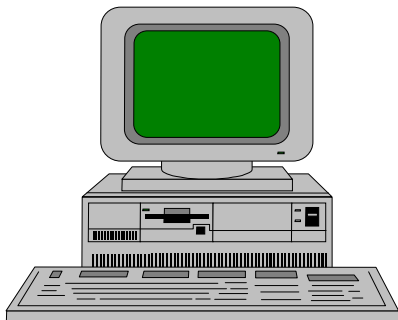# STRATFORD

Stratford Notes

We would like to extend our sincere appreciation to all of you who stopped by to drop off Christmas cards and gifts. It makes us happy to know that we have so many happy customers out there. Since many of you brought food as gifts, we will be looking for larger clothing to ring in the new year!

We were disappointed to hear Windows '95 will be delayed until August 1995, but we would all rather stick with what works (Windows 3.11/WFW 3.11) and patiently wait for a working product than to have them rush Windows '95 and stick us all with problems.

Those of you who held off buying a Pentium computer made a wise choice, as hindsight has shown us. We still use 486DX2/66 computers here and find them to be more than adequate in the speed department. Now that Intel has agreed to replace Pentiums for everyone who wants one (as of this writing), it may finally be the time for you to consider a Pentium if you have someone who complains about performance.

We have many different systems here at Stratford. That way, when we test here, we will see things the same way that you see them. Rest assured, we are doing everything in our power to ensure that our software continues to run on a 386 computer with 2 megabytes of memory, but to take full advantage of Stratford software, it is best to have at least a 486 with 4 megabytes of memory.

Today's   Highlights

....A Note From Our President
....From the EDI (ECS) Corner......
....Signing Up for EDI
....Windows Tips
....Question and Answer Session
....New Manual
....New Features
....Ready for Windows '95?
....What about Windows NT?
....Advanced Tip of the Month

You may have heard that we are reorganizing our customer support center. It is true. We will have a staff large enough to answer virtually all phone calls with a person. Those customers who have software support will receive a 1-800 number to call. Stratford is growing much too fast for us to keep up with the hiring and training of new people so we have contracted with an organization that provides support for Microsoft and many other software developers. We will have a call center on the West coast and one on the East coast. We plan to expand the hours of coverage for our customers on the East Coast and offer coverage after normal hours for customers who need it. There will be many changes that will make everyone happy and some that will streamline our operation and reduce our costs. For example, we cannot take verbal supply orders anymore. If you need to talk with someone before placing your order, we will be happy to help you. We will be happy to instruct you in the use of our automated bulletin board and our fax service. The bulletin board uses a 1-800 number and requires that you have a modem. We have not increased our software support charges since 1982 and we hope to make the changes that are necessary so that most customers will not pay more for the additional services.

FROM THE EDI CORNER.......

We are testing ANSI 837 transmissions for dental claims now. After we have the dental working we will begin testing our UB92 ANSI 837 format. We have been informed that EDS (California Medicaid) will stop accepting new subscribers for their old formats. All new users will be required to use the ANSI 837 format. If you have been thinking about starting to transmit your claims, let us help you. Our goal is for all Stratford customers to transmit all of their claims. Fax or write to us.

SIGNING UP FOR EDI

We get many calls asking "how do I sign up to send electronic claims?" The answer is simple, you must call the intermediary/carrier (such as Medicare, Medicaid, or a clearinghouse) and sign up. They will provide you with a password and user ID number. Send Stratford a copy of the password and ID along with a backup of your data and a request for us to set up your EDI files. Please send this package "attn.: EDI testing." We will build your EDI files and send test claims.   We will return your backup with a floppy diskette that has the EDI files and instructions. We can transmit the templates to you if you have Procomm Plus. Be sure to check our work. You are the only one who knows if the ID numbers are correct.

WINDOWS TIPS

Q. My computer is having difficulty accessing Windows. I installed Windows to use 32 bit disk access (faster speed) but now it will not run. What can I do?

A. This is a pretty technical question; you are a "power user." You should make a backup copy of SYSTEM.INI (found in the \WINDOWS directory) and then edit the original file and comment out (by adding a "**;**" in front) the lines:
```
32BitDiskAccess=ON        and
Device=*wdctrl
```
These lines are in the [386Enh] section. If these lines are not present, then 32 bit disk access was not the problem.
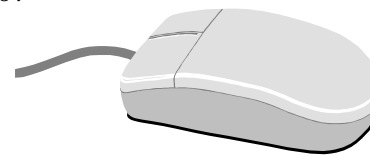
Q. Windows is fun to "explore." However, some of the things I have done I later regret. Is there a good way to protect my work ahead of time?

A. You could create a backup of your `*.ini` and `*.grp` files in the \WINDOWS directory. A simple way to do this is using the COPY command.
```
COPY *.INI *.IN
COPY *.GRP *.GR
```
Then if you accidentally delete an icon or something like that, you can recover by copying the files back! (note: this is not a total "cure all," but it will undo many things.)

Q. I own an inexpensive mouse and have problems with it constantly. I have opened it up and adjusted it as a temporary fix, but it seldom lasts long. What should I do?

A. Purchase a Microsoft brand mouse. We use them here at Stratford. We sell the OEM version for $49.95. There is no manual, software or fancy box, but you don't need it with Microsoft Windows.

QUESTION AND ANSWER SESSION

Q. Why is there an additional charge for electronic claims support?

A. Customers who use electronic claims with Stratford pay an additional $9.50 per month for the first carrier, and an additional $6.50 per month for the second, all others after two are free! The reason for this is simple, EDI users get more updates (due to more frequent changes) and also more support than non-EDI customers. Our charge only covers the cost to track you so we can update you when necessary. If you buy your support for a year at a time, you get two months free, which easily saves you more than the cost of EDI updates.

