

Technical Release Notes Rx Medical

Version 6.14 Build 04
(September 2016)



These release notes contain important information for Rx Medical users. Please ensure that they are circulated amongst all relevant staff. We suggest that they are filed safely for future reference.

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Introduction

Rx Medical Version 6.14 Build 04 is a Patch Release of Rx Medical and can be downloaded from the Medtech Global website: <http://www.medtechglobal.com/au/>

This document provides information on the new functionality '**PCEHR Assisted Registration**' and enhancements to '**Secure Message Transfer**' to make this functionality more effective. In addition, the following statement, declaration and reports are modified in order to comply with the latest 2014 Client Adapter:

- Bulk Bill Assignment Advice (DB4)
- DVA (Veterans') Treatment Service Voucher
- Medicare Online DB1 Declaration
- Statement of Claim and Benefit Payment

This document also covers those changes made to the **RXSQL Version of Rx Medical** (including behaviour changes) and fixes since the last version (Version 6.13 Build 03). The **MedtechGlobalHIService (CDA Bridge) Installer** has been upgraded and it is mandatory to download and install the latest MedtechGlobalHIService (CDA Bridge) Installer from the Medtech Global website.

IMPORTANT NOTE

This upgrade is applicable to the Rx Medical General, Audiology and Osteology Editions only. It **IS NOT** applicable to the **DENTAL** or **ALLIED HEALTH** editions of Rx Medical.

WARNING: It is HIGHLY recommended to employ ONLY qualified system engineers when performing ANY SQL server, SQL client, and database upgrades. The consequences of ruining an SQL or database upgrade could possibly lead to data corruptions, and as a result – data loss and systems downtime.

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

<http://www.medtechglobal.com/au/support-au/channel-partners-au/>

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.

Failure to do so may result in existing claims having to be reversed and then re invoiced in the new version. This may impact on the financial workflow of your practice.

Prerequisites

Prior to upgrading to **Rx Medical Version 6.14 Build 04**, it is CRITICAL to ensure the person who will be performing the upgrade has READ THROUGH the **Rx Medical System Requirements** and the **Upgrade Instructions** sections of this document. Both documents can also be downloaded from our website:

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

IMPORTANT NOTE

It is also IMPORTANT to ensure all Rx Medical users have READ THROUGH the release notes to learn about the new functionality '**PCEHR Assisted Registration**', as well as the behaviour changes and those fixes that have been included in this release, prior to upgrading to **Rx Medical Version 6.13 Build 04**.

Please review the following prerequisites and ensure they are met prior to running the update:

1. Ensure the minimum version and build requirements are met.

You **MUST BE** on **Rx Medical Version 6.0.54, Version 6.10.92, Version 6.11.94, Version 6.12.95, Version 6.12.96, Version 6.12.97, Version 6.12.99, Version 6.13.1, Version 6.13.2, Version 6.13.3** in order to install this update. If your version of Rx Medical is **NOT** any of these versions, the following warning message will be displayed:



Upgrade to **Rx version 6.14 Build 04** using the following hierarchy:

Current Rx Medical Version	Update Path to Version 6.14
Version 6.0 Build 54	Step 1: download and install Rx Medical Version 6.14 Build 05
Version 6.1 Build 63	Step 1: download and install Rx Medical Version 6.3 Build 72 Step 2: download and install Rx Medical Version 6.4 Build 73 Step 3: download and install Rx Medical Version 6.5 Build 75 Step 4: download and install Rx Medical Version 6.6 Build 82 Step 5: download and install Rx Medical Version 6.8 Build 88 Step 6: download and install Rx Medical Version 6.10 Build 92 Step 7: download and install Rx Medical Version 6.14 Build 04

