

# HandyWork Newsletter

WINTER 1993-1994

## But I Backed Up!

### *One Man's Sad Tale*

Doctor X in Pleasantville (not the true name or town) had a wonderful practice, a smart staff, and he backed up. So what could go wrong? A lot. He didn't know it, but his data was about to die a horrible death. One dark, evil morning somebody pulled the plug on his machine and corrupted his data files. (Zounds, the scoundrel!) Dr. X got his recent backup, but as an extra precaution before he restored, he backed up again, sadly writing the bad data on top of the good. Egads! Dr. X had no other backups! None. So the brave HandyWork crew came in and saved the day, right? Wrong. This time we couldn't do a blessed thing. So Dr. X had to begin from scratch, and he backs up a lot now, on different sets of disks.

The emperor has no clothes! Admit it, if you aren't backing up correctly, you're in for a world of hurt. Don't be the next back up story: use our helpful hints, below.

### *Backing Up Is Fun*

Not really, but looking at a screen that says "unrecoverable error" is even less fun. Here's what to do:

1. Back up 2-3 times per week. You may not discover a problem for a few days, but if you have three sets of disks, you will probably be ok.
2. Use different sets of disks for corresponding days of the week. Have a Monday set, a Wednesday set, etc. On Monday write over last Monday's back up, but don't back up Wednesday on Monday's disks.
3. Never ever back up over your most recent backup.

4. Restore your backup so you know you're doing it right. Many people back up religiously, but when the computer breaks down, they find they have not been doing it right. Find out before trouble strikes.
5. Don't use DOS backup! Buy a real backup program, like PC Tools/CPBackup, Fastback, or Norton Backup. Such programs are widely used and supported, will protect your data, and will compress it, so you spend less time and money on disks. Proprietary programs that come with your computer may do some of the same things, but how well? Check it out before problems occur.

## Windows Update

HandyWork for Windows is coming along fine. Most of the main modules are completed; we hope to begin testing in our office by the end of the year, working out kinks and programming peripheral modules such as the Appointment Book and Narrative Writer. In early '94, we will be looking for volunteers to Beta test the system, as we are shooting for a midsummer release. Let us know if you have any suggestions - you are the users we're writing it for!

## Need Help in Upstate NY?

Barbara Locascio is available for training and CA work in the Upstate area. (We define Upstate as anything north of 125th Street; Barbara may not service the entire area, however.) Whenever Barbara calls in with problems, they seem to be ours, not hers. While embarrassing for us, it is just one indication of her talents. Reach Barbara at 914-225-5676.

## Receipts!

### *New and Improved*

The newest HW addition is the **receipt generator**. Receipts show services, payments, adjustments, estimated patient balances, and other superbill information for one office visit and/or payment. To generate a receipt pull up an office visit in Alt+5 or a payment in Alt+6. If you want both to appear on the same receipt, go to one screen, then the other, bringing up the appropriate dates.

Next press F7 from either screen and choose the option (P)atient receipt; HandyWork will immediately generate a receipt. Receipts print on blank paper, two copies per page. Keep a copy for the office, or give the patient both copies so that he/she can keep one and send the other directly to the insurance company.

### *Lawyer Bills*

HW 6.24 has a number of other improvements that should help you immensely. Topping the list are the **Lawyer Bill** and **Lawyer Statement**. Dx codes now print on the Lawyer Statement (from Alt+4), while aged balances and payments do not. The **Lawyer Bill** - printed on plain paper from Alt+7 - puts up to 35 procedures on a single sheet. If you set up a patient with a lawyer in Alt+1, (make the lawyer unassigned if you do not want to affect the patient account balance) you will be able to print out Lawyer Bills just as you do for insurance companies.

*New and Improved cont'd on p. 2*

*New and Improved - from page 1*

**Billing** by Doctor now works correctly. We made required changes to OH Workers' Comp and added the work phone to NY Workers' Comp C-4s, added UPIN handling for FL and AZ. MN now uses a HCFA instead of the MAP form. Medicare referrals (boxes 17 and 17a on the HCFA), use the doctor's name and UPIN number (located in Alt+K), unless there is a UPIN number for the **Referral Source** (Alt+R). The description for **supply codes** (99070) from Alt+P now prints out on the HCFA.

