Complete Clinic News

News and Notes

Telephone Support

If you need help with your system or have a software questions, 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.

Software Updates

If you have an internet connection at your facility, you should always install software updates from within our system. It is quicker with fewer chances for error. We also added a pop up display that shows your serial number and activation key for those suffering from forgetfulitus like me.

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.   For more information on security features in the system see the April Newsletter of call software support.

Email Appointment Reminders

In the April newsletter we announced the ability to email appointment reminders from the appointment calendar form. If anyone has tried this feature, please drop us an email or give us a call and let us know how it is working. We appreciate feedback. It is the only way we can tell if we are making progress.

Credit Card Processing

The CCS credit card processing programs have been updated with enhanced security features.   The end user interface procedures for credit card processing have not changed.

Recent Enhancements

Rabies Reporting and Reminders

On June 3, 2015 an update was released that contained the following enhancements:

1) A single rabies configuration screen where you can access all rabies records and define the license types you need, specify the certificate to print, and change lot numbers without having to go to multiple places. The rabies configuration form is accessed from the Utility Menu / Set System Configurations. The Rabies Configuration Form also contains an information icon for you to view or print the instructions explaining how to use the form.
2) You also now have the option to create rabies tag renewal reminders that are separate from the rabies vaccine reminders. For example where you have a 3 year vaccine, but need to issue a 1 year rabies tag.
3) **Note: if you do not wish to utilize the rabies configuration form, the system will continue to function exactly as it currently does.**

As always, it you need help getting started with this, you can call 800-989-6576 for assistance.

Barcodes

On May 10, 2015 the system was updated to print 2d (QR) barcode labels on the client and patient print menus and to print the physical inventory worksheet form with a QR code on each line. If you have a 2d barcode scanner (available from our on-line store or other sources), you can add the client or patient labels to the patients chart info or travel sheet. When scanned, at the patient lookup form, the client label takes you directly to the client information screen and the patient label takes you directly to the patient information form. This eliminates cases where the wrong client or patient record is accessed for data entry.

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CCS On-Line Store
Don't forget 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 is to carry, please let us know.

Past Newsletters
We have added past newsletters to the website. To view them, go to menu choice Customer Support / Whitepapers. Past newsletters are at the bottom of the page.

Need a New Computer?
If you need one or more new computers, and would like a quote, go to 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.

The Importance of Backups
We cannot overemphasize the importance of backups, especially multiple backups in different locations and on different media. Recently one of our clinics was the victim of a nasty virus that corrupted the files on their server by encrypting them and demanding a ransom to provide a decryption key. This virus encrypted the files on the server hard drive and was in the process of encrypting the files on the attached USB storage drive. Fortunately CCS and their computer support person were able to find 1 intact backup that we were able to restore after their server was replaced. The clinic lost 1 day of data, but the results could have been much worse.

The moral is, backup every day. Backup to a different media at least once a week. Test your backup by restoring it to your home computer at least once a week. If you suspect there is anything wrong with your files, disconnect your system from the internet and immediately call our help desk. Finally make sure your anti-virus software is working and is kept up to date. For free anti-virus, we prefer Microsoft Security Essentials for Windows 7 and Microsoft Defender for Windows 8. For paid anti-virus, we prefer Malware bytes or the paid version of AVG. We are not advocates of McAfee, Norton or Avast.

Reminder
Windows XP is obsolete. It still works, but your risk from using it increases every day because Microsoft no longer issues security enhancements.

More Useful Features

Physical Inventory
On May 7, 2015 a Physical Inventory Tools button was been added to the inventory menu. This button gives you 2 choices; 1) to print a Physical Inventory Worksheet with or without QR codes, and 2) Enter Inventory Adjustments. The second button permits you to scan the worksheet or enter the item code and go directly to the inventory adjustment form. This should be a big time saver when recording adjustments from a physical inventory or cycle count.

Patient ID Cards With Bar Codes

The patient ID card layouts have been reformatted to print 2 QR barcodes at the bottom of the back side of the card. When scanned. the left QR code will go to the client form, the right QR code will bring up the patient form. For more information about ID cards, visit our web site or call the help desk.

Credit Card Processing - Having trouble reconciling your credit card terminal with your CCS financial summary? Need to quickly look up a credit card transaction that was done last month? Need to charge recurring transactions to your clients but don't want the liability of keeping card numbers on file? Have 2 or more operators waiting to process credit cards at the same time? If you answered <YES> to any of these questions, why not consider processing your credit cards using your Complete Clinic System. We are competitive and PCI compliant. **When you sign up for Credit Card processing you will receive 1 free USB Swiper (a $75.00) value).** Call Software Support for more information at 800-989-6576.

Notice to Current Credit Card Clients
We have resolved the issue with applying the latest security update to computers running Windows XP. We will be contacting those of you still using XP shortly to arrange to update your system.

Controlled Drug Reporting
Practices in New York, Michigan, and Tennessee can use CCS for electronically reporting controlled drug prescriptions to their State. If you need this capability in your state, send us a copy of or link to your state's reporting requirements.

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