

STRATFORD

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Healthcare EDI and Practice Management Software

October 2001

This newsletter has more information about our new “windows-only” software. You can try it out by letting us know that you want to be on our “beta list”. Please send an email to beta@stratfordsoftware.com

stratford notes

In the past month we continued the integration of v4010 of the ANSI X.12 transaction sets to the new version of our software. It creates files formatted like the dos-compiled version of our software for all the databases that we have tested. With your help, we may be able to finish testing it in the next 45 to 60 days. This is the last project which has delayed the release of the new Windows-only program as far as we know. We are now testing the dos program with several payers and we are keeping the windows program updated. Beginning in October we expect to be testing with many Medicare contractors.

The scheduler is working well now. It is getting some ‘polish’. For example, we had requests from people who wanted to be able to change certain types of appointments so they would stand out. You can now build a database of ‘styles’ that can be applied to your appointments. You can change the color. You can add icons to each end of the appointment time bar. You can do most of the highlighting that you may have seen on expensive appointment programs. A good appointment schedule can be an entire application. Many companies sell an appointment scheduler as a standalone application. While the Stratford scheduler may not replace a custom program designed for a specific practice, it will work for most

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specialties and groups of all sizes. Best of all, it is integrated with the accounts receivable, billing and EDI functions at no additional cost. That means, when you enter a patient for billing insurance claims, that patient and all the information is available within the schedule. There is nothing to import or export. In fact, you can right-click on an appointment and select “Edit the patient information” from the ‘shortcut menu’ and go directly to the familiar patient information screen where you can change the patient’s address or create a demand statement or any other function.

If you are interested in obtaining the beta version, we would like to hear from you now by email. •

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

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

Stratford is fully compliant with the new HIPAA federal law as it applies to software vendors like us. We are ready to test our ANSI X.12 version 4010 format with any payer.

You can now transmit MPMG claims over the internet. Contact Stratford support for details if you are interested.

California Medicaid (Medi-Cal) will accept claims via Internet. If you wish to do this, please contact Stratford support and we will help set you up. •

MORE SUPPORT NOTES

Due to the diverse types of **backup systems**, the support team is finding it more difficult to help people restore. Be sure your staff knows how to backup and restore, using your particular backup device.

When restoring from a backup be sure to contact the support department if you send claims electronically. We will have to change your batch sequence number, otherwise the carriers will reject future claims

for duplication. If you are instructed to restore from a backup by the support team, be sure to tell them what carriers you submit to electronically so that this can be taken care of immediately. •

A new manual format is available. If you have wanted a manual that would lay flat on the table and have pages that could be removed, you can now have it. We have a new vendor that is supplying the manual in a small 3-ring binder format. It looks very much like the old manual in size and design but is much more convenient to use. The price is \$25. •

CD Updates are now being shipped to our clients at least once per quarter. In the past our updates were sent out on an irregular schedule. We used our database to determine who needed an update. We keep a record of what parts of the program are used. What we have found is that many of our customers do things which are not in our database. Examples are customers who have a local dealer that knows how to set up the scripts for the Stratford program. Our new system of insuring that each customer gets an update at least once per 90 days should eliminate these exceptions. This service is only available if you subscribe to software support continuously and accept updates on CD. •

Printer ribbons and similar supplies are not available from Stratford. Our vendors cannot match the price you can get at Office Depot and similar outlets. You can order online and may even get free delivery the next day. •

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.

QUESTIONS AND ANSWERS ABOUT THE NEW WINDOWS-ONLY STRATFORD SOFTWARE

Q: I tried the Stratford beta last month and it certainly is very nice. I was unable to find any problems. The help screens were pretty bare though. I only saw a few tutorials and no reference section. What do you have in mind for the online help screens.

A: Happy you asked! The present beta delivered near the end of September has hundreds of pages. Almost every screen has at least one page of reference material as well as at least one picture of the screen being described. Many parts of the program such as the scheduler are completely different from the dos-compiled program and so have many pages in the online help system. We are working on this daily. You will see this part of the program expand greatly in the next quarter.

We are looking for existing customers who are familiar with the dos-compiled program and the old manual to help us with the new manual/online help. The new manual is created using Microsoft Front-Page. This is a program in Microsoft Office. After the pages are completed, we compile them with a program especially designed for creating a single file to use with our program. This single file can be run separately from the Stratford program as well as within the Stratford program from any screen. If you are interested in helping, we would like to hear from you. You can send an email to:
manual@stratfordsoftware.com.

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.



As we have stated before, we do not plan to have a printed manual at first. We will have the online help as most other Windows programs have. After the online help is clean, complete and accurate, we will turn it into a nice printed document for those people who prefer it that way.

Q: When I was working with the beta program a few months ago I got an error screen. I reported it but I did not get a reply. How can I know it has been eliminated from the program so I can request a new beta?

A: If you report a problem by email, we will always reply after we have investigated. We investigate all reports, regardless of the source or subject. If you do not get a response within a reasonable time, which may be up to 5 days if some redesign work is involved, please report this to Stratford at
beta@stratfordsoftware.com

If you report problems by fax or phone, we may not be able to give you a personal reply. An email will always get a reply because emails go directly to the development team. •

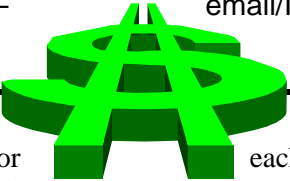
SOFTWARE SUPPORT NOTES

- 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.**

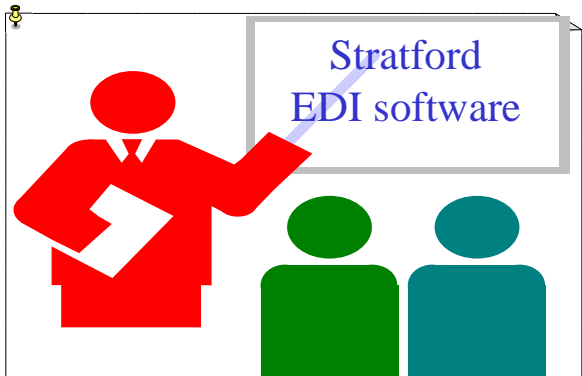
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we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

You will wonder how you ever got along without this tip. Would you like a calendar on the Internet so you can view it wherever you are?

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

This site is one of the most popular in the world. We have recommended it in the past for several reasons. Now they have made it even better. You can have a custom home page with your stocks, news, search engine, maps, etc. You can have a sharable calendar. It has many nice functions such as repeating events. You never need to forget a birthday again. You can receive an advance email notice. Take a look. Tell them Stratford sent you.

Stratford Newsletter

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