

***VisionNEWS***  
***February 16, 2016 Issue***

**LET'S TALK ...** 

It's true ... we are creatures of habit. We like routine, consistency, and are often resistant to change. But sometimes, the smallest changes can make a big difference in our satisfaction with the tasks we perform in our otherwise routine workday. Routine attention to detail keeps our patients coming back. Whether it's the preferred method of contact, the quality of products and service we provide, right down to the look of our invoices ... all of it makes an impression, and small changes can make that a positive one!



**LET'S LEARN ...**

Last month, we introduced VisionWare V9 to our clients including "E-Claims" (the ability to submit insurance claims electronically and receive an immediate response through Telus Health). We are contacting our clients individually to provide this program update.

You should know that this program update also contains other updates that make VisionWare program features easier to use. Let's look at some of these enhancements.

**Patient Data Entry -**

- The main Patient Data Entry screen and the Patient Additional Data Entry screen are combined into one screen with tabs to allow the entry of all patient information including the insurance coverage data required to process eClaims.
- The patient's preferred method of contact was changed to a selection between primary phone number and email. A patient's home phone, cell phone or business phone can be set to the primary phone number. The tab used to display patients in phone number order in the Patient Selection window will show the primary phone rather than only the home phone.
- Patients will not appear on the printed recall list or word processing recall list if they have been emailed in the previous month.
- Patient file labels may be printed on either a DYMO Label Printer or a laser printer. The patient's email address will be printed on the file label.
- Clicking the right mouse button on a field on the Patient Entry screen will trigger any associated selection windows.
- The province code was separated from the city and placed in a separate drop down box.

**Billing -**

- The Patient Receipt was redesigned. Your business logo can be added to the top of the receipt. The receipt can be printed on either a Receipt printer or a laser printer. If the bill was created from an Rx order, the full lens product description will be printed on the detail receipt. When the receipt is printed by Category, the description of the first item in each category will be printed on the receipt. Please contact VisionWare Support to help personalize your receipts.
- The inventory amount was added to the Billing Code selection window.

- When the Billing File Report is requested for “ALL” doctors a separate report for each doctor will be printed. The report can be optionally sorted and totalled by billing code.
- The costs and fees for contact lenses are separated from eyeglass lenses on the Daily Summary Report when they both appear on the same bill.
- Separate totals for contact lenses will show on the Monthly Summary Report.
- The bug was fixed that caused a billing line to not show when viewing a previous bill.

**Rx Entry -**

- The printed prescription will show the Doctor’s full address, phone number and licence number. A standard message can also be included on the prescription. This message can be updated on the “Document Messages” screen accessed from the “Setup” drop down menu.
- Traces from a TESS tracer can now be attached to an Rx order.
- To prevent potential duplication of Rx orders sent electronically, a message will be displayed to call VisionWare Support if the process to send Rx orders to the Lab did not successfully complete.
- Changes to accommodate production requirements for new lenses.



**LET’S HELP ...**

**From the VisionWare Hotline**

**Hotline User Question:**

In adopting a “retail model” for patient billing, I don’t want to separately list each component of the Rx order details with separate prices, or disclose the dispensing fee, or tests performed as part of the exam on the printed patient billing. I simply want the patient to see the lens that was ordered, the frame purchased, and the exam charges (including charges for additional tests performed). Keeping that in mind, I need to know the details of each billing (ie. coatings, tints, tests performed, etc.) for practice analysis purposes to pay my associates accordingly.

**VisionWare Answer:**

The slight changes we have made to the printing of patient billings and Billing File Reports will suit your needs. Let’s look at a billing for a patient who has had an eye assessment, accompanied by an OCT test and has purchased lenses with a coating. We will use the “Bill from Rx” screen example to provide the detailed items:

<u>Category</u>	<u>Code</u>	<u>Description</u>	<u>Amt .</u>
Lens	LLens	Vx Comfort 1.67 Uncoated	\$200.00
Lens	RLens	Vx Comfort 1.67 Uncoated	\$200.00
Lens	Coat	Crizal Sapphire	\$110.00
Lens	Dispense	Dispense New Frame	\$130.00
Frame	Frame	Aspex model 1234 - Blue	\$175.00
Prof	Exam1	Eye Assessment	\$85.00
Prof	Test OCT	OCT test	\$55.00
			<u>\$955.00</u>

To print this as a detailed billing, the patient would see:

Vx Comfort 1.67 Uncoated	\$200.00
Vx Comfort 1.67 Uncoated	\$200.00
Crizal Sapphire	\$110.00
Dispense New Frame	\$130.00
Aspex model 1234 - Blue	\$175.00
Eye Assessment	\$85.00
OCT test	<u>\$55.00</u>
	\$955.00

To print this as a category billing, the patient would see:

Vx Comfort 1.67 Uncoated	\$640.00
Aspex model 1234 - Blue	\$175.00
Eye Assessment	<u>\$140.00</u>
	\$955.00

As you can see, the first item listed in each category is the item printed on the patient invoice. Each time the category changes the first line of the new category is printed. Because your billing actually contains all the separate detailed items, those details will be available in your Billing File Reports.



