

EON SYSTEMS NEWSBIT

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PRACTICE MANAGEMENT AND DOCUMENTATION SOFTWARE NOVEMBER 2008

Tech Tip: The TPS Message Center

Are you fully utilizing the message center in The Practice Solution (TPS)? Did you know that TPS has a full message center?

The following messages can be automatically generated in the message center:

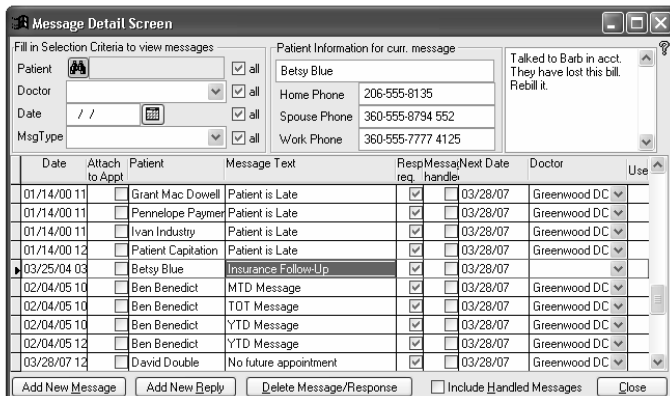
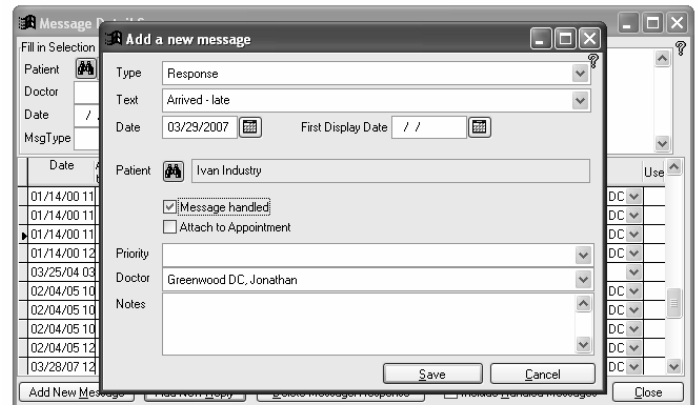
- Patient is Late
- Patient Needs Report Written*
- Patient Needs Re-X-ray*
- Patient Needs Re-Exam*
- Patient Needs Extension on Visits**
- Patient has reached Maximum Number of Visits**
- Messages generated based on a patient's Month-to-date, Year-to-date and Total Visits on a claim**
- Insurance Follow-up messages
- Message for patients seen yesterday or today who do not have a future appointment scheduled

You can view the Messages by clicking on the Message Icon (picture of a phone) on the Icon bar of TPS.

All unhandled messages for the day will automatically be displayed.

You can filter these messages by Patient, Doctor (Provider), Date and/or Message Type. This allows you to see, for example, all of the current messages from the Follow-up Center. Note: When you highlight a message from the Follow-up Center, in the top right corner of the window, you will see a more complete description of the message.

You can enter responses against the various messages. For example, if the patient was late and the "Patient is Late" message was generated automatically, but the patient arrived late, you can simply enter a response by highlighting the message and clicking on the Add New Reply button. This will bring up the following window:



Enter the response, which you can type in or use the drop-down arrow to select from the list of responses in the master list. If this response handles the message, then click the Message Handled box. If not, leave it blank. If a message requires a response, and you respond with a response that handles the message, then the message will no longer appear on the Daily Message Report or on the Daily Message list. This is a great tool to use to keep track of unfinished business and to help keep track of those patients that miss appointments.

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Here are some other ways to use the Message Center:

- Add a message that the patient needs to see your bookkeeper on a particular day.
- Add a message that the patient's spouse just called in and needs the patient to call as soon as they arrive to your office.
- Add a message that you need to call the patient once they return from vacation to schedule their next appointment.

The Message Center contained in The Practice Solution is a very powerful and valuable tool for use in your office. For further information on entering messages and using messages in TPS, refer to the help manual contained in TPS. ENJOY!

*In order to use these automated messages, you must have the information completed in the Carrier Information screen and in the Services (Master List).

**In order to use these automated messages, you must have the information completed in the Patient Claim Information screen, under the Visit Info/Misc tab.



End of Year Procedure

The Practice Solution allows you to choose *when* your year is to end (*i.e. a calendar year of January through December, or a fiscal year ending on a different month, for example, October*).

This information is the current period in the clinic's information. It is tracked and updated automatically by TPS.

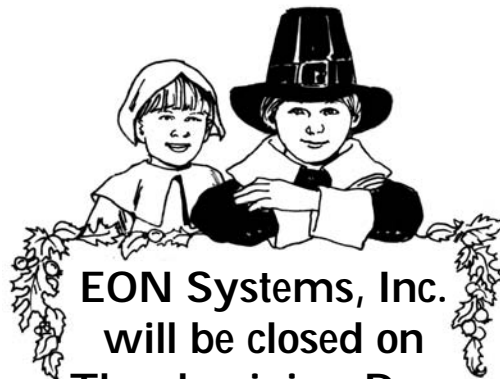
As you run the End of Month process during closing, this current period gets updated by 1. For example, your business runs on a calendar year. So, if you started with TPS during the month of September, you would set the current period to 9.

Name:	Alls Well Clinic	Clinic#:	1
Address:	14431 - 17151 Ave NE	Start Date:	01/05/1999
City, State, Zip:	Seattle WA 98178	Current Period:	12
Phone:	(206) 555-4488	Current Year:	2005
Modem:	(206) 555-8844	End of Week:	Friday
Registration Code:	20435745-ALLS00114430002520101231AINSE1		
Patient Defaults:	<input checked="" type="checkbox"/> Appointment Reminder <input type="checkbox"/> SOAP Notes Doct Specific		
Service Defaults:	Inventory Tax: 8.200 Service Tax: 0.000		

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Happy Thanksgiving!

From all the staff at EON



EON Systems, Inc.
will be closed on
Thanksgiving Day,
Thursday, November 27, 2008.

End of Year Procedure *continued from Page 2*

Next, when you check the end of month box during the closing on the last working day of September, TPS will increase the current period automatically to 10. During the end of month closing for October it will increase it to 11 and so on.

Next, when you check off the box to do the end of the month closing on the last working day in December, TPS will change the current period to 1, the current year to the next year and roll over your Year to Date business numbers to start the new year's tracking.

Several other internal actions are simultaneously triggered by the Year End process. This includes:

- (A) Your **YTD Visits** in the Patient's Claim files roll back to zero.
- (B) The business numbers **start anew** to track the figures for the new year.
- (C) The **Deductibles** used are rolled back to zero.

PLEASE MAKE SURE that your "current period" in the Clinic Information is correct before performing your month end closing in December.

NOTE: Deductibles and YTD Visit numbers are dependent on one additional item. This is the **date** on your computer when you are **running** the closing process. If you are closing your year for December and your computer is on a January date, then February deductibles and February YTD visits will get reset (**not January's**).

This TECHNICAL TIP column was previously published in Newsbit. It has been updated and reprinted by request.



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Dennis Doan, D.C.

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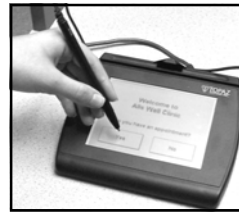
Special Package Price - Includes one copy of each CD

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