

STRATFORD

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Healthcare EDI and Practice Management Software

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stratford notes

The newsletter this month is all about our new 'windows-only' program as well as new technology that we plan to incorporate into it over the coming years.

Inside you'll find a write-up on a wireless technology that promises to keep your pocket PDA updated with your schedule, amount of money in the bank, patient locations in the hospital, etc. Your mobile device (Palm, PDA, etc) will be your connection to the world. It may replace your cell phone, watch and all the other electronic devices you have.

In addition to updating your PDA, your PDA will be able to update different computers with your input, automatically, without your having to learn anything about different operating systems. You won't even have to remember to do the updating because your presence will be automatically detected and your mobile device will be synchronized with any recent changes.

If you are interested in finding out more about the technology "BlueTooth" you can go to these web sites:
www.sysopt.com/articles/bluetooth/index.html
www.bluetooth.net/ •

Some notes about the Windows-only beta: It is significantly larger in April compared with the March beta. The reason is that we have completed all the ANSI X.12 electronic format code. The new version is

inside this issue

- Stratford Notes
- From the EDI corner
- Windows Program Download Notes
- Email Support
- BlueTooth technology
- Software Support Notes
- Internet Resources

Stratford has nearly **4,200** licensed users

now capable of creating the ANSI 837 transaction set in version 303x, 304x, 305x, 307x and 4010.

Our new web site is much larger and far more powerful than the previous one so if you have a fast connection you will notice much better performance. This new web site will be used for everything related to the new Windows-only program. We have not yet finished all the forms so you need a special link to get to the site. This is only available to those customers who are participating in the beta program.

Pre-paid support customers may use email for fastest response:

support@stratfordsoftware.com

You can find Stratford's Internet server at this address:
<http://www.stratfordsoftware.com/>

Training Classes

SHS Software Basic Training

In the Stratford Classroom:

By Appointment only \$225

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

FROM THE EDI CORNER

If you are in the beta program for our new 'windows-only' software, you can now get a transmission file for the ANSI X.12 formats versions 303x, 304x, 305x, 307x and 4010. You cannot transmit these in the beta program because we do not want sample stuff being sent to a payer. You can look at the file on disk, however. •

WINDOWS PROGRAM DOWNLOAD NOTES

We are having many more people downloading their updates and also new programs as well as the trial version. These are all on our web site. We have had a free trial version available for downloading since 1994.

Here are some things which have resulted in support questions:

Q. When I try to download your software, I get an error message like this:
"certification not valid"

A. This is not really a problem. Your browser is just warning you that our software does not have a 'certificate'. Our software is of no use to anyone not in our vertical market. Our software is not 'super secret' or subject to

various laws and regulations, etc, so there is no need to have it certified. We recommend that you ignore the message and install the software. •

EMAIL SUPPORT

This year we will be making many changes to make it easier for our customers to receive high quality, speedy support using the Internet. If you have email capability and wish to try it for support, please do it now. Just send your email to support@stratfordsoftware.com.

If you just want to see how fast we respond, you are welcome to send an email asking for a test response. We would like to receive any comments you have about our Internet support.

Q. It took much longer to download the latest version than the one before. Why is that?

A. The latest version released 4/26/2000 is more than 10 megabytes. This is nearly 2 megabytes (20%) larger than the last version. The latest version is complete except for some reports and the scheduler. We will be testing the scheduler code in May and, if possible, release a beta around the end of May with it. •

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 providing software support.

BLUETOOTH TECHNOLOGY

Interesting name, but what is it? If you are hooked on email and haven't written a letter with an envelope and a stamp in months, then this will interest you.

It also interests us. If you look back through the last five to seven years newsletters (they are all on our web site, available 24hrs/7days/365 days/yr) you'll see various articles about how we plan to integrate our program with a much-expanded scheduling, charting program. Well, technology like 'bluetooth' is one of the things that can make our ideas work.

Imagine you are a doctor with an office where you see patients and you also go to the hospital to see patients daily (or several times per day). It would be great if you had a wireless device like the new Palm computers that would automatically update themselves without having to be plugged into a base of some kind and without your having to enter some long string of security codes, to gain access to the data you need. Well "bluetooth" may be the technology that will enable this. One of the biggest complaints about Palm type computers, PDAs, etc is that there is little compatibility between programs from different software vendors. Something like the early days of computers before DOS and then Windows. Now, if you buy a program and it says it runs on Windows, you also assume that you can clip text from one program and paste it into another program. "Bluetooth" technology may result in the same compatibility between programs on PDAs. Already, the technology can synchronize your address

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list and calendar, automatically, with no connecting wires.

In 1998, Intel, IBM, Toshiba, Ericsson, Nokia and others designed an open specification, royalty-free technology, code named "Bluetooth". Many other companies have now joined this group including 3COM-Palm (recently became separate companies), Compaq, Dell, Lucent, Motorola, Qualcomm and Xircom.

This technology works by putting a tiny, short-range transceiver into the mobile device. Data is sent over a globally-available unlicensed radio band, 2.45 GHz. Data can be transferred up to 721 Kbps. This will not be any good for backing up your computer, but it should be adequate for downloading the names and locations of the doctors patients in the hospital as well as all the new lab tests. In fact, once your mobile device has a database, you should be able to have it updated with just the changes, without your knowledge and without having to wait. Can you imagine having transmitters hidden all over town and in your car so that your mobile device is always current. Star Trek fans will be reminded of the "comm badge". •

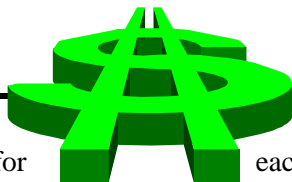
SOFTWARE SUPPORT NOTES

- 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 faxes.**
- 3 **Do not call more than one time. The second call places your first call at the bottom of our callback list.**

We can receive many 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 just 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". Hand-written faxes can be almost impossible to read, so please type them whenever possible. Include the best time to call you.

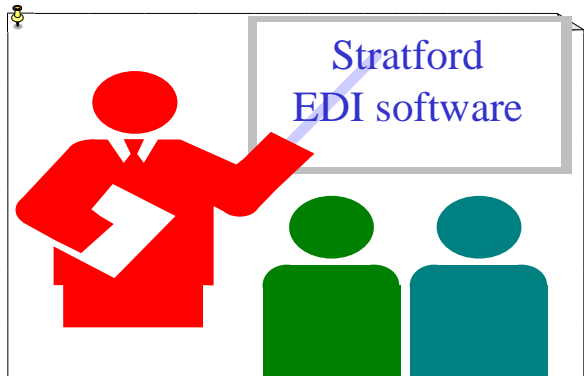
At this time we can deliver support by email. If you check your email each day, you may find this to be easier than faxing us. This is not very good support if you need a quick answer. We do not get very many support email messages so we only check the mail two or three times each day. As the volume 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 restrictions



INTERNET RESOURCES

Here are some sources for free email taken from www.altavista.com by entering "free email". Be sure to read the contract to be sure it is really free and that it is what you want.

www.juno.com (Internet access & email)

www.bluelight.com (kmart/yahoo)

www.freei.net (Internet access & email)

www.ifreedom.com

www.hotmail.com

www.get2net.com

www.netzero.com

www.worldspy.com

home.thesimpsons.com

www.freewwwweb.com

Stratford Newsletter

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