

STRATFORD

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Healthcare EDI and Practice Management Software

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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.

If you have a slow (or no) Internet connection, you should go to Winfire.com and see if you qualify for a free DSL line. The free one has ads, of course. For \$9.95/month you can get DSL with no ads.

Our ANSI 4010 format is approved by ProxyMed. We are ready to begin signing up more providers to send in the 4010 format to them. If you are currently successfully sending in an older format, we won't actively try to change your transmissions at this time. Since everyone will need to use the 4010 format sometime in the next 18 months, we will change your transmission format when/if you have any problems. We will phase out support of older formats for those payers and clearinghouses that can accept the 4010 format. If you have any questions about this, please be sure to email us at:

ansi4010@stratfordsoftware.com.

If you have access to the Stratford 'beta program' for the new Windows-only pro-

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Stratford has almost **4,500** licensed users

gram and you have had problems accessing the new program on a network, be sure to try it now. The newest version is able to convert your old data on all network configurations we have tried including Citrix and Microsoft Terminal Server. Also, the accessory program that will automatically set up a shortcut on your desktop will also work correctly regardless of where the program and data are located. See another article in this newsletter for more details. Remember that we now offer the beta version on CD for those people with slow Internet connections. Email the support group if you are interested:

beta@stratfordsoftware.com •

Pre-paid support customers may use email for the 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 \$275

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

ProxyMed has approved the Stratford ANSI X.12 v4010 format. •

HIPAA SECURITY

A section of the HIPAA law mentions security of patient records. You should read the law yourself and/or get professional guidance about its implementation. Whether you are a solo practitioner or a member of a large group, you are required to guard the privacy of patient's records.

We believe that the law requires that you put someone in charge of security. If you have not done that, then you have no security. You cannot assume that "the records are safe". Specifically, you must have a plan in place to safeguard the records. It may be sufficient to tell the bookkeeper that no one is to see any patient records without authorization. Maybe you should keep a written log (ex: "sign-in sheet") for anyone outside your organization that looks at a patient record. The extent of security that you require will probably be different for every organization. The key may be that, if someone asks you what you do to protect the privacy of patient re-

ords, you do not respond that you don't know. You must have done something "formal". Maybe you could make a name tag for someone to wear. That person would be available to answer questions and give access to people outside the organization.

For more information, you can look at:
Sec 148.308 (b) and
Sec 148.308 (a) (6)

As usual, we will direct you to an Internet resource:
http://www.netconsystems.com/implement_presentation.htm.

There are many others that we have reviewed and if we receive very much interest, we will continue to write more articles about it. We have a keen interest in this because it is possible that data you enter into the Stratford program qualifies as a medical record. We are not saying it does, only the provider can make that decision. We are not qualified to guide you, but we would point out that each charge transaction line has this information:

- Date of visit
- Provider seen
- Service provided (CPT/Procedure code)
- Diagnosis (ICD code)
- Place of service

This information is required by payers to adjudicate your claim. While it is not a history and physical, some of our provider even enter that information in the memo fields. Our new Windows-only program already has a place for progress notes. •

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: I used your shortcut program to create a shortcut on my desktop. It doesn't work. It keeps asking me for the "location of the folder" Why is that?

A: The first version of the shortcut program, named "post.exe" was only able to correctly set up a shortcut if the program and data was located on your computer. Now there is a new version, named "shortcut.exe" that will set up a shortcut correctly no matter where the program is located. Be sure to download the newest version or get it from the support group on CD. •

MICROSOFT STINGER & STIRLING

Have you heard about Microsoft version of the next smart cellular phone? This device is about 1/3 smaller than the average cell phone. The prototype is similar in appearance to the newest, very small Nokia cell phones but with a larger display screen. It has the features of the "pocket pc".

This may be the future for the Stratford program. Imagine being able to access your accounts receivable program on your office server, no matter where you are in the world. You would see the information displayed as "web pages" similar to what you see when you surf the Internet with your computer now. The new Stratford program is being designed with web tech-

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.



nology that may allow this. Of course, all this depends on how the technology eventually is sold to the public. Samsung Electronics and Sony Digital Telecommunications are some of the first companies to adopt this new technology.

When the stinger is first released it will have a web browser similar in function to the Microsoft Internet Explorer and a calendar as well as other "PEM" features and email.

If hospitals adopt the technology in their computer systems, you will be able to find the location of patients as soon as you enter the hospital.

Being able to resolve HTML will allow the device to access any information which is available on the Internet. This can include confidential information on your office computer if you have it connected to the Internet, of course. The information will be encrypted and not of any value without the proper access codes. See other newsletters in the past for a discussion of the problems accessing information over public communication links such as the Internet. •

SOFTWARE SUPPORT NOTES

- 1 **Email requests for support get Priority Service.**
- 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.**

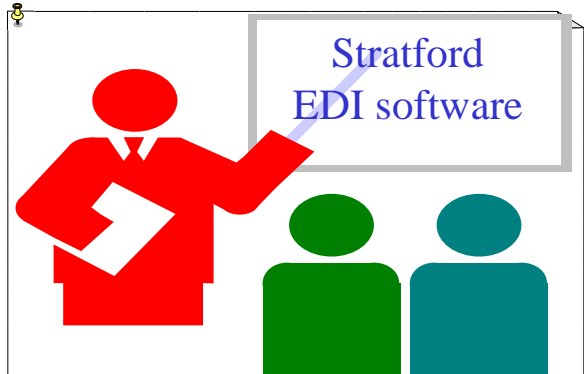
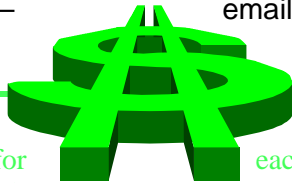
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we 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.

Stratford you \$100 for you refer who 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

Ever want to lookup a word in the dictionary but you don't have one handy?

<http://www.dict.org/>

will give you access to several dictionaries. If you misspell the word, you will get hints.

You may qualify for free DSL. Go to winfire.com and see. For \$9.95/month you can get DSL with no ads. Mention priority code 303.

www.winfire.com (DSL Internet access)

To find any (almost) airline arrival or departure go to:

<http://www.flightarrivals.com/>

Stratford Newsletter

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