PAMS

PAMS USER MANUAL

INTRODUCTION

Welcome to the Patient Account Management System (PAMS) user manual and thank you for purchasing our product. PAMS is the most advanced and easy to use Practice Management Information System available. It is all the software a practice should ever need to function efficiently.

PAMS was created with the intention of easing the process of keeping track of account details for a patient and assisting you with the necessary information via our reports to effectively manage your practice (financially and statistically). This manual aims at assisting the user in navigating through the system.

This system facilitates the tracking and management of patient accounts in terms of:

- Account details.
- Account transactions/services.
- Patient details.
- Medical aid details.
- Account alerts, notifications and other non-financial events related to an account.
- Invoicing, payments and other financial events related to an account.

Please contact your system administrator to learn more about the capabilities of PAMS.

Email: andrea@infosyssolutions.co.za

Phone: +27 (31) 012 - 5010

Fax: +27 (86) 554 - 9894

SYSTEM REQUIREMENTS

Installation Guideline for PAMS

Please note that if any of the requirements are already installed you need not reinstall them.

Windows XP / Windows 7 / Windows 8 or 8.1 / Windows 10

Service Pack 2

Software Requirements

Dot Net Framework 3
MDAC 2.7

Hardware Requirements (Stand Alone)

Standard

Celeron 2.0 Gig or higher
2 GB Ram
250 Gig HDD

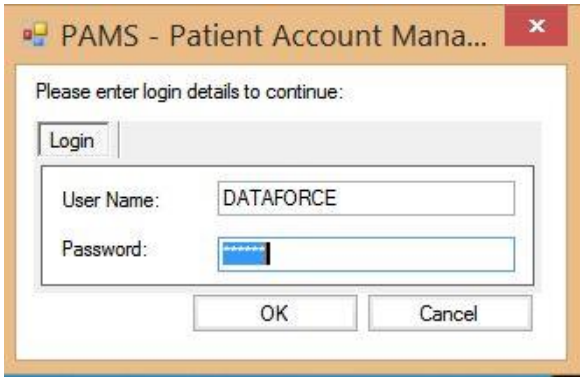
Recommended

Pentium 4.0 Gig or higher
4 GB Ram
500 Gig HDD

Network Requirements (3 points or higher)

SQL Server 2008
P4 3.0 Gig or higher
2GB Ram

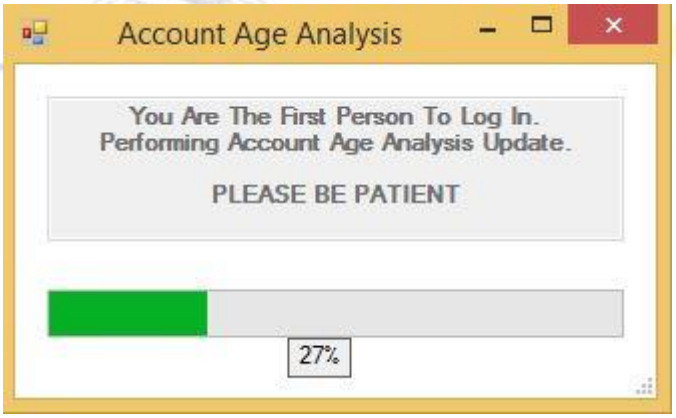
LOGIN



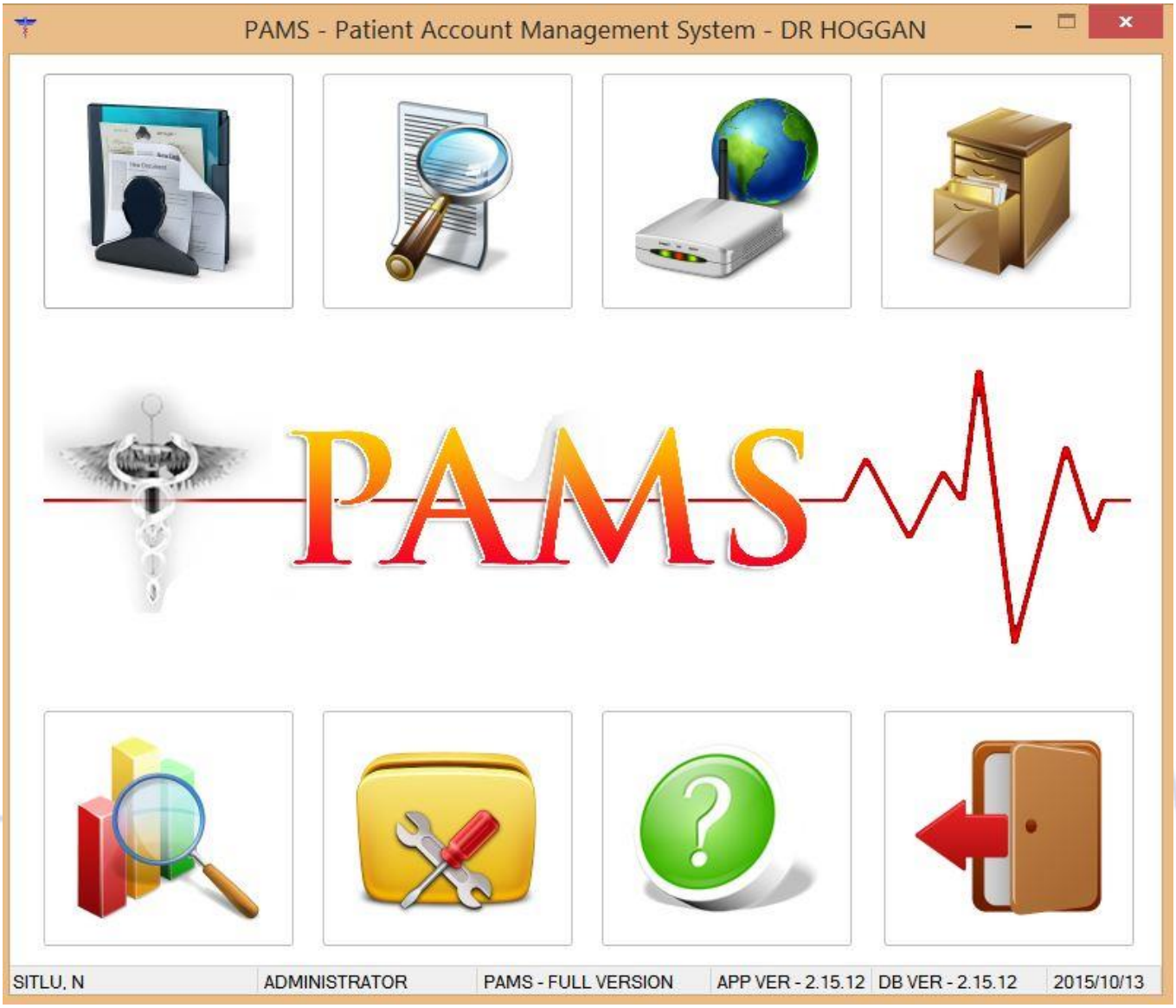
Access to the login screen is gained by double clicking on the PAMS icon on the desktop.

The login screen allows users to access PAMS by verifying their username and password in the appropriate fields. Once the user enters a value for user name, the **<Tab>** key can be used to move to the password field. The user can either use the **<Enter>** key or click on the **OK** button which allows the user access to the system. If the username and password are correct then access to the application is granted. If however, the username and password is invalid then access is denied and the user will have to try again.

The user names and passwords will be dealt with by the system administrator. If there are any problems being experienced, please contact your system administrator.



N.B. If you are the first person to log in for the day, you will see a progress bar with the account age analysis being run. Let it complete running to 100%, and then click the **OK** Button.



This screen is the Main Menu of the PAMS system and is the first screen loaded when the system starts. Individual menu options on the toolbar are either enabled or disabled for specific users, depending on the user rights, in order to control user access to various areas in the system.

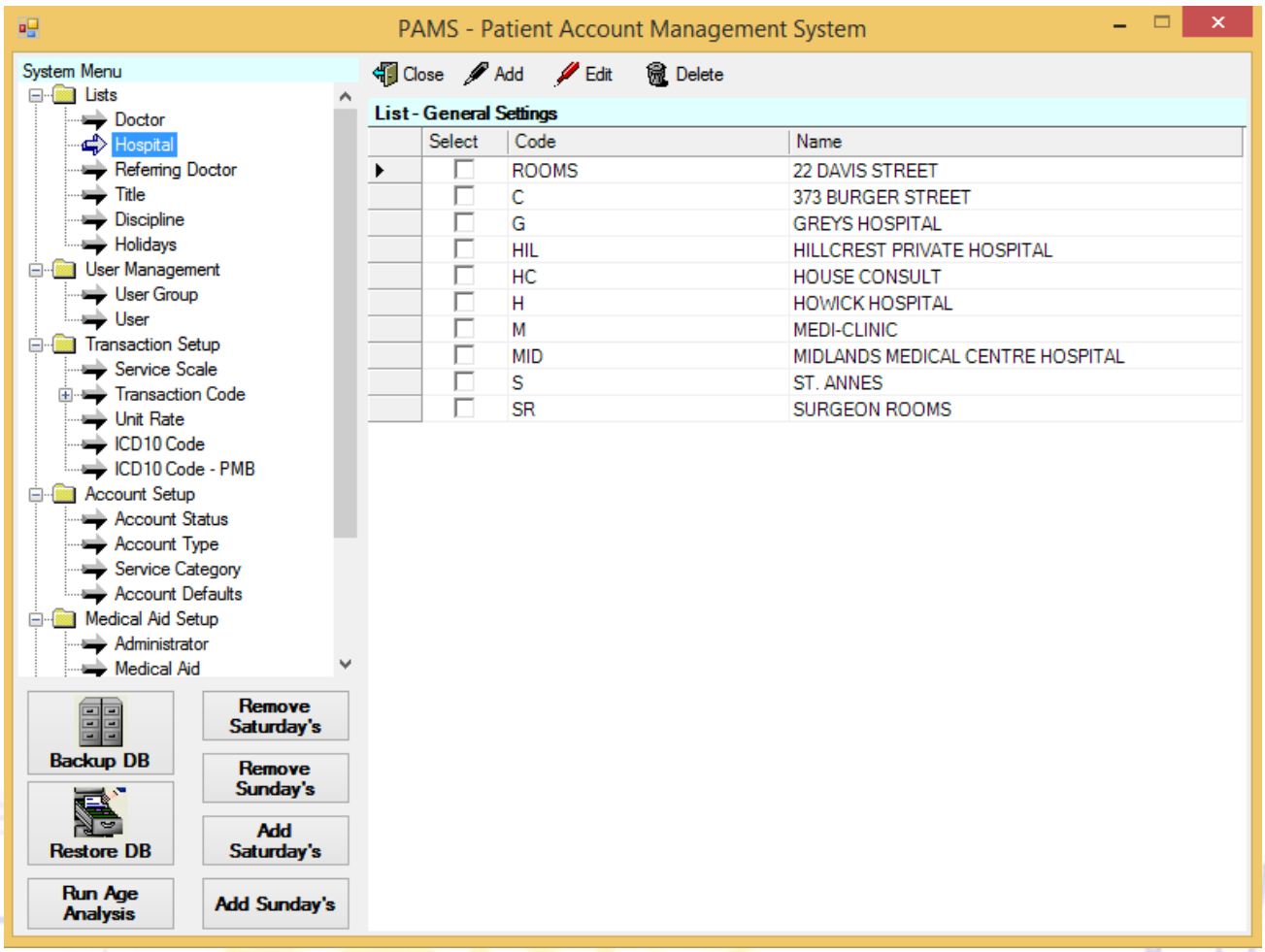
On the main menu, where you are now, the name of the program, "Patient Account Management System" can be seen along with the name of the Practice. The user has access to the entire system depending on the user's rights. To access any of the menu items, the user always has to come back to this screen, the home screen, in order to move to another menu item.
The box at the bottom of the screen contains the name of the user, the user group which the user belongs to and the current version number of PAMS as well as the current date.
Whenever you are asked what version of the program you have, please quote this number. At the bottom right of the screen is today's date. The format of the date depends upon the Windows date format set in the regional settings under the operating system's "Control Panel".

