

PREVENTIVE

Newsletter July 2010

Information and ideas from Ozdoc Solutions

Welcome to the first edition of Preventive, our regular newsletter for clients. We hope each newsletter will inform our clients what has been happening in the medical IT world as well as communicate what we have been doing at Ozdoc to help our clients maintain a more reliable IT infrastructure, so they can get on with the business of seeing patients.

Ozdoc is not just an IT company. We have a range of additional tools and offerings to help improve our clients' business performance and workflow practices. For example, we have template IT policies, which can help in the production of practice manuals for accreditation, as well as other business analyses.

This edition marks the launch of Praevenio, which is the culmination of 8 months work and over \$100,000 of investment by Ozdoc Solutions to implement world class support tools which will enable us to improve your IT support experience. Shortly we will be sending details of this exciting new range of products, not only by email and fax but also with a personal visit to show how the Praevenio

suite of products will improve the reliability of your computer network and save you money.

July also marks the landmark opening of our Brisbane office. Based in Newstead, the office provides a central location for our Brisbane based technical staff to provide rapid response time to clients' critical business issues.

Thanks for being our loyal clients — we look forward to helping you.



Adam, Jack and the Ozdoc team

Prices start from as little as **\$99** per month
Fixed price plans available customised for your budget

With Praevenio, we monitor your IT systems 24 / 7 so we know about any issues that occur - in most cases before you do. This reduces the time you waste trying to resolve issues, and speeds up our response time to fix critical problems.

With Praevenio, automatic monitoring keeps us up to date with the status of your network equipment, enabling us to identify and anticipate critical network and system problems before they occur.

In addition, our monitoring system includes an antivirus program for each piece of monitored equipment, providing a cost effective enterprise antivirus solution. Another bonus is automated toner purchases for networked printers.

Let us look after your IT so you can get on with looking after your patients.

PRAEVENIO

Latin; pre:'we.ni.o "to anticipate"

The benefits for your practice:

- ★ Realtime monitoring of your essential IT systems
- ★ Faster resolution of your issues
- ★ Backup monitoring daily
- ★ Anti virus and spyware monitoring
- ★ Fixed price option
- ★ No fixed contract

For more information call **1300 799 889** or
email sales@ozdoc.com.au

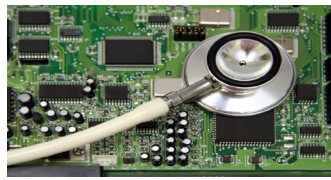
WITH PRAEVENIO OZDOC ANTICIPATE YOUR IT ISSUES

Now
includes
Antivirus!



YOUR MEDICAL IT PARTNER

Jacks Jottings and Practice Management Tips



Did you know from 1 July 2010 all employers are required to transition to the Health Professionals and Support Services (HPSS) Award 2010. This follows the introduction of the Fair Work Act last July and the National Employment Standards from January.

I have listed a few extracts that may be of interest:

- ◆ Reception staff who work regular hours are classified as permanent part time employees, no matter how little they work, and are entitled to time and a half for hours worked over their normal hours. This may require changes in rostering to achieve maximum payroll efficiency.
- ◆ Staff who are required to use their own car in the course of their duties must be paid a minimum allowance of \$0.74 per kilometre

- ◆ Ordinary hours of duty in a 7 day practice:

“Where the work location of a practice services patients on a seven day a week basis, the ordinary hours of work for a full-time employee at that location will be between 7.00 am and 9.00 pm Monday to Sunday. Work performed on a Saturday will be paid at the rate of time and a quarter of the employee’s ordinary rate of pay instead of the loading prescribed in clause 26. Work performed on a Sunday will be paid at the rate of time and a half of the employee’s ordinary rate of pay instead of the loading prescribed in clause 26.”

Kat's corner



MEDICAL DIRECTOR USERS -

- Don't forget to install your monthly MDRef updates for MIMS and any drug changes

HCN USERS -

- New version upgrades are coming this month - you will be receiving CDs in the mail to upgrade you from MD/PS 3.11 to the next version
- Please contact us before you install any updates/ upgrades from HCN as there may be compatibility problems

BEST PRACTICE USERS -

- Have you updated your software to version 1.7.0.501?
- Don't forget to run your live update from www.bpssoftware.com.au every month for your BPS data updates

For more information please email kording@ozdoc.com.au or call me - 1300 799 889

Did you know?



- ✓ Ozdoc now sell and support APPLE
- ✓ Ozdoc now have an office at Newstead in Brisbane - the usual phone number will get you through
- ✓ Ozdoc have a new website - check it out at www.ozdoc.com.au
- ✓ Ozdoc can now offer fixed price servicing
- ✓ Ozdoc can help with your accreditation documentation and procedures
- ✓ You should get a daily backup report - if you don't currently receive one ask why?
- ✓ Backup tapes have a useful life of 2-3 years - how old are yours?
- ✓ If your clinic has an IT "disaster" do you know where your data is? You can't backup data after a system fails - it's gone forever
- ✓ Ask Ozdoc to help - we pride ourselves on our backup solutions

Printer consumables

We supply all major brands of printer toners and inks at competitive prices. Delivery is free, and is usually same day or overnight.

Email toner@ozdoc.com.au or call 1300 799 899

Featured Product

A number of our clients have tried the new business class Lenovo Think Centre all-in-one PCs. They offer a great space saving solution for a small consulting room, or busy reception area. Prices start from \$1399 with a 3 year warranty.



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