Version 6.2 Build 64	<p>Step 1: download and install Rx Medical Version 6.3 Build 72</p> <p>Step 2: download and install Rx Medical Version 6.4 Build 73</p> <p>Step 3: download and install Rx Medical Version 6.5 Build 75</p> <p>Step 4: download and install Rx Medical Version 6.6 Build 82</p> <p>Step 5: download and install Rx Medical Version 6.8 Build 88</p> <p>Step 6: download and install Rx Medical Version 6.10 Build 92</p> <p>Step 7: download and install Rx Medical Version 6.14 Build 04</p>
Version 6.3 Build 69	<p>Important Note: Ensure you have the Rx Medical V6.0 DVD available before starting the upgrade.</p> <p>Step 1: uninstall Rx Medical Version 6.3 Build 69</p> <p>Step 2: install Rx Medical Version 6.0 Build 54</p> <p>Step 3: download and install Rx Medical Version 6.14 Build 04</p>
Version 6.3 Build 72	<p>Step 1: download and install Rx Medical Version 6.4 Build 73</p> <p>Step 2: download and install Rx Medical Version 6.5 Build 75</p> <p>Step 3: download and install Rx Medical Version 6.6 Build 82</p> <p>Step 4: download and install Rx Medical Version 6.8 Build 88</p> <p>Step 5: download and install Rx Medical Version 6.10 Build 92</p> <p>Step 6: download and install Rx Medical Version 6.14 Build 04</p>
Version 6.4 Build 73	<p>Step 1: download and install Rx Medical Version 6.5 Build 75</p> <p>Step 2: download and install Rx Medical Version 6.6 Build 82</p> <p>Step 3: download and install Rx Medical Version 6.8 Build 88</p> <p>Step 4: download and install Rx Medical Version 6.10 Build 92</p> <p>Step 5: download and install Rx Medical Version 6.14 Build 04</p>
Version 6.5 Build 75	<p>Step 1: download and install Rx Medical Version 6.6 Build 82</p> <p>Step 2: download and install Rx Medical Version 6.8 Build 88</p> <p>Step 3: download and install Rx Medical Version 6.10 Build 92</p> <p>Step 4: download and install Rx Medical Version 6.14 Build 04</p>
Version 6.6 Build 80	<p>Important Note: Ensure you have the Rx Medical V6.0 DVD available before starting the upgrade.</p> <p>Step 1: uninstall Rx Medical Version 6.6 Build 80</p> <p>Step 2: install Rx Medical Version 6.0 Build 54</p> <p>Step 3: download and install Rx Medical Version 6.14 Build 04</p>
Version 6.6 Build 82	<p>Step 1: download and install Rx Medical Version 6.8 Build 88</p> <p>Step 2: download and install Rx Medical Version 6.10 Build 92</p> <p>Step 3: download and install Rx Medical Version 6.14 Build 04</p>
Version 6.8 Build 88	<p>Step 1: download and install Rx Medical Version 6.10 Build 92</p>
Version 6.10 Build 92	<p>Step 1: download and install Rx Medical Version 6.14 Build 04</p>
Version 6.11 Build 94	<p>Step 1: download and install Rx Medical Version 6.14 Build 04</p>
Version 6.12 Build 99	<p>Step 1: download and install Rx Medical Version 6.14 Build 04</p>
Version 6.13 Build 03	<p>Step 1: download and install Rx Medical Version 6.14 Build 04</p>

2. Ensure you are ALWAYS logged onto Windows with **ADMINISTRATIVE RIGHTS** when performing ANY installation, update or maintenance tasks.

3. '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.**
4. To avoid unnecessary problems during 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.
5. Ensure you have a **COMPLETE** backup of the RxSQL directory, including any Templates directory that is shared across the network, and ALL database files and transaction logs (i.e. *.MDF and *.LDF files).

Prerequisites for Database Backup

Please review the prerequisites below and ensure they are met prior to backing up the database:

- Ensure ALL users (including remote users) have LOGGED OUT of Rx Medical and ALL scheduled utilities, backup or maintenance tasks that require access to the databases have been **STOPPED**.
 - Ensure all the **Services** that access the Rx Medical Database have been STOPPED:
 - Medtech Services (for ManageMyHealth™ SMS)
 - Medtech Data Transfer Service (for RxSQL Clinical Link)
 - Ensure **ALL Applications** that reference the Rx Medical database have been STOPPED; e.g. MedtechGlobalHIService (i.e. CDA Bridge), NEHTA services, etc.
 - Ensure **ALL Scheduled Tasks** have been STOPPED; e.g. Scheduled Backups, File copies, etc.
 - Ensure **ALL Backup/Maintenance Tasks** have been STOPPED; e.g. Database File Backup, etc.
6. Your system must have **.Net Framework 3.5 SP1** installed. To check the **.Net Framework** version that you have on your Server, open the Control Panel; select the Add/Remove Programs option. This will display the current version of the **.Net Framework** on your Server. If need be, use the link below to download the minimum version .NET 3.5.
<http://search.microsoft.com/en-us/results.aspx?q=.net+3.5+sp1+free+download>
 7. You must confirm with your IT Systems Provider that the **PORT 60002** is enabled as communications with **NEHTA** will not be possible if this port is not enabled.

NOTE: Rx Medical practices accessing the HI Server for IHI, HPI-I and HPI-O are required to install the new version of the MedtechGlobalHIService application; i.e. CDA Bridge. Refer to the **Rx Medical Version 6.13 Build 03 – MedtechGlobalHIService** document for installation procedures.

Rx Medical Version 6.14.04 supports SQL Server 2014. The SQL Server 2014 Express Edition is available in the DVD path. If you have any older versions of this application, please upgrade to the SQL Server Edition 2014. Please ensure you have installed SQL Server 2014 before installing Rx Medical Version 6.14.04.

