Complete Clinic News

Software Support Renewals

If your Annual Software Support expires on or before January 31, 2015, a renewal order form showing the renewal fee has been enclosed with this newsletter. For those of you whose software support expires later in 2015, nothing is due now. You will receive a renewal reminder 30-45 days before your expiration date.

If you need to order labels, printers or other accessories, you can order them directly from the store section of our newly designed website. The revised website will be operational in December 2014.

Note Regarding Payroll and Mailing Priorities

2015 updates will be mailed starting in late December. Updates will include the 2015 payroll tax tables and will be mailed first to clinics who have indicated they use our payroll module. All remaining updates will be mailed during the first two weeks of January.

You can always download updates directly from your software or from the website.

Frequently Asked Questions

What optional services are available with Complete Clinic Software?

1) Integrated credit card processing at competitive rates. Call for information and a rate quote. If you sign up by January 31, 2015 will receive 1 free USB credit card swiper.
2) Pet ID Cards - Impress your clients....give them a photo id card of their favorite pet(s) with CCS Photo Id Service! Visit our web site or call the help line for more information.
3) Shop for supplies: Need labels, label printers, barcode scanners, credit card swipes, and soon to be more? Visit our on-line store at www.completeclinic.com.

What is the best way to keep my system up to date?
Run the "check for updates" procedure found in your utility menu. This procedure allows you to download and install the latest version of Complete Clinic Software in a matter of minutes. The requirements to do this are:
1) You must have a paid up software support subscription.
2) You must have access to a DSL or Cable Internet connection.

Daily Email Limits

Almost everyone is increasing the use of email and texting to communicate with their customers, and we are no exception. Since Complete Clinic Software already contains a number of ways you can communicate with your clients via email, we thought you should be aware of the daily email limits that most internet service providers are imposing.

Provider	Daily Emails	Attachment Size
AOL	100	16mb
ATT/Yahoo	100hr/500 day	25mb
Charter	50/hr	10mb
Comcast	1,000	15mb
Comcast Business	24,000/1000 hr	15mb
Cox		not published
Earthlink	1,000	?
Gmail	500	25mb
GoDaddy	250	30mb
Hotmail	300	10mb
Outlook.com	300	
Road Runner	1,000	5mb
Verizon	500/hr	2mb

This data is as of 11/16/2014 and could be subject to change at any time. If your provider is not here, type "email daily limits" and your provider name into google search.

3) Complete Clinic Software must be shut down on all terminals except the terminal running the update procedure.
4) Access to the update form requires a level 9 password.
5) You will need your serial number and activation key to run this procedure.

Will CCS work with Windows 8?

Yes, Complete Clinic Software works great with Windows 8. When you buy a computer with Windows 8, there are security and performance settings you need to change before installing Complete Clinic. To obtain a procedure that tells you how to modify a few Windows 8 settings go to our web site, www.completeclinic.com click on Customer Support then click on Whitepapers and choose the one titled "Windows 8 Settings".

Where is the best place to locate my server computer?

If you have a choice, we recommend that your "server" computer be the least used computer on your system. It should be in a reasonably secure location and preferably not at the "Front Desk". You should consider putting it in an office or pharmacy where it is only used for lookups or printing prescription labels. If possible, keep it away from places where it can be played with or easily crashed. Remember, this is your main computer. If it goes down, all of your computers are down.

Which label printers do you support with the system?

We only support the Dymo LabelWriter printers series 330,400, & 450. The software will work with the Single, Turbo, and Twin-Turbo models

How can I turn off the annoying Windows Run Prompt?

Go to www.completeclinic.com click on customer support then click on whitepapers choose the paper titled "How to disable the Windows run prompt"

Windows XP

Windows XP is no longer supported by Microsoft or anti-virus vendors. This makes it a risk if you are connected to the internet. We will do what we can to continue to support it, but keep in mind these computers are most likely old and there may be nothing we can do if they fail or start to "act up".

Critical Settings

There are a number of settings in Windows 7 and 8 that can cause problems running database systems like Complete Clinic Software. Here is a list of the most critical ones from our experience. For information on how to change these, check the white papers or call Software Support.

1) Turn off offline files to prevent data errors between terminals(Win7/8/2008)

2) Run the registry fix procedure in CCS.

3) Disable write behind caching to force data to be saved faster.

4) Set the CCS.exe and start-up icons to be "Run as Administrator"

5) Turn off User Account Control (UAC) when installing updates or running "Set Up Workstation"

6) Do not let Windows or Virus Updates run during working hours. They will slow your system and may cause terminals to freeze.

Free Anti-Virus

Microsoft provides a free anti-virus program "Microsoft Security Essentials" (for XP/Vista/7) or "Windows Defender" (for Win 8) available to download from their website. It does not seem to interfere with operations like some anti-virus programs do.

