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07<sup>th</sup> August 2014

Dear Practice Manager,

Medtech is proud to present the latest release of **Medtech32 – Version 9.2.0 Build 4361**.

It is HIGHLY RECOMMENDED that ALL sites should upgrade to **Medtech32 Version 9.2.0 Build 4361** as soon as possible as ANY future Medtech32 changes and enhancements will NO LONGER be made available to ANY older versions of Medtech32.

This major release provides several new features: **DVA Allied Health Claiming, Group Appointment, Recurring Appointments**, and also includes a large number of resolved issues, enhancements and changes to the Medtech32 application. This release accommodates the new updates and changes to the Healthcare Identifiers (HI) Service and the Personally Controlled Electronic Health Records (PCEHR).

The following is a summary of the key enhancements in **Medtech32 Version 9.2.0**:




#### 1. **DVA Allied Health Claiming**

- DVA functionality in Medtech32 has been enhanced by the introduction of the **DVA Paperless Medical Streamlining** process. Due to this, the Invoice screen has been modified accordingly for the 'REPAT' Payment Level invoicing.

#### 2. **DVA Allied Health Claiming**

- Increased numbers of Practices are now providing Allied Health Services to their patients, and to assist with their business requirements, Medtech has introduced a new claiming system called **Allied Health Claiming**
- The new Allied Health Claiming system will provide the ability to generate an invoice for an Allied Health Service and transmit the claim to Medicare. DVA Allied Health claims are also included in the Bulk Bill / DVA claiming process.
- A new **DVA Allied** field has been introduced in the Service Setup window to configure the base fee for the service type 'DVA Allied'. The specified amount will be displayed in the **Invoice** window 'Amount' field, when generating an invoice for a 'REPAT' invoice and the Service Type 'DVA Allied (J)'
- A new Hospital menu and Setup has been introduced to configure the Hospital details and allows for the recording of a Providers Hospital Number

### 3. Group Appointment

- The Group Appointment feature has been introduced in both the Appointment Book and Appointment Pad window to allow for group appointment bookings where several patients can be booked in to the same time slot for a set purpose – ie: Therapy or Procedures, Yoga Classes etc...
- A new **Appointment Type** setup screen has been introduced to configure both 'Group' & 'Non-Group' Appointment Type bookings.
- In the **Modify Appointment Template** window, a new column '**Appointment Type**' has been introduced within the grid to configure Group Appointments in to specific time slots.
- Similar to booking individual appointments, you can add patients in to the Group Appointment screen and arrive them individually, or as a whole Group
- To differentiate the individual patient appointments from a Group Appointment, the Status colour code for the individual patient appointment has been moved from the Patient column to the Appointment Book '**Stat**' column
- The double-booking '**Yellow**' colour code has been moved to appear in the Appointment Book '**Time**' column instead of the Patient column.
- The Consultation Complete icon has been modified to display as a '' icon
- The Patient Invoiced icon has been modified to display as a '' icon
- The Departure icon has been modified to display as a '' icon

### 4. Recurring Appointment

- The Recurring Appointment feature has been introduced in both the Appointment Book and Appointment Pad to help the users' book recurring appointments for the Patients in set patterns i.e. Daily, Weekly or Monthly, e.g. Appointment on every Monday or every month last Friday, etc.

### 5. Scanning Enhancements

- A new **Scanning** icon has been introduced in the **Scanning** menu, as well as in the **Setup Toolbar** window for ease of access
- The staff code has been included as new parameter to adopt the Scanner Configuration of the relevant staff through a Command Prompt window

### 6. PCEHR Requirements

- The length of the **Provider Registration Number** field in the Staff Setup window has been increased from 10 characters to 16 characters
- A new field '**Organization Type**' has been introduced in the **Location** settings window to provide the ability to record your Practice's organization type. The selected information will be updated to NEHTA through the **MEDTECHGLOBALHIS**Service
- A new section called '**Nehta Identifiers**' has been introduced in the **New / View Address Book** window, to validate the providers' HPI-I number
  - \* Access to this menu is restricted to Admin security level.

## 7. PCEHR Enhancements

- The Labels and the Icons of the PCEHR menu items has been modified
- New tabs have been included into the PCEHR Document window (PCEHR → Create and Send eHealth Document)
- Introduction of a new option to upload and download the patients' **Event Summary** and **eReferral** from PCEHR Server

## 8. InterBase XE Update 5

- The Interbase XE Update 5 provides resolution to issues reported, and stability fixes.

**Note:** some of the items listed above, had also been included in Medtech32 V9.1.7.

### **IMPORTANT NOTE RE: DVD Release Format**

The **Medtech32 Version 9.2.0 Build 4361** is a **DVD** release, this means that an optical drive capable of reading DVD disc will be required to perform the upgrade on your computers.

### **IMPORTANT NOTE RE: Java Version for Medicare Australia Online**

**Java Version 6 Update 37** must be installed on **ALL Medtech32 Server and Client** computers that require access to ANY Medicare Australia Online functionalities, including Medicare and DVA Bulk Billing, Patient Claims, Online Patient Verification, and Australian Childhood Immunisation Register. This is necessary to ensure the transmissions to and from Medicare Australia will function properly.

**REFERENCE:** Please refer to the [Medtech32 Server Installation](#) and [Medicare Australia Online Client Installation](#) sections below for instructions on installing Java Version 6 Update 37.

### **IMPORTANT NOTE RE: Interbase XE Support**

**Medtech V9.2.0 Build 4361** officially supports Interbase XE, which provides additional performance enhancements and official support for 64-bit versions of Windows. It is highly recommended that your practice upgrade to Interbase XE as soon as possible.

For practices that are currently on Interbase 2007 or Interbase 2009 annual maintenance plans, there will be no additional charges for upgrading to Interbase XE.

For practices that are not currently on an Interbase Annual Maintenance plan, or are currently running on any non-supported Interbase versions, please contact the Medtech Helpdesk to purchase Interbase XE licenses and discuss your upgrade path.

**REFERENCE:** Please refer to the [Interbase XE Documentation](#) that can be found on your Medtech32 Version 9.2.0 DVD.

**IMPORTANT NOTE RE: Interbase XE Update 5**

Interbase XE Update 5 is a patch release of Interbase to the existing Interbase XE installs. This update contains resolution to customer reported issues, and stability fixes. This should be upgraded on top of Interbase XE. If you are currently on Interbase XE, then it is **not** mandatory to backup and restore the database(s), since there is no database structure change. If required, you can back up your database(s) before upgrading to Interbase XE Update 5 and restore it once the upgrade is completed.

**IMPORTANT NOTE RE: Windows 64-bit Support**

Medtech32 Version 9.2.0 Build 4361 **in conjunction with Interbase XE** officially supports 64-bit versions of Windows Vista, Windows 7, Windows 2008, and Windows 2008 R2. Please ensure all your server and client machines are running on a currently supported Windows version prior to upgrading to **Medtech32 Version 9.2.0 Build 4361**.

**REFERENCE:** Please refer to the Supported Operating Systems section in the following section, for the list of currently supported versions of Windows based on each currently supported Interbase version.

For further information on this release, or any other queries regarding **Medtech32 Version 9.2.0 Build 4361** Update, please contact the Medtech Helpdesk on **1800 148 165 → Option 1**, or email [support@medtechglobal.com](mailto:support@medtechglobal.com).

Kind Regards,

Customer Services Department  
Medtech Healthcare

## **Medtech32 Version 9.2.0**

### **Information for Release and Installation**

Medtech32 Version 9.2.0 Build 4361 is a full version of Medtech32 which replaces all other previous Medtech32 installation media. Please ensure you keep a copy of the enclosed DVD as this will be required if you ever need to reinstall Medtech32 at your practice.

#### **IMPORTANT NOTE**

**Your practice MUST be on Medtech32 VERSION 9.1.4 Build 4071 (or higher) to install this Update. If you ARE NOT currently on this version or higher, please DO NOT continue and contact the Medtech Helpdesk for assistance.**

Your current Medtech32 version can be checked by logging into Medtech32 and go to *Main Menu ► Help ► About Medtech32*.