Upgrade to **SQL Server 2014** using the following hierarchy:

Upgrade from	Supported upgrade path
SQL Server 2005 SP4 Express	SQL Server 2014 Express
SQL Server 2008 SP3 Express	
SQL Server 2008 R2 SP2 Express	
SQL Server 2012 SP1 Express	

Server Upgrade Instructions

WARNING: Please DO NOT attempt to login to Rx Medical from ANY client computer until the Database Upgrade section has been successfully completed on the Rx Medical Server Machine.

The following procedures need to be run once per server, if your practice has multiple servers.

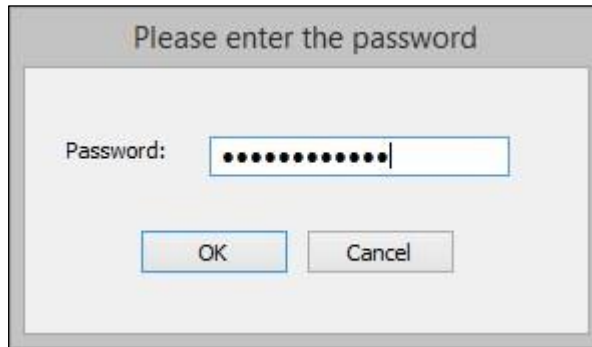
1. Please visit our website at <http://www.medtechglobal.com/au/>.
2. Select **Region: Australia** from the Region drop down menu on the top right corner of the screen, if the Region needs to be changed.



3. The Australia Home Page will be displayed. Select from the top menu **Support ► Downloads ► Rx Downloads**. The Rx Download page will be displayed. Here you will find the **Version 6.14 Build 04 Update**.



4. Click on the **Version 6.14 Build 04 Update** link and download the Rx installer, which can be found in the **File Attachments** section.
5. If the File Download Security Warning dialogue box appears, select the **Run** option.
6. The update will begin and you will be prompted to enter the Password. This Password has been supplied to you separately via fax.



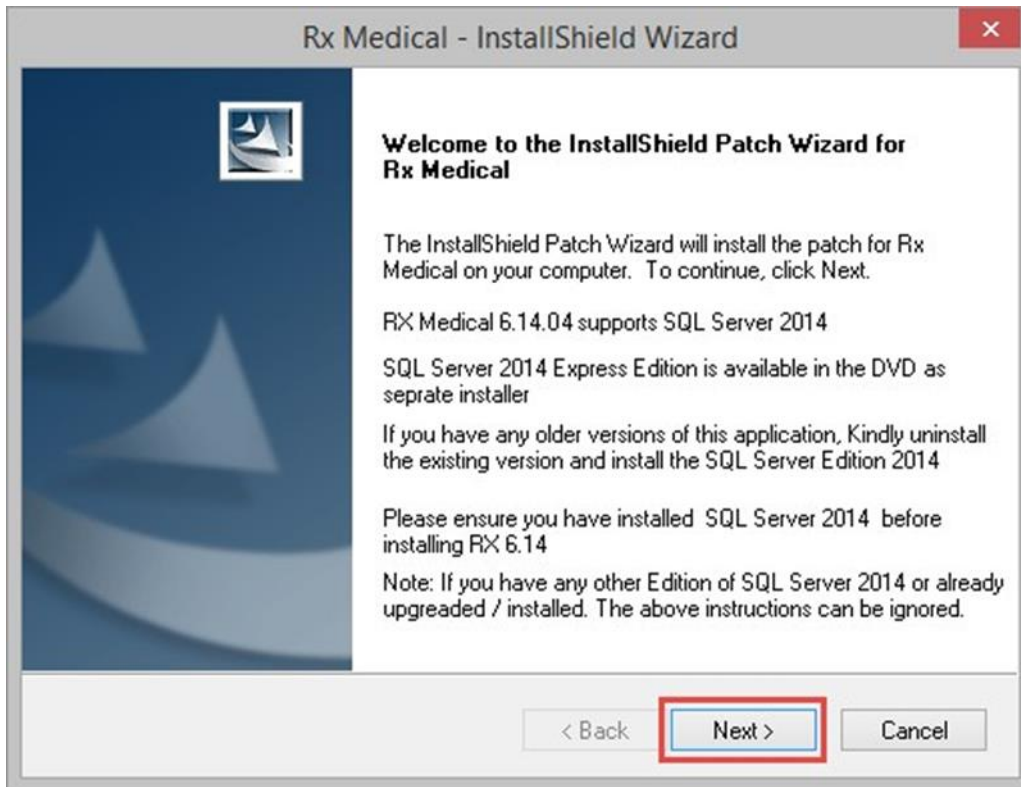
NOTE: You will be eligible to receive the Password, if you are currently paying maintenance support fees.

