtech32 Australia

Version 9.1.7 Build 4293

Technical Release Notes



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

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1. INTRODUCTION

Medtech32 Version 9.1.7 Build 4293 is a Patch Release of Medtech32.

This document provides information on the enhancements and changes to the Medtech32 application. Since there is no change in the MEDTECHGLOBALHIService (CDA Bridge), it is not required for a Practice to upgrade the MEDTECHGLOBALHIService (CDA Bridge) and eHealth Certificate Installer if they are on Medtech32 Version 9.1.4 Build 4071 or higher.

IMPORTANT NOTE

If you **are not** currently on Medtech32 Version 9.1.4 Build 4071 (or higher) and are upgrading to Version 9.1.7 (based on the hierarchy provided on page 6), then it is mandatory to download and install the latest MEDTECHGLOBALHIService (CDA Bridge) and eHealth Certificate Installer Version 1.5 from our website once you have successfully upgraded to Version 9.1.7. This is required in order to meet the PCEHR requirements. Please follow the installation instructions in the **CDA Bridge Release Notes - Medtech32 V9.1.4** document.

NOTE: Please ONLY run the Upgrade at a time when your site is not required to be up and running in a short amount of time. It is recommended that you run the Upgrade afterhours or on the weekend where you would have adequate time to complete the Upgrade.

NOTE: The amount of time required to run the upgrade is dependent on the specification of your server and the size of ALL databases.

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 qualified 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>

2. MEDTECH32 PRE-REQUISITES

Please review the following pre-requisites and ensure they are met prior to running the Medtech32 Version 9.1.7 Build 4293 Update:

1. Ensure the minimum Medtech32 version and build requirements are met.

IMPORTANT NOTE

Your practice MUST be on Medtech32 VERSION 9.1.4 BUILD 4071 (or higher) to install this Update. If you ARE NOT currently on this exact version and build, please DO NOT continue and contact the Medtech Helpdesk for assistance.

Your current Medtech32 version can be checked by logging into Medtech32 and going to *Main Menu ► Help ► About Medtech32*.

The following table will assist you in determining your upgrade path requirements if you are not running on the required **Medtech32 Version 9.1.4 Build 4071 (or higher)**.

Current Medtech32 Version	Upgrade Path to Version 9.1.7 Build 4293
Version 9.0.0 Build 3794	Step 1: Download and Install Version 9.1.0 Build 3835 Step 2: Download and Install Version 9.1.1 Build 3893 Step 3: Download and Install Version 9.1.2 Build 3915 Step 4: Download and Install Version 9.1.3 Build 3992 Step 5: Download and Install Version 9.1.4 Build 4071 Step 6: Download and Install Version 9.1.7 Build 4293
Version 9.1.0 Build 3835	Step 1: Download and Install Version 9.1.1 Build 3893 Step 2: Download and Install Version 9.1.2 Build 3915 Step 3: Download and Install Version 9.1.3 Build 3992 Step 4: Download and Install Version 9.1.4 Build 4071 Step 5: Download and Install Version 9.1.7 Build 4293
Version 9.1.1 Build 3893	Step 1: Download and Install Version 9.1.2 Build 3915 Step 2: Download and Install Version 9.1.3 Build 3992 Step 3: Download and Install Version 9.1.4 Build 4071 Step 4: Download and Install Version 9.1.7 Build 4293
Version 9.1.2 Build 3915	Step 1: Download and Install Version 9.1.3 Build 3992 Step 2: Download and Install Version 9.1.4 Build 4071 Step 3: Download and Install Version 9.1.7 Build 4293
Version 9.1.3 Build 3992	Step 1: Download and Install Version 9.1.4 Build 4071 Step 2: Download and Install Version 9.1.7 Build 4293
Version 9.1.4 Build 4071	Step 1: Download and Install Version 9.1.7 Build 4293

