



MEDILINK

NEWS LETTER - JANUARY 2010

OUR FIRST for TWENTY TEN

Whilst 2009 was our best year in 20 years, twenty ten will provide us the opportunity to build further on all the new products we introduced in the last year and allow us to grow and strengthen our market share.

NEW GM. To help us achieve our goals for 2010, I have appointed a new General Manager. Many of you will already know Geoff Neill as we have worked together closely for many years. Geoff originally became a dealer 9 years ago and soon after became one of our first qualified trainers whilst at the same time he partly owned and managed a GP practice on the Gold Coast. He then moved to Sydney and has been working with our largest dealer, Carbonelle Consulting. Geoff certainly is very well qualified and experienced in our world and we believe he has the ability to take our new range of products and services to the top of the ladder. Geoff's new contact details are Mobile: 0430 808 811, Email: gn@medilink.com.au

MEDILINK esi 2009 R3 DVD is enclosed together with our invoice for your VIPS Membership.

As many of you are aware, especially those who attended one of our Workshops held throughout most capital cities in the past 3 months, we have been successfully demonstrating our integrated EASYCLAIM (EFTPOS terminals for Medicare Claims) . In fact it is built into our software and ready to use, although we are yet to receive our certificate of approval of release. Final testing has been delayed through no fault of our own, and Medicare Australia is well aware of the delays associated with our release. We hope to satisfy all concerned before the end of February. Other software developers that undertook last May to integrate with Easyclaim have experienced similar delays.

Our MEDILINKesi 2009 R3 DVD enclosed is for use by all VIPS Members subscribed up until 31st December. Those members should have received a new Registration Number after applying Online via our Web Site. If you have not received these please go to www.medilink.com.au and click on the **REGISTER** button and you should receive back our email with the required details.

Please note: If you previously Registered and received a Registration Number for our R2 version (originally released in July) the enclosed R3 Update uses the same Number so you can simply insert the disk and apply now the very latest version. Updates will also continue to be made available from our Web Site.

VIPS MEMBERSHIP continues to reward our clients with not only leading edge products that will save your practice time and money, but also improved services to your patients. That's really what MEDILINK is all about. We are very proud of our twenty year track record and intend to make turning 21 even better.

- **EXCLUSIVE services.** Streamlining our Web Site and Online services during 2010 will further help our clients. **Client Log In** will be activated during this half year providing VIPS Members with exclusive access to receive benefits including latest **Updates and FREE online remote desktop access when that important help is needed.** Remote desktop access is proving to be a great success for our VIPS Members. Remember also VIPS Support is 24/7.

VIPS Membership is incredible value. Like our software, our support is unbeatable. Also recently we further added value by hosting training **Workshops for FREE** to members.

- **MEDILINK WORKSHOPS** were a great success, averaging a rating of 8 out of 10 for attendee satisfaction. So much so was the benefit for all that we have undertaken to do more. Stay tuned, our News Letters are published monthly and are also available on our Web Site.

MEDILINK esi 2010 R1 series for release to VIPS Members this half 2010 includes:

1. **Integrated EASYCLAIM** finalised and available before the end February.
2. **SMS Reminder** enhancements with a choice of templates adding flexibilities for the use of SMS's.
3. **Web Site** enhancements to provide more automated and further improved services to our clients.
4. **ECLIPSE** enhancements for more claiming possibilities to Health Funds.
5. **Online secure Referral letter** enhancements to conform to NETHA standards (once known).
6. **Clinical Notes** enhancements including integrating the above with our new MS Word templates.
7. **Integrated Online Backup** option.

We continue to enable a huge amount of choice into our software, providing many industry firsts of major benefit to our clients over the years. We've lead the way in Practice Management with innovative and creative ways of using latest technologies to deliver superior outcomes. For many years now we have also applied these ideals in choosing best of breed integrated solutions that provide our clients with a wide range of choice and flexibility.

My only disappointment for 2009 was that we were unable to deliver EASYCLAIM to you as promised; the cause has been beyond our control. However we have enclosed herewith our DVD with all other products for trial as promised.

You can be assured that your practice should receive major benefits from the use of the above listed options and enhancements as they unfold during 2010. For further information please email sales@medilink.com.au

Continual Improvement. We welcome and encourage clients to give us feedback. Please email us with your suggested improvements. In fact, two particular practice managers did this recently, Nellie from Dr Paver's in Sydney and Mary from Dr Bryan's in Orange. Our latest R3 Update contains many of their suggested improvements. We believe most clients will benefit from these. Our software, in many ways, reflects client feedback and input. Help us help you and others.

CUSTOM software. For many years now we have provided customised software to suit the specific needs and requests of specialist clients. These have been for clients that have unique circumstances – different to the average or normal practice. If you have a special need that we may help you with -please let us know, as there is a good chance we can help. Obligation-free quotes are available and you may well be surprised how little it costs.

VIPS Membership renewal now due

Your VIPS Membership renewal Invoice is enclosed. We offer a **DISCOUNT of \$45** if paid by the due date: **15th February**. Remember also that VIPS renewals must be paid within the current half year, otherwise a \$550 Rejoining Fee applies in addition to the half yearly fee. VIPS remains unbeatable value.

I'd like to take this opportunity to wish you **ALL THE VERY BEST** for twenty ten.

Yours sincerely,



Bob Marsh, Managing Director, Advanced Professional Systems Pty Ltd – owner & developer of MEDILINK software.