

Softwords


A&L Computer Software Limited

September 2000




A&L's Head Office:	(905) 886-8066
Oak/Miss/Bramp/Ajax:	(416) 520-3238
Ottawa Office:	(613) 737-0677
Timmins Office:	(705) 268-4922
Windsor Office:	(519) 977-6050
California Office:	(760)-723-8121
Web Link Address:	www.anl.com

...Contents...

 **The Future Is Now**
Windows: The Next Generation ...Page 1

 **Fingertip Management**
 Don Price, B.Sc., M.B.A. ...Page

 **MOH Update**
 Data Link ...Page 3

 **User's Corner**
 Claims Transmission ...Page 4

Softwords is a bimonthly newsletter published by A&L Computer Software Limited, 175 W. Beaver Creek Road, #6, Richmond Hill, ON, Canada, L4B 3M1. Reproduction of Softwords without written permission is strictly prohibited. For information, questions or suggestions concerning the publication please contact the editor, David Haisell, at the above address, or e-mail at dahais@sentex.net. A&L Web site: www.anl.com

◆ The Future Is Now.

Windows: The Next Generation

Windows ME is a new operating system for a new millennium or so Microsoft would say, but in fact it's not new at all. Windows Millennium Edition or Windows ME is Microsoft's newest upgrade to the Windows 95/98 line. You might be asking yourself, hey isn't there a Windows 2000 already? The answer is yes, but Windows 2000 is based on Windows NT technology. This simply means that Win 2000 is a nightmare for new users. This basically means that Windows ME is to Windows 2000 as Windows 95/98 is to Windows NT. Like Windows 98 the program features the same interface (start button, desktop, etc.) although it features new programs, bug fixes and wizards that make it an operating system made for new users.

First and foremost what a new user might look for are all the "cool" and "neat" programs their new computer has to offer. Windows ME has some new multimedia applications that allow the user to make full use of their hardware (sound card, video card, etc.) enhancing the multimedia experience. Such programs as Windows Media Player 7 allow the user to experience a wide array of sounds and movies from AVI's to MP3's. Windows has also included a video-editing program called Windows Movie Maker. Movie Maker allows you to take digital footage, edit it and finally compress the file into one of many formats.

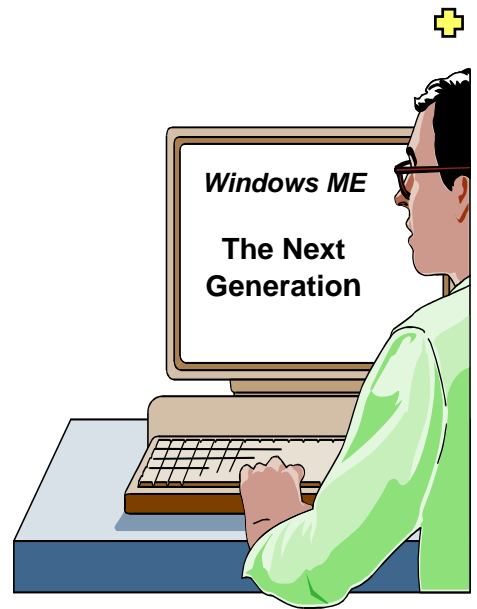
Windows ME also features many new computer wizards and background programs. The new wizards in Windows ME make such things as networking only a click away. Windows ME includes a background utility called System Restore. After 10 hours of computing time it makes a copy of the computer's system

files, so that if anything were to happen to the operating system you could backtrack a couple of days to a point where the computer was working.

Through test results with the beta version it was found that Windows ME performed better in most fields compared to Windows 98. Although with memory heavy programs like Media Player and background utilities like System Restore the computer must have higher hardware requirements compared to the Windows 95/98 systems.

So is it worth upgrading to Windows ME? That answer all depends on the end user's needs. If the user has become experienced and comfortable with the existing system then they should continue using it. For new users who are planning to purchase a new computer Windows ME would be beneficial. Windows ME will be available in stores September 14th, 2000.

When it comes time to upgrading your operating system, please call A&L for testing results before you do anything.



Don Price*(Continued from previous page)*

don't think anyone would disagree with me that the receptionist in a medical office is the person who makes the initial impression on a patient. A smiling receptionist at an orderly workstation will give a favourable impression, while a harried receptionist who appears overwhelmed by her workload can make a patient feel anxious.

This first impression can have a tremendous bearing on what happens in the exam room. A patient who is comfortable will be more compliant, more open and more trusting of the doctor than a patient who feels ill at ease and uncomfortable.

Knowing this, it should be a priority for every physician to ensure that the receptionist at the front desk is happy in her work environment. This isn't just how efficient she is in her daily workload, or how much she enjoys her job, but her physical environment must be comfortable too.

Consider this:

How many times a day does your receptionist get up and down from her desk in order to complete her work?

The most efficient use of her time is spent at her workstation, and she shouldn't have to leave her area very often. In order to pinpoint specific problems, she should keep a "Front Desk Log" for at least a week to show the number of times she leaves her desk or chair and the reasons why.