The home screen contains seven main functional areas:

ACCOUNTS	The accounts option is used for the processing of the accounts. This is the main tab in the program where accounts can be viewed, added or edited.
SEARCH	The search option is used for the batch printing of statements and final letters as well as completing interest runs.
QEDI	The QEDI option is used for creating batch files, exporting batch files and or importing feedback files of electronic files via MediSwitch.
STATEMENTS	The statements option is used for viewing and printing of statement reports.
REPORTS	The reports option is used for the creation of multiple various reports that allow the practice to function as a business, viewing reports, exporting reports to PDF or MS Excel formats and printing of reports.
SYSTEM	The system option is used primarily when setting up PAMS. The system hold all the key information of PAMS which allows it to function.
EXIT	The exit option allows the user to terminate the application after confirmation from the user.

To select a particular option from the main menu, left-click on the desired option.

SYSTEM



The system menu screen can be accessed from the home screen menu by left clicking on the system option. This screen is used to view, add, edit or delete system setup table information. The system is maintained using this screen. The system menu presents a list of appropriately grouped system tables. The menu items are grouped in folders to assist with navigation. These menu items are listed in the exact order in which a new system should be setup as some of these tables / setups depend on their predecessors.

This screen consists of 9 items in the tree view, the information entered in these lists, configures PAMS for the specific circumstances of the practice. This information normally only has to be entered once. The 9 items are:

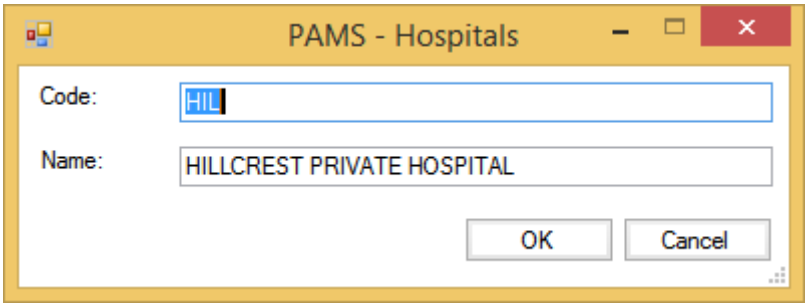
1. Lists
2. User management
3. Transaction setup
4. Account setup
5. Medical aid setup
6. System settings
7. Templates
8. Medprax
9. Switch

Basic Functionality

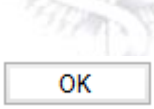
- A setup table is selected from the tree-view menu on the left.
- Once a table is selected, the list data grid on the right is loaded with a list of data from the selected table, (there are specific fields for each table).

- The user may choose to enter a new record for the table by using the **add** button on the toolbar. Upon selecting 'add', an appropriate maintenance / capture screen is displayed in which data for the record may be added.
- The user may also select one of the records displayed in the list and:
  - Delete the selected existing record by using the **delete** button on the toolbar,
  - Edit the selected existing record by using the **edit** button on the toolbar. Upon selecting 'edit' for a record, an appropriate maintenance screen is displayed in which data for the record may be edited.

Each maintenance / capture screen will have an **ok** and **cancel** button in addition to the entry fields on the form.



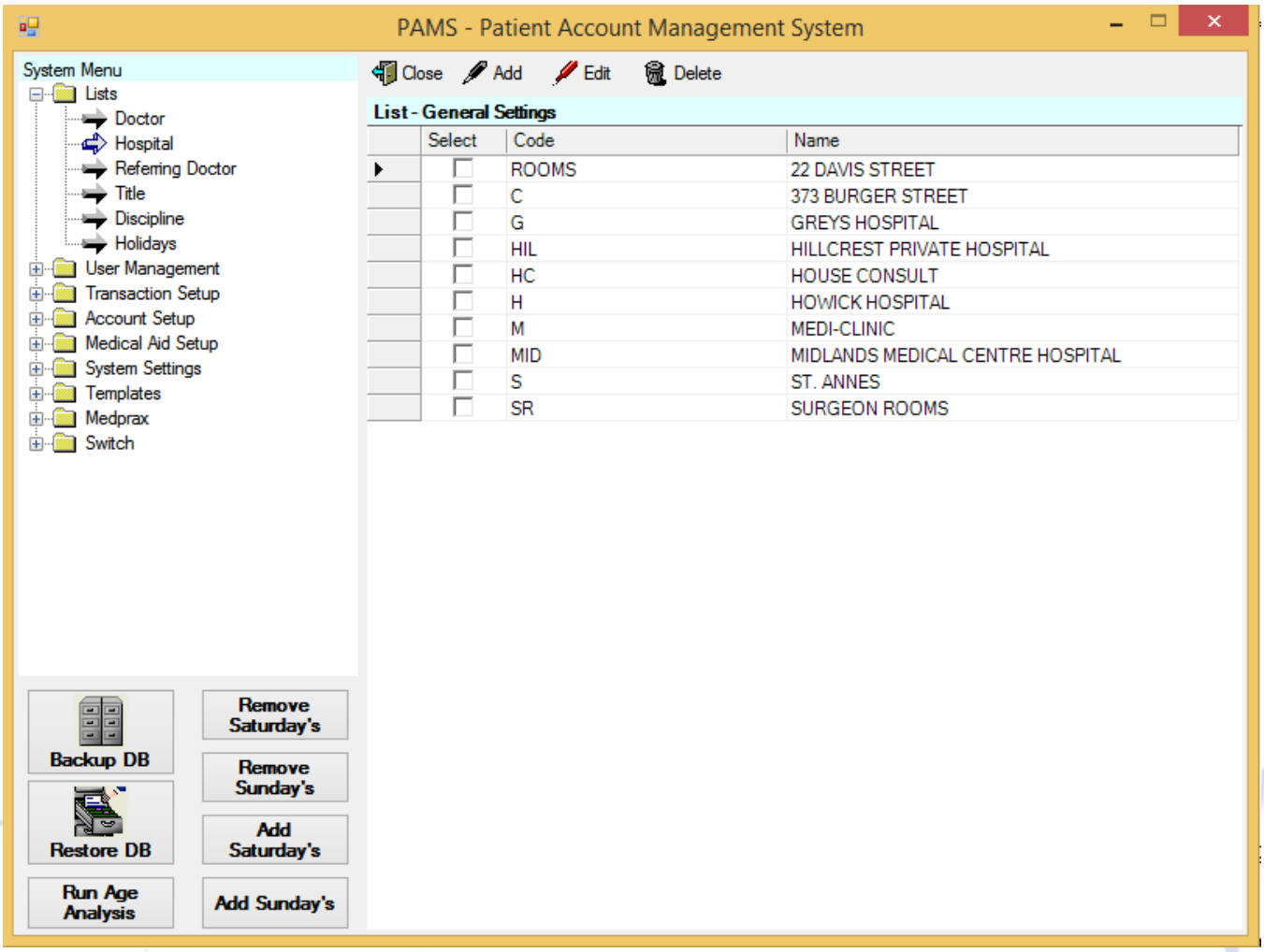
Use this button to save the newly created record or changes to an existing record to the appropriate table in the database.



Use this button to close the current form without saving. This button returns focus to the system screen.

1. LISTS

This item holds information concerning doctors, hospitals, surgeons, titles, disciplines and holidays.



Doctor Use this option to view the screen that displays a list of doctor records belonging to the main practice. The user is allowed to add, edit or delete a record.

Hospital Use this option to view the list of hospitals. The user is allowed to add, edit or delete a record.

