Complete Clinic News

News and Notes

Credit Cards 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.

EMV
Are you confused about EMV?
If you are, check our website in the section called "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 after reading this document you have any questions regarding EMV, please call William at 800-989-6576.

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.

New Features

Here are some recent improvements that are included in the latest release of Complete Clinic Software. If you have an internet connection for your practice, you can quickly obtain the latest update directly from your software by clicking on <F11 Utilities>, then <C. Systems Maintenance Procedures> then <L: Check for Updates>. This must be done at a time when no other terminals are running CCS.

Inventory Control
We added the ability to hide items marked as consumable from the invoice and estimate procedures. This option can be activated by checking the box labeled "Hide Consumables from Invoice and Estimate" on the System Default Settings/Billing Procedures form. A consumable item is defined as something you use 100% internally within your practice, e.g. cleaning supplies. It is not something that you sell. Items can be marked as "consumable" by checking the box labeled "set as consumable item" on the yellow tab of your inventory form.

We created a "House Usage Ticket" procedure that can be accessed from the inventory menu. This procedure permits you to create internal charge out tickets to record withdrawals from inventory for items that are consumed in your practice. You can create and modify tickets in the same manner as you would an invoice. Products that can be selected and charged on the in house ticket include both consumables and other items marked as products that you may also sell, e.g. food used in the hospital or boarding facilities.

We also created a new report called "Items Consumed in House". This report can be run for any time period, and can be accessed from the <Inventory Reports> menu.   It shows the items and cost of the items withdrawn from inventory and used in house. Putting items on an in-house ticket has no impact on sales. It only reduces inventory balances.

A number of other inventory reports, including "Inventory Item History", "Inventory Log Code Report", and "Inventory Balance Report", have been modified to reflect the impact of in-house withdrawals.

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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. It also includes a pop up display that shows your serial number and activation key in case you don't have it memorized.

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 is 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 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.

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

New Features *(continued)*

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 improve and preserve your revenue base. To provide this system, we have partnered with an established dental practice software company who has a proven track record of using this system in the dental profession.

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

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 products UPC/EAN code to the items inventory record or print a label having a QR code from the inventory record.

After UPC Codes have been entered or QR codes have been printed , 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.

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.