

# HandyWork Newsletter

Winter 2013

## New Exam Forms

### Exam Forms

Documenting clinical elements of practice has always been a secondary focus of HandyWorks. Previously it provided only a basic notes system and the ability to string predefined paragraphs into a more comprehensive report. These processes were likely HandyWorks' weakest feature. Happily, we can say that this has now changed.

Coming in early 2013 is a new SOAP and Exam form linked from the Transactions screen. We are thankful to the office of Discover Chiropractic in Hilton Head that provided the basic format for the exam form. It was at their urging that we began this project, and we further have to thank Cheryl for assisting in creating the basic table design.

The system is still in beta testing but we do have an expected completion date of early Spring.

### Updated Guide

Yup its done, and available in the 2013 upgrades. There are lots of new screen shots and better explanations on how to use the fee schedules and Insurance Owes calculations. The new manual also discusses HCFA customization and lots more.

So go grab your copy from the latest download. Who knows? Maybe there will be an interesting tip in there for you to use.

### ICD-10

Last year, in preparation for the ICD10 switchover, we asked users to send us their ICD9 diagnosis files. After numerous replies, we had dozens of code sets which we merged into one gigantic file. We sorted the file and removed the duplicates yielding one master file that likely represents 99.9% of the codes in any individual practice.

Starting with this master file, we looked up each code (thanks Elizabeth!) to see if there was an equivalent or expanded ICD10 version. This was not a trivial endeavor since there is no one-to-one correspondence for most of the codes. Upon completion, we ended up with a much larger code set that had both the original ICD9 and ICD10 codes.

Next came the tricky part, merging the ICD9 and ICD10 codes. within HandyWorks. This produced a significantly larger file because there are many more ICD10 codes to correspond to left and right designations, explicit fingers, joints and muscles.

When the ICD10 version of HW goes live, it will support both ICD9 and ICD10 codes, which can be used together in claims transmission. As a visual clue, we will make the diagnosis button in case data and visits red if it has ICD9 elements, green if its all ICD10. You'll have until the end of the year to switch over your patient's diagnosis.

### The Future...

Because it's useful to plan ahead, we think about the future a lot. It's also important to have a perspective on where you've come from, which you will find on the reverse page under **The Past**.

In looking at the future of HandyWorks, there are two pertinent questions: "Where is the software heading?" and "Why is it going there?" The first answer is simple: it is going to the cloud, aka the internet. The why answer is slightly more complex, and it revolves around the concept of "platform agnostic".

Agnostic means "not knowing" and in this context, it means that we plan to have software that neither knows nor cares what computer or software you are running. It could be an old Windows \*XP machine or the latest and greatest tablet.

Becoming agnostic solves many problems, not just for you, but for us as well. Gone are issues revolving around the ever changing operating systems and software from Microsoft. If you get a new machine, no problem. If you change to a Mac, no problem. Running on Unix, also no problem. Want to access HandyWorks from your vacation in Thailand, easy. Basically, we want you to be able to run from any machine or operating system anywhere on the planet.

The main effort of our work is to transform the current desktop version of HandyWorks into an

online system that remains both feature rich and incredibly easy to use. We also believe that you shouldn't have to relearn anything to use the online version. Helping us with this project is Brian Shaver, our website programmer. Brian has been working with us for over 18 months, and he is a talented and gifted resource. (Thank you Brian!)

Already completed are all of the support modules like Procedures, and Diagnosis. Also nearly finished is the appointment schedule, which will sync with patient data and allow patients, if you so desire, to schedule online.

We still keep to our K.I.S.S. principles, and we are taking clues from existing interfaces like Gmail and the iPhone. Both are so simple to use that they don't require a manual. We like that idea.

What helps us the most is over 30 years of experience in running HandyWorks. This is our third major rebuild of the system. Each rebuild looks at the system as a whole and repairs weaknesses while enhancing strengths. This is further aided by years of substantial user feedback.

What will set HandyWorks apart is not just the clarity and simplicity of the interface, but also how it tightly integrates into the case and billing aspects. As progress is made, we will keep you informed through the what's new section on the HandyWorks website. If anyone wants a preview, we can arrange a crossloop session.

## The Past

The Handyworks project began in 1981, at the dawn of the personal computer era. It predated both Microsoft and IBM since the very first version ran under CP/M, the precursor of DOS. Back then, Handyworks was "event driven," meaning that the user was in charge of the flow and process. This was in contrast to other programs that forced the user to enter data, one line at a time in a question and

answer sequence.

The original language of HandyWorks was Q-Pro4, which became QFast-5. Unfortunately, the original language did not grow and when Microsoft came out with Windows (3.1), it could no longer compete. This was the impetus to create the next generation of Handyworks.

Back in the early 90's, there were many database programs that ran under Windows. Most popular was dBase, but there was also FoxPro, Paradox and Access. We decided to write the new version in MS Access because we felt that it offered the richest feature set. Also, it was event driven and a closer match to the DOS version in terms of functionality. It took over a year to learn Access and to program and test the HW2 version. We officially released it in 1995. Along with the new version was a custom conversion program that allowed users to transfer their DOS data into the new format.

We continued to support the older DOS and newer Windows versions together, but in 2003, we decided that we could no longer continue to develop in both systems. We did continue to support the DOS version, but it was to remain a dead-end system as programming resources poured in to the Windows version.

HW2, our flagship Windows version, continued to grow in features and users, and as Microsoft improved Access, newer modules were added. However, as time went by, it became evident that Access 2.0 (and HW2 by extension) suffered from some serious flaws. First, it was based on a small memory model, meaning that users would frequently get "Out of Memory" errors when doing a lot of work. Second, it predated the internet. Newer versions of Access solved these problems, so we began offering multiple versions of HandyWorks, paired with HW97 (and other Access versions) turned out to be better, and by the end of 2009, we were phasing out work on HW2.

## X-Charge it!

If you accept credit cards in your practice, then HandyWorks has a better way for you to do so. It's called X-Charge.

HandyWorks, with X-Charge, makes it simple to collect funds. When you put CR in for the payment method, a payment box comes up ready to take your credit card swipe. Type in the amount, press enter and let HW and X-Charge do the rest. Data entry is easy and without errors.

As for cost, most processors charge 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.

If you are tired of paying high rates for credit card services, call Joel Call at 888-427-2260 x465 or email him at Joel.Call@acceleratedpay.com. He will ask you to fax your current credit card services bill and will then show you how you can start saving money right away.

## Please 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.

To make things easy, we supply sample batch programs to do the backup for you in every HW Upgrade. If you need help in doing this correctly, call or email us.

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