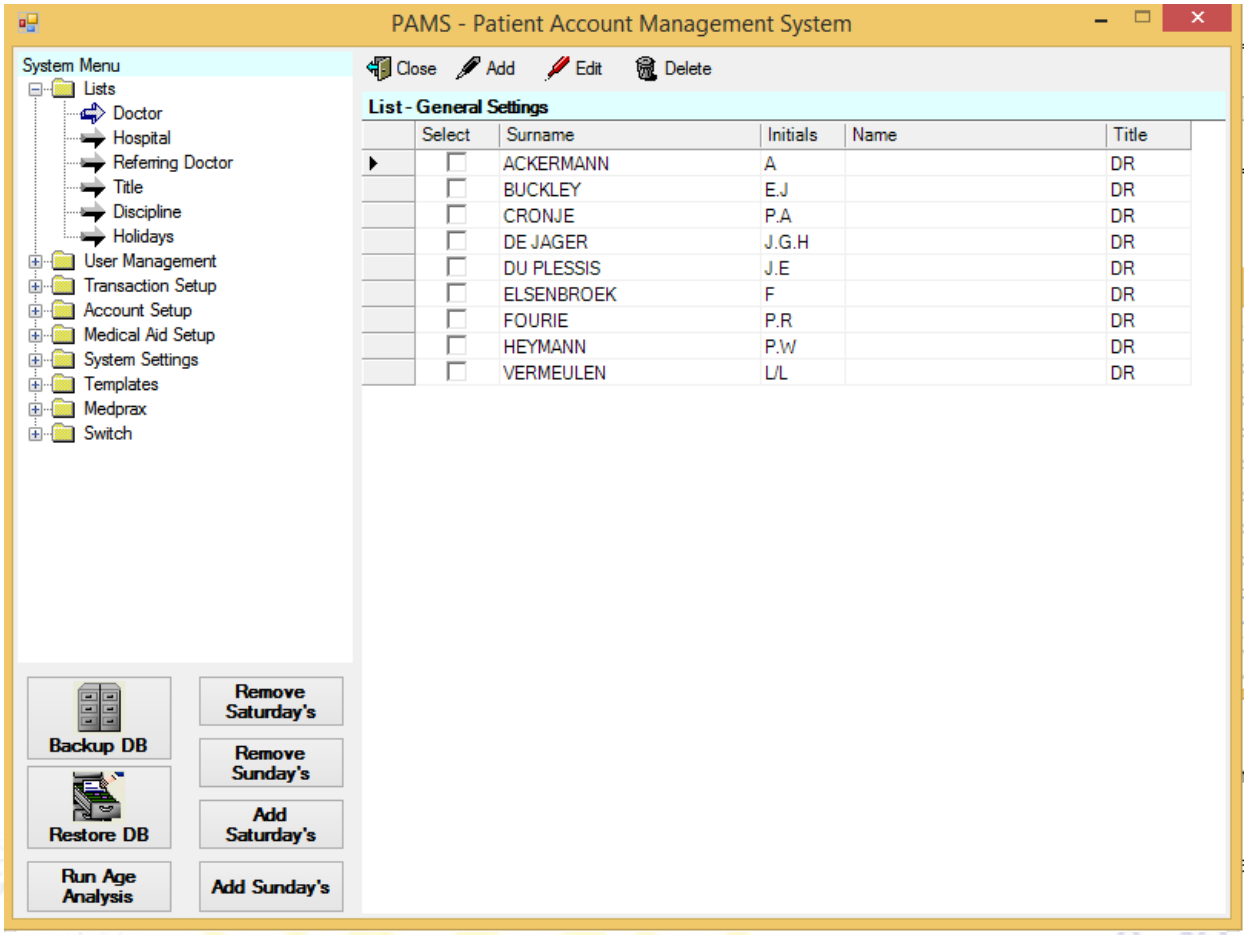
Surgeon Use this option to view the list of surgeons. The user is allowed to add, edit or delete a record.

Title Use this option to view the list of titles with their short titles and long titles listed. The user is allowed to add, edit or delete a record.

Discipline Use this option to view the list of disciplines available. Then choose the desired option.

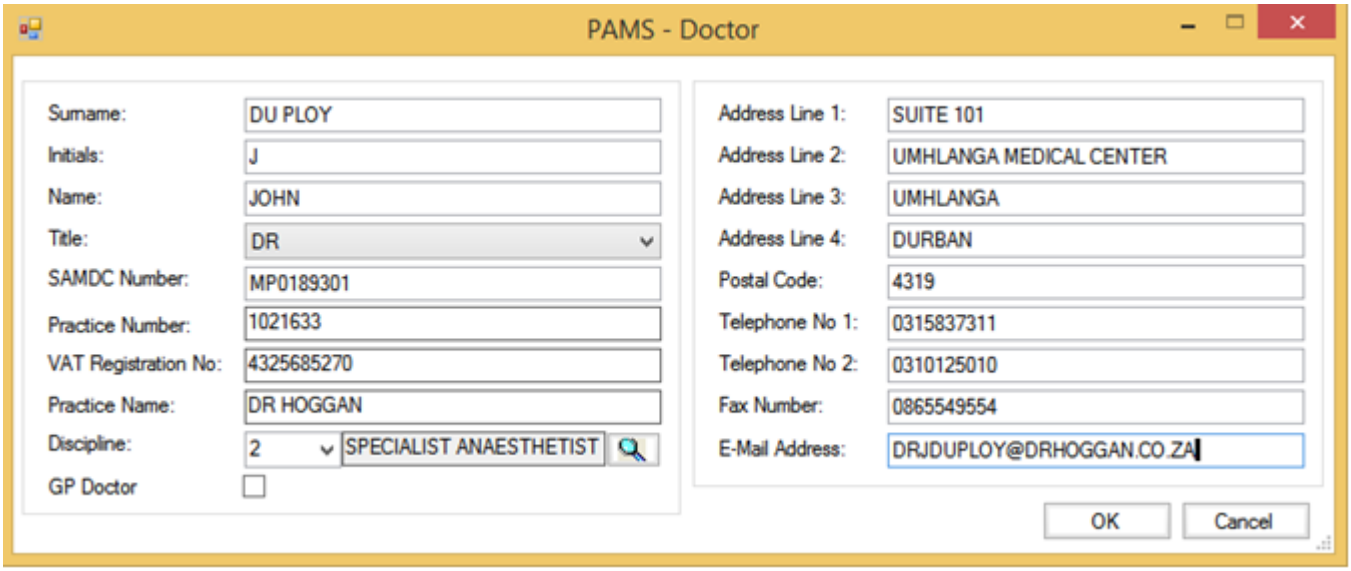
Holidays These are a list of days that the system is to consider as after-hours cases e.g. Saturdays, Sundays, Public Holidays etc.

1.1) **Doctor**

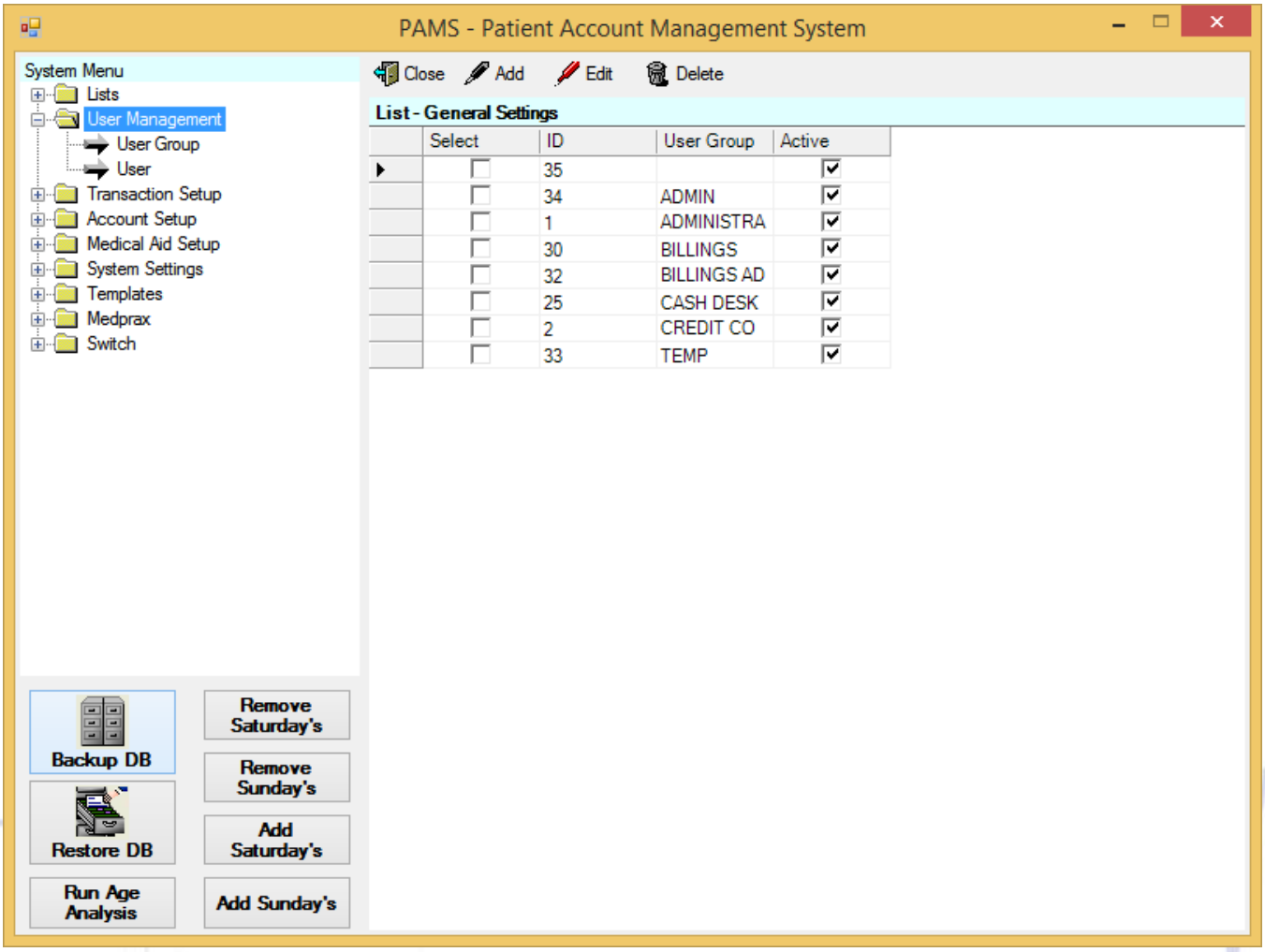


This maintenance / capture screen allows the user to add or edit a record on the Doctor list. The user is allowed to enter data in the input fields which will be validated accordingly. Enter/Change information as required and click the **OK** button when finished.

Please ensure that Surname, Initials, Name, Title, Practice Number and Discipline are completed.