Current Medtech32 Version	Upgrade Path to Version 9.1.7 Build 4293
Version 9.1.7 Build 4269	Step 1: Download and Install Version 9.1.7 Build 4293

2. Ensure the person(s) who will be performing the upgrade have **READ THROUGH** the associated release documentation provided on the Medtech32 website, including the Release Notes and Technical Instructions.
3. Ensure you are **ALWAYS** logged onto Windows with **ADMINISTRATIVE RIGHTS** when performing **ANY** installation, update or maintenance tasks.
4. "User Account Control" (UAC) MUST be **DISABLED** as a policy across **ALL** Server and Client computers that are running on **Windows Vista or Windows 7 or Windows 2008 or Windows 2008 R2**.
5. To avoid unnecessary problems during an installation, upgrade, or maintenance, it is preferable that you **ALWAYS** log onto Windows in "**Console Mode**" – i.e. not through Remote Desktop Connection, Terminal Services, or Citrix.
6. A **SUCCESSFUL** Database Maintenance must have been performed on **ALL** databases.
7. Ensure you have a **COMPLETE** backup of the MT32 directory and **ALL** databases located in the MT32\Data directory.

Pre-requisites for Database Backup

Please review the below pre-requisites and ensure they are met prior to backing up the database:

- ✓ The amount of free hard disk space required to perform database backup and maintenance on the Interbase Server should be at least **THREE times the size of ALL databases** you will be working with.
- ✓ **ALL Users** have **LOGGED OUT** of Medtech32 – including remote users and idle users in Terminal/Citrix sessions
- ✓ **ALL Services** have been **STOPPED** – e.g. Medtech Services (for ManageMyHealth SMS and Portal), Medtech Data Transfer Service (for RxSQL Clinical Link), IIS Server (for Medtech Clinical Audit Tool), eRx Services, MediSecure Services, etc.
- ✓ **ALL Applications** have been **STOPPED** – e.g. Medtech CDA Bridge (for NEHTA HI Service, PCEHR), eClinic SMSC Desktop, Pen Clinical Audit Tool, other Custom/Third-party Applications and Reporting Utilities not supplied by Medtech, etc.

- ✓ **ALL Scheduled Tasks** have been STOPPED – e.g. Message Transfer Utility, Auto Scan from Folder, NPS RADAR Update/Submit, etc.
- ✓ **ALL Backup/Maintenance Tasks** have been STOPPED – e.g. Database File Backup, Interbase Backup/Restore, Interbase Database Sweep, etc.

Briefcasing

- ✓ Ensure ALL Briefcasing Laptops with **OUTSTANDING** Briefcased data are **CHECKED-IN** prior to running the update.

IMPORTANT NOTE - BRIEFCASING

ALL Briefcasing laptops MUST ALWAYS be on the SAME MEDTECH32 VERSION AND BUILD as the "Main" Medtech32 Server. Otherwise data corruptions, and thus data loss, might occur during the check-ins and check-outs processes.

You MUST install this Update separately on EACH Briefcasing laptop by following the same instructions in the "Medtech32 Server Installation" section below.

IMPORTANT: Once you have SUCCESSFULLY updated the Briefcasing laptops to the SAME version and build as the Main Medtech32 Server, you MUST then perform a **COMPLETE CHECK-OUT** on EACH Briefcasing laptop.

IMPORTANT NOTE – BATCH PROCESSING

It is IMPORTANT to ensure that all your **Medicare** and **DVA** claims that are to be transmitted electronically have been completed, closed, and transmitted **before** you upgrade to this latest Release Version.

Failure to do so may result in existing claims having to be reversed, and re-invoiced in the new Medtech32 Version and this may impact on the financial workflow or your Practice.

NOTE: Although this upgrade does not affect any Medicare Australia Online Batch processing, it is good practice to ensure that your Batching is up to date prior to any upgrades being applied.

