User's Guide

EXACT v10.16

Overview of New Features

Powerful features to optimise your Practice
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OVERVIEW OF THE MEDICAL TAB

This Overview section includes introductory information for those new to the Medical tab, including its purpose (see "Purpose of the Medical tab" on page 4), benefits (see "Medical tab Benefits" on page 5), primary features (see "Medical tab Primary Features" on page 6) and requirements for use (see "Medical tab Requirements" on page 7).

Purpose of the Medical tab

The Patient File Medical tab is designed to

- Promote a standardised workflow for patient medical activities.
- Provide exceptionally quick access to patient medical records.
- Provide strong auditing of historical data.

From this tab users can both display and record the patient’s medical details.
Medical tab Benefits

Primary benefits include:

Users have immediate access to information

The interface has a flattened architecture, providing immediate access to medical information without users having to navigate through multiple menus or screens.

Detailed popup tooltips facilitate this quick access to information.

The primary immediate-access tool is the Medical History Tooltip, available as an instant display from any tab in the interface:

Users instantly notice the primary medical indicators

Medically significant indicators are specially highlighted and immediately noticeable. For example:

The medical status icon changes colour and even flashes. Statuses include Alert and and Infectious.

Status of the Medical Record is clearly indicated.

Primary medical information is visible from anywhere in the interface

The most important medical information has been migrated out of the medical interface into the toolbar, so that it is visible from anywhere in the EXACT interface:

From any tab in the interface, hover your mouse cursor over the medical icon in the button bar:

... a tooltip shows the patient's current medical status, medical history, and the most recent notes entered

Medical history screens can be customised to suit local requirements
• Users have the flexibility to create their own medical data entry screens.
• It is possible to search for patients with particular conditions through the contact list queries.
• It is possible to import medical history forms without having to install new software versions.

With a full audit trail it is possible to track changes to the medical records of each patient

The records of each patient display multiple fields, including the Provider who initiated each change. By activating an Audit trail you can also toggle a display of the voided items in italic type. For example:

<table>
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<th>Type</th>
<th>User</th>
<th>Details</th>
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<td>Notes</td>
<td>DEMO</td>
<td>Pills</td>
</tr>
<tr>
<td>16/05/2012</td>
<td>Med History</td>
<td>DEMO</td>
<td>Heart ✔, Other ✔</td>
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<tr>
<td>16/05/2012</td>
<td>Infectious</td>
<td>DEMO</td>
<td>Infectious set</td>
</tr>
<tr>
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<td>Notes</td>
<td>DEMO</td>
<td>Patient may have</td>
</tr>
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<td>16/05/2012</td>
<td>Notes</td>
<td>DEMO</td>
<td>Test Quick Note</td>
</tr>
<tr>
<td>09/05/2012</td>
<td>Notes</td>
<td>DEMO</td>
<td>Allergy to Penicillin</td>
</tr>
</tbody>
</table>

Medical tab Primary Features

Medical tab primary features include:

• **Automated conversion in the software upgrade**: The software upgrade to version 10.16 automatically transforms existing medical history data into a standard custom screen. Previous medical notes are automatically converted into icon-differentiated format notes with icons.
• **Screens per region**: Custom screens are available for each geographical region, with fields matching those available on the standard medical history forms in those regions.
• **Medical record status bar**, with an instantly noticeable coloured status indicator
• **Medical icon** to clearly show medical status, including
  o **Alerts** (for issues such as heart problems), and
  o **Infectious** status (for infections such as hepatitis).
• **Medical History Tooltip** displays when you hover the mouse over the medical icon
• **Medical History List of changes to Notes, Prescriptions and Medical History**.
• An audit option to re-display records that were removed from the Medical History List.
• **Update Medical History button**, providing access to quickly-selectable standard options.
• **Add Note button**, for adding notes and pop-up notes to the patient record. The note type is differentiated by icon: 📝∥️🔍✍️.
• The Medical tab includes a footer section with the means to view and directly edit patient preferences such as:
  o Default doctor. From here you can change default doctor or add new doctors.
  o Next of Kin
  o Anaesthetic preference
Medical tab Requirements
Enhanced functionality is only available from EXACT version 10.16.