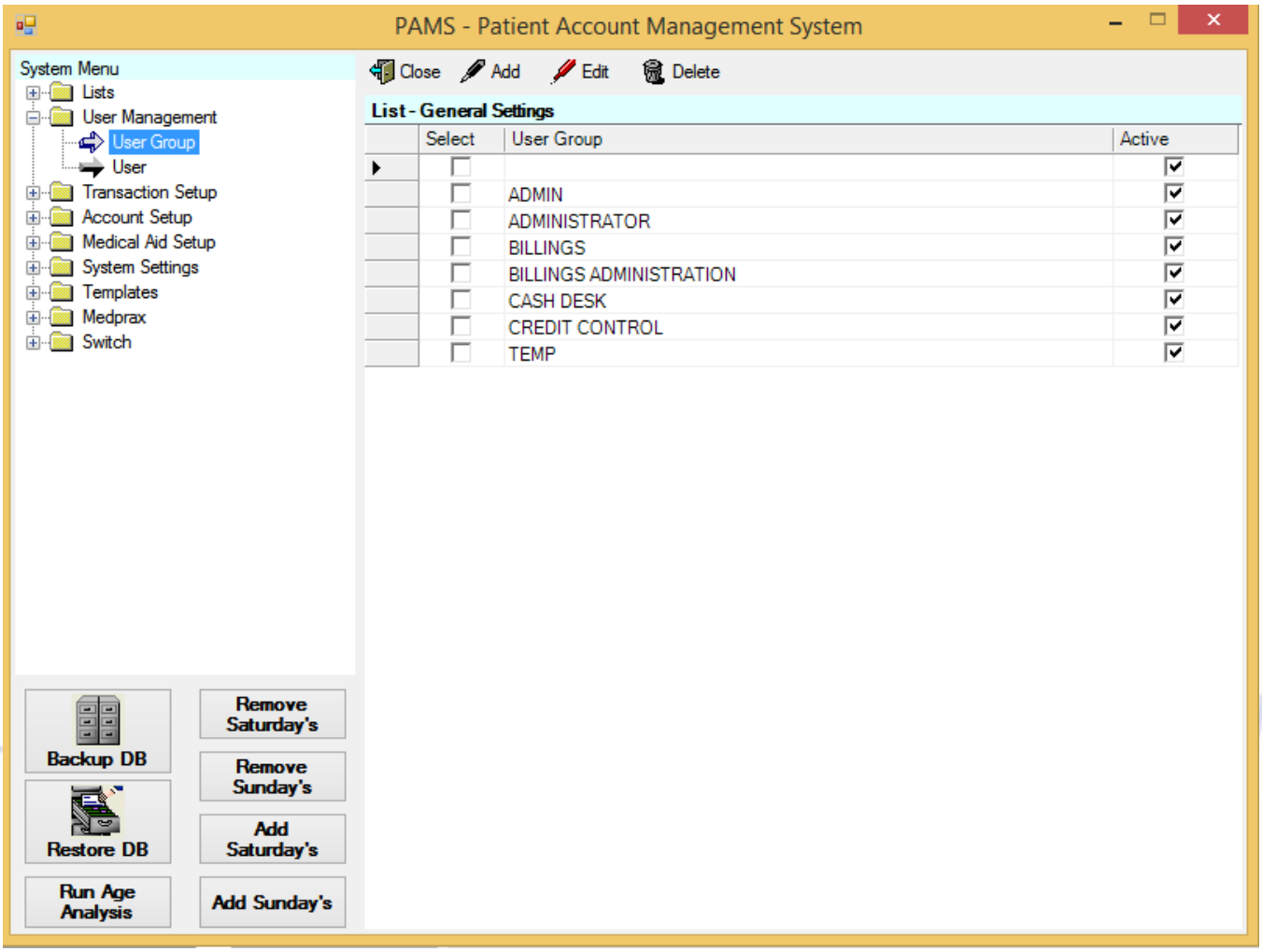
2. USER MANAGEMENT



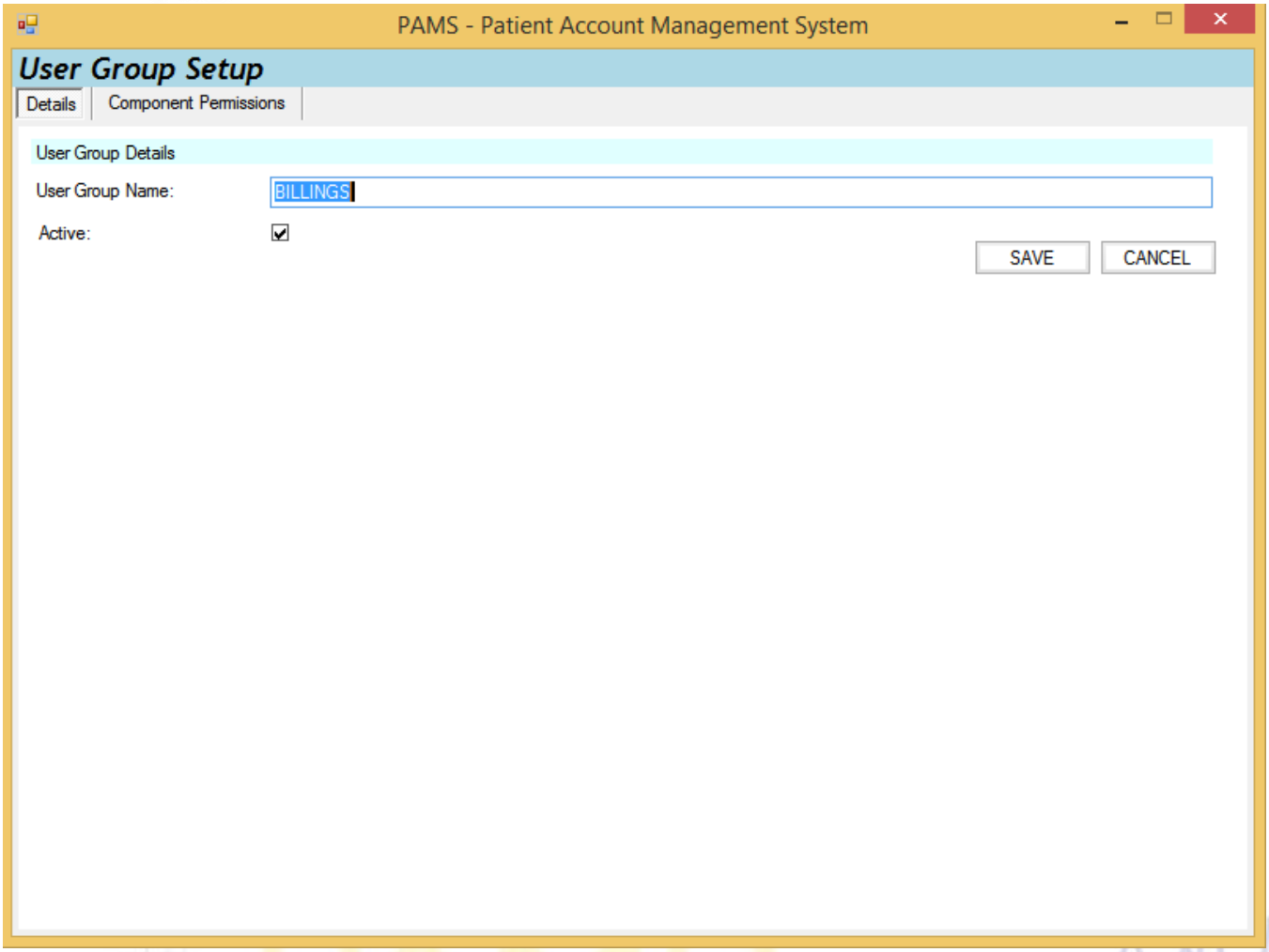
This screen displays the list of user names with their corresponding user groups. The user is not allowed to add, edit or delete a record on this screen without selecting a valid system table.

2.1) **User Group**

This item holds information concerning the different user groups.

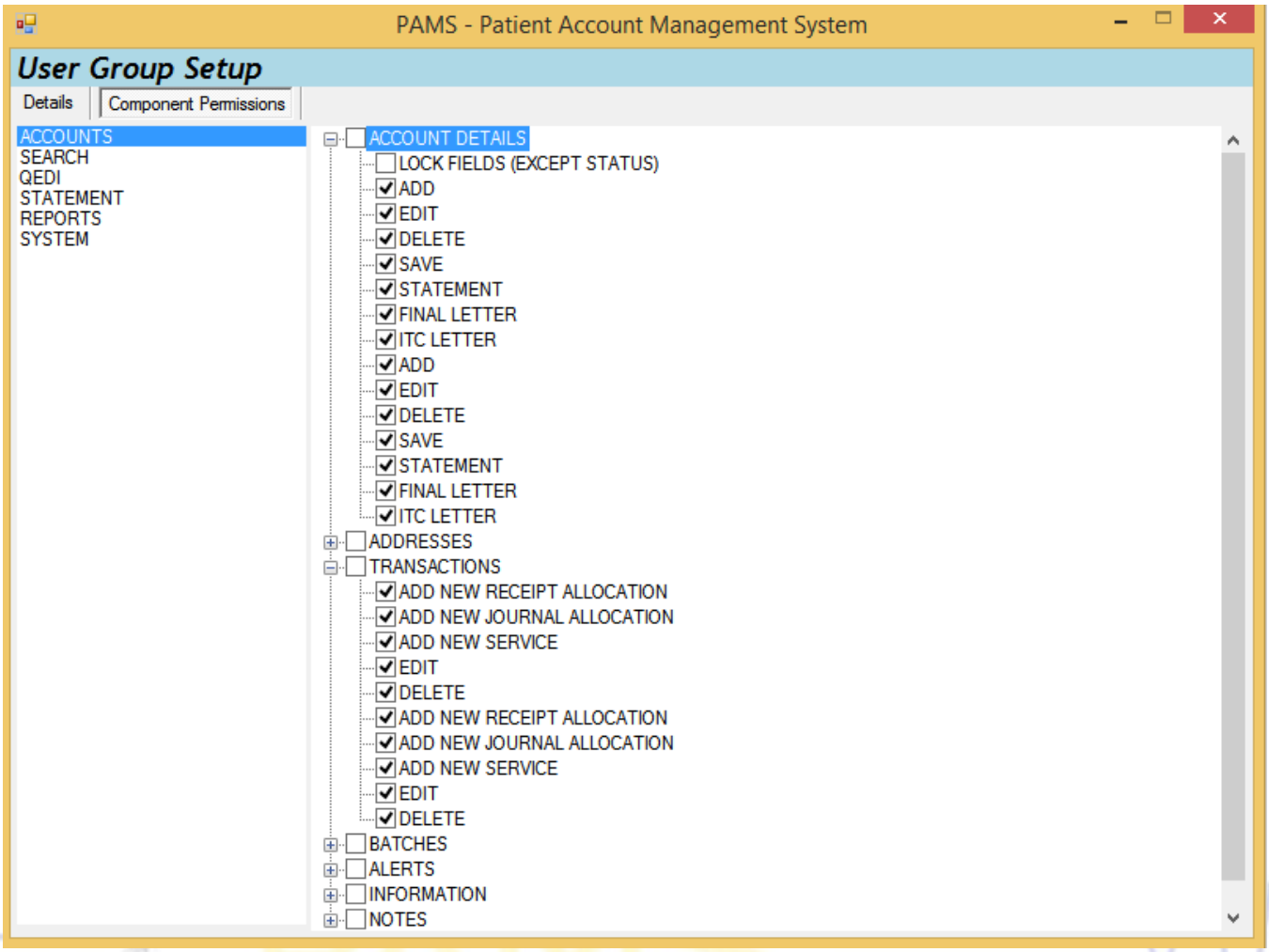


This screen controls security features. Each user is assigned a user group. Each user group has different access levels. All the users within a user group have the same permissions. User groups can be created as desired.



