

# STRATFORD

Volume 21.02

Healthcare EDI and Management Software

February 1997

## *stratford notes*

We hope you aren't having terrible weather this winter. Here in Burlingame the temperature was below 50 degrees one night. We were all freezing to death.

Microsoft is almost finished upgrading all their software to be "internet-enabled". The new Office 97 software is very nice.

Our plan is to make the new version of Stratford software look like other Microsoft Office Software. We have a list of people who want to get a beta version. If you are interested, be sure to send a fax to (415) 692 1073. Only Stratford licensed users are eligible.

Our web site on the Internet now has ActiveX, Java and VBScript examples. We also have several examples of animated gifs as well as music. You may need Microsoft's Internet Explorer to see the Java example. If you are a Stratford user and would like a homepage, let us know. We are still making the service available at no charge (there are some restrictions, of course).

The last two newsletters have contained information regarding the expanded services that Stratford offers. We plan to merge with other similar companies in the coming years so that we can offer even more services.

We now have customers in most states. About 40% of our new sales are outside

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Stratford has nearly 3,100 licensed users

California and the percentage is increasing. This may be a function of the fact that we are reaching a saturation point in Northern California. Our main interest is in expanding our customer base in all states.

Our software is extremely easy to adapt to any payer's requirements. Most new payers take less than two weeks to bring "on-line". We are very interested in developing an electronic claims interface for an IPA, HMO or other organization that does not have a mechanism for electronically receiving encounter information from its member providers.

The Stratford program works well for any size practice, even hundreds of providers. It is priced for the smallest and works well for the largest. •

You can find Stratford's Internet server at this address:

**Training Classes**  
**SHS Software Basic Training**

In the Stratford Classroom:

Every Friday	9:30 AM -12:00 PM	\$165
	1:30 PM - 4:00 PM	\$165
By Appointment		\$165

Call for class availability at least three days in advance.  
On-site training with a certified Stratford trainer may be available (*by appointment only*). The cost is \$250.  
Telephone training is available (*by appointment only*).

### **FROM THE EDI CORNER.....**

We have most of our scripts converted so you can use the Windows version of PC Plus now. If you request one that is not converted, it may take seven to ten days to deliver it.

Florida Medicare now approves Stratford's NSF software. This is also a clearinghouse for other types of claims. •

### **NETWORK AND WORKSTATION UPGRADES**

Do you have a network? If you have more than one PC connected together so that each one can look at patient information at the same time, then the answer is yes. Are you satisfied with the performance? If you have been thinking about upgrading your hardware, now is a good time. The price of Pentium motherboards and memory are at an all time low price. The price of 100MHz hubs is almost reasonable so you may wish to consider increasing the speed of your network as well as the workstations. Sometimes increasing hardware performance can result in increased employee productivity and

decreased employee frustration.

Sometimes we are asked what we recommend for upgrades. First of all, if you are upgrading the hardware, we recommend that you consider changing to Windows 95. The Stratford program runs best with Windows 95 and NT servers. For workstation upgrades we recommend at least a 486 with 16 megabytes of memory. If you can afford to spend a few hundred dollars more, you should consider getting a Pentium 120 MHz with 32 megabytes of memory. This upgrade will probably cost under \$600.00 plus labor. •

### **STRATFORD MERGER RUMOR**

Have you heard the rumor that Stratford is going to merge with another company in the San Francisco Bay Area? Well it is not a "done deal" yet but there aren't any visible obstacles. If it happens, it will create a company that has many more licensed users than any other company in Northern California in this market. The new entity will have more resources including support people. We will offer several levels of support. We do not plan to lay off any employees.

We will expand our on-line (timesharing) services. This allows the customer to forget about backups and printing and computer maintenance.

