

STRATFORD

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Healthcare EDI and Practice Management Software

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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. •

stratford notes

In the past few months most of the development efforts for the new Windows program have been devoted to the massive conversion effort that will be required to convert as many as 10,000 or more separate accounts receivable installations. About 4,500 of these are registered directly with Stratford. We will be able to work directly with these customers and insure that their old data is converted with no loss of information. As far as the other users who were licensed by various organizations under contract with Stratford, we will do everything possible to see that they get a conversion program also. We will provide updates to their conversion the same as we provide to those customers who are licensed directly.

A special effort is now being made to contact billing services and similar organizations that use the Stratford program. They have special issues related to having multiple accounts receivable databases on a single computer and/or network. The new program uses a different login mechanism that should make things much easier for these billing services. The path to the data is unique for all licensed users. No longer is the same path used for different databases on different computers. The new program manages the entire login process and insures that all provider's accounts receivable numbers and patient information is kept separate. The new program will

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

have the ability to give any specific user the ability to manage certain data and keep that user from having access to other data. We are working towards helping our customers be in compliance with the federal government regulations contained in the 1996 HIPAA law.

We are very interested in hearing from our customers on any issues related to converting their old data, security and other similar issues. If you would like to receive the new program on CD or by download, please let us know.

We are also interested in any suggestions for the appointment scheduler. •

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*). The cost is \$250. Telephone training is also available (*by appointment only*).

FROM THE EDI CORNER

Correction to last month's notice: we now have our ANSI X.12 v4010 format approved by ProxyMed/IMS, one of the largest, national clearinghouses. The Medicare translator will not be available for testing until sometime in the May – July timeframe. More news to come. •

ALCATEL DSL MODEMS

If you have a DSL Internet connection you may have a potential security problem. You should look on the modem and record the model number and/or serial number and other information. Then go to this website:

www.alcatel.com/consumer/dsl/security.htm

Alcatel is possibly the world's leading DSL modem maker. •

FUEL CELLS

Soon you won't need to charge the batteries in your cell phone or PDA. German researchers at Germany's Department for

Energy Technology are demonstrating a Casio palmtop with a hydrogen fuel cell which is charged by a solar cell module that is more than 20% efficient. This solar cell will produce enough power to run the palmtop in 1% of the brightness of summer sunshine. The normal workplace has about 3% of the brightness of summer sunshine so there is the possibility of powering all the equipment in your office with no power cord in the future. Variations of this fuel cell are now powering prototype automobiles. •

MEDICAL MISTAKES ON THE INTERNET

The federal government Health and Human Services Secretary, Tommy Thompson announced that a system will be developed to report medical mistakes over the Internet. Many states now require health officials to report mistakes. The federal government now collects information from hospitals voluntarily. The rules vary between all agencies and it is difficult or even impossible to manage. The new system will standardize the reporting of medical mistakes in a similar way that airline mistakes are reported to the FAA. The FAA uses the information to alert pilots to the mistake so they will avoid doing the same thing.

Congress is being asked for start-up money for the medical-error reporting system. •

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.

HUMAN GENOME PROJECT

Remember the human genome project? It is now almost finished, free to the public, ahead of schedule and under budget.

What have we learned? Can we now construct a human being out of atoms? Not yet. We did learn that there are about 3 billion nucleotides in the human genome. 99.9% are the same for every human. That is correct: 0.1% account for all the differences among people. Because there are so many common genes it will be possible to compare genes from people with a disease to determine if there is a genetic cause. Treatment should follow that. Some people think the profit from a cure for baldness could fund a cure for all other diseases.

The genome project produced a map of the genes. Now that we have the map, we can research the variations or SNPs, pronounced snips. SNP means single nucleotide polymorphisms. Studying the variations in genes may be the key to the discovery of cures for diseases. These SNPs must now be cataloged and studied. These gene variations determine hair color, reaction to drugs, height, ugly/prettiness, coordination, intelligence and all the other differences between humans. It may determine the tendency for criminal behavior.

SNPs will also lead to potential problems. For example, a payer may refuse to insure a person with a certain combination of SNPs because they will know that the person has a 99% chance of getting a disease that will cost them a large amount of money. Today's healthcare industry from

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treatment to insurance is based on reacting to disease instead of prevention and prediction. This change will probably happen in the next 10 years. Insurance companies will no longer be in the risk business if people know what their medical needs are because of genetic testing.

Presently drugs are designed for everyone. There are more than 100,000 adverse reactions reported each year. In the future it will be possible to create a custom drug for one person.

What if something could be put into the water supply that would cause a known criminal to turn orange and require emergency medical care? Would that be a good thing?

If the government passes restrictive privacy laws it will slow progress in the development of disease prevention.

The early days of this genomic revolution will be very difficult but the long term benefits cannot be over estimated. •

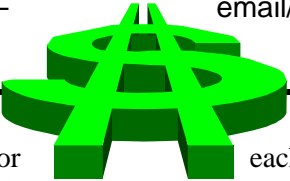
SOFTWARE SUPPORT NOTES

- 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.**

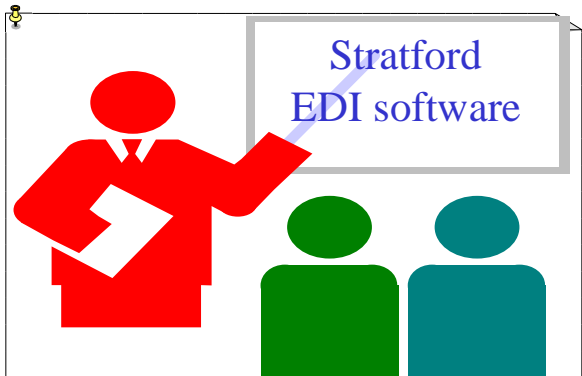
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we 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  will pay you \$100 for you refer who each person* 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

Ever wonder how we operate our Internet web site (now more than 240 megabytes and hundreds of files - people, payers and clearinghouses everywhere downloading files 24 hrs per day) To manage this you need many resources. Here is a good one:

<http://www.howstuffworks.com/internet-infrastructure.htm>

Here is an interesting web site. There is something there for everyone:

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

They cover issues from "How lock picking works" to "How sex works" to "How sharks work" to "How DSL work" to "How a US spy plane works"

Stratford Newsletter

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