The user group setup screen allows the user to add or edit a specific user group.

This screen constitutes two tabs each of which provides specific functionality. On the details tab, the user has to enter a user group name. Clicking on the active check box allows this specific user group access to the system.

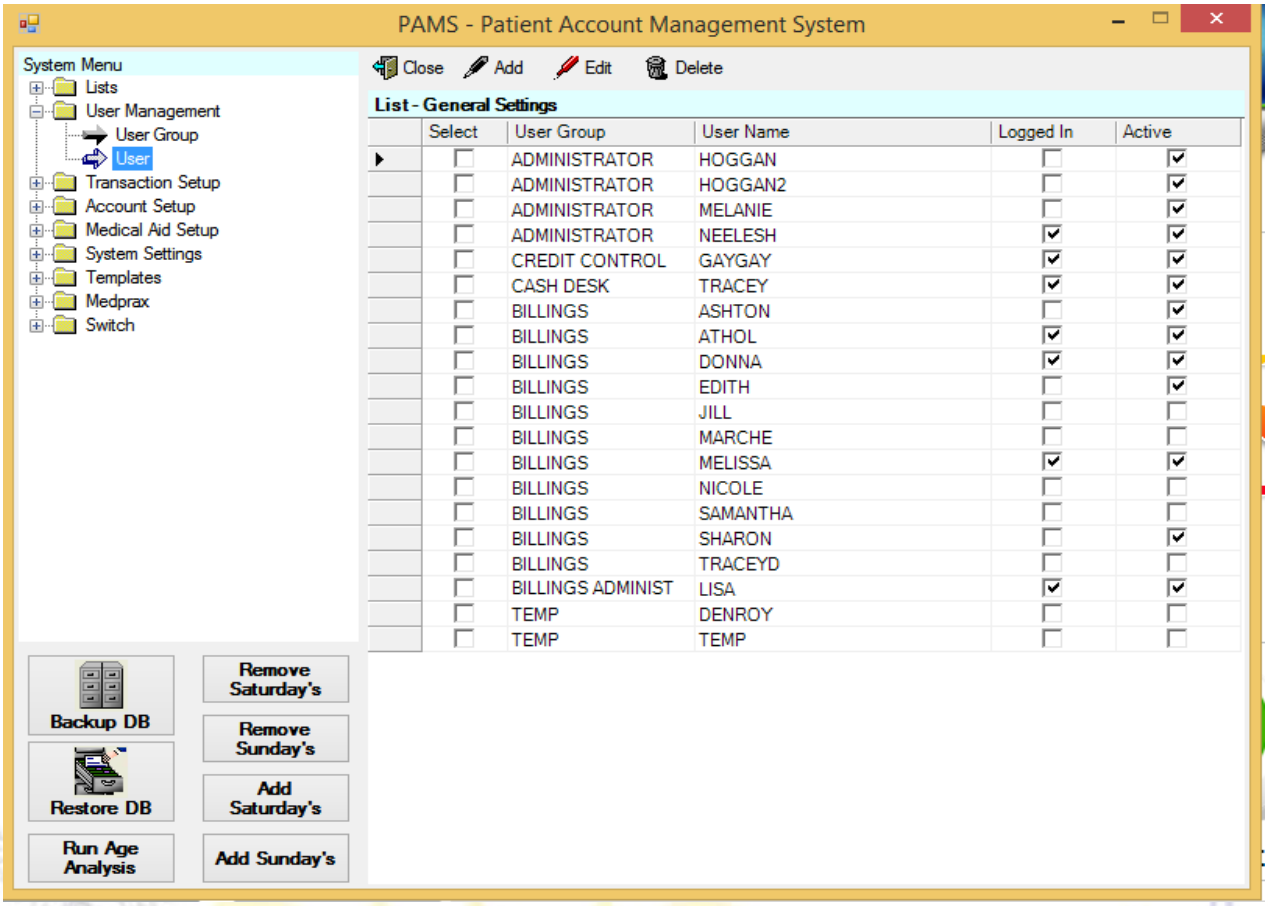


The component permissions tab allows the user access to various functional areas within the system. All the users within a user group have the same permissions. Permissions are implemented by activating or deactivating relevant tab pages, menu items, toolbar buttons and command buttons which initiate various system processes. For example, if a user is only permitted to view a record, the add, edit, save and delete buttons will be disabled.

Basic Function

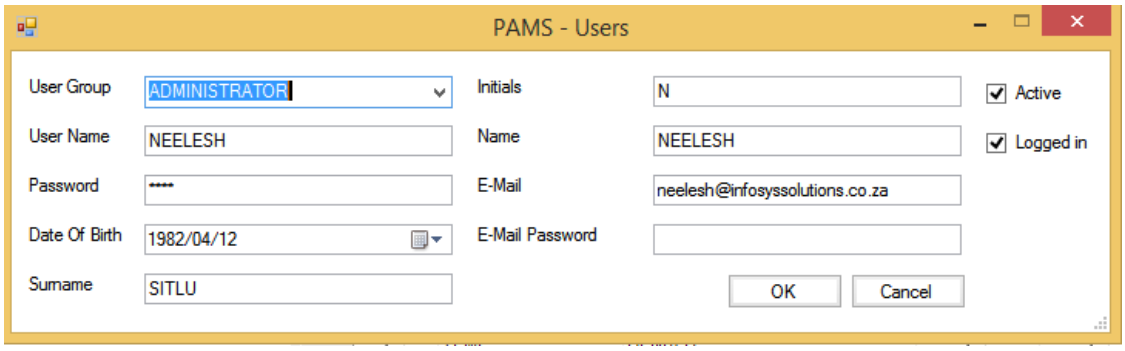
- A component is selected from the tree view menu on the left.
- Once a component is selected, the list data grid on the right is loaded with a list of attributes from the selected component.
- The user may choose to select an attribute from the list which allows the user permission to this component in the system.

2.2) **User**



This screen allows the user to view a list of user names and their user groups. This indicates that the specific user is not logged on into the system and is not active. The users screen allows the user to add or edit a user.

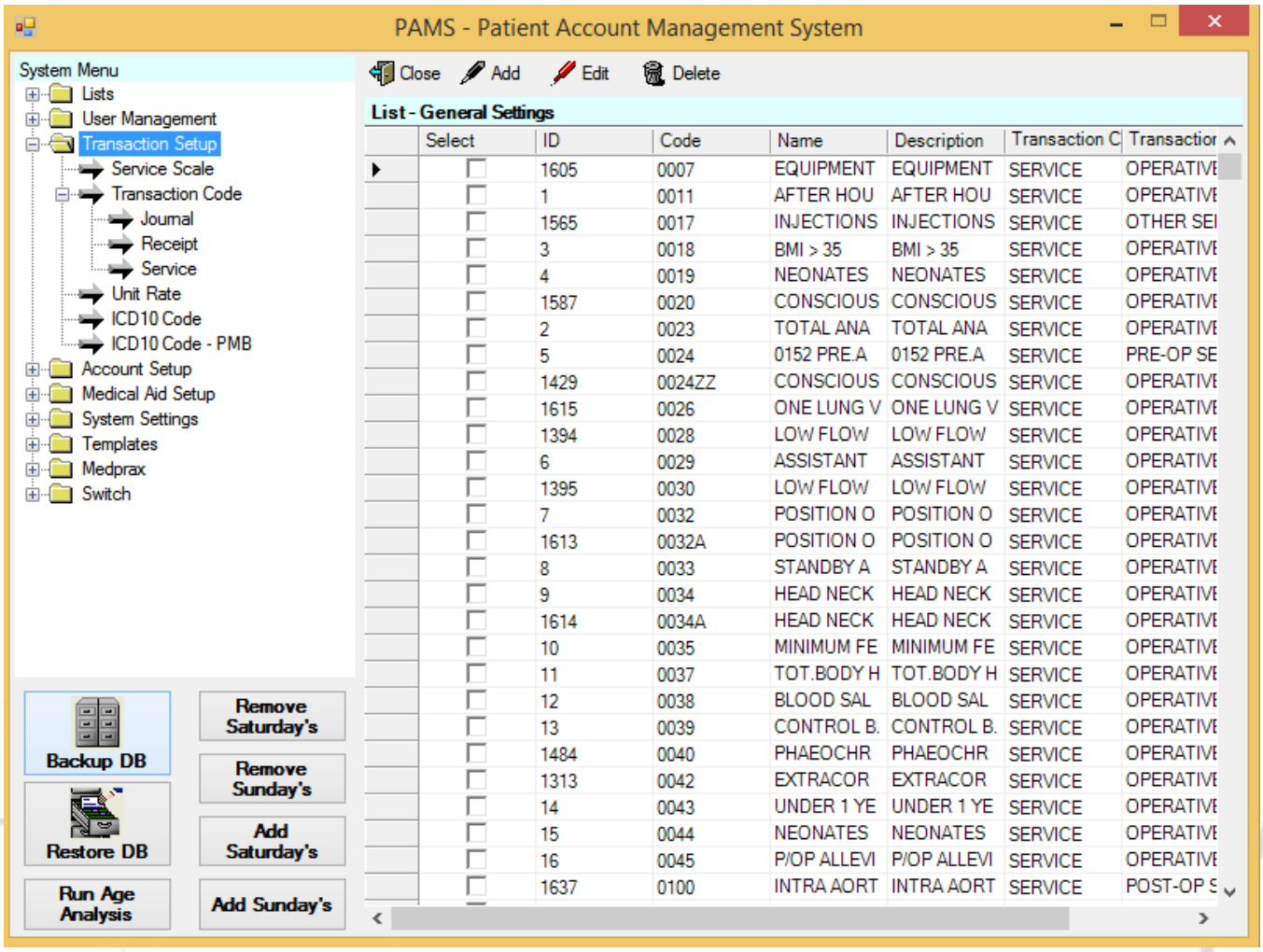
Clicking the add button or edit button on the toolbar allows the user access to the users screen.