1. Please ONLY run the Upgrade when your site is not required to be up and running in a short amount of time. It is recommended to run the Upgrade afterhours or on the weekend where you would have ADEQUATE TIME to complete the Upgrade.
2. The amount of time required to run the Upgrade is dependent on the specification of your server and the size of ALL databases.

#### **IMPORTANT NOTE**

**WARNING:** It is HIGHLY recommended to employ ONLY QUALIFIED system engineers when performing ANY installation and upgrade. The consequences of ruining a database during upgrade could possibly lead to data corruptions, and as a result – data loss and systems downtime.

If in doubt, please consult with your QUALIFIED IT technician/service provider, or contact one of the Medtech Channel Partners listed on our web site:

<http://www.medtechglobal.com/wp-content/uploads/2014/01/channel-partners-au.pdf>

## **Installation Pre-requisites**

### **IMPORTANT NOTE**

**Your practice MUST be on Medtech32 VERSION 9.1.4 Build 4071 (or higher) to install this Update. If you ARE NOT currently on this version please DO NOT continue. This can be checked by logging into Medtech32 and selecting *Help ► About Medtech32*.**

1. Ensure the minimum version and build requirements are met.
2. Ensure the person(s) who will be performing the upgrade have **READ THROUGH** the associated release documentation provided on the Medtech32 website, including the Release Notes and Technical Instructions.
3. Ensure you are **ALWAYS** logged onto Windows with **ADMINISTRATIVE RIGHTS** when performing **ANY** installation, update or maintenance tasks.
4. **"User Account Control" (UAC)** MUST be **DISABLED** as a policy across **ALL** Server and Client computers that are running on **Windows Vista or Windows 7 or Windows 2008 or Windows 2008 R2**.
5. To avoid unnecessary problems during an installation, upgrade, or maintenance, it is preferable that you **ALWAYS** log onto Windows in **"Console Mode"** – i.e. not through Remote Desktop Connection, Terminal Services, or Citrix.
6. A **SUCCESSFUL** Database Maintenance must have been performed on **ALL** databases.
7. Ensure you have a **COMPLETE** backup of the MT32 directory and **ALL** databases located in the MT32\Data directory.

### **Pre-requisites for Database Backup**

Please review the below pre-requisites and ensure they are met prior to backing up the database:

- ✓ The amount of free hard disk space required to perform database backup and maintenance on the Interbase Server should be at least **THREE times the size of ALL databases** you will be working with.
- ✓ **ALL Users** have **LOGGED OUT** of Medtech32 – including remote users and idle users in Terminal/Citrix sessions
- ✓ **ALL Services** have been **STOPPED** – e.g. Medtech Services (for ManageMyHealth SMS and Portal), Medtech Data Transfer Service (for RxSQL Clinical Link), IIS Server (for Medtech Clinical Audit Tool), eRx Services, MediSecure Services, etc.

- ✓ **ALL Applications** have been STOPPED – e.g. Medtech CDA Bridge (for NEHTA HI Service, PCEHR), eClinic SMSC Desktop, Pen Clinical Audit Tool, other Custom/Third-party Applications and Reporting Utilities not supplied by Medtech, etc.
- ✓ **ALL Scheduled Tasks** have been STOPPED – e.g. Message Transfer Utility, Auto Scan from Folder, NPS RADAR Update/Submit, etc.
- ✓ **ALL Backup/Maintenance Tasks** have been STOPPED – e.g. Database File Backup, Interbase Backup/Restore, Interbase Database Sweep, etc.

### **Briefcasing**

- ✓ Ensure ALL Briefcasing Laptops with **OUTSTANDING** Briefcased data are **CHECKED-IN** prior to running the update.

#### **IMPORTANT NOTE - BRIEFCASING**

**ALL Briefcasing laptops MUST ALWAYS be on the SAME MEDTECH32 VERSION AND BUILD as the "Main" Medtech32 Server. Otherwise data corruptions, and thus data loss, might occur during the check-ins and check-outs processes.**

You MUST install this Update separately on EACH Briefcasing laptop by following the same instructions in the "Medtech32 Server Installation" section below.

**IMPORTANT:** Once you have SUCCESSFULLY updated the Briefcasing laptops to the SAME version and build as the Main Medtech32 Server, you MUST then perform a **COMPLETE CHECK-OUT** on EACH Briefcasing laptop.

#### **IMPORTANT NOTE – BATCH PROCESSING**

It is IMPORTANT to ensure that all your **Medicare** and **DVA** claims that are to be transmitted electronically have been completed, closed, and transmitted **before** you upgrade to this latest Release Version.

Failure to do so may result in existing claims having to be reversed, and re-invoiced in the new Medtech32 Version and this may impact on the financial workflow or your Practice.

### **Supported Operating Systems**

Depending on the version of Interbase installed, the following versions of Microsoft Windows are currently supported by **Medtech32 Version 9.2.0 B4361**.

**WARNING:** Although it might be possible to run Interbase on other non-supported Windows versions that are not listed below, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running any versions of Interbase on any non-supported Windows versions.

**WARNING:** Although it might be possible to run Medtech32 on other non-supported Interbase versions that are not listed below, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running any versions of Medtech32 on any non-supported Interbase versions.

#### **Interbase Version XE with Medtech32 Version 9.2.0**

<b>Supported 32/64-Bit Server Operating Systems</b>	Windows 2003 Standard Server (32-bit)
	Windows 2003 Enterprise Server (32-bit)
	Windows 2003 Small Business Server (32-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 Foundation Server (64-bit)
	Windows 2008 Standard Server (32/64-bit)
	Windows 2008 Enterprise Server (32/64-bit)
	Windows 2008 Small Business Standard Server (64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 Small Business Premium Server (32/64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 Essential Business Standard Server (64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 Essential Business Premium Server (32/64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 R2 Foundation Server (64-bit)
	Windows 2008 R2 Standard Server (64-bit)
	Windows 2008 R2 Enterprise Server (64-bit)
	Windows 2011 Small Business Essentials Server (64-bit)
	Windows 2011 Small Business Standard Server (64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
Windows 2011 Small Business Premium Add-on (64-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.)	



<b>Supported 32/64-Bit Workstation Operating Systems</b>	Windows XP Professional (32-bit)
	Windows Vista Business Edition (32/64-bit)
	Windows Vista Ultimate Edition (32/64-bit)
	Windows Vista Enterprise Edition (32/64-bit)
	Windows 7 Professional Edition (32/64-bit)
	Windows 7 Ultimate Edition (32/64-bit)
	Windows 7 Enterprise Edition (32/64-bit)

### Interbase Version 2009 with Medtech32 Version 9.2.0

<b>Supported 32-Bit Server Operating Systems</b>	Windows 2003 Standard Server (32-bit)
	Windows 2003 Enterprise Server (32-bit)
	Windows 2003 Small Business Server (32-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 Standard Server (32-bit)
	Windows 2008 Enterprise Server (32-bit)
	Windows 2008 Small Business Premium Server (32-bit) NOTE: Must run on 32-bit standalone server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
	Windows 2008 Essential Business Premium Server (32-bit) NOTE: Must run on 32-bit standalone server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)

<b>Supported 32-Bit Workstation Operating Systems</b>	Windows XP Professional (32-bit)
	Windows Vista Business Edition (32-bit)
	Windows Vista Ultimate Edition (32-bit)
	Windows Vista Enterprise Edition (32-bit)
	Windows 7 Professional Edition (32-bit)
	Windows 7 Ultimate Edition (32-bit)
	Windows 7 Enterprise Edition (32-bit)

### Interbase Version 2007 with Medtech32 Version 9.2.0

<b>Supported 32-Bit Server Operating Systems</b>	Windows 2003 Standard Server (32-bit)
	Windows 2003 Enterprise Server (32-bit)
	Windows 2003 Small Business Server (32-bit) (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
<b>Supported 32-Bit Workstation Operating Systems</b>	Windows XP Professional (32-bit)
	Windows Vista Business Edition (32-bit)
	Windows Vista Ultimate Edition (32-bit)
	Windows Vista Enterprise Edition (32-bit)

#### IMPORTANT NOTE

ALL Server and Client installation instructions documented below are ONLY intended for the supported versions of Interbase and Windows listed above.

