

STRATFORD

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Healthcare EDI and Practice Management Software

June 2001

stratford notes

If you read these newsletters each month you know that Stratford is a Microsoft developer. What that means (to us, at least) is that we are committed to Microsoft software tools and we use them when we write software. Our software only runs (at least we only support it) on Microsoft operating systems such as Win NT, Win98, Win2000 and Windows XP.

We have learned through several sources (see below) that Microsoft is changing the way they license operating systems beginning with Windows XP. **If they really do what we have heard, then we have no choice but to recommend that our users not upgrade to Windows XP.** We will, instead, recommend that you continue to use the present operating systems until there is an acceptable alternative.

What we have heard is that Microsoft is going to limit the installation of their operating systems based on the user's hardware. What this means is that, if you need to change any parts in your computer because of failure, need to expand, upgrade, etc you may not be able to run the operating system any longer. This will result in many more support calls to Stratford. The costs are not known, but will certainly be excessive and will not be included in our present support fees. Because we know our users will not understand where the operating system ends and the Stratford software begins, we believe that you should not buy a computer that has Windows XP installed.

If we learn that Microsoft has changed

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Stratford has more than **4,500** licensed users

their license then we will notify you in a future newsletter.

You should know that our software runs fine with Windows ME (as far as we know) but that operating system has so many user complaints that we do not recommend it either. •

References:

<http://www.betanews.com/article.php3?sid=990178092>
<http://www.win2000mag.com/Articles/Index.cfm?ArticleID=20865>
<http://www.win2000mag.com/Articles/Index.cfm?ArticleID=21180>
<http://arstechnica.com/wankerdesk/01q1/wpa-1.html>
<http://www.zdnet.com/enterprise/stories/main/0,10228,2702059,00.html>

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 a previous notice: we now have our ANSI X.12 v4010 format approved by ProxyMed/IMS, one of the largest, national clearinghouses. The Medicare translator is not yet available for testing. More news to come. •

QWERTY MISCONCEPTION

Many people think that typewriter keys were placed that way in order to slow typists down. In fact, according to MIT, the layout places common two-letter combinations on opposite sides of the keyboard which is supposed to enhance typing speed. •

IBM'S PIXIE DUST

We don't know what you think this article is about, but it is probably not what you think. Every so often we have news about how computer storage is getting larger and cheaper. The reason this is important to us and to you is that it is one of the main problems with appointment scheduling and clinical applications in healthcare.

Most providers do not know it, but their data storage requirements are as large as many very large corporations. All those charts that you keep with patient information would require an incredible amount of computer storage if you want to store everything, drawings, notes, etc. Of course you need a duplicate of all the information in case the computer fails.

Anyway, the point of this article is that once again, IBM has new technology that will double the amount of storage for little or no increase in cost. What is really news is that they have already begun to deliver disks with about 1/3 more storage per square inch or about 25.7 gigabytes. This will increase to about 100 gigabytes by 2003. The average computer will have about 400 gigabytes. Healthcare clinical applications will finally be practical. •

RESET YOUR CELL PHONE?

The new Kyocera Smartphone was recently released with a very special feature: A reset button just like your computer. Just like you now reset your computer if it locks up, you will be able to reset your cell phone when it locks up. As the sales of cell phones decrease, the manufacturers are putting in more features in the hope that you will trade in your old phone for a new one. These new features are often just software programs built into the cell-phone. Anytime you have complex software, you have the potential for bugs and program failures. Maybe someday if you lose your connection, you can just tell the other person that your phone crashed. •

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 Q & A

Here are some questions and answers about Stratford Software.

Q: I have heard that you do not approve of Microsoft's Windows XP operating system. Why is that?

A: First of all, as far as we know, our software will run just fine on that operating system. We only use Microsoft developer tools in creating our product so we cannot understand why there would be a problem.

The reason we do not recommend that operating system: Windows XP, is because of the way it is licensed. Microsoft says this new way of protecting their operating system is to stop piracy. That may be true, we do not know, but we do know that it has the potential for causing many problems for our customers. We believe that almost all our customers buy their computer equipment at a retail store and the operating system is pre-loaded onto that computer. We see no reason why that type of purchase should be limited in any way. In fact, this will only create a problem for the user (you) and the software vendor (Stratford). We believe that Microsoft will deny that they have any responsibility for any problems that result. We believe that they will not be available to solve any problems. Our customers will be able to reach us, of course, and they will tell us that we recommended Microsoft operating systems and we should make our software work. You see why we are not going to recommend the Windows XP operating system. In fact, we will not be able to support it and we will probably put code in

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.



our product that will warn you of potential problems when you start our software on that operating system.

What we hope is that Microsoft will see the problem they are causing and eliminate the code from legitimate computers. If they want to eliminate piracy, they must do it at the source: the computer manufacturer, not the non-technical end user.

Some public sources have suggested that Microsoft already has more than 90% of all computers using their software and that the company can no longer grow at the present rate. The only way they can continue to grow is to squeeze more money out of their existing customer base. If this is the real reason behind the new method of licensing then they will surely alienate all the developers like Stratford that have supported them over the years. Healthcare providers are our customers. We are well aware that some of our users may have illegally shared their Windows CD with a neighbor. We are certain that the number of illegal copies of Windows operating systems in our customer base is too small to make a difference in how much profit Microsoft makes this year. •

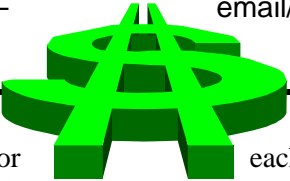
SOFTWARE SUPPORT NOTES

- 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.**

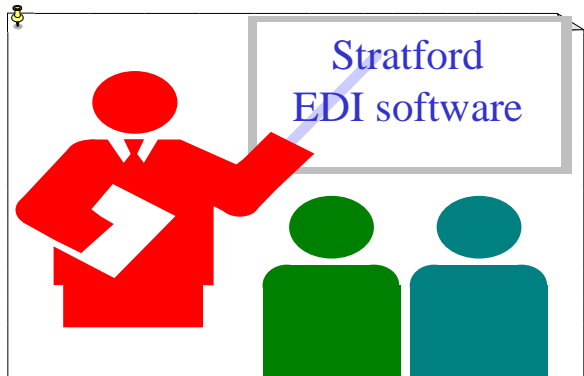
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we 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 what the Swedish word for computer is? Well maybe not, but here is free way to translate whatever you speak into whatever you want to speak. There is also a IRC chat service that allows you to connect to servers all over the world. If you speak English and they speak German, the "email" words will be translated on the fly. Some languages covered are: English - Spanish, Spanish - English, English - German, German - English and Swedish - English, English - Swedish, English - Danish, Danish - English, English - Norwegian, Norwegian - English, English - French, French - English. A dictionary of computer and Internet terminology is even available.

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

Stratford Newsletter

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