The user group can be selected from the list in the drop down box provided. Clicking on the date of birth drop down box, displays a calendar where the user is required to choose a specific date. The remaining fields require input from the user and are validated accordingly. Clicking the active check box indicates that this user is allowed access to the system. The level of access granted is dependant on the user group.

3. TRANSACTION SETUP

This item holds information concerning service scales, transaction codes, unit rates, ICD10 codes and ICD10 PMB codes and this is where the user defines rates and transactions.



Service scales Use this option to view a service scale list with their corresponding codes and names. Service scales are the different scales to be charged. This list displays the different rates to be charged for an account.

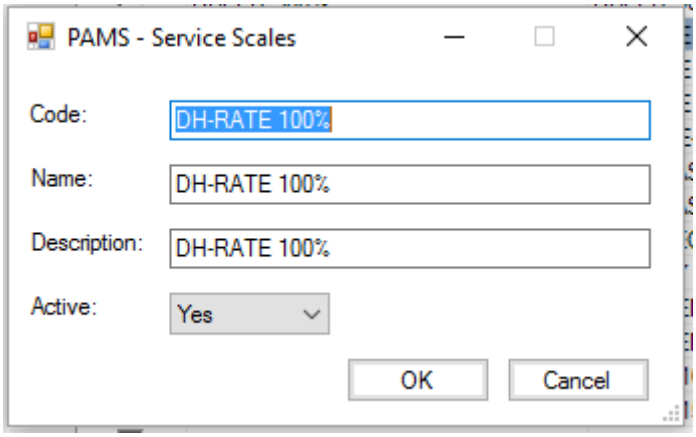
Transaction codes This screen displays a list of transaction codes in the database. Transaction codes can be services, receipts or journals. A **search** button is provided at the top of this screen which allows the user to search by a specific code or name.

Unit rates Use this option to view a list of service scales with their corresponding values for Anaesthetic, clinical and consultation rates.

ICD10 codes This screen displays a list of ICD10 codes in the database. It also shows which PMB code this ICD10
code prescribes to.

ICD10 PMB Codes This screen displays the prescribed minimum benefit codes in the database.

4. SERVICE SCALES



These are the different scales/rates that you may want to charge. Each service scale will be given a value for anesthetic, clinical and consultation units.

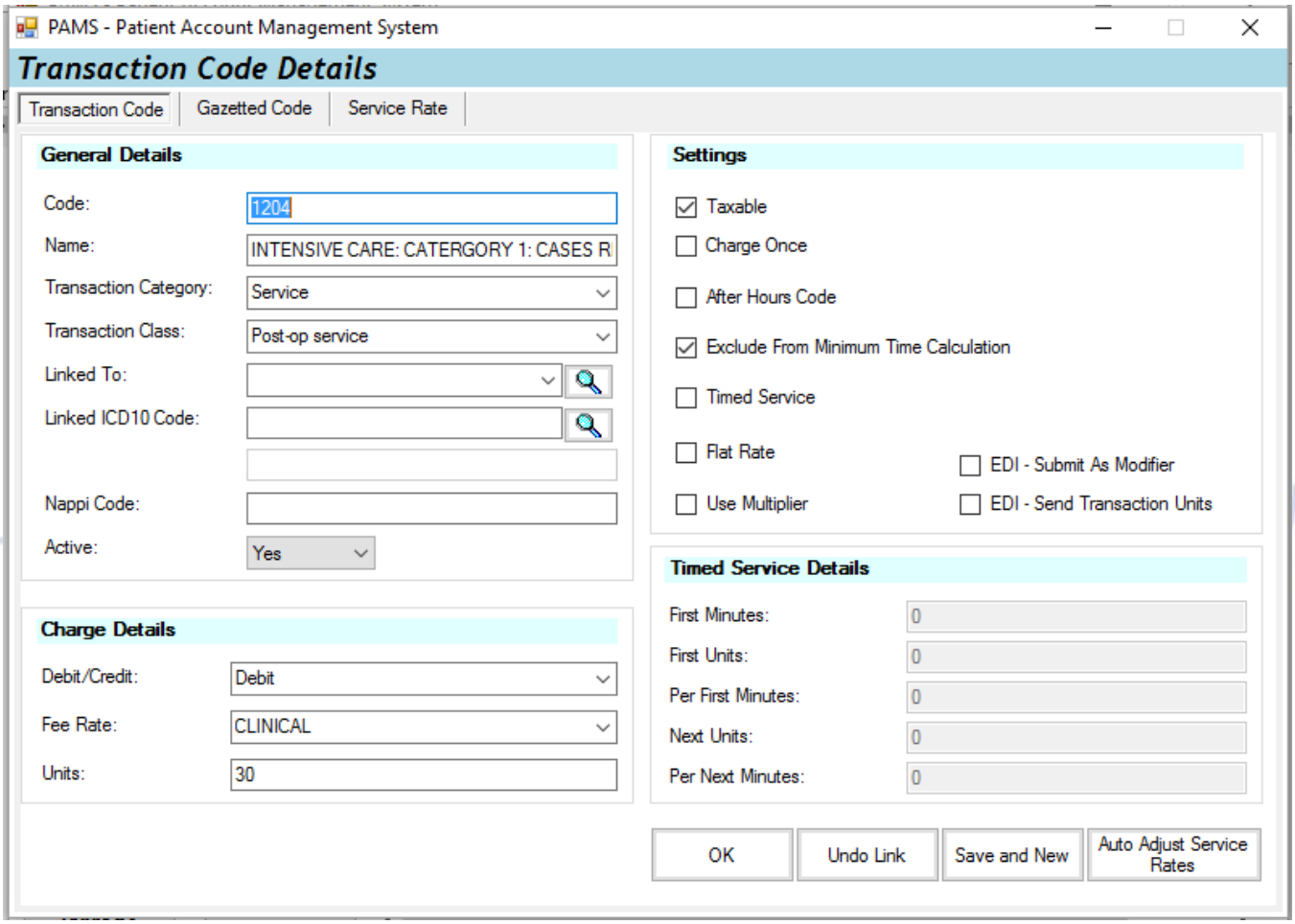
Examples would be DH-Rate 100%, Bonitas-100%, WCA etc.

5. TRANSACTION CODES

Transaction codes are separated into 3 sections – Services. Journals and Receipts.

Adding or editing a Service

The transaction code details screen allows the user to add or edit a record of transaction category type 'service'. The add button displays this screen with no data, allowing input from the user. The edit button displays the data stored against the selected record and allows for editing.

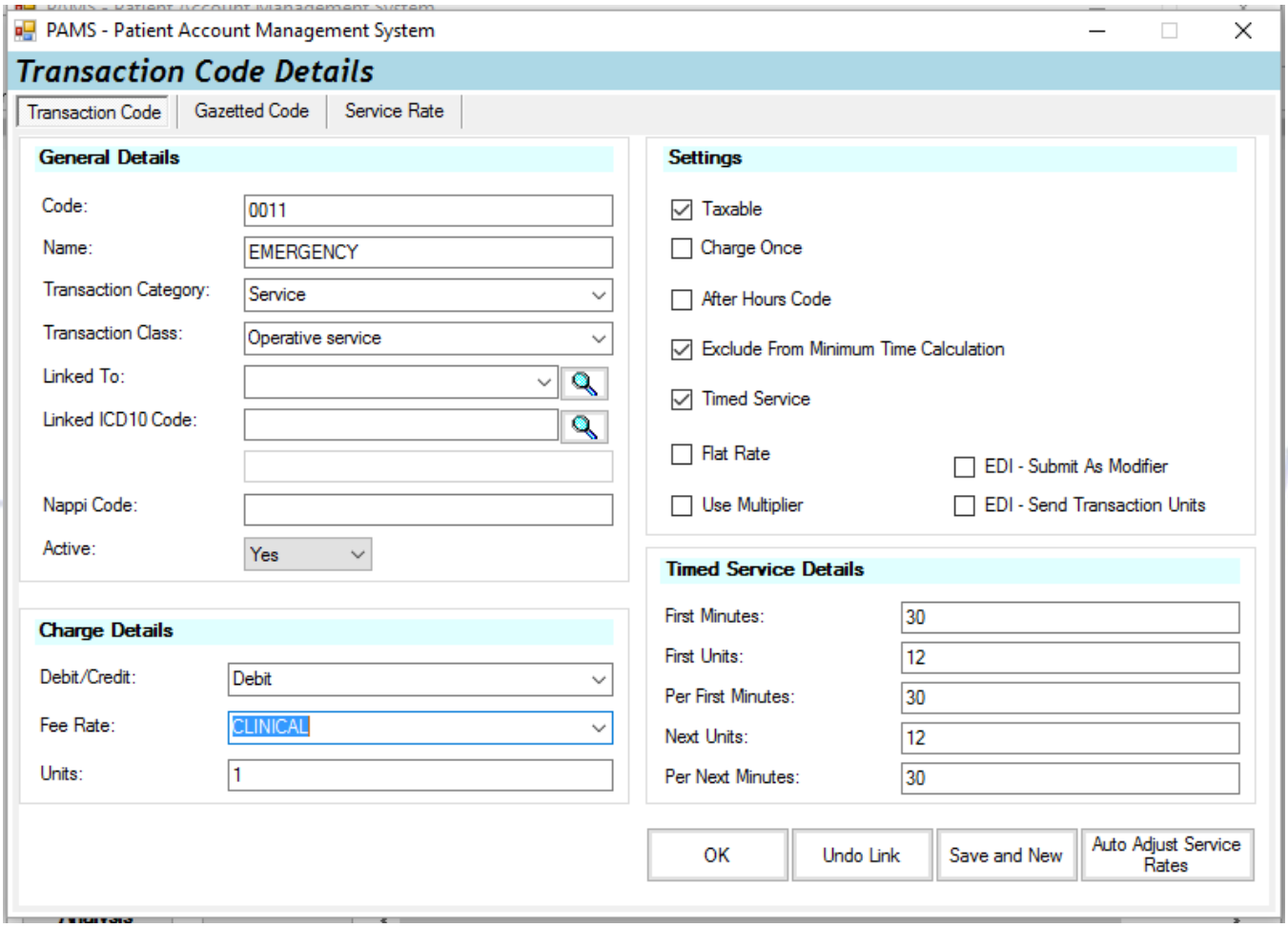


The transaction code details screen has three tabs each of which allows details to be captured for a specific table. The transaction code tab allows for the setup of the actual code regarding 3 types of transaction categories which are services, receipts and journals. The gazetted code tab and the service rate tab are only applicable for the service transaction category.