An upgrade to version 10.16 includes automated mapping of previous to new functions. For example:

- All existing entries from the Medication notes are moved to Notes (with medication symbol).
- Medical Notes are moved to Notes (with a clipboard symbol).
- The Medical History Text Field is moved to a Note (with a clipboard symbol).
- The Infectious text field is moved to a note with yellow cross.
- Medical History Questionnaires will be shown summarized, with a red cross next to them.
- Prescriptions will be shown with a pill bottle icon next to them.

OVERVIEW OF SMS REPLIES

This Overview section introduces the SMS Replies facility and lists its benefits, features and requirements.

Purpose of SMS Replies

The SMS Replies feature enables patients to reply directly to their SMS appointment reminders or other queries with a short text code to either confirm or cancel the appointment (for example "Y" to confirm, "N" to cancel).

With appropriate configuration and compliant Patient SMS text responses, EXACT automatically processes the response (for example, confirming an appointment), and acknowledges with a return SMS to the Patient.

With ambiguous SMS replies from Patients, EXACT provides facilities for identifying whom the SMS is from, what it relates to, and what action to take.

Benefits of SMS Replies

Efficiency. Convenience. Immediacy.

Business efficiency:
The high degree of automation saves time and resources for the Practice.
The SMS Replies facility rounds out the Recalls workflow.

Client convenience:
Because patients reply with a simple code only, such as just YES or just NO, the facility is quick and convenient for them; they need not phone, email or visit to confirm or cancel appointments. Patients typically view this as a professional and helpful service provided by the Practice.

Immediacy:
Cell phone technology is ubiquitous in the population, so patients typically read SMS recall information immediately, and typically are more responsive in replying by SMS than by other media.
Features of SMS Replies

This facility's features include:

- **EXACT** can automatically process SMS replies for appointments, promotions or other queries.
- **EXACT** can automatically send receipt confirmation messages to patients. For example, "Thank you for your SMS reply, your booking is now cancelled."
- **EXACT** can recognise multiple codes as a valid client reply. For example, configure EXACT to recognise all of these options as valid for a Confirmation SMS: YES, YIP, Y, YEAH, YAH, OK.
- **EXACT** lists ambiguous replies (or replies that have been caught by the SMS Replies settings) for manual interpretation and processing. For example, EXACT may classify as ambiguous a patient SMS reply of NO WORRIES MATE, and would require a human to interpret and validate such a reply.
- Receptionists need not leave the Appointment Book to monitor ambiguous SMS Replies - an optionally-displayed SMS Replies Tab in the work area displays a list of ambiguous SMS Replies, and provides Match, Confirm, Cancel functions to deal with them.
- Receptionists can monitor the progress of SMS communications by means of SMS status icons in the appointments, and can see when appointments are confirmed by means of a Confirmation icon in the appointment.
- Receptionists can monitor appointment cancellations by means of an optionally-displayed Cancels Tab in the Appointment Book work area.
- Use Merge Fields to create SMS templates.
- Customise for your phone-answering capacity. To avoid the practice being overloaded with simultaneous bulk replies, stagger the sending times for bulk messaging, or specify that a message should only be sent every \([n]\) minutes.
- Configure **EXACT** warning prompts if it will take longer than \([n]\) days to deliver any SMS message.
- Email and SMS are configured independently, so you can use them to complement each other. For example, send a reminder email two weeks before the appointment, then follow it up with an SMS message a few days prior to the appointment time, and a second SMS message a few hours before.

Requirements for SMS Replies

For the SMS Replies facility your practice must meet all of the following requirements:

- Clients need to sign a Software of Excellence SMS Agreement that lays out the terms of SMS usage, even if the SMS module is already activated.
- Prerequisites for the SMS Replies setup:
  - The **EXDOC** module must be registered in Practice Information.
  - To use EXDOCe, you need either an Internet connection through a local area network (LAN), or a dialup account with an Internet Service Provider (ISP), and at least one workstation with hardware and software to connect to the Internet.
  - Patients who are to receive Emails as both Email and as SMS messages on their cell phones have the appropriate SMS checkboxes selected in their Patient details.
- Correct configuration for SMS Replies:
  - Email Parameters must be correctly configured (procedures are described in the SMS Replies section).
  - Automatic Appointment Reminders must be correctly configured (procedures are described in the SMS Replies section).
Keywords for SMS Replies must be correctly configured (procedures are described in the SMS Replies section).

