HandyWork Newsletter

Odds and Ends, Bits and Pieces

Internet Explorer Download

Internet Explorer has a wonderful feature called a cache memory. In this memory, it remembers lots of things you have seen and downloaded. This makes everything run faster because memory is 1000 times faster to access than the web.

However, the downside to this cache is that it often remembers your last download of the HW upgrade file. So when you go to get the next upgrade, it only takes half a second and Internet Explorer takes it from memory and places it on your desktop. But this is the old file and not the new one.

Here's how to make IE work properly, if this happens to you. While IE is open, click on Tools on its MenuBar. Drop down to Internet Options. From there, click the delete button in the middle section where it says Temporary Internet Files. A small window will pop up that has another box to check - the one that says delete all offline content. Then click OK. You have now cleared old stuff from memory and your download will now be successful.

Billing Confusion

We are not sure why some users make billing more complex than needed. Specifically, we are referring to the use of a transaction date range in the last page of the billing wizard. Some users feel that they must put in the dates from their last billing up to today. This is not needed, and in fact, may result in visits not being printed. Here's why.

The wizard is designed to make life simple and easy. So, when you click on create and print bills, it will automatically print everything that has not been printed before. So the use of transaction date ranges is superfluous. And further, suppose that you noticed that you missed entering a visit from an earlier treatment. You put in the visit, but its date is prior to the last billing. If you subsequently limit your transaction date range, this visit will never be printed. Capisch?

New Manual

The new manual sports 150 pages of tips and techniques and was drawn from 6 years of HWW tech support history. The new manual focuses on the areas most users seem to have problems with.

The cost of the manual is $25 with an additional $3.50 for priority shipping.

HWW Enhancements

We have been very busy on a multitude of improvements in HWW. There's been a deep internal change in the coding behind the scenes in both HW2 and HW97 is being made in preparation for the release of HW2000.

Transaction: Next Appt Date shows on top of Transaction Form. Fixed a potential accounting error that occurs when payment types were changed.

If the Medicare xover is the secondary carrier, the Bill To box will be unchecked. It will remain checked if the Medicare secondary is not of type crossover.

Patient Data: Added the ability to bulk delete inactive patients.

For **Letters and Reports:** a blank closing is added to support two page letters. Fixed the List Patients by Attorney report in the Reports Wizard. Dr. Productivity Report expanded to show payment types (ca, cr, in, ck). Made only Day Stats report the default in Day Stat Report Options

HCFA: Box 32 "SAME" in Medicare SD Medicaid specs for OH

Appointments: Found and fixed another way to get UNKNOWN into appt book.

Statements: Statement reprint now only reprints statements created in the current month. Changes to Statement options are allowed more than once per session. Fixed problem in Statements for those systems without procedure codes for Statmt and Finch. Statements from Date Range now correctly calculate the balance if a service occurs on the ending date.

Procedure codes: A new code type called pharmacy has been added to procedures. This is specific for Medical Billers who need to use a 13 digit NDC CPT like code for drugs.

Insurances: Minor wording change and location for Group ID on Insurances screen.

Case Data: Moved Prior Auth to the first screen.

Backup Horror

Dr. S.O in Silicon Valley suffered a catastrophic hard drive crash. The disk was physically damaged and scratched so no data on it at all could be recovered. We sent new Install disks to the rescue and they got HWW up and running in no time. But their data was still gone!

Turns out the consultant, who is pretty sharp, heard me tell him, several years ago, that the only file he needed to backup was hw.mdb. If so, I am truly sorry! However, I have been discussing what to backup for DECADES now, and find it hard to believe that this is what I said. I then asked Dr. O if she ever got our newsletters and she said yes. Did she read them? No, the office manager did. I pointed out to her that every newsletter since the 1980's has talked about proper backup, and sent her copies for her records.

PLEASE FOLKS, don't be our next horror story. Read the section below and take heed. If you are not making a regular backup, you are courting disaster. But if that is your path, make sure you keep your initial install set handy, because if you crash without a backup, and your data can't be repaired, those disks are the next step you will use. 'nuff said.

Proper Backup

There are two types of computer users out there. Those that have lost data and those that will. Do you cancel your car insurance because you've had no accidents? Do you cancel your malpractice because you've had no claims? Backing up is your ONLY insurance against a computer failure. If you don't have a backup and you lose your data, it will be no one's fault but your own.

We strongly recommend using a Zip disk along with Microsoft Backup that comes with your W95

or W98 OS. There are many reasons for this. It is quicker than tape, it is an industry standard, it supports a write verify and most important, we at the HW Support desk understand it and can help you use it!

Backup at least several times a week, on different disks for different days. This way, if you have bad data that you only just discovered, you can go back to a previous version. Be sure to do a compare verify to make sure what you wrote is what got wrote.

And most important, make sure you are backing up the Handyworks data files. **These are c:\hw*.dat for our dos users and c:\hww\hwdata.mdb for hww users.**

Important: **Do not believe that your beloved and trusted consultant has set your backup correctly! You must verify that it is correct by testing the restore yourself. Please do this NOW!**

Also, please, practice restoring your data - especially to another location. It is frustrating when we have to tell someone to restore their data and they ask us how. We don't know how, mostly because there are so many ways to backup. So make sure you know how to restore. Practice it at least once or twice Make sure YOU don't end up in the Backup Horror column next time. Learn how to back up and restore. 'nuff said!

Maintenance Fees

Yearly maintenance fees are being billed and sent to you along with this newsletter. For your information, one of our competitors, Medisoft, charges a single user fee of $399 for 6 months of phone and upgrade support. Compare that to our fees of $250 for 12 months. Ours is certainly a better deal. So...please pay promptly. Thank you!

What's New in HW-DOS

HW-DOS now lets you move inactives to the inactive file if they have been seen last in 2000. This appears to be the last y2k fix (famous last words) for this venerable old beast of a program. Also fixed the bulk reprint by dates.

Yes we still support DOS, but the number of DOS users continues to dwindle and more people convert over to our Windows version. DOS still works great and does the same tasks as HWW, but without the bells and whistles and extra insurance features found in HWW.

HW 97 & 2000

No matter which version of HWW you are using (HW2, HW97 or HW2000), you are getting the same program. The only thing that differs is the version of Access used to run it. There are advantages and disadvantes to this. Small databases (under 70 meg) seem to run faster on HW2. Larger databases run faster on HW97. The jury is out on HW2000 at this point and I consider it still to be in beta.

HWW & DOS User Computer Upgrades

If everything is running smooth, LEAVE YOUR SYSTEM ALONE! If you or your consultant want to make changes, please contact us first.

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