On this screen, the user is required to enter a code and a name. The transaction category drop down box allows the user to choose from service, journal or receipt etc. This screen indicates how a transaction category of type 'service' is added to the list.
When choosing a transaction category- service can only be debit in the debit/credit drop down box. The linked to field allows the user to choose a value from the drop down box which will allow the user to link this particular code to another code. When this code is billed the linked code is automatically billed at the same rate. The **search** button placed next to the linked to field allows the user to search for a specific service code. The linked ICD10 code can be set from the list of ICD10 codes available, and this code would automatically load up when billing.

The Nappi Code field is used to store the nappi code and this code will be loaded up at time of billing. The active drop down list can be used to flag codes as active or not. If a code is set to not active, then the code cannot be used for any future billings, only for history data. Reporting ETC.

The possible values for the transaction class drop down box are linked to the selection made in the transaction category drop down box. The transaction class options for a service are generally pre-op, operative and post-op services. This is where the user defines which particular class the code belongs to. The linked to drop down box allows the user to select a code from the list provided. The debit / credit drop down box allows the user to choose debit, credit or neither. The fee rate drop down box allows the user to choose from anaesthetic unit value, clinical procedural unit value or consult unit value. The default value for this field is set to anaesthetic. A numeric value has to be entered in the units field. The value for units indicates the amount of basic anaesthetic units used for that particular code.



Taxable Clicking on taxable indicates if this code is vat inclusive.

Charge Once Clicking on charge once works with the procedure code. When more than one procedure is charged, the system will choose the code with the highest unit value of the codes with charge once ticked and will zero out the rest of the codes.

After Hours Code Clicking on after hours code indicates calculation should be done using the after hours rate.

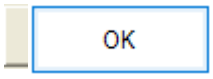
Exclude From Minimum Time Clicking on exclude from minimum time calculation involves the actual calculation process.

Calculation

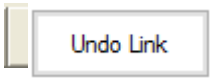
Anaesthetists are allowed a minimum of seven basic units ie. Time and procedural units (operative services) added together. All consults, pre-ops and post-op codes are excluded from minimum time when this check box is ticked. If the basic units are equal to less than seven, the system prompts the user if minimum fee is to be calculated. The applicable codes are then zeroed out.

Timed Service

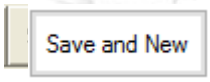
The timed service check box is ticked for services that are time based which determines the fee calculated from the setup on the timed service details. If the user clicks timed service, the timed service details are enabled which allows the user to enter data in the fields for timed service details. The input data used as an example on the above screen indicates that for the first 60 minutes 2 units per 15 minute interval are being charged and 3 units per 15 minutes thereafter.



Use this button provided on the bottom right of the transaction code details screen to update the database.



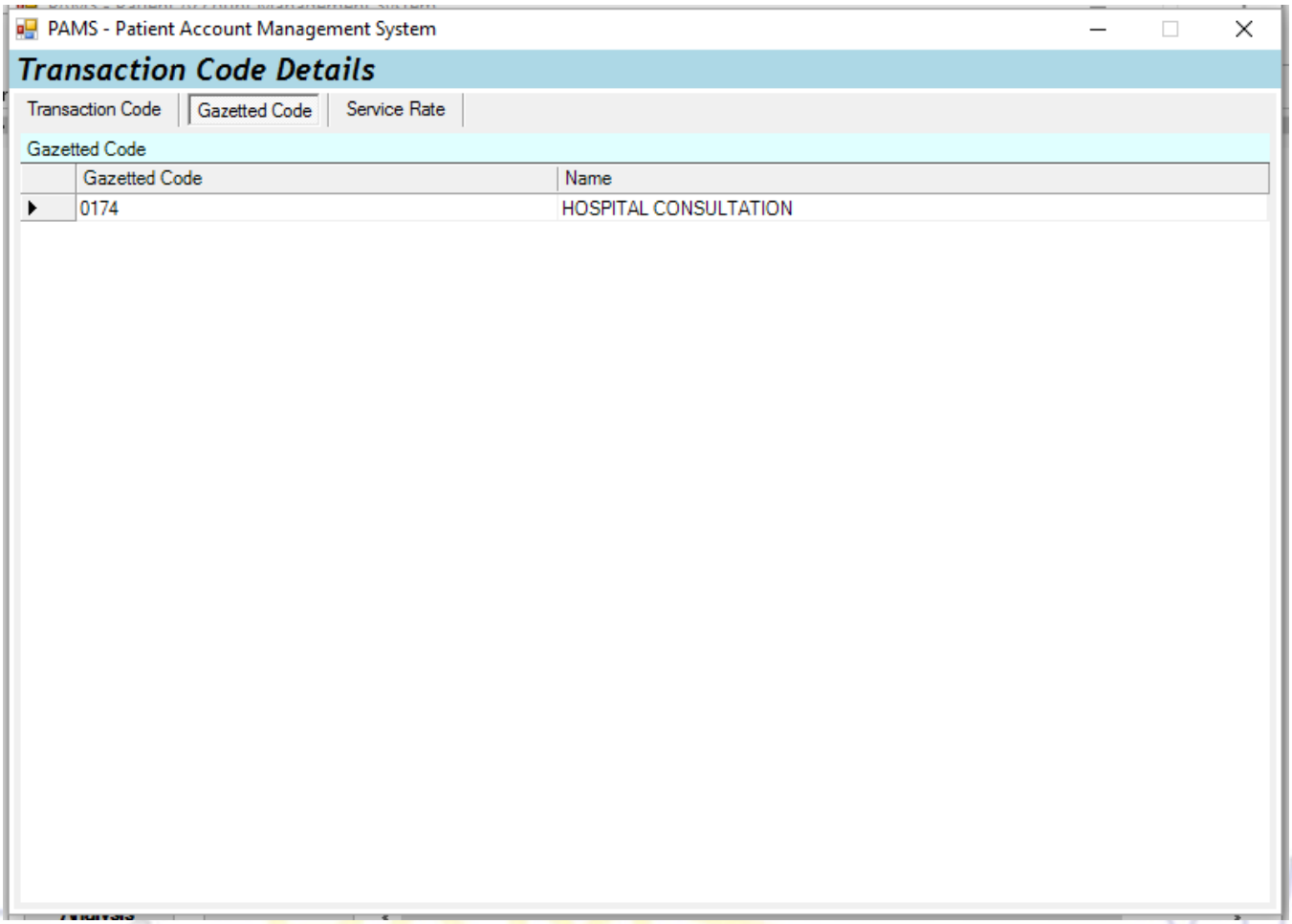
Use this button provided on the bottom right of the transaction code details screen to undo all the links for this specific code.



Use this button provided on the bottom right of the transaction code details screen to save the details to the database and allow the user to enter new details.

Use this button provided on the bottom right of the transaction code details screen to adjust the service rates according to the units provided which generates the correct billing amount.

Gazetted code



Access to this screen is gained once the user clicks on the gazetted code tab on the transaction code details screen.

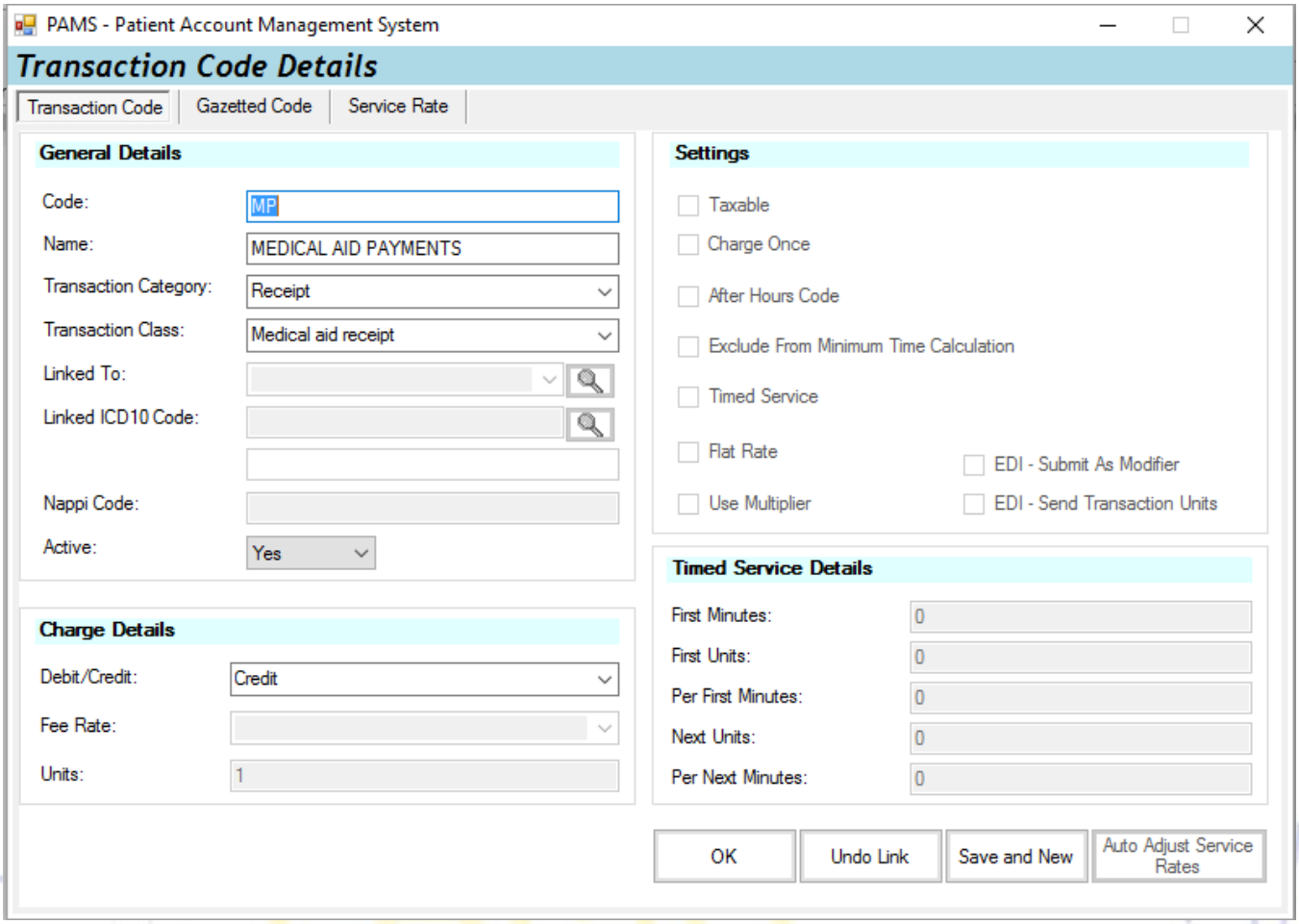
The gazetted code is the code which will print on the account and be submitted to medical aid via EDI. The gazetted code is payable by the debtor. Any transaction code should always be linked to a gazetted code.