Frequently Asked Questions
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How often should I backup Complete Clinic?

When it comes to backups, one backup is not enough. One type of backup is not enough. One backup per week is not enough. A backup that you don't verify is not enough. And a backup that you don't know how to restore is not enough.

Every year at least 1 clinic will lose data. Ask yourself; How much is your data worth? How much would it cost to re-enter your data for a day, month or year? Can you even do it?

Flash disks are OK and fast, but you should have more than one and rotate them. If you use flash disks it would be a good idea to write an extra backup to cd or DVD at least once a week.

Also, take a backup home and install it on your home PC once a week. At least you will know your backups and restore are working. Better to find out that your backup didn't work long before your hard drive fails and it is too late.

If a "computer geek" set up your backup procedures and didn't leave written instructions on how to restore your files you are at risk.

**** Coming Soon ****

1) Scanning and printing of QR codes to facilitate internal labeling.
2) Automatic notification when updates are released.
3) Improvements to inventory tracking and medical record keeping.
4) Improvements in text editing and printing.

Inventory Notes

We are often asked why I get items with negative on-hand balances. Is there something wrong with the system? Our testing has not turned up any errors in posting inventory withdrawals, unless caused by a power outage or workstation failure. In our testing we found a number of conditions or events that can cause a negative on-hand balance to occur. Here is our list:

1) Billing error. Item billed using the wrong code.
2) Receiving error: Item received to the wrong code or receipts not posted.
3) Error in the master/subordinate table. Quantity to deduct entered incorrectly.
4) Incorrect quantity entered on an invoice or receipt.
5) Timing issues when doing a physical inventory.
   a) Not all receipts posted
   b) Billing and receiving resumed before all adjustments are posted.
6) Counting errors when doing a physical inventory
7) Theft
8) Damaged or spoiled items disposed of with no entry to the computer

Keep in mind, from a sales perspective, an item is not considered sold until an invoice is checked out and closed. From an inventory perspective, an item is considered removed from inventory based on the service date shown on the invoice. Product items posted to open hospital or open boarding invoices are considered as being removed from inventory.

How to Improve a physical inventory:

1) Make sure all product receipts are posted prior to doing a physical count.
2) Make sure items taken from stock are posted to an invoice prior to the physical count.
3) Review your physical inventory locations and make sure all like products are grouped together in the same area.
4) Print physical inventory worksheets from CCS after you have posted your final receipts and invoices.
5) Assign counting to teams of 2 and make sure they are familiar with the products they are assigned to count.
6) Enter all counts on the physical inventory worksheet and use them to calculate the differences to be posted as adjustments. Double count items with large differences.
7) Use the <F8 Enter Adjustment Quantity> method in ccs to enter the inventory adjustments. If possible, enter adjustments before creating more invoices or posting receipts.

TIDBITS

1. The clinics who are using the CCS service to send patient ID cards to their clients, all say their clients love them

2. Have you tried any of the keyboard shortcuts? These can be accessed from most screens in the system to pop up a window for you to perform the process then return to what you were doing.

   a. Alt + I – Pops up a read only inventory form for price lookups.

   b. Alt + C – Pops up the appointment calendar so you can book an appointment then return to what you were doing

   c. Alt + P – the phone message form.

   d. Alt + Q – the quick message form.

   e. Pressing the letter T in any date field except when invoicing will enter today's date. W, M or Y will advance the date by 1 week, 1 month or1 year. The + key will advance 1 day. The – key will move back one day.

3. If your Dymo printer acts up after changing labels, unplug the power, leave it off for 30 seconds, then plug it back in.

Additions& Changes 2014

1. **Credit Card processing from within CCS:** A number of updates to ensure PCI compliance and improved audits to reduce operator error.

2. **Barcode scanning and printing**: 1D barcode scanning and printing which reads both US and International UPC codes was added for use in invoicing, estimates, purchase orders, receiving, inventory lookup and prescription labels. 2D barcode scanning and printing using QR codes will be available before the end of January 2015.

3. **Controlled Drug Reporting**: The state of Michigan has been added to New York and Tennessee as states where controlled drug prescriptions can be reported to the state by submitting a file to the state's drug reporting website portal. If your state requires electronic reporting of controlled drug prescriptions, please send us the info or a link to their website so we can add them to the system.

4. **Emails to Clients**: A pdf copy of invoices, estimates, medical reports and single client statements can now be emailed to clients directly from the respective output forms. This is in addition to the ability to send client reminders via email. Coming soon, appointment reminders via email.

5. **Client Numbers**: The number of client numbers assigned by the system has been increased from 99,999 to over 340,000. We expect this to be unlimited soon.

6. **Reports**: 2014 saw a number of report modifications and additions in response to specific clinic requests. In 2015 all reports will be systematically enhanced to include PDF output as an option.