3. MEDTECH32 SERVER INSTALLATION

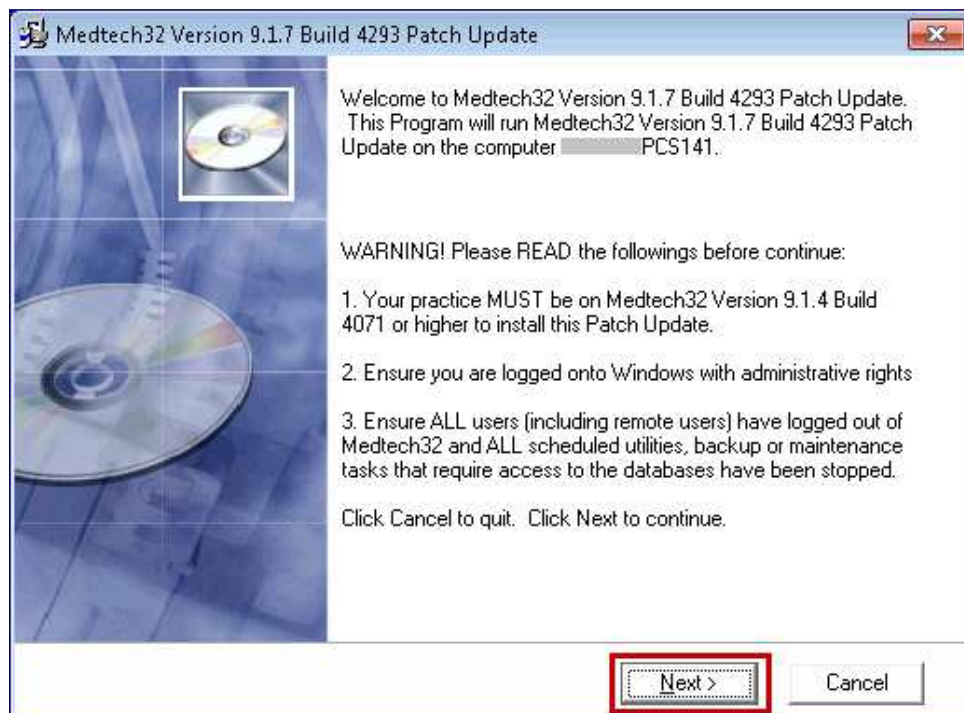
The **Medtech32 Version 9.1.7 Build 4293** Update must be run on the Medtech32 Server machine. The following procedures only need to be run ONCE for EACH practice (or once per server if your practice has multiple servers).

NOTE: If you are uncertain which computer is the Medtech32 Server, please contact your IT technician or the service provider who has performed the Medtech32 installation and/or upgrade.