We plan to offer more hardware installation and support services. •

#### **EDI "per-claim" charges**

Stratford does not have any "per-claim" or other charges related to transmitting claims to Medicare or any other carrier. We only charge (optional) for supporting

## NEW STRATFORD ELECTRONIC PATIENT STATEMENTS

You may have noticed the subtle change in the statements for January 1997. We added a section at the top for credit card payments. This works well for us. We have many customers who prefer to charge their MasterCard or Visa. You can have this statement for your patients if you wish. If you have not received a price list for the expanded services, just send a fax to (415) 692 1073 and ask for the services price list. •

## WINDOWS NT CONFIGURATION FOR STRATFORD

Setting up Windows NT for the Stratford program is a little different from the other versions of Windows and DOS. When the manual (or our *walkthru* sheets) mention adding things to the AUTOEXEC.BAT or CONFIG.SYS, you can accomplish this on NT by changing the files:

\\WINNT\SYSTEM32\AUTOEXEC.NT  
and

\\WINNT\SYSTEM32\CONFIG.NT

These files are read each time you go into the Stratford program, so there is no reason to reset the computer after you make a change. Windows NT is a true 32-bit program like Stratford software so it can handle your changes easily. As more people begin to use Windows NT (either server or workstation) as a Client for Stratford, we will enhance our install program to be more specific.

Stratford will run your Stratford software related classified ad in our monthly newsletter *free*, upon SHS approval!



If you tell us that you have Windows 95 and/or Windows NT, we will send a 32-bit install program to you in the future. It will save several steps in the installation process. Our old, standard install program will work fine but it does not recognize your operating system and so it is not able to make the necessary changes automatically.

You should always inform us by fax: (415) 692 1073 when you upgrade your computer(s) or network to a new operating system.

In general, just upgrading the memory or CPU does not matter to Stratford since our program can automatically detect how much memory you have and the processor that you are using.

It is not important to tell us if you are going to begin using the Stratford program on a network. Stratford only makes multi-user programs. The first software we created in 1976 was multi-user. Even if you now have a single-user system, your software will work on a multi-user network or other operating

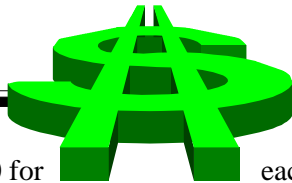
## SOFTWARE SUPPORT NOTES

1. Faxed requests for support get Priority service.
2. If you send a fax with a description of the problem, your call is given priority over other calls.
3. Do not call more than one time. The second call places your first call at the bottom of the callback list.

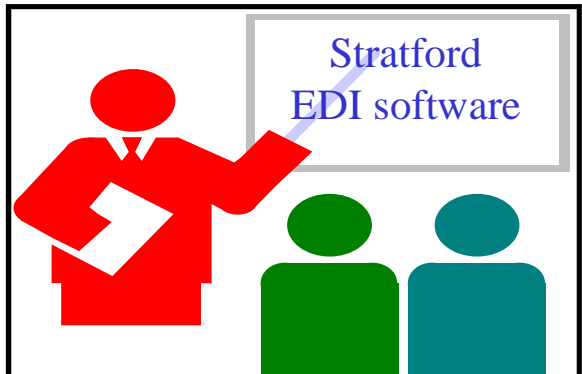
We can receive hundreds of calls in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we can to avoid "phone-tag" so that we may help the maximum number of people in the minimum amount of time.

At this time we can deliver support by email. If you check your email each day, you may find this to be easier than the fax. This is not very good support if you need a quick answer. The reason is that we get very few support email messages. For this reason we only check the mail two or three times each day. As the volume increases, we will put more resources into email.

We are interested in hearing from people who would like to receive support by email. •



Stratford will pay you \$100 for each person\* you refer who purchases Stratford Software at full price (\$895). Simply fax or write to give us your referral. **We must receive the referral notice in advance of the sale. We cannot pay for a referral if you notify us after the sale.** \*Subject to



## ADVANCED TIP OF THE MONTH

Last month we had an article here about the importance of making frequent backups. In the first fifteen days of January we received three more support calls from customers who did not have a backup. This is terrible for us and for the customer. There is nothing that we can do. Yes, we can send you a new program.

Unfortunately, your data costs far more than our software. You probably spend more in 2 weeks on data entry than you spent for the Stratford program. You must make regular copies of your data.

**No one in the world has a copy of your data except you. Stratford does not have a copy. There is no way that we can help you replace your valuable data. You would be required to pay someone to reenter**

### *Stratford Newsletter*

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*Stratford Healthcare Systems, Inc.*

*840 Mitten Road*

*Burlingame, CA 94010-1304*

*Phone (650) 692-7970*

*Fax (650) 692-1073*

*Prepaid Support Only (800) 274-4868*

*Internet mail@stratfordsoftware.com*

*http://www.stratfordsoftware.com/*

*New Software Sales Only (800) 274-4594*