**REFERENCE:** For the latest copy of **Medtech32 System Requirements**, please visit the Medtech Online web site:

<http://www.medtechglobal.com/wp-content/uploads/2014/04/Medtech32-Requirements-au.pdf>

#### Pre-Installation Database Maintenance

Prior to running the Version 9.2.0 Upgrade, a SUCCESSFUL Database Maintenance MUST be performed on ALL of your databases.

**WARNING:** If you encounter ANY errors during Database Maintenance which prevents you from completing the Backup and Restore process, DO NOT continue with the installation. Please LOG the exact errors you have encountered (including screenshots), and contact Medtech Helpdesk for assistance.

**REFERENCE:** A softcopy of the latest Medtech32 Backup and Maintenance Guidelines is included on the Medtech32 Version 9.2.0 DVD, in the following folder:

- ***Documentation\Technical Instructions and Documentation\***

## **Pre-Installation Medtech32 and Database Backup**

**IMPORTANT:** Not only is it important to make sure that you complete a full Database Maintenance before installing this upgrade, it is also important that you have a COMPLETE backup of your Medtech32 installation, i.e. the *MT32* directory. You MUST also backup ALL databases, which are normally located in the *MT32\Data* directory.

This is essential to ensure if there are any issues during the upgrade, you will be able to roll back your Medtech32 installation to the original version.

### **IMPORTANT NOTE** **RE: Database Physical File Backup**

**WARNING:** Prior To backing up (including copy or paste or move or rename) ANY database file, it is important that Interbase Server MUST be stopped in order to avoid corruptions. Once a backup has been completed, Interbase Server can be restarted.

#### Interbase XE Interbase Server Manager:

- On the Server, go to Windows Start Menu ► Programs ► Embarcadero InterBase XE [instance = Medtech] ► InterBase Server Manager [instance = Medtech]

#### Interbase 2009 Interbase Server Manager:

- On the Server, go to Windows Start Menu ► Programs ► CodeGear InterBase 2009 [instance = MedTech\_IB09] ► InterBase Server Manager [instance = MedTech\_IB09]

#### Interbase 2007 Interbase Server Manager:

- On the Server, go to Windows Start Menu ► Programs ► Borland InterBase 2007 [instance = MedTech\_IB] ► InterBase Server Manager [instance = MedTech\_IB]

#### Interbase 7.5.1 Interbase Server Manager:

- On the Server, go to Windows Start Menu ► Programs ► Borland InterBase 7.5 Server [instance = gds\_db] ► InterBase Server Manager [instance = gds\_db]

#### Interbase 7.5.0 Interbase Server Manager:

- On the Server, go to Windows Start Menu ► Programs ► Borland InterBase 7.5 Server ► InterBase Service Manager gds\_db

#### Interbase 6.0.1 Interbase Server Manager:

- On the Server, go to Windows Start Menu ► Programs ► Interbase ► Interbase Server Manager

### **Medtech32 Version 9.2.0 Release Notes**

**IMPORTANT:** Please ensure that ALL users have READ THROUGH the Release Notes thoroughly as it includes important information on the changes and enhancements that are included in the **Medtech32 Version 9.2.0 Build 4361** Release.

**REFERENCE:** A softcopy of the **Medtech32 Release Notes - Version 9.2.0** is included on the Medtech32 Version 9.2.0 DVD:

- ***Documentation\Release Notes and Other Documentation\***

### **Medtech32 Version 9.2.0 Additional Options**

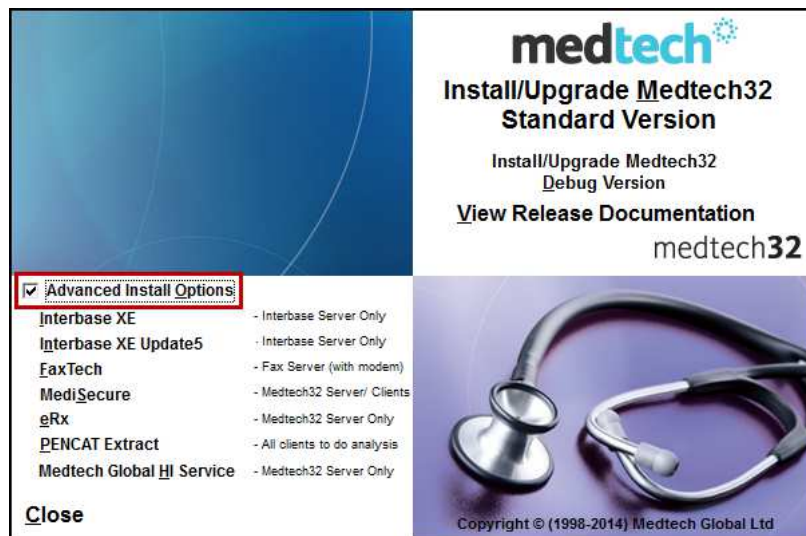
**Medtech32 Version 9.2.0** DVD also includes the following optional components for installation under the "**Advanced Install Options**" section. Clicking on the individual options will execute the link to initiate the selected component's installation process.

#### **IMPORTANT NOTE**

You **SHOULD** first complete the upgrade to Interbase XE or XE Update 5 followed by **Medtech32 Version 9.2.0** before installing any additional components.

Before installing any optional components, please ensure the person(s) who will be performing the installation have READ THROUGH each of the individual **Release Notes and Technical Instructions** documentation located on the Medtech32 Version 9.2.0 DVD for each of the corresponding component you would like to install.

To access the additional components, select the "**Advanced Install Options**" checkbox:



The following table summarizes which of the optional components should be installed on the server and/or client machines, and which components require registration and/or additional license key and/or PKI certificates to be obtained prior to the installation:

Advanced Install Options Component	Need To Be Installed On Server?	Should Be Installed On Medtech32 Server?	Need To Be Installed on Clients?	Requires Registration or License Key or PKI Certificates
<b>Interbase XE</b>	Yes	Optional – can be installed on dedicated server	No – run IBXEClientSetup.exe from DVD on all clients	Yes – contact Medtech Helpdesk
<b>Interbase XE Update 5</b>	Yes	Optional – can be installed on dedicated server	No – run IBXEUPDATE5ClientSetup.exe from DVD on all clients	Yes – contact Medtech Helpdesk
<b>FaxTech</b>	Optional – if sending fax from Outbox from any server or clients	No – install on dedicated server with fax modem	Optional – if sending fax from Outbox from the specific client	No
<b>eRx</b>	Optional – if sending e- Prescriptions from any server or clients	Yes	No	Yes – contact eRX
<b>MediSecure<sup>#</sup></b>	Optional – if sending e- Prescriptions from the specific server	Yes	Optional – if sending e- Prescriptions from the specific client	Yes – contact MediSecure
<b>PENCAT Extract</b>	Optional – if running clinical analysis from the specific server	Yes	Optional – if running clinical analysis from the specific client	Yes – contact Medtech Helpdesk
<b>MEDTECH Global HI Service</b>	Optional – if running HI Service from any server or clients	Yes	No	Yes – contact Medicare and NEHTA