1. Download and install the **Medtech32 Version 9.1.7 Build 4293.exe**.
2. The Update will then begin to run.

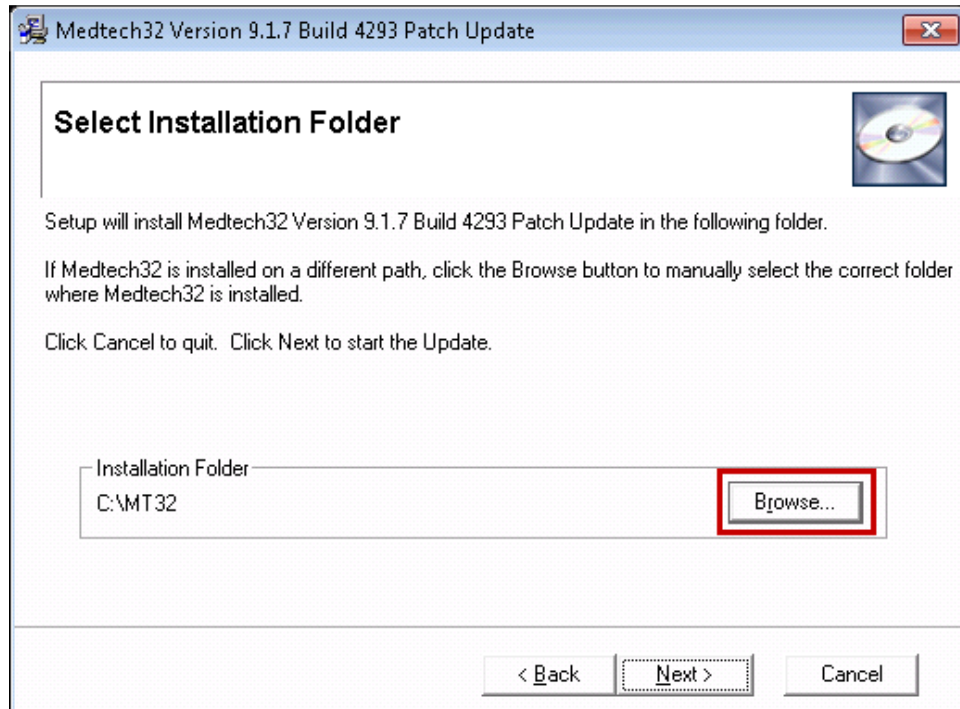


3. The Welcome screen will be displayed. .



Please READ THROUGH the onscreen instructions CAREFULLY and then click on the **Next** button to continue.

- The Select Installation Folder screen will be displayed. The path of the current **MT32** directory on the Medtech32 Server should be displayed under the **Installation Folder** section.

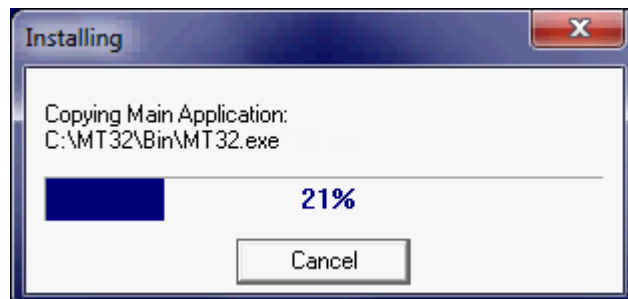


If Medtech32 is installed on a different path, then click on the **Browse** button to manually select the correct **Installation Folder** where Medtech32 is installed.

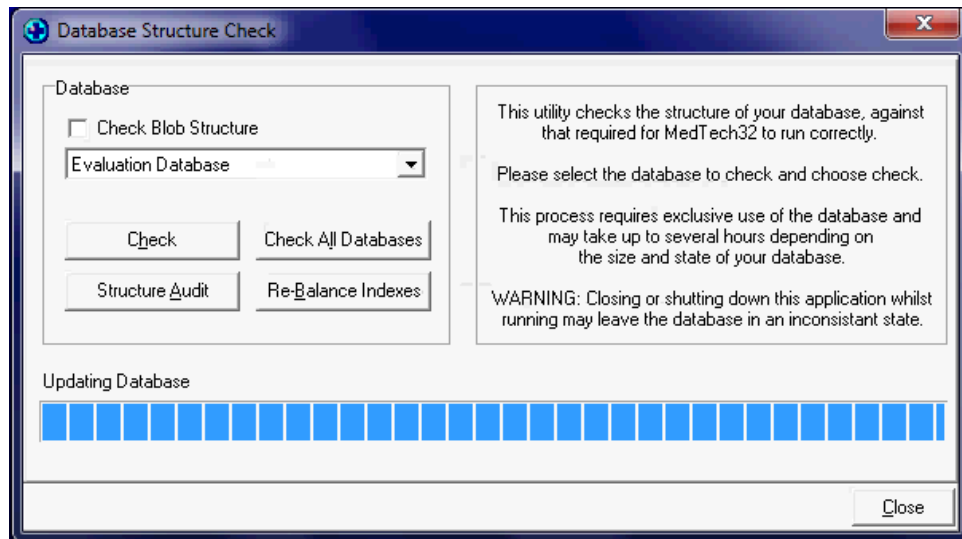
NOTE: If you are uncertain where Medtech32 is installed, please contact your IT technician or service provider who has performed the Medtech32 installation and/or upgrade.

