

STRATFORD

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Healthcare EDI and Practice Management Software

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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 *stratford notes* “windows list”. Please send an email to rc1@stratfordsoftware.com

In October we changed the new program’s designation from ‘beta’ to ‘release candidate I’. This means that the program is finished and in the form that it will have when we begin shipping. It will keep this designation until we begin installing it for production work. That should happen in the near future. The only ‘bugs’ that have been reported in several months are in the ‘cosmetic’ category. It has been nearly two years since a database problem was reported (a problem that would result in lost data)

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. 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 specialties and groups of all sizes. Best of all, it is integrated with the accounts receivable, billing and EDI func-

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Stratford has more than **4,600** licensed users

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

tions at no additional cost.

We have begun delivering the final version. If you are interested in obtaining it please send an email. •

Holiday Schedule

Stratford will not be returning support calls 12/24/2001, 12/25, 12/31, 1/1/2002

You may, of course, still email, fax or phone your support requests and we will handle them as stated on the back page of this newsletter.

Happy Holidays to you from the Stratford support staff.

We look forward to serving you in 2002.

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

support@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 transmit claims direct to Virginia Medicare.

You can transmit claims direct to Trigon.

You can now transmit to Alabama Blue Cross/Blue Shield Medicare. They also process claims for Mississippi Medicare.

You can transmit claims direct to Florida Medicare for UB-92 billing.

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

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. •

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 like the old manual in size and design but is much more convenient to use. The price is \$25 (+tax&shipping). •

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. •

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 recently bought a computer with Windows XP. Do you plan to support this version of Windows with your program?

A: The new Stratford program is fully compliant with the Windows operating system. For example, if you change the 'color scheme' of the operating system, those new colors, etc will carry into the Stratford program. We don't like some things about the Windows XP operating system such as the requirement to "activate" it. This will be a tremendous hassle for many of our clients. We also do not like the way everything is moved and difficult to find. We liked the changes from Windows 95 to Windows 98 because they made sense and made the computer easier to use. The Windows XP changes do not seem to make any sense. They seem to be "change for change sake" or something to make it look like an upgrade to increase sales. The window corners are rounded and the colors are different. Whether you like these changes or not is up to you. We were pleasantly surprised and liked most changes. These changes have nothing to do with our program specifically, as they appear automatically when the program is loaded on the new operating system. If you load the exact same program on Windows 2000, you will get a different appearance.

Q: I see that you have added many new pages and pictures to the help system. Some of the pictures did not look like the screens in my system. Why is that?

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.



A: The help system has been developed over many months. We have changed the screen design several times. The current design is similar to appearance of Windows 2000. Also, the actual appearance will depend on your operating system.

We are looking for existing customers who are familiar with the dos-compiled program and the old manual to give us feedback for the new manual/online help. The new manual is created using Microsoft FrontPage. 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 giving feedback, we would like to hear from you. You can send an email to:
manual@stratfordsoftware.com.

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. •

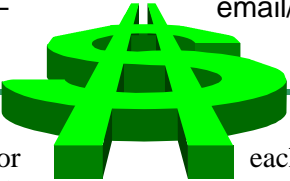
SOFTWARE SUPPORT NOTES

- 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.**

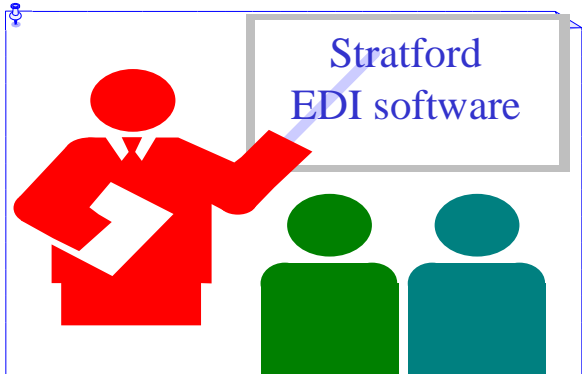
We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we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