If you have not received the Password by fax – or you are not currently paying for maintenance support fees but would like to re-subscribe in order to obtain this update – please contact the **Medtech Helpdesk** on **1300 362 333**.

7. Enter the **Password** and then click the '**OK**' button to start the update.
8. The Installation will start and will display the upgrade process
9. The **License Agreement** screen will be displayed. Please READ THROUGH the Terms and Conditions CAREFULLY and then click on the option '**I accept the terms of the license agreement**'. Click the '**Next**' button to continue the installation.



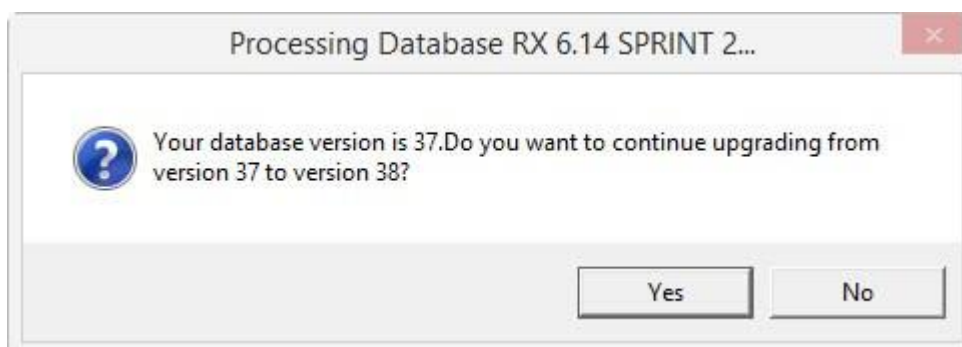
10. The 'Welcome to the InstallShield' screen will be displayed. Click the 'Next' button to continue the installation.



11. The Installation progress will copy across the required files.

12. Once the application upgrade has been completed, the next screen that appears requires your confirmation input to start the Database Upgrade.

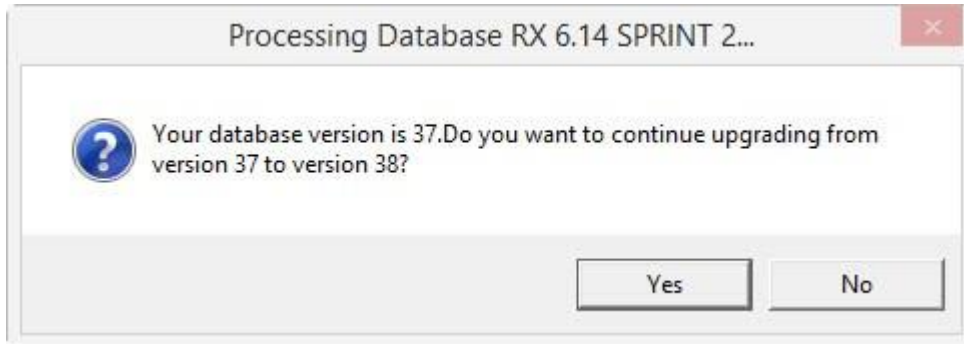
NOTE: You will see the database name on the title bar of this screen. Please take note of the name, as this is your Rx Medical database that will be upgraded.



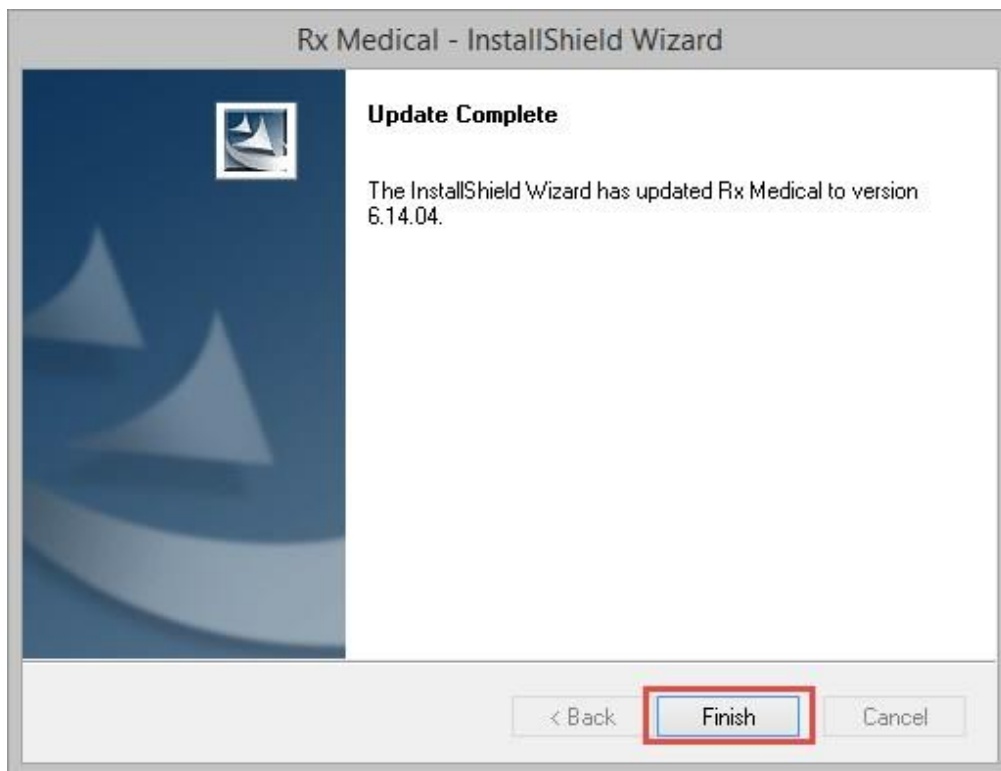
Click the 'Yes' button to confirm. The **DB Upgrade** window will upgrade the database versions to the **Rx Medical V6.14 Build 04 Database Version 38**.



