STRATFORD

stratford notes

This newsletter and probably newsletters for several more months will concentrate on the new Stratford program which is in the final phases of beta testing.

This past month we put in more Internet goodies. You can now send an email from inside the Stratford program. While this is not incredibly useful, it is what you need to send your recalls by email. Yes, the new Stratford program allows an unlimited number of phone numbers for each patient as well as email addresses, URLs, ICQ addresses and other contact methods. The day will come when all your patients have email and/or other electronic addresses. Now is the time to begin collecting this type of information when they visit. We have a lot of things in mind to do with it.

In answer to many requests, we put in a special screen for progress notes. You can write an unlimited amount of free text for each visit. Your previous notes are displayed like transactions, in chronological order, always showing the last one when you enter the lookup screen. You can record the date and time with the note. This allows for multiple notes in a single day. This, combined with the appointment scheduler, is the basis for a complete clinical charting system. We plan to develop this over the next several years if there is sufficient demand. Our clinical information system would be 'generic' and not meant to replace more comprehensive specialty oriented software systems. We will continue to support third party add-on

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

Stratford has more than **4,300** licensed users

software modules as always. In fact, we will have many new ways to support vendors of other medical packages.

We can allow for an HL7 compatible output if there is sufficient demand. Some of the clinical information systems support this format now.

In the past we have had prospective customers ask about SOAP notes and other similar clinical information formats. If this would be helpful to you, please let us know. Since we finished with the new program design more than one year ago, we have been looking for ways to expand our 'feature set' as we near the end of the beta period and start our 'release candidate' period. •

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

support@stratfordsoftware.com

FROM THE EDI CORNER ......

NHIC is taking over the Transamerica Southern California Medicare Contract. We barely got this in last month's newsletter. Now you can find more information about it in NHIC's newsletters. We don't have an official word yet, but we believe that our program will be available through Medicare in Southern California just like it has been in Northern California and the New England states for more than four years. •

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NEW WINDOWS PROGRAM DISTRIBUTION DETAILS

With the present program, we have many different variations available depending on the customer's needs. We have a 'trial' version which is always installed first for a new customer. This puts the basic set of programs on the customer's computer. After that we determine the specialty and make various adjustments in the controlling templates so that the system will function properly for that specific customer. When an update is needed, we must be sure that all customers receive the correct program changes. Keeping track of this is fully automated at Stratford and has been for more than 10 years, but the actual delivery is still manual. We have been delivering updates to most customers on diskettes. If 200 customers each receive a set of 4 diskettes, you can be sure that at least 1 of those diskettes will not read correctly even though we have our duplicating equipment calibrated and we are certain that all diskettes are good when they leave Stratford. We are now sending updates to some customers on CD ROM and will begin phasing out diskettes soon. CDs are far better than diskettes, but they can get scratched and are susceptible to other shipping and delivery problems as well as delays.

The real future is fully automated delivery of updates when they are needed in real-time over the Internet will little or no effort on the part of the customer or Stratford personnel.

More of our customers are able to download from our Internet website each year. We want all our customers to be able to download their updates. An Internet download is always perfect when it completes normally. All the 'hooks' for this are in the new 'Windows-only' program now. We have people testing this now and the design is nearing completion. To take advantage of this, the customer will need a high-speed internet connection. We recommend cable modem or DSL. Our experience is that the cable modem is much faster regardless of the advertising you may have heard. Of course, your service will depend on the vendor in your area. •

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.

STRATFORD'S NEW PROGRAM

Here are some questions and answers about the new program in 'beta' now.

Q: Where are the tutorials I read about? I don't know what to do. I don't know what button to press first.

A: The beta now has Windows 2000 compliant help. To access it you can press F1 on almost any screen. We have four tutorials now and more to come.

1. Converting data from Stratford-dos. Since almost all our beta testers are now licensed users of the dos-compiled version of Stratford, this is probably the most valuable tutorial. It will allow you to convert your existing data to the new program format. You can test the new program with your 'real' data.

2. Installing an update. This is a walk-through and explanation of the process.

3. Enter a new patient. This is the first tutorial you should use. It will walk you through all the steps to create a new patient record. Along the way you will enter a provider record, City/state/zip code, transaction and insurance as well as the required supporting records.

4. Enter an appointment. This will walk you through entering an appointment. The appointment scheduler is very powerful and so this will not explain everything, but it shows the things that most people will want to use. At the end, we even have a section showing some of the administrative controls for the scheduler. Be careful about making changes here.

Stratford will run your Stratford software related classified ad in our monthly newsletter *free*, upon SHS approval! Fax your ad to us at (650) 692-1073.

Since we may still make some changes in the database, you may need to re-convert your data each time you download a new version of the beta. The conversion process is almost totally automated so it isn't difficult. Just identify the location of the existing data and the program does the rest.

Remember, that the conversion does not affect your existing data in any way. You should continue to use the dos-compiled program (present program) for all your production work. You can test the new program on the same computer or any other computer on your network without interfering with your production work. The new program takes more space so allow an additional 20 megabytes more than you are using with the current program. To determine how much space is needed, just do a 'dir' command on the \130 path. Add 20 megs to that. If you have any problems, be sure to email us.

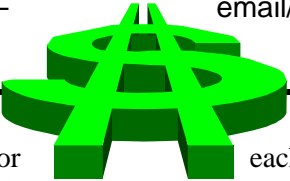What other tutorials would you like to see? •

SOFTWARE SUPPORT NOTES

1   Email requests for support get <u>Priority</u> <u>Service</u>.

2   If you send an Email or fax with a description of the problem, your call is given priority over other Emails and 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 support requests 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 best by email. If you check your email each day, you may find this to be easier than faxing us. We check our email constantly — at least every 5 minutes. We are putting most of our resources into email and other methods that utilize the Internet. If you have an ICQ number, we can support it. Let us know.

We are interested in hearing from people who would like to receive support by Internet — email/ICQ, etc.

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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.**
*<u>Subject to restrictions</u>

Stratford
EDI software
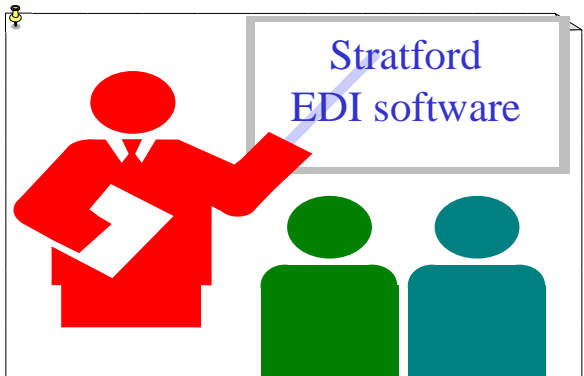
INTERNET RESOURCES

You can have your document or other written material spell checked at this site:

http://www.spellonline.com/

Just put your text into the Windows clipboard by using CTRL+C and then paste it into this web site using CTRL+V. If you have Office 2000 you don't need this, but it is neat to try it out.

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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)