Frequently Asked Questions
Medtech32

Version 22.11 - Build 5667

(February 2018)

Contents

FAQs for the release

1. **Q: What version do I need to be on to upgrade to the Version 22.11 Build 5667 release?**
    A: You need to be on Version 22.10 Build 5555.

2. **Q: Do I need to complete a backup before running this upgrade?**
    A: Yes, this upgrade requires a backup and restore process.

FAQs for the New Service - Insight Customer Portal

3. **Q: What's Insight Customer Portal?**
    A: This is a new, free service for **all** Medtech users. In the first instance, it will allow you to: Search through our knowledge library; Log and track the progress of cases with the support desk. In the near future we will be adding more features, such as: Upcoming events; forums for open discussion, e.g. between Practice Managers.

4. **Q: I hit the 'Register' button, but nobody from Support has contacted me. What happened?**
    A: A case will be logged by our Support team, and someone will follow up with you within 2 business days. We do recommend that the Practice Manager register for a practice, in the first instance, so that they can become familiar with Insight and it capabilities, prior to other users accessing it.

5. **Q:** I've been fully set up with an Insight account, but when I try to bring it up from within MT32, I get an error message saying that the 'Insight username and/or password is incorrect…'
   A: - **1stly**, did you change your **Insight** password recently? Check that you have entered your *Insight login* details correctly on 'Insight Setup' page: File ► User Preference ► Insight Setup ► Setup Single-Sign-On section
      - **2ndly,** If this doesn't work, go to https://insight.medtechglobal.com/SignIn, and try signing in directly OR select 'Forgot Password' link and reset your password.

FAQs for the New Feature – Statement Workflow

6. **Q: When would I use Statement Workflow *rather than* Statement Run?**
   A: If you want to be able to do things like: preview, review and process patients' statements in a more segregated manner; and/or email statements – then you should use the Statement Workflow.
   - If you know that you definitely want to simply print out a set of statements, then you're probably better off using Statement Run, as it would be a faster process.

7. **Q: I'm trying to preview a statement via statement workflow, but it's not displaying**
   A: Make sure the **Medtech Printer** has been installed. This is used by Medtech to print documents to PDF. Here are instructions for Installing MedtechPrinter - Medtech32 NZ

8. **Q: I'm trying to send statements via email, but it doesn't work. What's wrong?**
   A: Check if your location SMTP configuration has been entered, by going to:
   Setup ► Location ► Location Settings ► Location Name ► Webforms
   and checking the 'SMTP details' section has been filled in.

FAQs for the New Feature – EFTPOS Integration

9. **Q: Why am I still having to enter the payment details into the EFTPOS terminal? I've setup my EFTPOS configuration, but it still isn't connected/integrated properly.**
   A: - **1stly**, check that the brand of EFTPOS terminal you're using is either **VerifoneVXLink** or **POSLink** or the EFTPOS machine is connected via **USB**
      - **2ndly,** check that EFTPOS integration has been configured and tested, **for the computer you are currently using**, by going to: Setup ► Accounting ► EFTPOS

10. **Q: How can I see the copy of the transaction receipt in Medtech? Do I still need to scan a copy of the slip back into Medtech?**
    A: the payment slip will be automatically electronically attached to the transaction. You can access it by viewing the transaction, locating and clicking on the 'Annotate' button.

11. **Q: Medtech is no longer sending the amount to my EFTPOS terminal! It used to do this, but it isn't anymore – what's happened?**
    A: If, **before** the release was installed, you already had an EFTPOS terminal connected directly to your workstation (via USB connection), then please check that you have entered the details of the terminal on the 'EFTPOS Configuration' page: Setup ► Accounting ► EFTPOS

12. **Q: Is there some way that I can reprint the last transaction receipt that I printed?**
    A: Yes. If you view the EFTPOS terminal's configuration (Setup ► Accounting ► EFTPOS), there is a 'Reprint Last Transaction Report' button which you can select to reprint the last receipt.

13. **Q: I've configured my EFTPOS terminal for integration, and it's working, but no electronic copy of the transaction is being saved back to Medtech.**
    A: This capability is only currently available for VX-Link EFTPOS terminals, So, if you are using a POSLink EFTPOS terminal, then this **won't** happen.

FAQs for Inbox Enhancements

14. **Q: I'm trying to use a clinical keyword in the Inbox Subject line, but the keyword is getting cut off.**
    A: as the Subject field holds a maximum of 30 characters, if the clinical keyword is longer than this, it will get truncated.

FAQs for Outbox Enhancements

15. **Q: I'm trying to use a clinical keyword in the Outbox Subject line, but the keyword is getting cut off.**
    A: as the Subject field holds a maximum of 30 characters, if the clinical keyword is longer than this, it will get truncated.

FAQs for ePrescribing (NZePS) Enhancements

16. **Q: Why is there a date and time being printed on prescriptions now?**
    A: In the past, pharmacies using NZePS, that are very close to a practice, have had difficulty locating the prescription in the NZePS service, as the time between the patient leaving the practice and getting to the pharmacy is so short. With the date and time printed, they can see if they need to give the NZePS a bit more time.

FAQs for National Enrolment Service (NES) Enhancements

17. **Q: Why is the Notification Inbox now red instead of green ?**
    A: This is to let you know that you have **unread** records in the notification inbox.

FAQs for Additional Enhancements

18. **Q: I'm using the Merge Symbol FRN_LONGTERM_DX and I thought you'd removed the Long Term Classification's Date Onset from this, but it's still there. How can I get rid of the Date Onset?**

A: If you do **not** want the Date Onset included, you should use the Merge Symbol FRN_LT_DX_NODATE, instead of FRN_LONGTERM_DX.

19. **Q: Why can't I change the Date when viewing an Immunisation Term anymore?**
A: The 'Date' field in 'View Immunisation Term' screen is no longer editable in order to prevent the 'Row Not Found' error that occurred in Daily Record.

20. **Q: When repeating a prescription, I was expecting a prompt to display indicating that the medication wasn't subsidised. Why didn't this pop up?**
A: Check if your location has been configured, by going to: Setup ► Location ► Location Settings ► Location Name ► Webforms , and checking that the 'Enable Non-subsidised checks when repeating medications' check-box has been ticked.

21. **Q: When I unload the Service Analysis Report to a (.csv) file, all the funders are included, even though I only selected a few of them.**
A: If you select to 'Unload to file', the resulting .csv file will contain data for ALL funders and will not be restricted to those that have been selected in the Print Service Analysis screen. This is because there are no size page size restrictions when creating a file.