13. The following screen will appear if you have more than one SQL database. If you only have one Rx Medical database, please proceed to Step 14.



14. Once the update has completed, the **Update Complete** screen will be displayed. Click the **'Finish'** button to exit the update.



Your **Rx Medical Server** and database have been successfully upgraded to **Version 6.14 Build 04**.

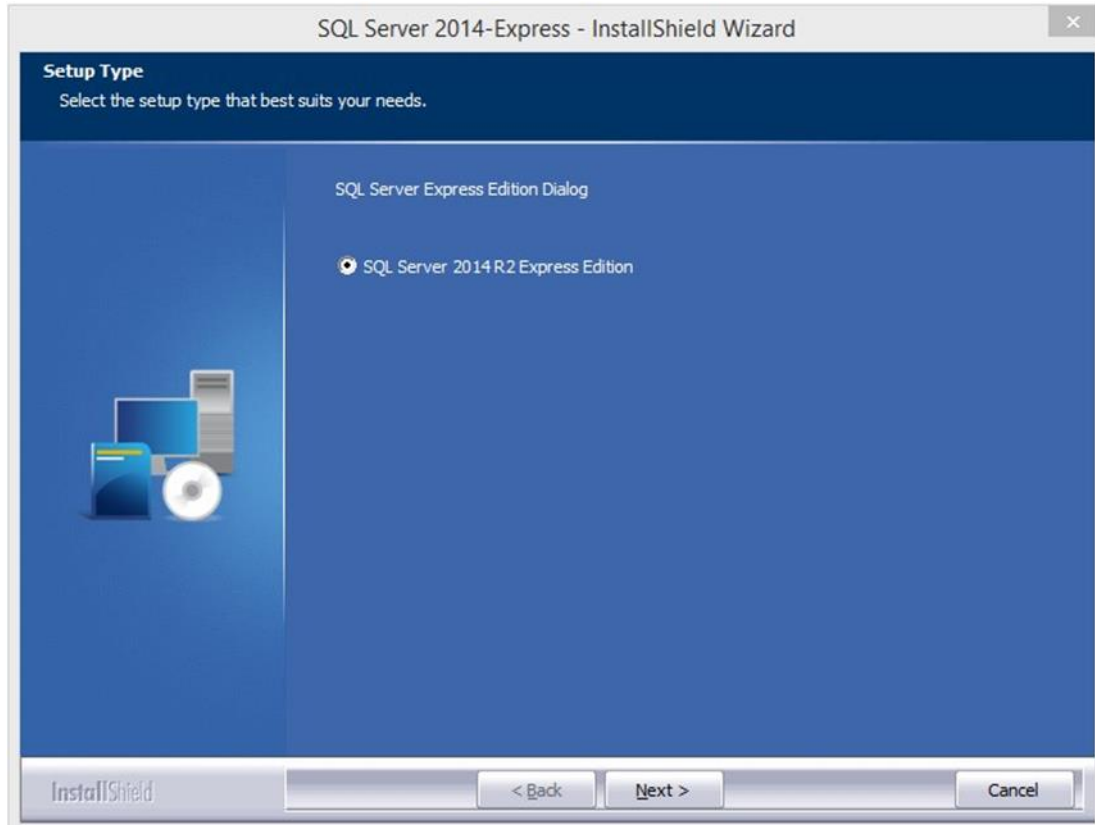
SQL Server Installation Instructions

To install SQL Server 2014, follow the instructions outlined below:

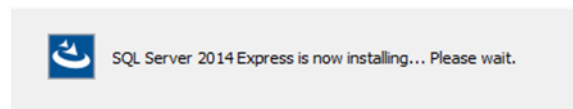
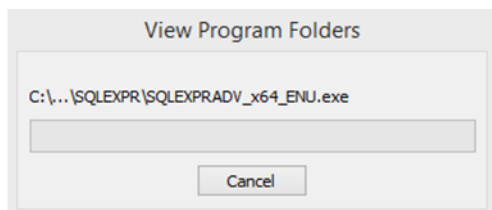
1. Login to the Database Server.
2. Execute the SQL Server 2014.exe.