Is the receptionist able to see patients coming in the door and also patients sitting in the reception area without leaving her seat? If not, install mirrors at ceiling height focusing in the appropriate directions. The receptionist should be able to sit at her desk and assess whether a patient is all right while continuing to do her work.

Your receptionist must be physically comfortable as well. She should be able to work at her desk or counter top without stretching or feeling cramped. A well-designed chair with adjustable height that allows her to sit comfortably for many hours is important. Don't buy second hand or bargain priced furniture for economy. You will eventually be paying more for lost time while the receptionist finds every excuse to leave her seat.

The computer monitor must be placed at the correct height and in the correct position. It is surprising how many staff members are forced to sit at an angle or turn their heads to watch the

Ministry Of Health Update**Data Link**

The Ontario Ministry Of Health released a Data Link dated July 1, 2000 regarding changes to the physician Schedule of Benefits. The Schedule of Benefits has been revised to provide a 1.95% increase to all professional fees effective April 1, 2000. These changes will require physicians to update their billing systems.

A&L HERO* clients will be able to download the fee update via modem during your normal file transmission. Any service code premium starting with the letter "E" must be updated manually. Please check you mail for instructions to upgrade your fee schedule.

A&L Medical Systems DOS Application clients who are under the software maintenance contract should already have received an update diskette. Clients who are not under the maintenance contract will be charged a fee if they wish to receive this update.

The Ministry of Health will be sending out the fee update diskette to Ontario physicians sometime during September and October 2000. **Please ignore the MOH fee update disk. The fee update disk/file from A&L already includes the new fee rates, new service code and program modifications to reflect the new changes.**

Those clients without a maintenance contract will need to contact A&L for an update because if only the MOH disk is run, it will cause errors in calculating service fee amount billed.

If you need an update or wish to renew your software maintenance contract, please contact A&L Head Office.

A&L Software Training

Be sure to see page 4 for details on new training sessions now being offered by A&L on their medical software packages.



User's Corner

Claims Submission

A&L HERO has two methods of sending your claims to the ministry of health (MOH). Originally we collected your claims on magnetic tape and sent the tape to Kingston. For all HERO clients installed since January 1, 2000 the claims have been forwarded directly using the Electronic Data Transfer (EDT) system.

The advantage of us sending your claims through EDT are increased speed and shorter turnaround time for claims and claims error reports. The people who are still set up for tape submission are currently receiving their claims error reports on paper. The reports sent back to you could be from a reasonable one-week turnaround time to an unreasonable two months.

With EDT, as your claims are being sent to MOH, you should get an approval response for the previous submission. It is simply a receipt for the file sent to MOH to say they have received it. And if you transmit again within the next 48 hours, you should receive notice of any rejected claims. These are claims that would normally appear on your claims error report on paper.

With the more rapid turnaround time for claims, some of our clients have told us that they have submitted claims after the

18th and have been paid for them the following month. Please note, however, the official cutoff date specified by MOH is the 18th of the month unless otherwise specified.

Many clients installed before January 1, 2000 have completed the application for the GONet Electronic Data Transfer Service and are enjoying the benefits provided by this method.

You can verify that your system uses EDT by looking at the "List M.O. H. Claims" screen (M. O. H. batch). If the column headed E.D.T. shows the word "Accepted" you have EDT otherwise you are on tape submissions. If you wish to convert to EDT please contact A&L

Announcement

A&L has added a new member to the family, Mr. Manuel James. With his technical experience in operating systems, networking and insurance billing, he brings a unique understanding to all A&L programs. As he becomes more acquainted with MOH procedures, combined with his technical knowledge he will become a major asset to A&L. Please help us in welcoming Manuel. We're sure he'll provide A&L clients the professional service that you've become accustomed to.

User Training

Just in time for your office staff for the upcoming summer, training is now available weekly at the office of A&L year round! Starting immediately, every Friday between 1 and 5pm, A&L is offering staff training of the A&L Medical System (DOS), the A&L HERO* program, or the A&L Document Console at a reduced price. Train up to 4 people from the same office per visit at the low cost of \$85 (plus taxes) for up to 2 hours. (Additional hours are \$45/hr (plus taxes) charged by the hour). Just complete the form below and fax to A&L. - *offer avail. to current A&L Software Maintenance subscribers only. Fax: (905) 886-6617.*

Training Registration Form

Doctor/Clinic _____ Training Date Requested _____

Address _____ Postal Code _____

Telephone _____ Fax _____ No. of Staff Attending _____

Training Requested (<i>Check one</i>):	A&L Medical System (DOS Application)	_____	Fees for 2 hours	\$85.00
	A&L HERO*	_____	+GST	\$ 5.95
	A&L Document Console	_____	+PST	\$ 6.80
			TOTAL	\$97.75

Names of Attendees:

Name: (*Please print*) _____ Signature: _____ Date: _____