10.4.6 FAQ

Q: How can I distinguish between similar provider names in Find Address Book screen?

A: If the provider names are similar, the 'Prov. No.' column in 'Find Address Book' screen will help distinguish. A new column to display the provider number of the provider has been introduced in the Find Address Book screen.

Q: What happens if a patient under or equal to 14 years of age gets registered as Account Holder?

A: If a patient under or equal to 14 years of age gets registered as an A/C Holder, then an information message "The Patient is under or equal to 14 Years of age" will be displayed to alert the user to change the account holder to parents' details. The information message will pop-up only when the patient is registered as 'Patient' and 'Account Holder' in 'Patient register'. Clicking 'OK' button will close the information screen.

Q: What does 'DVA Psych (K)' service type in Repat Invoice indicate?

A: The 'DVA Psych (K)' service type under the Repat Invoice has been introduced for the user to claim DVA Psych (including Psych, Clinical Counsellors). It results only the referral option for the patient. It will not show the 'Request' and 'Override Referral' details for the patient.

The 'Second Device Indicator' tick box in the allied tab will not be a mandatory in case of 'DVA Psych (K)' as it was in DVA Allied (J).

Q: What happens if I book an appointment with doctor who is not patient's usual doctor?

A: If an appointment is booked with a doctor different from the usual doctor, then a conformation message "You are booking an appointment for a doctor other than the patient's 'Usual Doctor'. Do you want to continue?" will be displayed. This confirmation message will be displayed when the user has set a flag in the location setting under appointment tab.

Q: Can I go to next week or next month in Appointment book, Appointment pad and Appointment overview?

A: Yes, the user can navigate the appointment book date to next week as well as next month by clicking the next week and next month icon in the appointment book, appointment overview and appointment pad. The user can move the appointment forward to week/weeks and month/months by clicking the corresponding icons. The number of times the user clicks the icons that many numbers of week/weeks and month/months the date will move.

Q: Where can I view the note to staff?

A: The 'Note to Staff' configured under **Setup → Appointment → Template** will be displayed in the appointment book report. When the appointment book is printed the 'Note to Staff' field will be displayed on the top.

Q: How do I select the name of provider who completes a care plan?

A: The drop down 'Created for' has been introduced under the 'Patient Consent' section in Care Plan screen to display the name of the provider who completes the care plan. The 'Created for' field is mandatory. By default, the 'Created for' field will be empty. When the 'Created for' field is empty and the user tries to click the next button, a warning message "Provider name assigned under 'Created for' cannot be blank" will be displayed.

Once the user completes the care plan and generates the report, the name of the provider in 'Created for' drop down will be displayed as the one who completes the care plan.

Q: What are the details that can be populated in WorkCover NSW medical certificate?

A: The 'Date of Injury', 'Employer name', 'Address' and 'Claim No' fields will be auto populated in the 'WorkCover NSW Medical Certificate' screen. The 'Employer name' and 'Address' fields will be auto populated with account holder details from third party claim screen. The 'Date of injury' and 'Claim No' will be auto populated from third party claim screen.

Q: What happens if I click the reset icon accidentally?

A: A confirmation message "Do you want to reset the attendance" will be populated when the user clicks the reset icon in the status screen. Clicking 'Yes' will reset the attendance. Clicking 'No' will close the confirmation screen without resetting the attendance.

Q: Can I make the quick bill inactive instead of permanently deleting it?

A: Yes, a quick bill can be made as inactive instead of deleting it permanently. A new checkbox 'Inactive' to make the quick bill, inactive instead of permanently deleting has been introduced under **Module → Accounts → Quick Bills → Quick Bill Management → View Quick Bill** screen. By default, the 'Inactive' check box will be unticked.

If the user wants to view the inactivated quick bill, then in the 'Filter Quick Bill' screen under **Module → Accounts → Quick Bills → Quick Bill Management** the user will select the 'Include Inactive' check box. By default, the 'Include Inactive' checkbox will be unticked. The Inactivated quick bill will display in the quick bill management screen with a strike through mark.

Q: Can I attach multiple documents in attachment manager?

A: Yes, multiple documents can be attached in the 'Attachment Manager' by selecting the 'File Name' ellipsis button and selecting multiple documents. Clicking on the Ellipsis button to select an Attachment file in the Attachment Manager now allows users to select more than one file at a time as opposed to one at a time earlier in **New Attachment Manager Link** screen. Once the files have been attached, the user can remove the attached file by clicking on the delete icon placed at the end of the file path.

Clicking 'OK' button in the 'New Attachment Manager Link' screen window will display the selected files in 'Attachment Manager' screen. The user can view the contents of the file by double clicking the selected file or selecting **Actions → Open Attachments** in 'Attachments Manager' screen. User can view the properties of the attached file by selecting the attachment and selecting **Actions → View properties**.

Q: Can I see the outstanding amount separately in the Aged balance summary report?

A: Yes, an option to include the credit amount along with the outstanding amount is available in the aged balanced summary report under **Report → Accounting → Aged Balance Summary**. Outstanding amount with credit amount will be displayed when the user selects the checkbox 'Display Credit Amount' in the aged balance report. When the 'Display Credit Amount' checkbox is unticked then the report will display only the outstanding amount.

Q: Can I send the outbox document as pdf through message utility?

