



From the Development Team

Windows XP Pro with Service Pack 2 and Office 2003 also with Service Pack 2 are very stable time tested products. There is currently no benefit in upgrading from these systems as yet. However by the end of 2008 you can be assured our next generation programs will utilise their new interfaces & functionality. Likewise Mac users please do not yet upgrade to Leopard (MAC OSX 10.5)



Notes on:

Microsoft Office 2007 & Windows Vista



MAC OSX 10.5 Leopard

Medicare Australia Online Claiming does not yet support Microsoft Windows Vista. Medicare components are still to be released for Vista.

Prolong upgrading until further notice.

Next release of MED4i is first quarter of 2008 & includes the long awaited Eclipse and DVA paper less claiming along with various other features and enhancements from our MEDUser WISH list.

Come to our MED User meeting on 18th April to learn all about it. We look forward to further interactions with you.

Help us to help you better...

Help us to help you love your M.E.D. Software better. Send us your feedback, comments or suggestions on how we can improve our software & services to: jam@jamssoft.com.au or fax 02 9799 4042.



New Faces @ JAM Team

We welcome **Matthew Thompson** to the JAM Software team. Young Matthew has just finished his HSC and has been immersed around computers for 12 years. He has had work experience with IBM in one of their largest data centers in the southern hemisphere, during which time he assisted in several areas of the day-to-day and overnight operations. He is an avid computer enthusiast and greatly enjoys assisting other computer users with their respective problems. Matt's mum became a MEDUser over 18mths ago where we met him and although a new JAMMER, Matt is already well versed in the workings of MED Billing and is keen and rapidly learning more. WELCOME ABOARD!



Season's Greetings

MED USER

DECEMBER 2007

INSIDE THIS EDITION:

Upgrading to MED4i. 2

MAC OS9 Expiry Alert 2

Backing up & Optimising your database 3

From the Dev. Team 4

New faces @ JAM 4

Wishing JAM's valued MED Users Merry Christmas & Happy New Year 2008

JAM Software will be open for business from 8:30am to 5:30pm EST., Mon to Fri except for the following public holidays:

- December 25 2007— Closed (Christmas)
- December 26 2007— Closed (Boxing Day)
- January 1 2008 — Closed (New Years Day)
- January 28 2008 — Closed (Australia Day)
- April 6 2008 — Closed (Easter Friday)
- April 9 2008 — Closed (Easter Monday)
- April 25 2008 — Closed (ANZAC Day)

EARLY ANNOUNCEMENT
to help your new year planning
April 18 2008 — MED User Meeting with Eclipse & Online training as well as HL7 results update & CustomDB users session if there is demand. (Location TBA)



PO BOX 539, SUMMER HILL NSW 2130

Ph: 02 9799 1888, Fax: 02 9799 4042

Email: jam@jamssoft.com.au

Web: www.jamssoft.com.au



Quality
Computer
Solutions for
Healthcare
Professionals

ALERT! MAC OS9 Users its time to upgrade your System.

As many of you are aware the PowerPC Chip and Macintosh OS9 has become obsolete over the last five years & is now no longer in production by Apple. If you are still running JAM products in MacOS9 then you need to seriously consider and start planning both your hardware & JAM Software upgrades and conversion.

Reasons to Convert:

- Speed and functionality of the new MED4i Software Suite combines with the latest hardware technologies to greatly improve efficiency and productivity
- MAC OS9 is obsolete & OS9 Support will be phased out by 2008-9
- MED Claims phased out in 2008
- Others who have already converted will testify to the benefits of upgrading

What do I need to upgrade to **MED4i**?

1. A MED4i Server is the recommended solution. This allows you to store a large number of records centrally with automatic tape backup & hard drive imaging.
2. The new Quad-Core processors make ideal MED4i servers, using PC hardware and Intel Macs. With *Windows Server 2003* system software you can also use your old PPC Apple machines (System OSX 10.3 or greater required) as a terminal to access your data and connect remotely from home or theatre to check bookings or enter records.
3. The Windows Operating system is required. BootCamp or Parallels is also required for intelMac users.
4. Full data conversion is available for those coming from MacOS9. Your data will be upgraded to a more 'universal' Microsoft format. Letters and notes convert to MS Word & MED Formz and flagged data converts into a MS Access Database called CustomDB.

Call Lorie or MA to plan and book your upgrade including a free pre-conversion data analysis.



Quality
Computer
Solutions for
Healthcare
Professionals

The Importance of Backing Up.

Typically if something goes wrong get no warning. Computers are becoming more and more reliable & this can create a false sense of security. Computers can and do fail. How would your surgery cope with a total computer /server failure or even worst a fire. Have your recently checked your data backup files? If you are a full support MED Subscriber & need help checking your back up give us a call. This is an included Service for full MED subscribers.

Back up Hardware can be:

- Another computer (networked)
 - External Hard drive
 - CD/DVD (internal or external)
 - Flash Memory Stick
 - Server Tape Drive
- You should have more than one type of back up type/media.

What to backup...

- System State
- Application data & My documents (EG. JAM Software, MYOB, Etax etc)
- Email (Outlook Express or Mac Mail)
- Plus any personal data, preferences & files kept elsewhere

What not to backup...

- Operating system (Windows, Mac OS)
- Application Programs (MS Office etc)
- Temp Files
- Program Files

ALL SITES SHOULD:

**MAKE ARCHIVAL BACK UPS TO BE KEPT OFF SITE.
REGULARY CHECK TO VERIFY YOUR BACK UP DATA IS GOOD.**

Database Optimisation.

Over time medical records and databases can become over full with old data which is rarely accessed. Many MEDUsers have now been with JAM over 2 decades, so except for new or very smallest of practices, it is recommended to purges and archive your old files. These files will still be electronically available for occasional query but they are stored elsewhere on your server leaving your current data unencumbered by unnecessary records. Diaries in particular should be culled periodically.

For Diaries & Nil Balances Purging

Go To FILE Menu ->UTILITIES->Purge or

For Patient Documents Archiving

Go To MED Tools & enter date

Please contact the JAM Software Service Desk. for help and advise on these issues