HandyWork Newsletter

Winter 2010

Improved Fee Schedules

Fee Schedules

For many years, our users have asked us for more fee schedules to help with billing. Initially, we provided 20, then we went to 40, and now they are UNLIMITED!

We had to rework the procedure codes screen to do this, but that being said, the new design should make it easier to use and understand than the old design.

In the Doctor's screen, we provided an identical solution to give you unlimited legacy IDs. While they are being phased out (because of the NPI), there are still some of carriers who want them.

New Statements

Even in a program as mature as HWW, opportunities arise where we can provide a significant enhancement of a long standing feature. The addition of a new statement option does just that.

The new statement, dubbed Day by Day (or Ledger Statement), prints any given date range. What's neat about this statement is that it lists the services that the patient received on a given date and then lists the payments that were applied to the services, even if the payments are from different dates. It then shows what is the remaining balance for that date, making it easy for patients to understand why they might owe you a payment.

Crossloop

Crossloop is a program that lets us look at your computer on our computer and even control your mouse and keyboard. It is available at crossloop.com, and we are including it in our latest upgrade bundle.

This program helps us solve your problems because it removes a big hurdle for us at tech support. And that is knowing exactly what you see on your screen without you havging to describe it to us.

It has been used by us for the last few months and it has made troubleshooting HWW much easier and faster. So, if you don't have crossloop yet, get it now!

So long HW2

As we told you a year ago, we will no longer be developing on HW2. This is because HW2 runs under Access 2.0, which uses 1994 technology. While we will continue tech support to our HW2 users for the foreseeable future, development efforts will be focused on our HW97, HW2000, HW2003 and HW2007 versions.

We have already converted most HW2 users to higher versions, and expect that process to continue during the next year. With Crossloop, we've been able to do on-line conversions in about 20 minutes. If you haven't upgraded already, the time to do this is now.

HW Internet!!

First there was HW-DOS, the original HandyWorks(1) program we developed in 1982. Then, when Windows started replacing DOS, we came out with HandyWorks for Windows(2) version, based on MS Access and launched in 1994. And now, we are on the verge of the next generation, HandyWorks(3), our internet based version.

Each major transition is both evolutionary and revolutionary. Revolutionary because it involves an entirely new platform for the program, and evolutionary because we distill the best of the prior versions and add to it a decade plus of additional user experiences. In so doing, we end up building a much better product.

OMG, you must be thinking, "I just learned HW Windows! Am I going to have to learn a new system all over again?" No!!! It took some users 15 years to switch from DOS to HWW, and we supported them until their old machines finally died and they were forced to upgrade. We intend to continue supporting and growing HWW for many years!

Right now, we are 3 months into development of the new system, and we have already begun testing basic functions. We are hoping it is ready for beta testing by February. And in the meantime, we will continue to support and evolve our Windows system, just like we've been doing since 1994.

HW Internet?

Over the last several years, the trend in computer software has been moving away from desktop based systems. There are many reasons for this, but for us a few are most important.

Confusion: The Windows OS is in many ways a real mess, mostly because there are so many variations. Each version, from Windows 98, *XP, Vista to System7 works slightly differently with MS Access, which is the computer language we use to run HandyWorks. Couple that with the different versions of MSAccess and it gets even more confusing.

With HandyWorks Internet, it wont matter what computer you use, what browser you use, or what operating system you use. This eliminates confusion! You could run it on a Mac.

Upgrade issues: Many users don't do regular updates, so new features are not seen and bug fixes remain on their system.

With HandyWorks Internet, when we update the web version of the program, all users get that right away. And the new language is designed with change in mind. That's called good!

Stability: The MS Access program has known issues with reliability. That's why Microsoft made database repair options a prominent feature. They already knew that there would be problems!

With HandyWorks Internet, we are using SQL, the most stable database handler that is used by scores of multi-national clients like financial service companies, banks and insurance companies. Crashes are extremely rare.

Backups: Still, many of you don't do backups properly. And that puts your data at risk. (We are not sure why, given the inherent issues with MS Access.)

With HandyWorks Internet, backups are done automatically. Also, for HIPPA compliance, we have full and complete tracking of every entry, every change to any record, etc.

HW-I Features

To start with, we are keeping all of HWW's best features, including its work flow, business logic and basic design structure. But behind the scenes, we have done a major restructuring of its underlying database design in order to squeeze as much efficiency as possible out of the new system.

As far as new features, we think that on-line scheduling for patients will be very popular. It will allow registered and new patients to track, make, cancel or reschedule their own appointments. This can free up a lot of front desk time! And because it is web based, you will get real-time data of all schedule changes. As part of the calendar design, we are also improving your ability for you to indicate hours of operation, vacation times, meeting times, etc. These will be significant improvments from the current appointment book.

A new design feature is that HW3 will work differently depending on what your business role is (i.e. front desk data entry, back office collections, doctor, etc.) We are working to make your jobs easier.

Also important is that we are building in support for EHR, electronic health records. We hope that our implementation will allow those of you who transition, to get reimbursed from the government in 2011.

Also in the works will be an inventory module and PDF statement emailed to your patients. Possible bar-coding and scanner readings as well. And if you want something else, just let us know.

X-Charge it!

In this day and age, if you don't accept credit or debit cards, you are losing money! And if you already accept credit cards but are not using X-Charge with HandyWorks, then you are not only losing money, you are losing time as well.

The cost to accepting credit cards is typically 1.5-3%. X-Charge is on the lower end of this range and can likely save you money over your current credit card processor.

HandyWorks, with X-Charge, makes it EASY to collect funds from a credit card because X-Charge fully integrates into the HandyWorks Transaction screen.

It is convenient, fast and reliable. If you are tired of paying high rates for credit card services, why don't you call Sandra Laue at 800-637-8268 ext. 206 or email her at Sandra.Laue@camcommerce.com. She'll ask you to fax her your current credit card services bill and show you how you can start saving money right away.

How to Backup

Please have multiple backups of your data. Make 5 empty folders on your flash drive. Call them M, Tu, W, Th, F. (Or the full names of the days of the week if you want.) On Monday, backup to the M folder. Got it?

To make things easy, we use a batch file to make each backup. This is a small text file made with notepad. We'll detail one file and its contents. You can do the rest.

Make a file and call it BUM.BAT (This stands for backup monday) It has the one line of text. *copy c:\hww\hwdata.mdb I:\m* This one line of text is run when we double click on the BUM.BAT file located on our desktop, and it copies the hwdata.mdb file from the hww folder to the M folder on the flash drive (letter I: for me in this case). If you need help in doing this correctly, call or email us.

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