NOTE: full Administrative Rights are required to launch the installation wizard

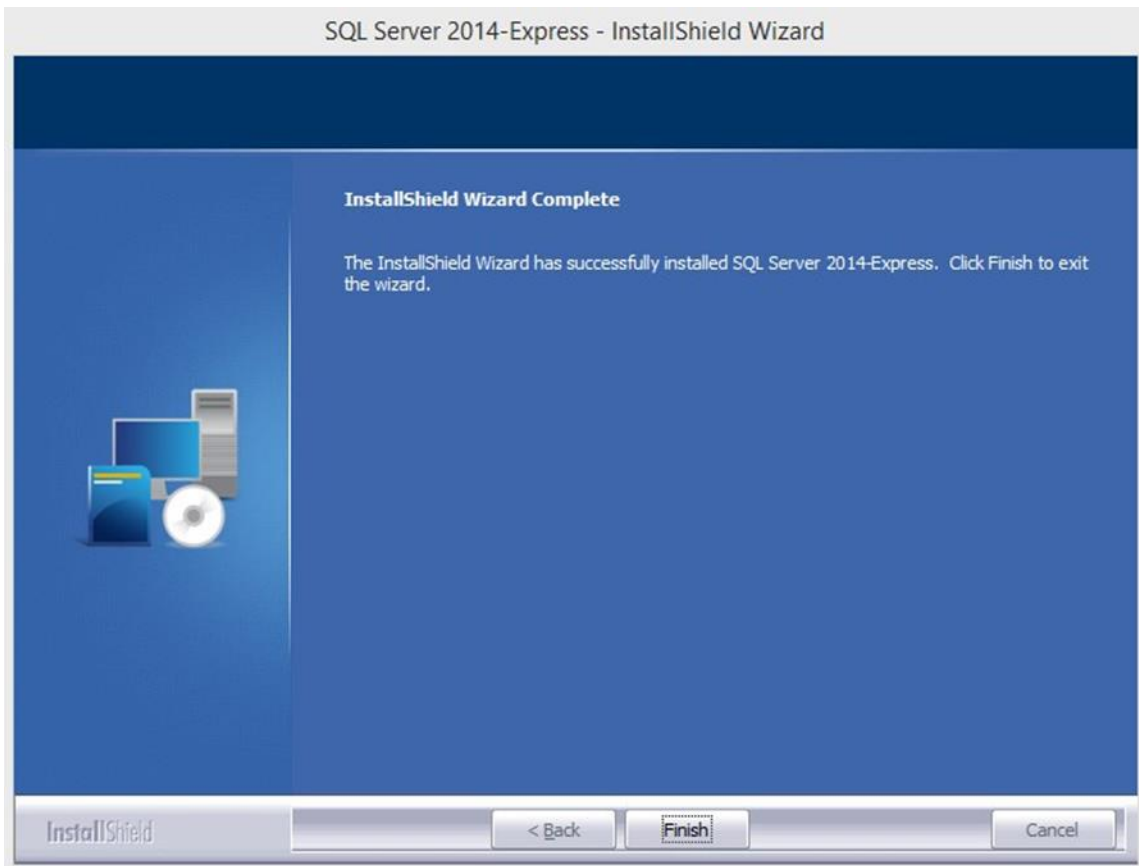
3. Select the **SQL Server 2014 Express Edition** and click '**Next**'.