**Doctor Information** now has a field for type of doctor. Use C for Chiropractor, P for Podiatrist, M for Medical Doctor. Currently, this data is used only for the NY C-4 Workers' Comp form.

The **Letters Menu zip code sort** now ignores doctor order - that is, zip is *truly* the primary sort. We also added the numerical **DOB on birthday mailing labels**. You can now print envelopes for **referral sources**.

We've added Medicare specs for various states in **Electronic Billing**. If you don't want electronic bills to be sent to a specific carrier, type "99" in the field "Type" in **Insurance Data**. The Medicare group number in **Office Preferences** will now handle IDs up to nine characters long. In **Financial Data**, **Medicare pay percentage** defaults to 80% for new patients (was 100%).

The **End of Month, Payments and Office Visits** reports now print a date at the top of the report (about time, huh?). Also, because disk space keeps getting cheaper, we've **decided never to delete old visits or payments**. Ultimately, you will need a bigger hard drive.

When you select a single patient in the **Ledger Card** and ask for a statement, it will print regardless of last statement date and the Send Statement flag. If you want a reprint, hit the F5 button before F7 to get the same statement you printed out last

time. We also fixed a bug that kept ledger cards larger than 20 pages from displaying properly.

**Patient Owes in Payments** is now calculated identically as in Office Visits and Financial Data.

## Be Productive!

HandyWork keeps track of your clinic's productivity in **Vital Statistics** (Alt+V) and keeps track of clinic-wide data forever. To get a report for any period for which office visits or payments exist, go to Alt+V and print the report (F7): collection percentages, PVAs, and Services and Charges are just the beginning of the information you will see.

### Run End of Year

Productivity data needs to be cleaned out annually to keep the system fast and accurate. Do this by running your **End of Year**. First, run your productivity reports from Alt+P and Alt+K, so you will have a record of the year. Next, run the End of Year itself. It doesn't matter whether you do it on the last day of one year or during the first few days of the new year: just make sure you do it before you begin entering the new year's visits and payments. Go to Alt+Y, and press F5 for update. And have a Happy New Year!

## Have You Tried...

1. Printing envelopes or mailing labels? HandyWork is set to print on Avery 5160 laser labels and standard envelopes. Mailing labels print from Alt+L; envelopes print from Alt+L and corresponding modules (i.e. Alt+1 for a patient, Alt+I for an insurance company).
2. Bulk transfers to inactive? In Alt+X you can transfer patients who haven't been in since a given date. Patients with a balance will not be transferred. Clean up your data base and your computer will work better.
3. Electronic billing? Find out immediately if your bill is correct, get your money in as little as two

weeks, and send to whomever you want. Our clearinghouse, ETS (Electronic Tabulating Service), will even print out and send bills to companies that don't take them electronically. You already have the software, so you just need to sign up with ETS to start saving time and money. Call ETS customer service at 404-614-4669.

4. Wiping a Bill from the system? When you enter a payment and tie it to a bill, you are prompted whether or not to wipe the bill from the system. Answer (Y)es if you have received all you expect from the insurance company. HandyWork will mark the bill Paid and will take the bill off the Alt+6 screen (after E.O.D.) and transfer any unpaid portion to the patient. You can also change the Paid flag to Yes or No in Reprint-Fix-Trace.

## The Errant Arrow

Ever find you're pressing all the right numbers, but something's the matter with the program? Instead of making numbers, the cursor starts bouncing all over the screen! You think about calling up the geeks on the 800 line and letting them know they really screwed up, don't you?

A couple of people have called in with this baffling error, but we plead innocent. Discover the solution to this startling dilemma, and you'll get a Twinkie for Christmas and the thanks of some overworked CA's. Hint: Take a good look at the keyboard. See the light at the top right? The one that keeps going on and off every time you hit the NumLock key? Write in today!

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