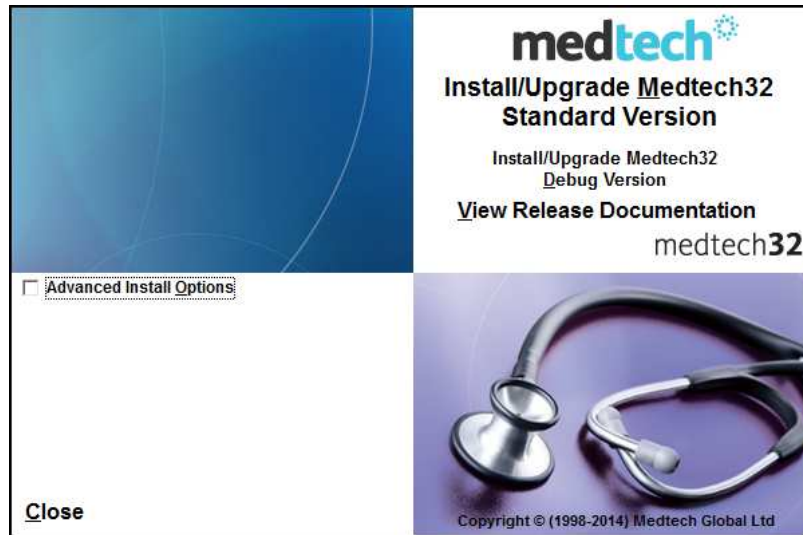
### **Display Requirements**

The minimum display requirements for Medtech32 Version 9.2.0 is as follows:

- Resolution = 1024 x 768 pixels
- Font Size = "Normal Size" or "Default Scale" or "Smaller - 100%", i.e. 96 DPI

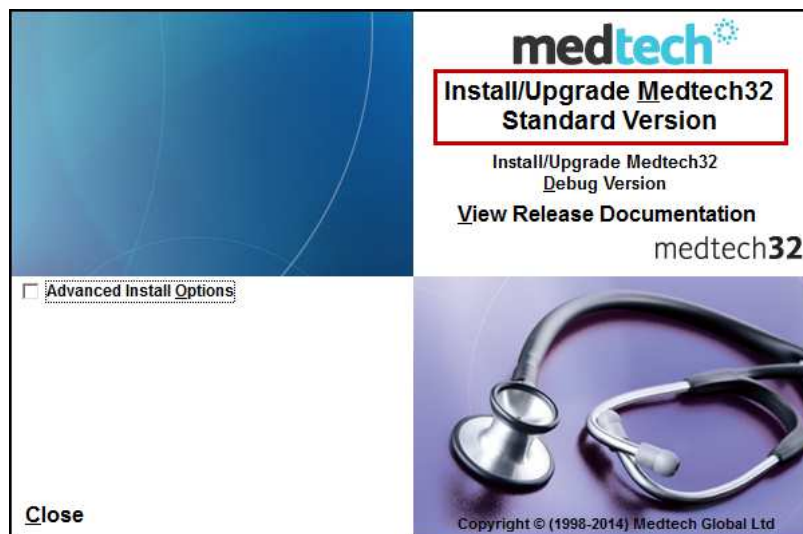
**Medtech32 Server Installation**

1. Insert the **Medtech32 Version 9.2.0 DVD** into the DVD/BD drive on the Medtech32 Server.
2. After a few seconds the Medtech32 screen should appear automatically.



If the screen above fails to appear automatically, then perform the following steps manually:

- Open **My Computer** or **Windows Explorer**
  - Double-click on the DVD/BD drive
  - Double-click on the **Setup.exe** file
3. Click on the option **Install/Upgrade Medtech32 Standard Version** to begin the installation.



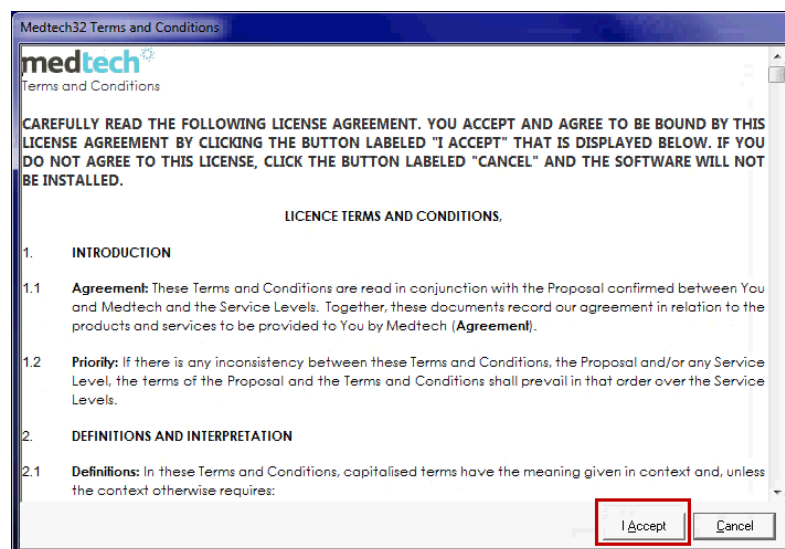
**IMPORTANT NOTE**

To install the Debug Version, click on the option **Install/Upgrade Medtech32 Debug Version** on the DVD's Medtech32 screen. Refer to the **Medtech32 Debug Version** section for further information on when you should install the Medtech32 Debug version.

- The **Welcome** screen will be displayed. Click on the **Terms and Conditions** button to read and accept the **Medtech32 Terms and Conditions**.



- The **Medtech32 Terms and Conditions** window will be displayed.

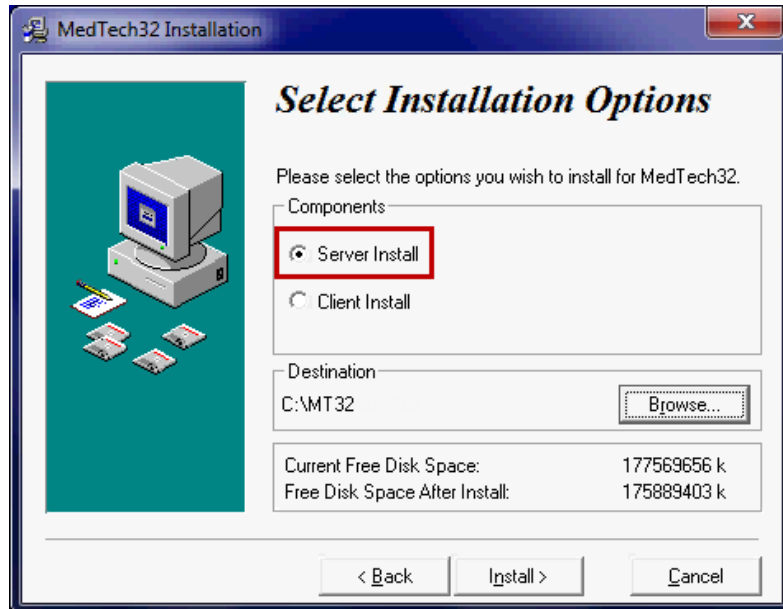


Please **READ THROUGH** the Terms and Conditions **CAREFULLY** and then click on the **'I Accept'** button to continue.

- 6. The **Welcome** screen will be displayed once again with the **Continue** button enabled. Click on the **Continue** button to begin the installation.



- 7. The **Select Installation Options** screen will be displayed. Select the **Server Install** option under the **Components** section.

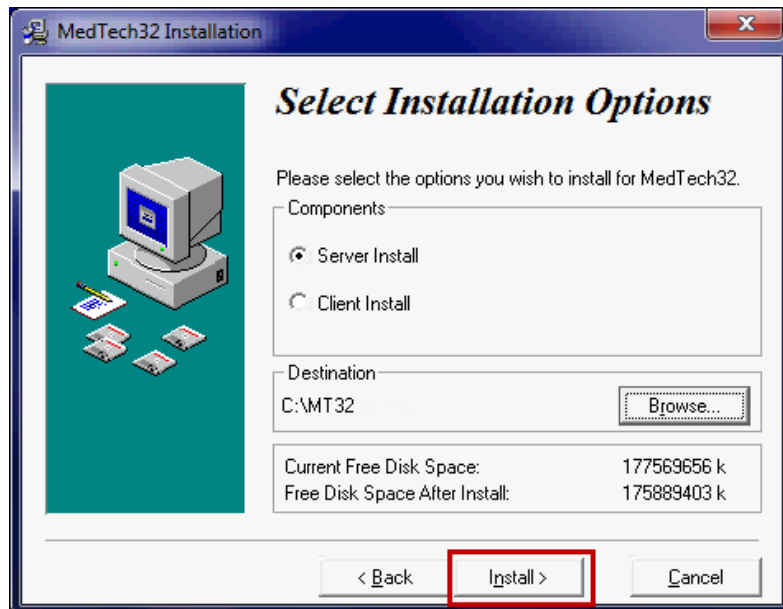


- 8. The path to the current *MT32* directory on the Medtech32 Server should be displayed under the **Destination** section. If this is incorrect, manually browse to the correct location by clicking on the **Browse** button.