4. The Status bar will appear, as shown below. Please wait for the installation to complete.



5. Once the installation is completed, the following screen will appear:



6. Click 'Finish' to exit the InstallShield wizard

Client Upgrade Instructions

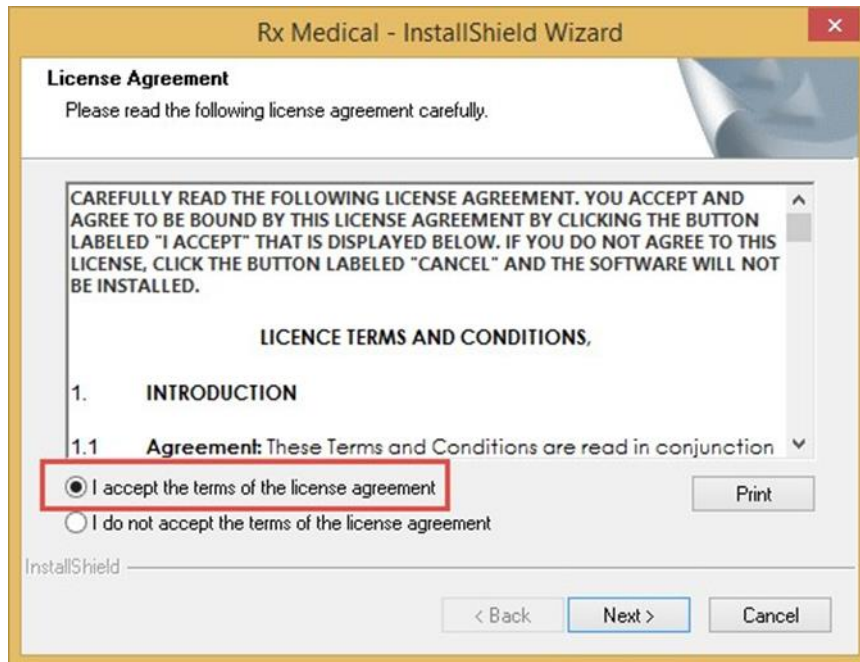
The following procedure will need to be run on **each of the Rx Medical client machines.**

1. To download the **Rx Medical Version 6.14 Build 04 Update**, follow steps 1 to 7 from the [Server Upgrade Instructions](#) section of this document.
2. The update will begin and you will be prompted to enter the Password. This Password has been supplied to you separately via fax.

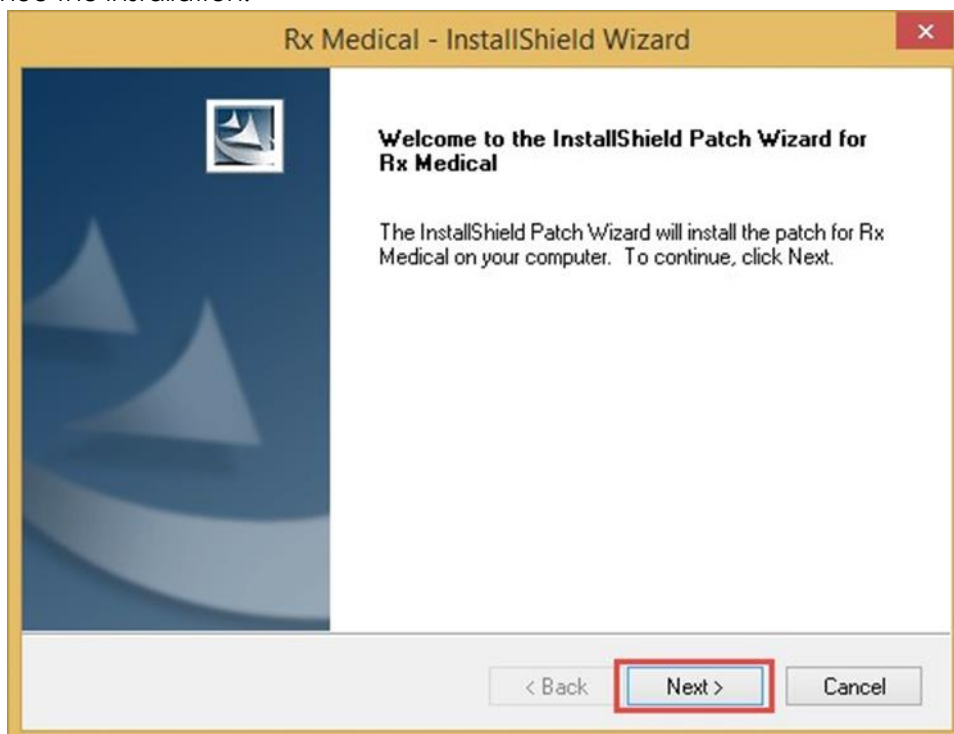


NOTE: This is the same password used in your Rx Medical Server upgrade installation.