**IMPORTANT:** Keywords must be unique across all active contact lists and automatic appointment reminders. For example, you cannot use YES as a keyword for a currently active contact list and appointment reminder template, but you could use YES for the appointment reminder and YES1 for the contact list.

- Recommended configuration for Receptionists:
  - Display SMS Replies Tab and Cancels Tab in the Appointment Book work area

For more detail, including hyperlinks to each requirement see also: Checklist: Configure SMS Replies

## OVERVIEW OF THE QUICK CHART MENU

This Overview section includes introductory information for those new to the Quick Chart Menu.

### Purpose of Quick Chart Menu

This is a dynamic hover menu that displays as you move your mouse cursor over each tooth in the chart.

**Purpose is quick application of services to teeth:**

Many dentists spend much of their working day on treatment plans and billing. The **Quick Chart Menu** is a productivity tool that directly improves efficiency in treatment planning by providing quick access to the services they use most frequently in treatment charting and base charting.

**How is it used?**

Customise the hover menu with the services most likely to be applicable to treatment planning. This is a simple, quick procedure, so you can even customise the menu for setting up treatments for individual patients.

Hover your mouse cursor over a tooth to display a **hover menu** with the charting history of the current tooth, and icons for applying services.

Apply a service to the tooth or the tooth surface(s). This graphically "applies" the treatment to the tooth and lists the treatment in the tooth history.
Quick Chart Menu benefits

Benefits include

- Apply services to the chart without taking your attention off the chart.
- The facility is graphically intuitive, so it speeds and simplifies charting.
- The tooth history per tooth are listed in the hover menu, so you do not have to move away from the chart to read it, and you can move quickly from tooth to tooth.
- For purposes of populating the hover menu, EXACT identifies your most frequently used services and positions them at the top of service lists. You can also prompt EXACT to recalculate this calculation.
- You can very quickly customise the chart with a set of services that best apply to a particular users or group of users.
- This Quick Chart Menu feature is available to all local EXACT users, and does not require registration.

Quick Chart Menu primary features

The most significant features include:

- Graphical interface with colour coding
- Intuitive operation
- Quick application of services
- Hide or show the menu
- Historical tooth treatment displays on the menu
- Optional Autofill to populate the menu with most-used services
- The hover menu is customisable:
  - Automatically populate it with the most commonly used services, or add services can manually.
  - Quickly alter the size of the menu grid and number of services shown.
  - Delete services or drag them from the hover menu.
  - Add new services to the hover menu by double-clicking them in the list.
  - Reposition services in the hover menu or group them as required.
  - Customise services with a different icon and/or colour, either via the hover menu, or using the Edit Service Item dialog.

Requirements for using Quick Chart Menu

Requirements for using the Quick Chart Menu include:

- Quick Chart Menu is only available in EXACT version 10.16 or later.
- Services need to be defined before they are available for applying via the menu.
- Usage statistics are not available for new EXACT users.
  
  Usage statistics define which services Autofill the menu, but they can only be defined if there is a working history of services usage; i.e. they can only be defined for existing EXACT users.
  
  When existing users upgrade their software to version 10.16, an upgrade process analyses the practice’s chart data and compiles a list of the most used treatment and base chart codes for each user. This process considers parameters such as the last year’s data for each user or their last 5000 service items usage.
• In the Edit Service Item screen, a menu graphic should be assigned per service item, except for the chart graphic type, which has pre-configured menu graphics.

OVERVIEW OF APPOINTMENT WORKFLOW

This Overview section includes introductory information for those new to the Appointment Workflow facility.

Purpose of Appointment Workflow

Continuous oral health in a cycle of treatment

Appointment Workflow facilitates a continuous cycle of treatment, to the benefit of both the practice and the patients.