**NOTE:** If you are uncertain where your Medtech32 Server is installed, please contact your IT technician or service provider who has performed the Medtech32 installation and/or upgrade.

- 9. Click on the **Install** button to begin the installation.



- 10. If **Medicare Australia PKI Certificate Manager** is not currently installed or is not up-to-date, the **PKI Certificate Manager Version 2.3.19** installation will automatically be initiated.

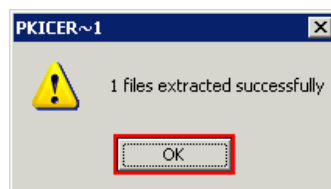
Click on the **Agree** button to continue.



Click on the **Install** button to begin the installation.



Once the **PKI Certificate Manager** has been installed, click on the **OK** button to complete the installation.

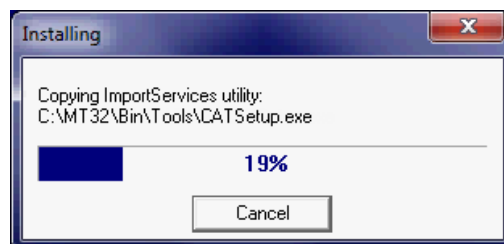


11. If **Java Version 6 Update 37** is not currently installed in "static configuration", the **Java Version 6 Update 37** installation will be initiated, regardless of whether there are any other versions of Java already installed on the system.

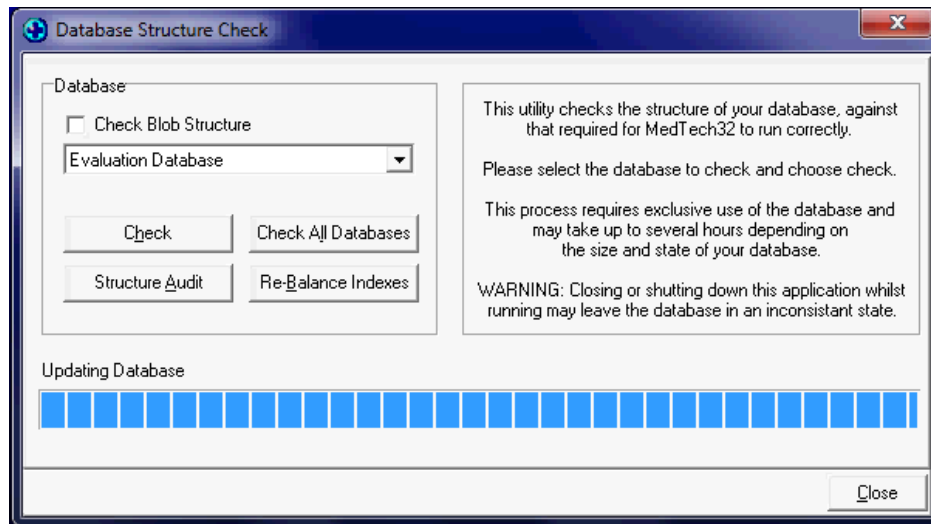
**NOTE:** Since the installation process runs silently on the background, you will not see any Java installation screens that you can interact with – this is normal behaviour.

**NOTE:** The silent installer will install Java Version 6 Update 37 in "static configuration". This will lock down this specific Java version for the dedicated use of Medicare Australia Online functionalities, and will prevent any Java automatic updates from overwriting this Java version in the future in order to ensure ALL Medicare Australia Online functionalities will remain functional.

12. The installation progress screen will be displayed.



13. During the upgrade process, the **Database Structure Check** utility will appear for few times to upgrade the databases:



**WARNING: DO NOT** close the **Database Structure Check** utility when it is half-way upgrading the databases – doing so could damage your databases.

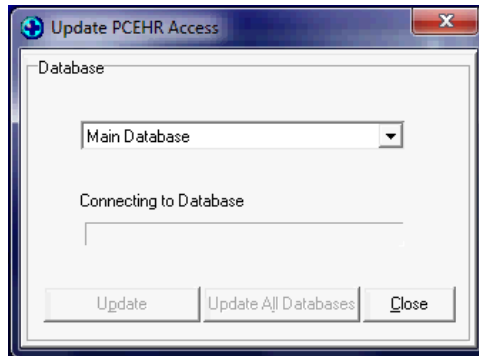
If you encounter ANY errors during **Database Structure Check**, **DO NOT CONTINUE** with the Upgrade. Please LOG the exact errors you have encountered, and contact Medtech Helpdesk for assistance.

#### IMPORTANT NOTE

If a database is configured in multiple entries in the MT32.INI file, the Database Structure Check utility will not check the database structure of the duplicate database(s).

14. If the following conditions listed below have been set, then the **Update PCEHR Access** screen will be displayed. This process will automatically enable the **PCEHR** access rights for the providers in the **Staff** setup window:

- The parameter **PCEHR** in the MT32.ini file under the [NEHTA] section is configured as 'Y'
- The parameter **HPI-I** in the MT32.ini file under the [NEHTA] section is configured as 'Y'
- The provider has a **HPI-I number** in the View Staff window 'Staff Details' tab



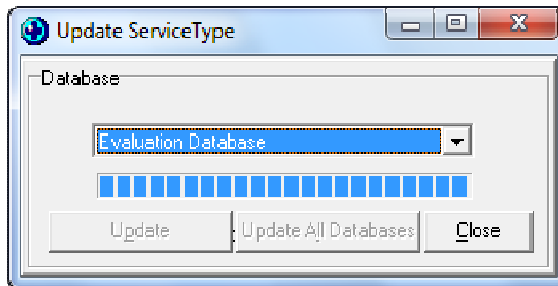
**IMPORTANT NOTE**

Once the Medtech32 Installation has been completed, ensure that the PCEHR access rights for your staff has been enabled i.e. the PCEHR check box option in the Staff setup 'Security' tab is Ticked.

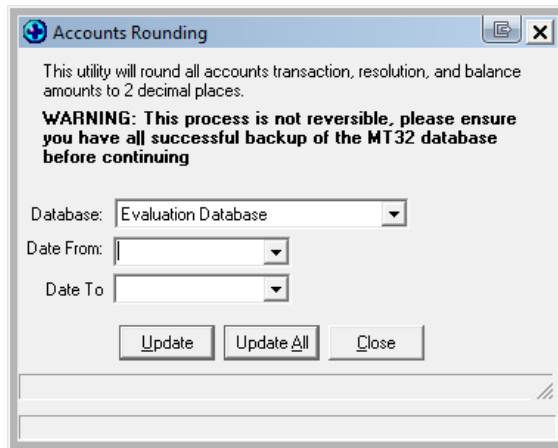
Refer to the **Medtech32 Release Notes - V9.2.0 B4361 HI Service - Access Rights for PCEHR** section for further information.

**NOTE:** If your Practice is not registered for e-Health, then the screen above will not be displayed during the upgrade process.

- 15. The **Update Service Type** screen will be displayed, and will update the service types of all the existing Batch Claims in your Batching window.

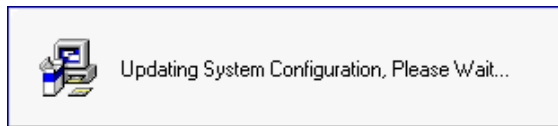


- 16. The Accounts Rounding utility will be displayed to clean up any existing 'floating point issues' against each unique database and to round up the decimal values of the Patients Account Balance up to 2 decimal places.