NEW MANUAL

It is complete! We will be sending it to the printer in February and it should be ready in March! Some things to keep in mind with the new manual:

- It has a complete technical support section that covers about 95% of the questions we receive on our support lines. Before calling support - try to find your question in the manual - it is probably answered!
- It has a complete "Walkthru" section with all available "Walkthrus", which are step by step instructions for accomplishing something, such as sending electronic claims
- It follows the familiar format:
  standard text   used for descriptions/text
  SHSÒ **note**   further explanation/hints
  `courier`   commands you type
- nearly every page has been revised in some way
- expanded index to help you find answers quick
- easy to read and digest format
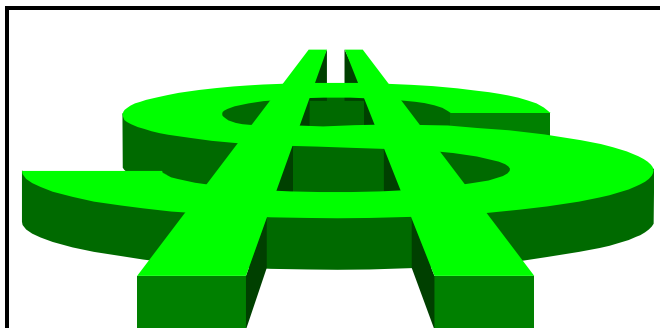- it is free to customers on software support! (you pay shipping and return your old manual)

So what we are saying is...get the new manual and read it. It can help both new and old users and will qualify you as a true Stratford expert!

NEW FEATURES AND CAPABILITIES FOR THE STRATFORD PROGRAMS

We are currently expanding the mouse capabilities of our user interface. The changes will not affect the current keyboard function, however, it will provide more flexibility for data entry. Screen revision can be accomplished with a mouse, similar to using a word processor. To use this feature when it becomes available, you will need a mouse and a mouse driver installed. If you use Windows NT, the mouse functions perfectly with no special setup.

We plan to change the way colors are displayed to bring our program into compliance with the standards which are being adopted by most major software companies. We will try to avoid changing your colors if you have set them up differently from our default. Even if we do, you will probably appreciate a new program which allows more control than you now have.
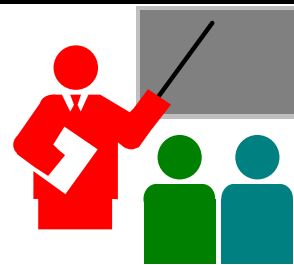

Stratford will pay *you* $100 for each person you refer who purchases SHS® Healthcare Management Software at full price ($895). Simply call or write to give us your referral, we will take care of the rest!

READY FOR WINDOWS '95?

Are you ready for Microsoft's new operating system? It is due this summer. We have had many customers ask what we recommend for hardware to run the new operating system and our "object oriented" program. We recommend a "486" with at least 8 megabytes of memory. The disk size depends entirely upon the size of your database of patient information. Our new program will have many new capabilities. We will have full compatibility with all programs which use OLE 2.0 such as Microsoft Word, Excel and Lotus 123. Every major software company is developing for this standard now. Microsoft will probably sell the new operating system for well under 100 dollars as an upgrade if you already have any version of Windows.

WHAT ABOUT WINDOWS NT?

This question is related to the question above. Windows NT is the "high end", 32 bit version of Windows. NT runs on many different kinds of computers, not just Intel compatible computers (and it is available now!). Windows '95 is completely different. Window '95 is a replacement for DOS, Windows 3.1 and Windows for Workgroups 3.11 and runs only on IBM PC/Intel compatible computers. Our customers with large networks may want both. The server and "power users" may need Windows NT. It is much more powerful and crash proof. NT can run on a 486 or Pentium PC as well as a multi-processor DEC Alpha computer. The Alpha has greater power than a small mainframe. There is an article in the current issue of PC Magazine which compares NT with a "Vax Cluster". This is a $9,000 computer compared with a group of very large computers costing hundreds of thousands of dollars. There are 2 versions of Windows NT. The "server version" is optimized for operation on your server and so it is slower if you try to use it for your work. The "workstation version" is optimized for you to work on and it is *very fast* and *very powerful*. Here at Stratford we have Windows NT Servers and we have Windows for Workgroups 3.11 on our workstations. We will be using NT "workstation" for programming the "object oriented" interface. NT has many features like mainframes such as replication with other servers. Stratford is listed in the Microsoft Windows NT solution provider book. We believe we are the only medical practice management software company to be listed. As many of you know, we have been shipping a true 32 bit version of our program since the summer of 1993.

ADVANCED TIP OF THE MONTH

LASER PRINTERS

Q. I own a laser printer. I have followed the instructions in the manual for loading the "laser codes" but my forms are still not lined up perfectly. What can I do?

A. If you have the owner's manual that came with your printer, it should have a list of printer codes. These codes tell the printer where to print on the page, how big to make the characters, and how large the page should be. The commands listed in the SHS owner's manual are set up as a template. Some users try them and they are perfect, others find they need to modify them slightly. SHS cannot modify the codes for you; however, if you feel comfortable doing it yourself, here is how:
1. Try the different `LOADHPx` commands and pick the best one.
2. The "load" commands above copy files into your \130\4 directory. They are called `M6Rx.CTL` Remember x =
   4 for statements
   5 for insurance forms
   6 for reports
3. Modify the `M6Rx.CTL` files using your printer manual to get the proper laser codes as needed.
4. With a little trial and error and a lot of patience, you should be able to line up the forms.
5. Remember you can always buy an *Okidata Microline 320 dot matrix printer* and print virtually problem free!
6. None of this will be necessary with our new "object oriented" program!!