Current patients are a primary market

Current patients comprise a productive target market for reselling services because the practice already have a relatively intimate relationship with them based on a degree of trust, the sales cycle for reselling is exceptionally short, and the effort to prospect for further business from existing patients is minimal.

Retaining patients by means of automated workflow

The Appointment Workflow facility enables a practice to

• Retain patients for further oral health work by ensuring that they always have future appointments booked.
• Automate the practice workflow for retaining patients.
• Define and integrate the required Provider (Dentist, Hygienist) and Receptionist tasks within the workflow.
• Track participant compliance in the workflow and produce reports on compliance.
• Continuously improve Appointment Workflow by viewing and acting on relevant compliance report statistics.

Primary utility is a configurable Departure List

The primary means of actioning Appointment Workflow is a Departure List on the Main screen. This Task List is configured by means of an Appointment Workflow wizard that specifies required departure tasks that the Receptionist must carry out:
Prompting for custom options

Besides standard tasks, the Appointment Workflow facility can require the Receptionist to perform further custom tasks such as:

- To wish the patient Happy Birthday for any birthdays within the following week.
- To issue a brochure on practice special offers for the next 6 months.
- To issue a list of services offered by the practice.
- To discuss discounts offered for patient referrals.
- To direct patients to the comprehensive practice website where they can view special offers and be further educated on the benefits of various dental services.
- To sign-up the patient for a newsletter.
- To request the patient complete an evaluation form on the practice's customer service.

Benefits of Appointment Workflow

Free

Appointment Workflow does not require licensing and is included in the standard EXACT software from version 10.16.

Increase income

Increase practice income by marketing further services to your patients while they are still on the practice premises. This is a highly effective means of reselling standard services, and selling value added peripheral services and products.

Furthermore, because the Appointment Workflow strategy integrates marketing strategies directly in the practice workflow, practice personnel become generally more marketing-aware, with further benefits to the practice.

Automation saves time

Save time with an Appointment Workflow that automatically integrates the screen inputs of all participants (this is not possible by means of a paper-based workflow).

Quick information capture for busy Receptionists

The software enables quick information capture without the need to manually open patient records. For example:

- Enter Email and Phone details in a popup screen.
- Drag appointments directly into the Appointment Book.

Commit patients to long term oral health
Optimise patients' oral health by effectively committing them to ongoing treatment.

**Systematic standard procedure for departure**

The Departure workflow defines a consistent, systematic professional standard procedure, against which all participants are measured in their degree of compliance.

**Measurement enables continuous improvement**

("You can only effectively improve that which you can properly measure").

All workflow tasks are audited per participant, and by means of a compliance report, you can track participant compliance to the workflow. This objective measure can be used for multiple purposes including performance improvement, reason or evidence for disciplinary action, identification of training needs, and identification of operational bottlenecks.

**Flexibly optimise the departure process**

Because the configuration wizard allows for custom options, you have the flexibility to creatively optimise the departure workflow.

**Receptionist does not need to leave the Main screen**

The Departure List displays as a pane in the Main screen, so there is no need for Receptionists to leave this screen in performing the required tasks.

**Use as a training aid for new staff**

The Departure List provides strong guidelines and establishes good habits in new staff.

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### Features of Appointment Workflow

**Free**

Appointment Workflow is included with EXACT software from version 10.16 onwards.

**Easy to vary the aggressiveness of your patient retention strategy**

The Appointment Workflow is configurable across various parameters, so you can vary the aggressiveness of your retention strategy.

**Automated prompts**

For each stage of the workflow, automated prompts ensure that personnel do not overlook Appointment Workflow tasks. For example,

- During charting, when they create patient treatments, Providers are prompted to set appointment requirements.
- During patient departure, Receptionists are prompted to actually schedule these appointment requirements.

**Workflow auditing**

All prompted tasks are audited against user names. For example, if a Dentist fails to set an appointment requirement when prompted to do so, it will be recorded as a workflow failure against that Dentist’s name.

**Workflow reporting**
The Appointment Workflow Compliance Report provides valuable analysis of Appointment Workflow success, and identifies instances where there was a failure to complete the Appointment Workflow. The report can be scheduled, exported to .CSV format, and it can be set as a favourite for quick access.

