

# Complete Clinic News

December 2015

## News and Notes

### Software Updates

The first updates for 2016 are being mailed starting 12/21/2015 to clinics who requested a CD or clinics our records indicate do not have an internet connection.

If you have an internet connection at your facility, you can install The software updates from within CCS. It is quicker with fewer chances for error. It also includes a pop up display that shows your serial number and activation key in case you don't have it memorized.

### Automatic eReminders

In September, CCS launched a competitively priced subscription automatic eReminder service that is fully integrated with Complete Clinic Software. This service provides automated client reminders via email, text message and voice for appointments and vaccines and services along with an annual birthday greeting. The goal of this service is to provide a cost effective way for you to use the power of the data within your Complete Clinic files to communicate with your clients with virtually no effort.

For additional information or to sign up for the service, please visit our website and click on Solutions then eReminders

### Credit Card Processing

Did you know you can authorize Credit Cards directly from Complete Clinic Software? Save time by conveniently obtaining credit card authorizations directly from your check out form. No double entry required. Save money with our highly competitive processing rates. Call William at Software Support for more information. He has over 20 years of experience with credit card processing.

### Patient ID Cards

If you are looking for an effective low cost marketing tool, check out Patient ID Cards under "Solutions" at our website. They keep your name in front of your clients and their friends and the clients really like them. All you have to do is take a photo of the patient, import it to the system and send us a file once or twice a month. We take care of printing the ID cards and mailing them to your clients as though they directly came from you.

## What's New

### Features added in the past month

- 1) Official Pharmacy Prescription Form for the State of New York. To order the form or get additional information about it, contact NYSDOH.
- 2) Modifications to the CCS eReminder system to make it compatible with the new CCS eSurvey add on feature. (see additional information in this newsletter.)
- 3) Inventory UPC code report – an additional inventory report to list items with their UPC code and barcode label.
- 4) Payroll withholding rates for 2016.
- 5) A number of "code tweaks" to make procedures work better in the appointment calendar and client forms.

We generally do not release a large number of updates in the month of December because of the extra time required to prepare and ship the year end updates. However, watch our newsletters next year because we have a number of projects underway.

### Priorities and Projections for 2016

Spell Checking – After several previous failed attempts, we have identified the spell check software we want to purchase and are actively working out the technical details to incorporate it into our system. Our goal is to have this completed before the end of 1Q 2016.

Our next priority is retrieving and recording lab results from a variety of sources and incorporating the results into the medical history information. We are currently reviewing specifications provided by Antech and will be setting up a test account with them in January. The issues we are working to resolve are determining what information to record, where to record it and how to present it to you in a manner that is useful. We would welcome any thoughts and suggestions that any of you have. Please email them to [info@completeclinic.com](mailto:info@completeclinic.com). Remember this is your system and your input will help us make it work for you.

Other areas scheduled for high priority attention in 2016 are:

- 1) marketing aids for your practice
- 2) inventory control and analysis enhancements
- 3) enhancements to eReminder and eRecalls. We are currently testing eSurvey and eReport procedures that will improve customer feedback. Look for more about this in January.

## News and Notes

### CCS On-Line Store

You can now purchase labels, label printers, bar code scanners and credit card swipers directly from our website. If you have suggestions for other products you would like us to carry, please let us know.

### System Login

Don't forget the system can also be configured to permit user logins. When a user logs in, they can then access any procedure that is equal to or below their security level without having to enter their password. If they leave the terminal, they should go back to the main screen and click on log out to prevent unauthorized access.

### Need a New Computer?

If you need one or more new computers, and would like a quote, go to [www.completeclinic.com](http://www.completeclinic.com) menu choice Solutions / Hardware and click on "Request a Quote". Fill out the short questionnaire and fax it to us. We will respond usually within 24 hours. Any equipment we configure will not be the cheapest, but it will be quality, well built, hardware that will keep your business running.

### Windows XP

Windows XP is obsolete. It still works, but your risk from using it increases every day because Microsoft no longer issues security enhancements. We highly recommend you replace this as soon as possible.

### Windows 10

CCS works very well with Windows 10. The upgrade from Windows 7 or Windows 8 is free, but requires a reasonably fast internet connection. Warning, the update can take up to 3 hours to complete and should not be attempted without a complete backup of all your files.

### Past Newsletters

To review past newsletters go to our website, menu choice Customer Support / Whitepapers. Past newsletters are at the bottom of the page.

### Telephone Support

If you need help with your system or have a software question, please call our assistance line at 800-989-6576. It is always monitored and is the only number we can guarantee you will receive a callback from. Our other numbers are not always monitored especially on weekends.

**Have you backed up your files today? If not, call William at 800-989-6576.**

## Other Important Stuff

### Barcode scanners

Complete Clinic Software is designed to read two types of barcodes. 1D barcodes consisting of UPC/EAN formats and 2D (QR) codes printed on labels from the CCS System. To use a barcode scanner with Complete Clinic Software, you must either add each product's UPC/EAN code to the items inventory record or print a label having a QR code from the inventory record.

You can use a barcode scanner in the following procedures.

- 1) Scan Item to Look up Inventory Record.
- 2) Scan Item to add to Invoice.
- 3) Quick Receiving for Single Items.
- 4) Scan Items into Purchase Orders.
- 5) Scan Items for Prescription Labels or Pharmacy Forms

If you wish to purchase a barcode scanner compatible with Complete Clinic Software you can order them in the SHOP section of our website.

### EMV

Are you confused about EMV? If you are, check our website in the section "Newsletters and Bulletins" for a bulletin titled "**Don't be tricked by slick credit card salesmen...EMV is not mandatory and may offer no benefit to your business!**"

To recap the important points:

- 1) EMV is not Mandatory!
- 2) Merchants are NOT required to implement EMV chip card terminals unless they choose to
- 3) EMV cards offer no advantage to merchants who are unlikely to encounter counterfeited cards (such as healthcare providers).
- 4) EMV terminals are significantly more expensive than the traditional magnetic stripe card terminals.
- 5) Visa and MasterCard are going to add an additional fee (digital enablement fee) for merchants that utilize chip card transactions.
- 6) You can continue to process using your mag stripe terminals with no additional fees for traditional swiped transactions.
- 7) You should not believe most of the claims the credit card sales people make.

If you have any questions regarding EMV, please call William at 800-989-6576.

CCS, Inc. Phone: (800) 989-6576  
1217 Lipscomb Drive Fax:(615) 373-0334  
Brentwood TN 37027 Email: [help@completeclinic.com](mailto:help@completeclinic.com)