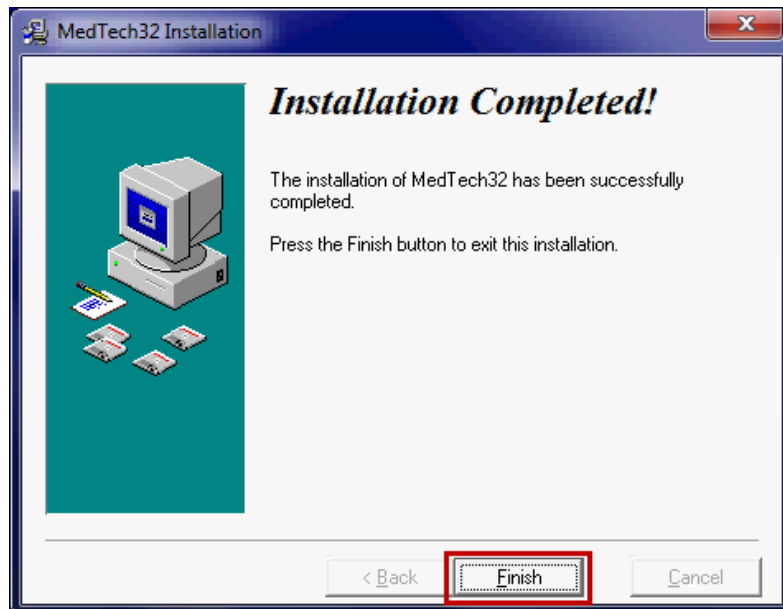


**Note:** This utility will round up all accounts transaction, resolution and balance amounts to 2 decimal places across all databases. This screen will close automatically when completed.

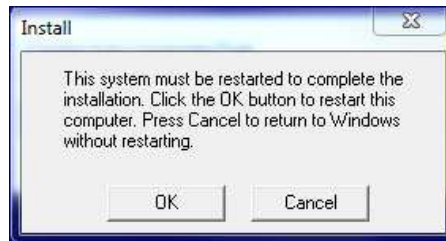
17. The progress screen will display the status of the installation and then close.



18. The **Installation Completed** screen will appear, click on the **Finish** button to exit the upgrade screen.



The following screen **may** appear after the upgrade is completed. Click on the **OK** button to restart Windows to ensure that any files being locked by Windows during the upgrade will be updated after the reboot.



19. If your practice uses Briefcasing, you **MUST Repeat** Steps 1-18 above on EACH Briefcasing Laptop.

**IMPORTANT:** Once you have SUCCESSFULLY updated the Briefcasing Laptops to the SAME Medtech32 Version and Build and SAME Interbase Version as the Main Medtech32 Server, you MUST then perform a **COMPLETE CHECK-OUT** on EACH Briefcasing Laptop.

### **Medtech32 Client Installation**

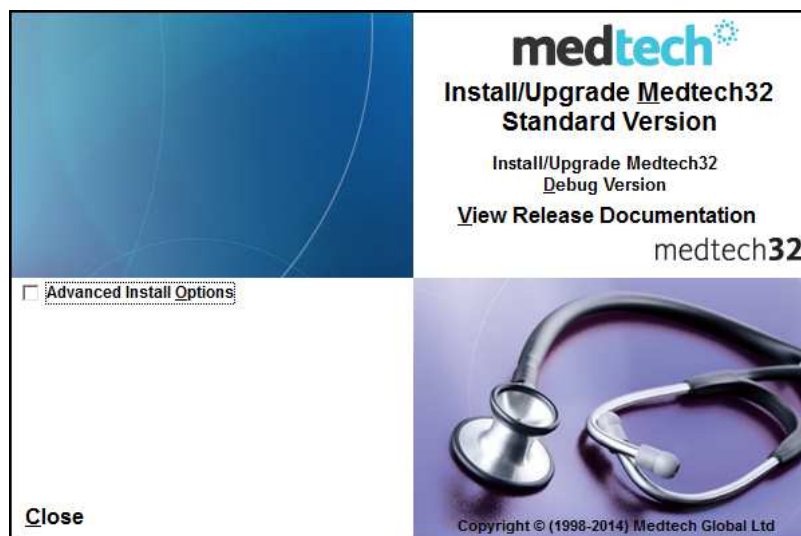
1. Ensure you have **SUCCESSFULLY** completed the Medtech32 Version 9.2.0 upgrade on the Medtech32 Server.

**NOTE:** It is not necessary to install the **Medtech32 Client** on the Medtech32 Server machine.

2. Ensure you have a mapped network drive pointing to the **shared MT32** directory on the Medtech32 Server. If not, you **MUST** first create the mapped network drive **PRIOR TO** running the Medtech32 Client Installation.

**IMPORTANT:** ALL Medtech32 users must have read/write/modify permissions to the shared *MT32* directory on the Medtech32 Server.

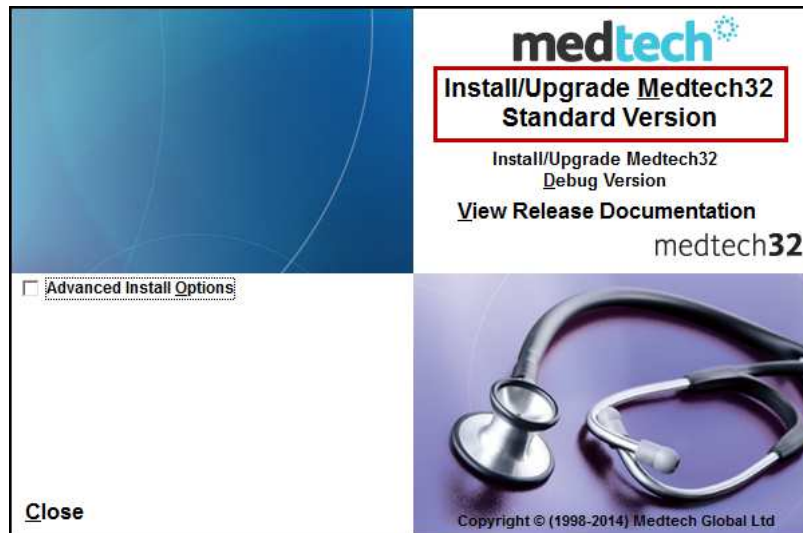
3. Insert the **Medtech32 Version 9.2.0 DVD** into the DVD/BD drive on the Medtech32 Client.
4. After a few seconds the Medtech32 screen should appear automatically.



If the screen above does not appear automatically, then perform the following steps manually:

- Open **My Computer** or **Windows Explorer**
- Double click on the DVD/BD drive
- Double click on the file **Setup.exe**

5. Click on the option **Install/Upgrade Medtech32 Standard Version** to begin the installation / upgrade.

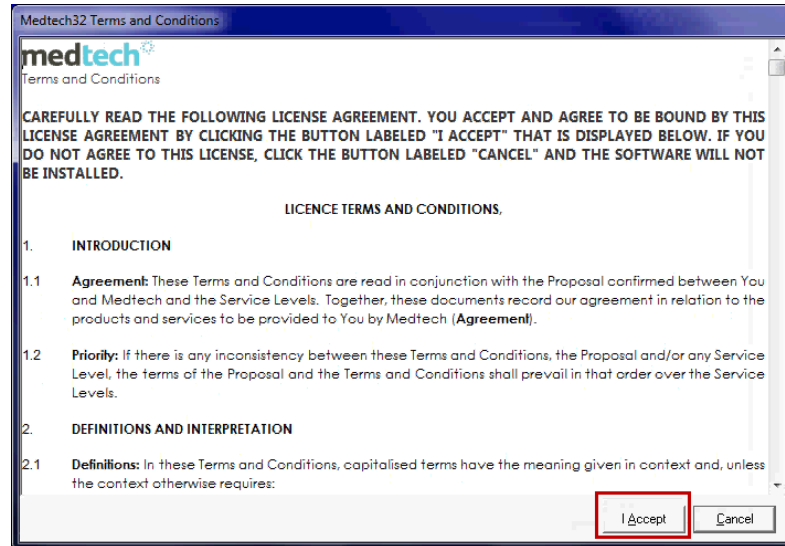


6. The **Welcome** screen will be displayed. Click on the **Terms and Conditions** button to read and accept the **Medtech32 Terms and Conditions**.