Custom tasks

Custom tasks can be configured for the Departure tasklist. For example,

- Issue patient with practice services brochure.
- Check if patient is registered with the practice website.

Departure List on the Main screen

A Departures task list integrates with appointment books, and lists the tasks for the Receptionist to complete during a patient’s departure.

For example, here the Receptionist is viewing a task to issue a brochure:

Requirements for Appointment Workflow

Appointment Workflow does not require licensing, and is included in the standard EXACT software.

Software version
EXACT version 10.16 or later.

Configuration

- Specify the default recall services by means of Configure > Recalls.
- Appointment Workflow only uses the multi-column appointment book, which must be enabled in Configure > Practice settings > Appointment Books:

  ![Appointment Books](image)

  - Use Single Column Appointment Book
  - Use Multicolumn Appointment Book
  - Enable Appointment Workflow

- Within Appointment Books you also need to Enable Appointment Workflow (shown above), as this is disabled by default (by default there is therefore no Departure List).
- The Appointment Workflow must be correctly configured by means of an Appointment Workflow Wizard before it becomes operational in the Provider workflow and will appear as a Departure task list on the Main screen.

**Important:** What you can see and do in the software interface depends on your role within the workflow and your access rights in the system. So if you try to click a button to perform an action and nothing happens, it may be because 1) you have the wrong role for performing that action, or 2) you don’t have rights to perform it. For example, a Dentist can see the patient retention Departure Task List on the Main screen, but cannot perform these tasks because as per the configuration, they are handled only by the Receptionist role.
EXACT V10.16 SP2 INVOICES AND RECEIPTS REPORT

(Available from EXACT v10.16 SP2)

Purpose:
This report enables a dental practice to track and compare invoices and receipts against deposits per provider over a designated period by

- Providing totals per provider for invoices and receipts over a period,
- Showing the change in amount of money on deposit over that period.

Features:
- Schedule this report.
- Export this report.
- The report can be run for an individual provider or for all providers.
- A Total line is included when the report is for more than one provider.
- All providers are included in the report, whether they are marked as inactive or not. However, the report will only produce an output line for a provider when that provider is the only provider on the report or when one of the entries on a provider’s report line has a value.

Requirements and limitations:
There is no ‘detailed view’ for this report. Details can be obtained by running the Allocated Payments Report and the Invoice Summary Report for the same period.

To Print, Preview, Email or Export the Invoices and Receipts Report
1. Select the Report to display the Invoices and Receipts Report dialogue:

2. By default this displays with no Provider selected, which specifies “all Providers”.
3. Leave the Provider field blank to report on all Providers, or use the selectors to select an individual Provider.
4. Select a time period.
5. Choose to Print, Preview, Email or Export in the standard way.
The Invoices and Receipts Report output

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<th></th>
<th>Discounts</th>
<th>Invoices (ex GST)</th>
<th>Invoiced (inc GST)</th>
<th>Expenses (ex GST)</th>
<th>Receipts (ex GST)</th>
<th>Receipts (inc GST)</th>
<th>Deposit (\Delta)</th>
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<td>155.00</td>
<td>365.91</td>
</tr>
</tbody>
</table>

**PROV**

Providers are shown with an output line when either they are the only provider, or when one of the entries on their line has a value (is not equal to zero).

**Total**

This field only appears when there is more than one provider listed.

**Discounts**

The sum of all discounts entered for invoices for the provider within the reporting period.

**Invoices**

These figures are calculated on the sum of all invoices and invoice adjustments entered within the period. The invoices total (for each provider and overall) matches the total given by the Invoice Summary Report and Invoiced Treatment Report when run for the same period.

**Expenses**

These are invoices based on the amounts entered for lab items. Blank fields indicate that the provider did not invoice for lab items in this period.

**Receipts**

Shows the sum of all receipts and receipt adjustments entered within the period. The receipt totals (for each provider and overall) matches the allocated total given by the Allocated Payments Report when run for the same period.