Click on the **Next** button to begin the installation.

- The installation progress screen will be displayed.



6. During the upgrade process, the **Database Structure Check** utility will appear a few times to upgrade the databases:



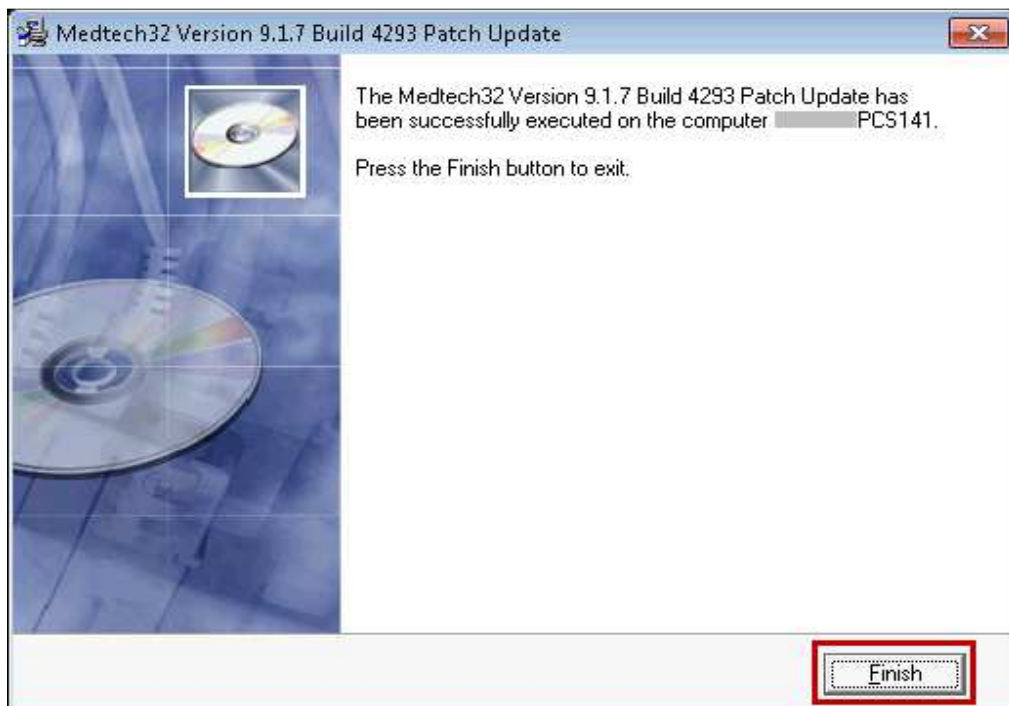
WARNING: DO NOT close the **Database Structure Check** utility when it is half-way upgrading the databases – doing so could damage your databases.

If you encounter ANY errors during **Database Structure Check**, DO NOT CONTINUE with the Upgrade. Please LOG the exact errors you have encountered, and contact Medtech Helpdesk for assistance.

IMPORTANT NOTE

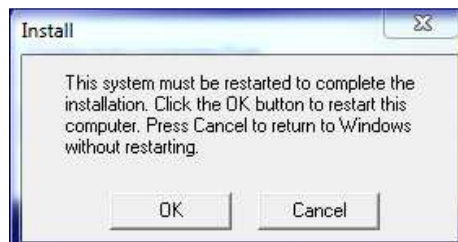
If a database is configured for multiple times in the MT32.INI file, the Database Structure Check utility will not check the database structure of the duplicate database(s).

- Once the **Medtech32 V9.1.7 Build 4293** upgrade has successfully completed, the following screen will be displayed. Click on the **Finish** button to exit the Update.



IMPORTANT NOTE:

Following the upgrade, you may, or may not be presented with the following message box screen. Click on the **OK** button to restart your computer, or **Cancel** to return to Windows without restarting your computer.