A: Yes, when the user selects the checkbox 'PDF Outbound' under **Tools → Message Transfer → Message Transfer Utility** and clicks Ok button in the configuration screen in Message Utility then the document sent to the external party will be sent as a pdf.

By default, the checkbox 'PDF outbound' will be unticked. When the checkbox is unticked then the file will be sent in RTF format.

Q: How can I track the login and logoff time of a staff?

A: The login and logoff time of a staff can be recorded in Medtech Evolution from 10.4.6 Build 6314 onwards. When the user selects the 'Log Monitor' menu under **Report → Audit** the 'Log Monitor Report' screen will open. The user can select the date range in the log monitor report screen. Clicking 'OK' button will print the Log monitor report in the desired printer from where the user will be able to track the login and logoff time of a staff.

Q: How can I know when a user changes password for another user?

A: When a user with administrative rights changes the password for another user, the audit log button in the 'View Staff' screen gets shows the information regarding the change.

A new button 'Audit Log' to display the Audit has been introduced under **Setup → Staff → Members → Audit** tab. When a user having the system administrator rights changes another user password, then audit log button will be enabled. This screen contains Audit information for Password change.

Q: How can I see what are the changes made in patient register?

A: When a user makes any changes in the patient register. The changed result will be captured now in the 'Patient.In' file created in the local system.

A new tab 'Patient Link' has been introduced under **Setup → Location → Location Settings → New/View Location.** When the user makes any change in the patient register after configuring the Patient Link tab, the changes made will be captured as a file in the selected folder. The user will be able to view the file and see the changes being done in the patient register.

Q: Can I filter the account screen based on provider?

A: Yes, two new fields 'Service Provider' and 'Income Provider' have been introduced in the patient account screen to filter the records based on the 'Service Provider' and 'Income Provider'. The default value in the 'Service Provider' and 'Income Provider' drop down will be 'All'.

Q: Can the duration for the recurring appointments be changed?

A: Yes, the static time duration in the 'Recurring Appointment' screen can be changed by editing the 'Duration' column. When the 'Duration' column has been edited then the time slots will be adjusted in the 'Appointment Book' and 'Appointment Pad' screen accordingly.

Q: How can I see the SMS column in appointment pad?

A: To enable the SMS column in appointment pad the check box 'Display SMS column in Appointment Pad' in Location Setup will have to be enabled. The SMS feature will reflect the same functionality as existing in the Appointment Book.

Q: Can a scanned document be reassigned to a different patient?

A: Yes, a scanned/pdf document can be reassigned to a different patient in the 'Patient Inbox' screen by clicking the newly introduced 'Find' button. The system will prompt the user to enter the 'Supervisor Password'. On clicking 'OK' button, system will display 'Search Patient/Company' screen. User can select required patient to reassign the document. On clicking 'OK' in the Patient Search, the document will be reassigned to the selected patient. The document will be removed from the first patient and will be displayed in the Inbox document of the newly assigned patient. User can view the Audit history in the Audit tab of the Inbox.

Q: What are the requirements for clubbing the similar documents to one and get it displayed in filter patient inbox screen?

A: The 'Most Recent Only' check box in 'Filter Patient Inbox' screen under **Module → Inbox → Patient Inbox** will allow the user to club the similar documents to one and gets displayed in the Patient Inbox screen. The documents get clubbed to one document, if the 'Subject', 'Action', 'Comment', and 'Attention Provider' values are same. By default, the 'Most Recent Only' check box will be ticked.

Q: How can I identify for whom the patient medical history report is for without opening the report?

A: The label of the Patient Medical History' in 'Report Manager' will now display the internal name of the patient in addition to the report name. With this change it is easier to identify for whom the report belongs to. The internal name will be displayed along with the report name while generating as CutePDF.

Q: Can the provider track their own earnings in Medtech Evolution?

A: Yes, a new menu 'Provider Earnings' has been introduced under **Report → Accounting** to track providers their own earnings. Clicking 'Provider Earnings' will open 'Print Provider Earnings Report' where User can select the required filters and Clicking 'OK' button in 'Print Provider Earnings Report' screen will generate the desired report.

The report will be generated for the logged-In provider only. The 'Print Provider Earnings Report' displays same details as in the 'Print Transaction Report'. Only difference is, user cannot view earnings of other providers.

Q: Can I configure folder path to direct incoming documents?

A: Yes, a new feature to direct the incoming documents have been introduced in the Message Transfer Utility under **Tools → Message Transfer**. Using this feature user will be able to configure the required folder for the incoming documents. If user doesn't configure the 'Incoming Documents Folder ', then 'PIT' file will be placed in 'Laboratory' folder and 'HL7' files will be moved to 'Referral' folder.

Q: How do I remove the age validation for health assessment?

A: A new checkbox 'Enable Health Assessment for all Ages' has been introduced under **Setup → Location → Location Settings → Codes and Defaults tab** to create Health Assessment for all ages. By default, the checkbox 'Enable Health Assessment for all Ages' will be unticked. System will allow creation of Health Assessment for patient of any age when the user has ticked the checkbox 'Enable Health Assessment for all Ages'.

Q: How do I make sure that the medication script has been printed?

A: When user prints the medication script, the print status will be displayed with a tick mark in the Patient Medication screen, Consultation screen and Daily Record screen.