**Deposit (delta)**

This is the change in the amount of money being held on deposit over the period of the report. It matches the Total Advance Payment figure shown on the Allocated Payments Report.

The sum of the Receipts column and the Deposit column equals the total amount receipted within the reporting period.

**Line examples:**

(Provider 1 takes a deposit of 500.00 from Patient A and invoices work to the value of 100.00. No lab work is invoiced.)

(Provider 2 invoices Patient A for work to the value of 250.00, discounted by 50.00. This includes lab work of 100.00.)

(Provider 3)
(Provider 3 has a deposit of 75.00 from Patient B, taken in a previous period.)

<table>
<thead>
<tr>
<th>PROV 4</th>
<th>Discounts</th>
<th>Invoices (ex GST)</th>
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<th>Invoices (inc GST)</th>
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<th>GST</th>
<th>Receipts (inc GST)</th>
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<tr>
<td></td>
<td>75.00</td>
<td>75.00</td>
<td>75.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Provider 4 invoices 75.00 to Patient B. Part of the deposit nominally held by provider 3 is used to settle the invoice.)

<table>
<thead>
<tr>
<th>PROV 5</th>
<th>Discounts</th>
<th>Invoices (ex GST)</th>
<th>GST</th>
<th>Invoices (inc GST)</th>
<th>Expenses (ex GST)</th>
<th>GST</th>
<th>Receipts (inc GST)</th>
<th>Receipts (ex GST)</th>
<th>Deposit Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>200.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Provider 5 takes a deposit of 200.00 from a patient, but doesn’t invoice anything yet.)

<table>
<thead>
<tr>
<th>PROV 6</th>
<th>Discounts</th>
<th>Invoices (ex GST)</th>
<th>GST</th>
<th>Invoices (inc GST)</th>
<th>Expenses (ex GST)</th>
<th>GST</th>
<th>Receipts (inc GST)</th>
<th>Receipts (ex GST)</th>
<th>Deposit Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>150.00</td>
<td>150.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Provider 6 invoices 150.00 to a patient but the patient doesn’t pay before the end of the reporting period.)

<table>
<thead>
<tr>
<th>PROV 7</th>
<th>Discounts</th>
<th>Invoices (ex GST)</th>
<th>GST</th>
<th>Invoices (inc GST)</th>
<th>Expenses (ex GST)</th>
<th>GST</th>
<th>Receipts (inc GST)</th>
<th>Receipts (ex GST)</th>
<th>Deposit Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>75.00</td>
<td>-75.00</td>
<td>-75.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Provider 7 discounts an invoice from a prior reporting period by 75.00.)

<table>
<thead>
<tr>
<th>PROV 8</th>
<th>Discounts</th>
<th>Invoices (ex GST)</th>
<th>GST</th>
<th>Invoices (inc GST)</th>
<th>Expenses (ex GST)</th>
<th>GST</th>
<th>Receipts (inc GST)</th>
<th>Receipts (ex GST)</th>
<th>Deposit Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>-30.00</td>
<td>-30.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Provider 8 corrects a mistake in an invoice from a prior reporting period, reducing it by 30.00.)

<table>
<thead>
<tr>
<th>PROV 9</th>
<th>Discounts</th>
<th>Invoices (ex GST)</th>
<th>GST</th>
<th>Invoices (inc GST)</th>
<th>Expenses (ex GST)</th>
<th>GST</th>
<th>Receipts (inc GST)</th>
<th>Receipts (ex GST)</th>
<th>Deposit Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>-40.00</td>
<td>-40.00</td>
<td>-40.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Provider 9 corrects a mistake in an invoice which was already paid for in prior reporting period, reducing it by 40.00.)

<table>
<thead>
<tr>
<th>PROV 10</th>
<th>Discounts</th>
<th>Invoices (ex GST)</th>
<th>GST</th>
<th>Invoices (inc GST)</th>
<th>Expenses (ex GST)</th>
<th>GST</th>
<th>Receipts (inc GST)</th>
<th>Receipts (ex GST)</th>
<th>Deposit Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>95.00</td>
<td>95.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Provider 10 enters a 95.00 expense against treatment invoiced in a prior reporting period now that the bill is back from the lab.)
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