Click on the **Finish** button to exit the upgrade completely.

IMPORTANT NOTE FOR BRIEFCASING

If your Practice is using the Briefcasing option then you **MUST Repeat** Steps 1-7 above on EACH Briefcasing Laptop to successfully upgrade them to the same Medtech32 Version and Build and the same InterBase Version as the Main Medtech32 Server.

IMPORTANT:

Once the Medtech32 Versions are identical on the Main Medtech32 Server, and the Briefcasing Laptop, you MUST then perform a **COMPLETE CHECK-OUT** on EACH one of your Briefcasing Laptops.

4. ACCOUNTING ENHANCEMENTS & FIXES

4.1 Verify Account Utility

In the earlier versions of Medtech32, it was difficult for the system to validate transactions for an Account Holder due to several reasons.

- Outstanding Balance mismatch
- Total Balance for Account Holder mismatch
- Orphan Invoice record(s) mismatch
- Patient, Account Holder, Service Provider, Income Provider, Payment Level, Location or Service mismatch
- Credit Note verification
- Refund Verification

Medtech32 has now re-instated the enhanced '**Verify Account**' utility which addresses the aforementioned issues for an Account Holder, and provides the ability to verify the account correctly.

This enhanced utility can assist in validating details against each transaction (i.e., Invoice with Payment), validating whether the transaction is complete or not, and verifying the existence of any Orphan records.

IMPORTANT NOTE

Before using the **Verify Account** Utility, you must ensure that the parameter called '**VERIFYACCLOG**' under the **[LOGGING]** section of your MT32.ini file is set to '**Y**'. A sample of the 'Logging' section from the MT32.ini file is shown below.

This will allow the creation of the log files, which will be saved in the folder location of: '**MT32\Bin\Tools**'.

[LOGGING]

```
ACCOUNTSDEBUGLOG=N  
MSGTRANDEBUGLOG=N  
HASLOGGING=N  
PATIENTSDEBUGLOG=N  
OUTBOXWORDDEBUGLOG=N  
SCANNINGDEBUGLOG=N  
AUDITLOG=N  
SQLMONITORLOG=N  
VERIFYACCLOG=Y
```

1.1.1 Log File - Verify Account Utility

A log file will be created in the 'MT32\Bin\Tools' path, and a new file will be created each time the Utility is executed. The utilities log file will be renamed based on Date and Time of its creation – namely 'VerifyAcc_<machine name>_<DDMMYYYY><HH:MM:SS>.log

The log file will provide visibility to the user on which transactions they need to review/correct.

5. TECHNICAL FIXES

5.1 Access Violation Errors

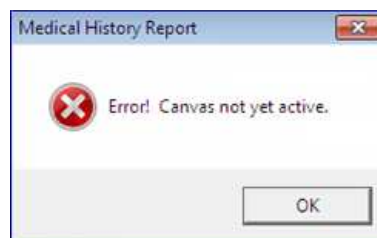
There was an issue in Medtech32 Version 9.1.4, where the *Access Violation* error message was being displayed in the following screens:

- Care Plan
 - Default Printer
 - Appointment Overview
 - New Clinical Template
 - Screening History
- Patient Account
 - Scanning
 - Vaccine Product Mapping
 - Patient Outbox

This issue has now been resolved in Medtech32 Version 9.1.7; the Access Violation error message will not be displayed in any of the screens specified above.

5.2 Canvas not yet active Error

In the earlier versions of Medtech32, an intermittent error message '**Canvas not yet active**' error message was appearing when printing Patient's **Outbox Documents** from the **Medical History Report** widow.



This issue has now been resolved in Medtech32 Version 9.1.7, and the error will no longer appear when printing the Patient's **Outbox Documents** from the **Medical History Report**.

For further information on this release, or any other queries regarding Medtech32 Version 9.1.7 Build 4293, please contact the Medtech Helpdesk on **1800 148 165**, or email support@medtechglobal.com.