**LET'S UPDATE ...**

**Are you up to date?**

VisionWare Program Updates:

The VisionWare Version number you should have is **8.6.9.5 (or higher)**. Check your Version number:

1. From the Main Menu, click on Help
2. Select "About" from the Help menu
3. The Version number is displayed. If this number is not **8.6.9.5 (or higher)** you need to close VisionWare on all computers and from one computer, open VisionWare and select "VisionWare Program Updates" from the Help menu. After performing this update, check the version number again. If it is not correct, contact VisionWare for assistance.

This Program Update is mandatory for the Lens Product Update issued on February 2, 2016 containing the new Digitime lens products (see below).

VisionWare Lens Product Updates:

The last Lens Product Update was issued on February 2, 2016, containing the new Digitime lenses, along with EyeZen Eyecode, EyeZen Fit, EyeZen Fit Eyecode, EyeZen Azio and EyeZen India. The "New" family displays as "New 2016-02A" and contains SV TL 1.60/TL 1.67 Transitions VII Brown/Grey.

A new Rx Lens parameter called "Screen Distance" was added in the Rx Entry Screen in VisionWare program update 8.6.9.5 (or higher). This measurement (ranging from 35 – 99 cm) is necessary when ordering Digitime lenses. If not provided, a default value of 63 cm. will be used by the Lab.

LET'S PLAY ... 

# Twisted Paradoxes II

Pick the best paradox for each scenario from the following list:

*Lazy-Bones Paradox* / *Barbershop Paradox* / *Crocodile Dilemma* / *Paradox of the Court* / *Card Paradox* / *Abilene Paradox* / *Double Liar Paradox* / *Cramer's Paradox* / *Paradox of Tolerance* / *Absence Paradox* / *Temporal Paradox*

1. One hot afternoon in Texas, a family is comfortably watching TV, until the father-in-law suggests that they take a trip to the country for a picnic. The wife says, "Sounds like a great idea." The husband, not wanting to leave the couch but also not wanting to be a downer, pipes in and says, "Sounds good to me. I just hope your mother wants to go." The mother-in-law then says, "Of course I want to go. I haven't been on a picnic in a while."

The drive *is* hot, dusty, and long. When they arrive in Abilene and settle, the food being in the heat so long, doesn't taste good. They arrive back home four hours later, exhausted.

One of them dishonestly says, "It was a great trip, wasn't it?" The mother-in-law says that, actually, she would rather have stayed home, but went along since the other three were so enthusiastic. The husband says, "I only agreed because of my wife." The wife says, "I just went along to keep you happy. I would have had to be crazy to want to go out in the heat like that." The father-in-law then says that he only suggested it because he thought the others might be bored.



The group sits back, perplexed that they together decided to take a trip which none of them wanted. They each would have preferred to sit comfortably, but did not admit to it when they still had time to enjoy the afternoon.

2. If destiny designed a master plan which defines everything that is to happen, isn't it useless, for example, to go to a doctor? If I am ill and it is my destiny to regain health, then I will regain health whether I visit a doctor or not. If it is my destiny to not regain my health, then seeing a doctor can't help me.



3. The sentence below is true

The sentence above is false

4. An old tiger living in the forest, sneaks into the village and steals a child from the mother. His mother managed to track the tiger down and begged to have her baby back. The cunning tiger presented the mother with a choice; "If you guess correctly what I will do with him, I will return him. However, if you don't predict his fate correctly, I'll eat him."



Answers to January's puzzle:

1: Hypothetical Paradox

There is no scenario in real life where one can jump off a building, wait the allotted time (8 seconds) and use a parachute without hitting the ground first.

2: Paradox of the court

Also known as the **counterdilemma of Euathlus**, this is a very old problem in logic stemming from ancient Greece.

3: Catch-22

This is a situation in which someone is in need of something that can only be had by not being in need of it.