Beware & Be Aware Of The Date Change

Near the end of every year and the beginning of the new year we receive several calls regarding items displaying in an incorrect order on the ledger, not being included in billing, items posted with the wrong date, or new patients with an incorrect birth date. Though these issues might not seem related, they can all be caused because of an incorrect date. When changing the date between 2003 and 2004 the practice date can inadvertently be set to the year 2103 or 1904. An incorrect date may cause items to be posted incorrectly if your defaults are set to use the practice date as the date of service, which will cause them to display in an incorrect order on the ledger and be excluded from billing if the billing cutoff date is then set properly. The report date ranges, recall dates, appointment scheduler dates, and the birth date entered for new patients can also be affected.

To avoid any headaches because of improperly entered dates, Avanta suggests entering the year as a 4 digit number 2003 or 2004, especially around the new year when the date may be switched between 2003 and 2004 often.

FREE Server Speed Comparison Report

Is your office idle while you run reports, process insurance billing, and run statements? Are you having to wait while one job finishes before you can begin another? A new server offers the blazing speed and reliability of a new Intel® Xeon processor along with many other new standard and optional features.

Computer technology advances significantly every year and the reliability of computer hardware also

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continues to improve. Though infrequent, the most common failures in servers continue to be the hard drive and power supply.

To ensure your practice is always up and running, all new Avanta Systems are sold with RAID. RAID is where an extra disk drive is installed in your system so you can continue operating on one disk if the other disk has failed. You also have the option of adding a redundant power supply, where an extra power supply is installed in your system so you can automatically continue operating in the event one fails.

If you are interested in upgrading your old server, Avanta can provide a free server speed comparison report. This report will graph the amount of time it takes to process reports, billing, practice maintenance, etc. on your existing system compared to the fraction of time it takes on a new upgraded server. If you have any questions about upgrading your old Avanta server or receiving a free server speed comparison report, please call Avanta and ask for Chip.

RECALL IDEAS

If you currently use the Avanta recall system to remind your patients about their next scheduled appointments, you know what a valuable tool it can be. What you may not know is that there are other ways to use this part of the system.

For example: You can set up a recall file specifically to inform your patients with a particular insurance company or plan that you will no longer be accepting assignment for that carrier. Or, set up a recall file to simply wish your patients a happy birthday... you get the picture.

A total of four separate recall files can be set up in your system. So, if you're not taking advantage of the various ways in which the recall system can be used, please call an Avanta support representative for more details and help with setting it up.