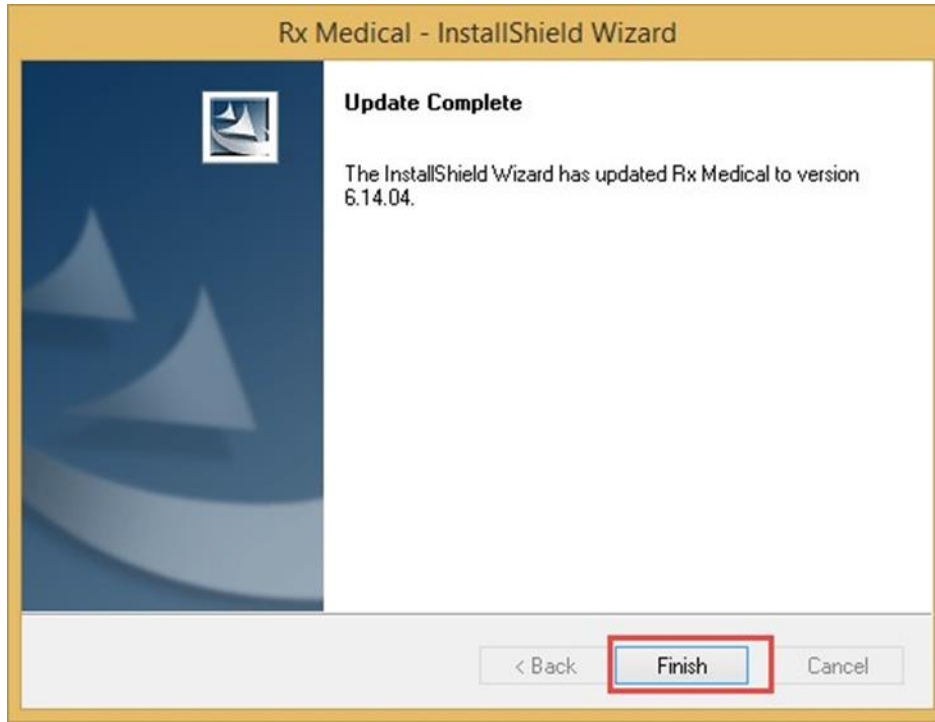
3. Enter the Password and then click the **'OK'** button to start the update. The installation will start and will display the upgrade process
4. The **License Agreement** screen will be displayed. Please READ THROUGH the Terms and Conditions CAREFULLY and then click on the option **'I accept the terms of the license agreement'**. Click the **'Next'** button to continue the installation.



5. The **"Welcome to the InstallShield..."** screen will be displayed. Click the **'Next'** button to continue the installation.



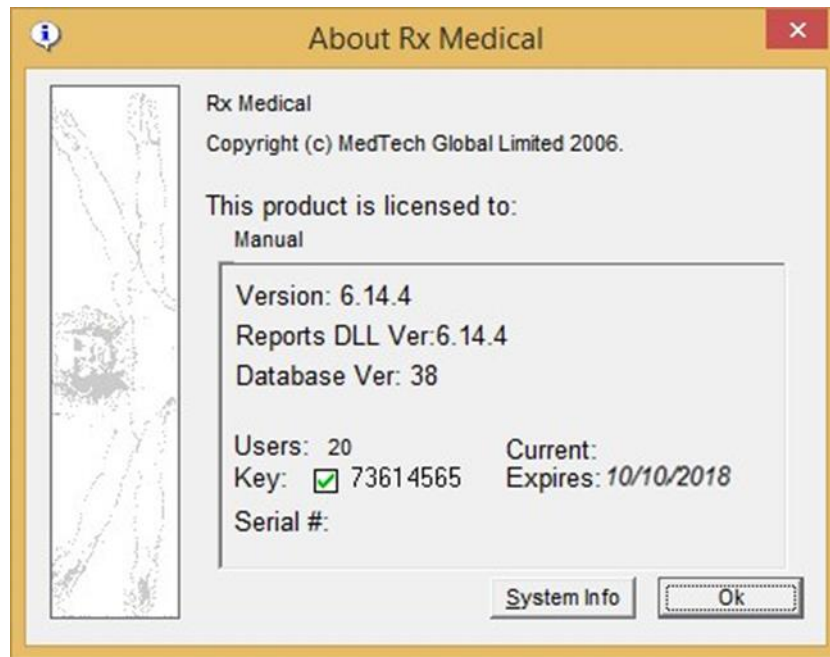
- The Installation progress will copy across the required files.
- Once the update is completed, the **Update Complete** screen will be displayed.



- Click the **'Finish'** button to exit the installation screen. Your Rx Medical Client machine has been successfully upgraded to **Rx Medical V6.14 Build 04**.

Version Confirmation

After you have completed the **Rx Medical Version 6.14 Build 04** update on **all the Client machines**, please log into Rx Medical **from each client machine** and check that you have the upgraded version. Do this by going through to the **Help ► About Rx Medical** menu option.



NOTE: Please ensure that on your screen **Version, Reports DLL Ver** and **Database Ver** show the identical numbers as the **About Rx Medical** screen shown above.

If you have any queries with the above process, or experience any difficulties completing the process, please contact the **Medtech Helpdesk** on **1300 362 333**.