

Capable Service Options

Capable Service comes into a number of categories.
Please print these pages, tick items required and fax back to +61 7 3395 0837

- Installation – new
- Installation – additional computers / network

- Set up – from new (automatically covers all areas)
- Set up – review - see additional details

Set up Review

Please tick items required.

- Pre installation planning
- all settings
- security system
- back up systems
- debtors for prepayments
- debtors for third party billing
- introducing HiCaps
- printers
- stock control
- statistics and financial reports
- resources
- clinical reports
- mail merging documents

- Data base maintenance, clean up

- Staff training – further details required

Staff training in the following areas

Staff training includes explanation and demonstration of areas indicated.

Please tick items required.

- Basic daily procedures – log in and log out, adding a new client, making an appointment, registration, receipting, end of shift, correcting errors, to do list, colour coded appointment book.
- Cancelled or missed appointments
- Reminders for confirmation of appointments
- Banking, producing cheque list for banking, financial reports, debtor control.
- Receipting for Prepayments
- Receipting for third party billing (e.g. Insurance).
- Management of debtors
- Patient tracking facilities – bring ups, recalls, file closure
- Red sticky flags and permanent notes.
- To produce letters individually tailored to your business.
- Use of “Birthday Lists”

- Schedules to facilitate fast efficient making of several appointments and the printing of 3 monthly or 12 monthly schedules for patients.
- Use of Appointment properties” to aid in tracking appointment changes, staff responsibilities.
- Use of “Patients categories” to group patients. To facilitate easy sorting of patient information.
- Use “Insurance” features for easy DVA processing. This ensures that all DVA patients have appropriate current referrals and that all accounts are claimed in a timely manner.
- Use Education Class record to keep track of clients who attend Spinal Care Classes.
- Use of Clinical Reports
- How to do a backup
- Using the Things to do list
- How to complete more advanced functions such as - Customised appointment book, hours, services, payment types, fees, Resources, Client Reports,

- Financial Accounting assistance – how to get the information from Capable Software reports into your financial accounts package such as MYOB or Quicken or any other program you may be using.
- Single issue service (limited availability and not available for some problems) Credit card details must be provided in advance. Fees will be charged at the rate of \$15 per 5 minutes.
- Life Coaching