7. **Medtech32 Terms and Conditions** window will be displayed.

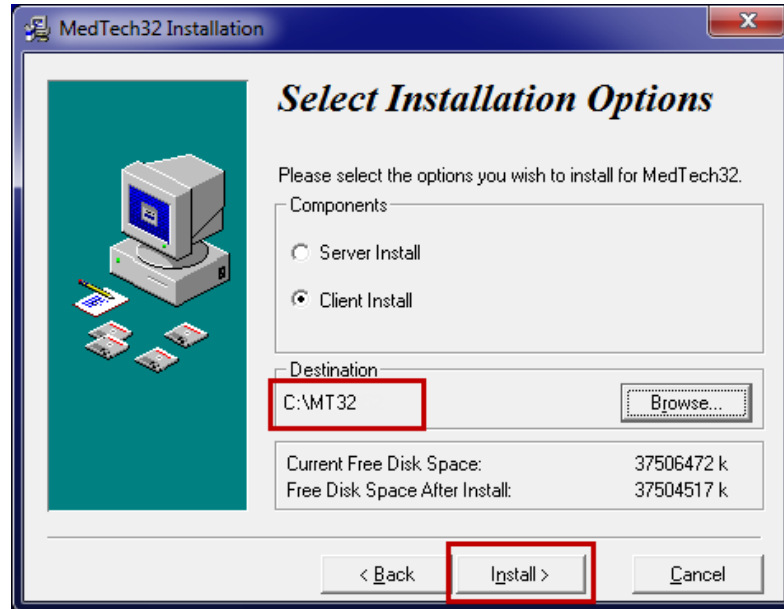


Please READ THROUGH the Terms and Conditions CAREFULLY and then click on the 'I Accept' button to continue.

8. The **Welcome** screen will be displayed once again with the **Continue** button in enable state. Click on the **Continue** button to begin the installation.

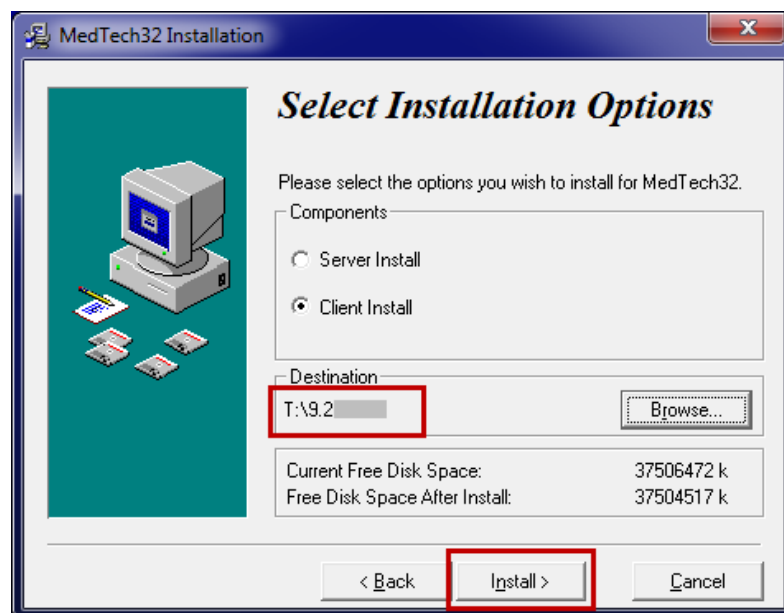


- The **Select Installation Options** screen will be displayed. Select the **Client Install** option under the **Components** section.



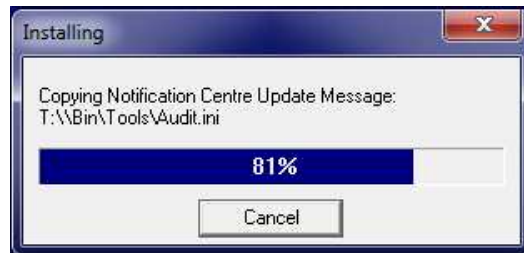
- If Medtech32 Client is currently installed, by default, the mapped network drive pointing to the shared *MT32* directory on the Medtech32 Server will be displayed under the **Destination** section.

You MUST manually browse to the correct *MT32* directory located LOCALLY on the Medtech32 Client (i.e. NOT on the Medtech32 Server) by clicking on the **Browse** button. Normally, this should be **C:\MT32**.



**NOTE:** If you are uncertain where Medtech32 Client is installed, please contact your IT technician or service provider who has performed the Medtech32 installation and/or upgrade.

11. Click on the **Install** button to begin the installation/upgrade.
12. The installation progress screen will be displayed.



13. Once the installation has been completed, the following **Installation Completed** screen will be displayed. Click on the **Finish** button to complete the installation/upgrade.



## Medicare Australia Online Client Installation

### IMPORTANT NOTE

#### For existing Medicare Australia Online Clients:

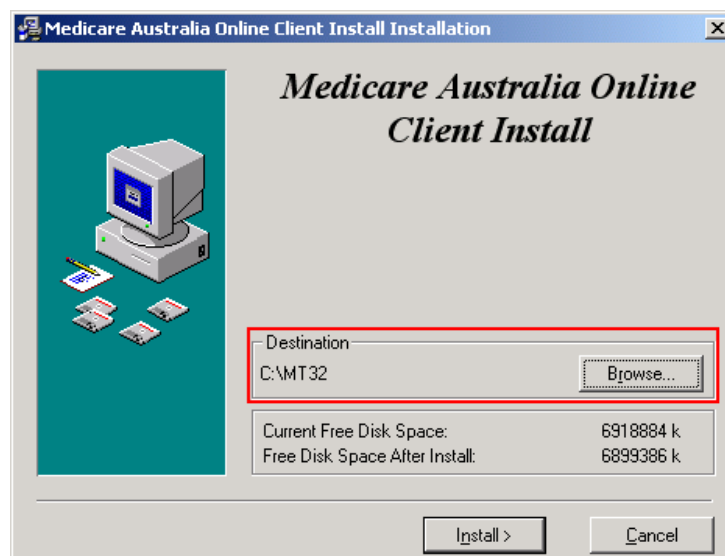
You must reinstall Medicare Australia Online Client Adapter Version 6.12 by following the steps below, which will automatically install **Java Version 6 Update 37** (if has not already been installed). **Java Version 6 Update 37** is necessary to ensure the transmissions to and from Medicare Australia will function properly.

#### For new Medicare Australia Online Clients:

**IMPORTANT:** ANY Medtech32 Clients that needs to have access to ANY Medicare Australia Online features MUST have Medicare Australia Online Client Adapter Version 6.6 installed. This includes Medicare and DVA Bulk Billing, Patient Claims, Online Patient Verification, and Australian Childhood Immunisation Register.

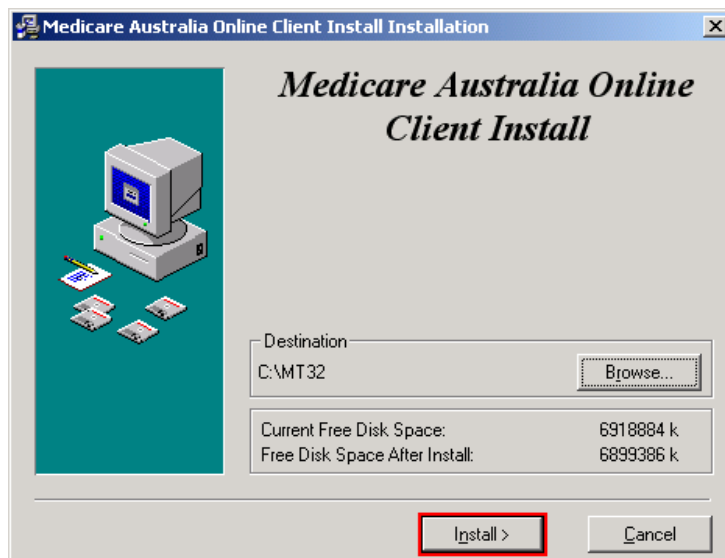
You MUST install Medicare Australia Online Client by following the steps below. This includes ALL Citrix/Terminal servers that serve as a Medtech32 Client.

1. Ensure you have SUCCESSFULLY completed the **Medtech32 Version 9.2.0** installation/upgrade on the Medtech32 Client.
2. Go to **Windows Start Menu ► Programs ► Medtech32 ► Medicare Client Install**.
3. The **Medicare Australia Online Client Install** screen will be displayed. The path to the current *MT32* directory on the Medtech32 Client should be displayed under the **Destination** section.
4. If this is incorrect, manually browse to the correct location located LOCALLY on the Medtech32 Client (i.e. NOT on the Medtech32 Server) by clicking on the **Browse** button.



**NOTE:** If you are uncertain where Medtech32 Client is installed, please contact your IT technician or service provider who has performed the Medtech32 installation and/or upgrade.

5. Click on the **Install** button to begin the installation/upgrade.



6. If **Java Version 6 Update 37** is not currently installed in "static configuration", the **Java Version 6 Update 37** installation will be initiated, regardless of whether there are any other versions of Java already installed on the system.

**NOTE:** Since the installation process runs silently on the background, you will not see any Java installation screens that you can interact with – this is normal behaviour.

**NOTE:** The silent installer will install Java Version 6 Update 37 in "static configuration". This will lock down this specific Java version for the dedicated use of Medicare Australia Online functionalities, and will prevent any Java automatic updates from overwriting this Java version in the future in order to ensure ALL Medicare Australia Online functionalities will remain functional.

7. The **Update Complete** screen will be displayed. Click on the **OK** button to complete the installation/upgrade.



### **Medtech32 Debug Version**

The Debug Version of Medtech32 comprises of the madExcept program, which helps to identifying events that occurred in the Medtech32 application. Whenever there is a crash/exception in the program, madExcept will automatically capture, analyze, and collect the required information to debug, and send a detailed bug report in a log file format.

These log files greatly assist the Development team to run proper diagnosis of issues and look to provide the best resolution to the issue.

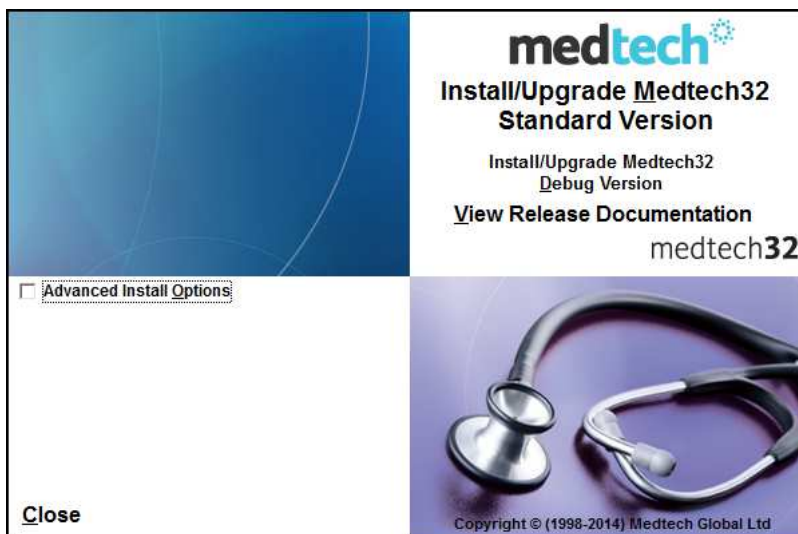
There are no overheads in the deployment with a madExcept installation..

- There are no additional files to distribute or install as madExcept is fully linked with the MT32.exe program and related files.
- There are no additional memory usage requirements for a madExcept build
- There are no substantial changes to the file size of the existing executable files

The Debug Version of Medtech32 **MUST** be installed on the Medtech32 Server only. Below are the instructions to install the Medtech32 Debug Version:

1. Insert the Medtech32 Version 9.2.0 DVD into the DVD/BD drive on the Medtech32 Server.

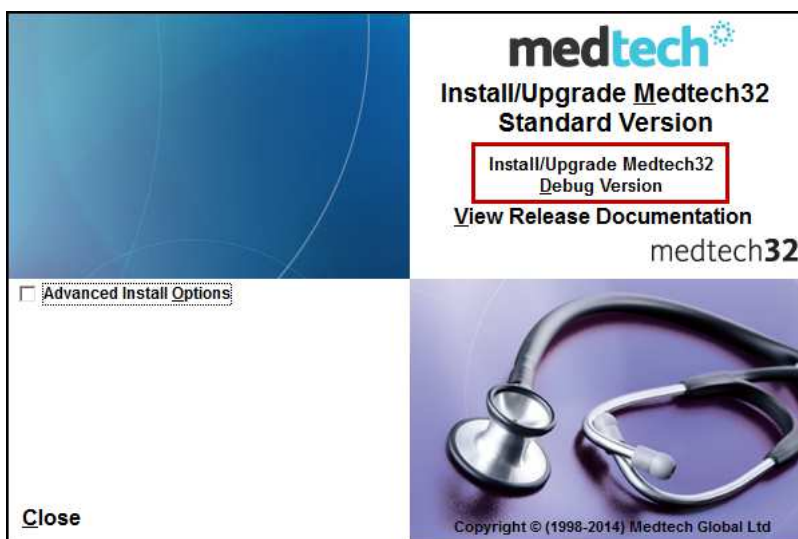
After a few seconds the Medtech32 screen should start appear.



3. If the screen above does not appear automatically, then perform the following steps manually:

- Open My Computer or Windows Explorer
- Double-click on the DVD/BD drive
- Double-click on the Setup.exe file

4. Click on the option Install/Upgrade Medtech32 Debug Version to begin the installation.



5. Follow the instructions detailed in this document from Steps 4 through to Step 19 from the Medtech32 Server Installation section (on Page 14) to continue the installation process.

### **Help Desk Assistance**

At any time during the installation process – if you feel that you need to confirm instructions, get advice, or have run into an error message – please contact the Medtech Helpdesk on **1800 148 165** → **Option 1** or email [support@medtechglobal.com](mailto:support@medtechglobal.com) for assistance.

The Medtech Helpdesk will be available during Normal Office Hours – i.e. between 8.30am and 5.00pm, Monday to Friday (except for Public Holidays).

### **IMPORTANT NOTE RE: After-Hours Support**

If you require After-Hours Support for the Medtech32 Version 9.2.0 upgrade, please contact the Medtech Helpdesk on **1800 148 165** → **Option 1**, during Normal Office Hours to lodge a registration.

The lodgement should be at least 2 working days before the After-Hours Support is required, in order to ensure that we can allocate our support staff to serve your request.

**Important:** Ensure that the person(s) who will be performing the Medech32 Version 9.2.0 upgrade has all the required setup discs, update patches, registration key/activation details, release notes and technical instructions organised and ready during Normal Office Hours. Medtech staff will not be about to provide any of the above resources After-Hours.

### **After-Hours Support Call Rates**

Monday to Friday

- 5pm to 10pm - \$50 + GST per 15min
- 10pm to 8.30am - \$100 + GST per 15min

Saturday, Sunday and Public Holidays

- 8.30am to 5pm - \$50 + GST per 15min
- 5pm to 8.30am - \$100 + GST per 15min

**Note:** All After-Hours calls are charged in 15min blocks.

**Note:** Min charge is 1 block per call.