Example

PAMS has a feature where each code is assigned to a gazetted code. For more functionality, break down a specific code and assign it to a gazetted code.

Procedure done laparoscopically (1761). Instead of using two codes, create one code and assign the code to the gazetted code ie. lap cholecystectomy (17610) assigned to laparoscopically (1761)

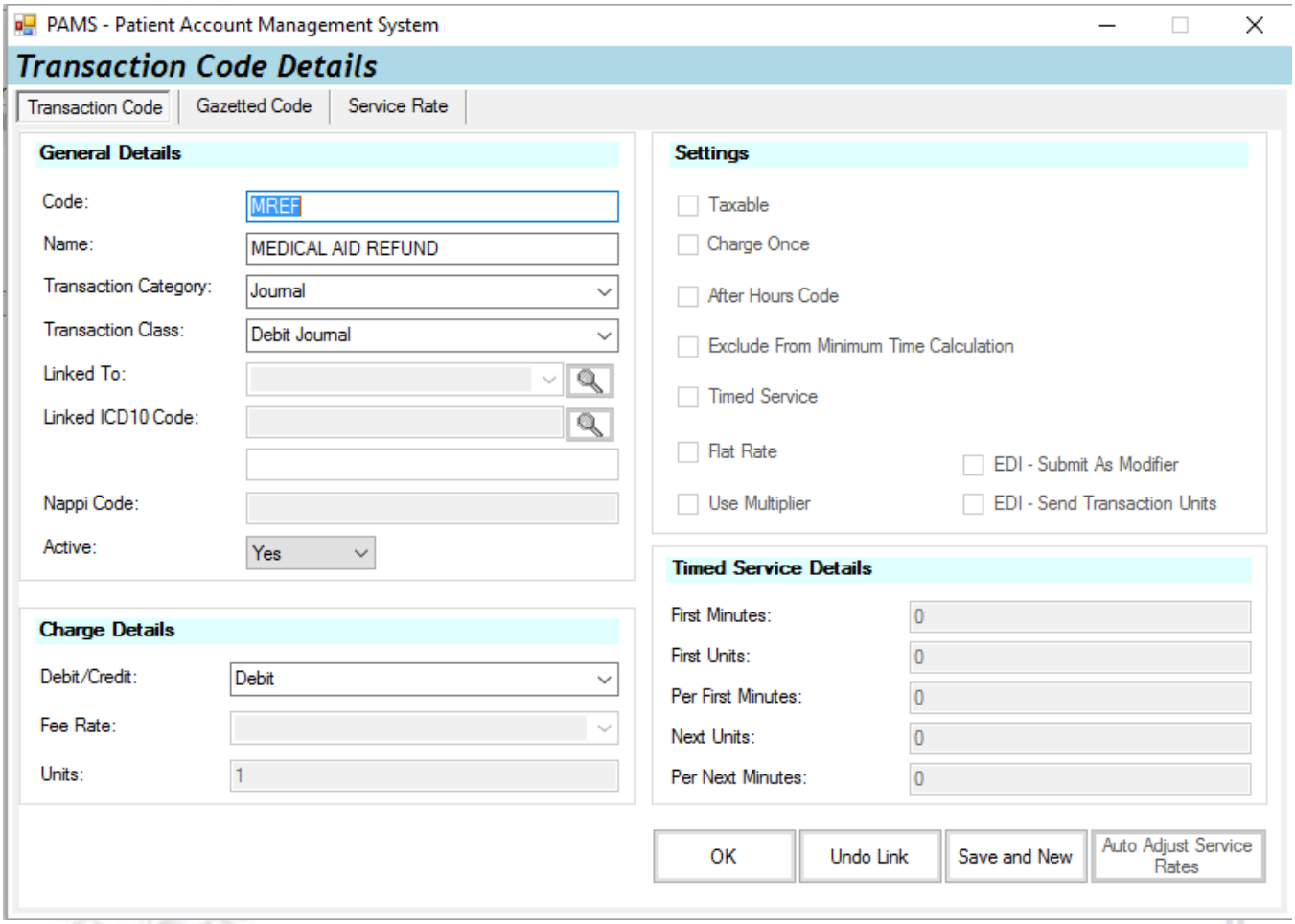
Adding or editing a receipt



The transaction code details screen indicates how a transaction category of type 'receipt' is added to the list. On this screen, the user is required to enter a code and a name. The possible values for the transaction class drop down box are linked to the selection made in the transaction category drop down box. The transaction class options for a receipt are generally medical aid receipt and patient receipt.

When choosing a transaction category, receipt can only be credit in the debit/credit drop down box. The remaining fields are disabled which does not require input from the user when adding a receipt.

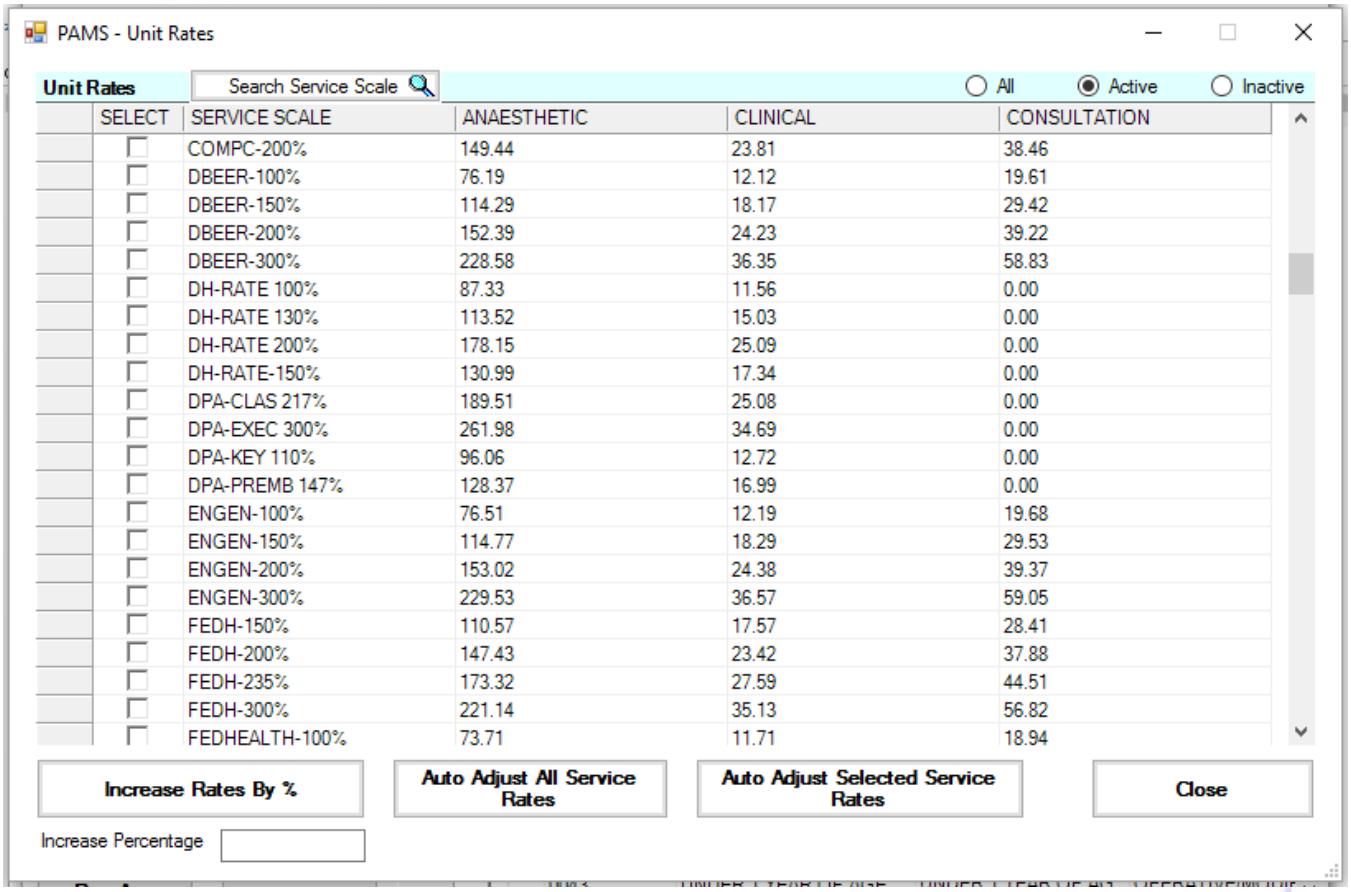
Adding or editing a journal



When adding a transaction category of type 'journal', the user is required to enter values for code and name. The possible values for the transaction class drop down box are linked to the selection made in the transaction category drop down box. The transaction class options for a journal are generally interest journal, credit journal, debit journal, write-off journal, counter journal and other journal.

When choosing a transaction category of type journal the debit/credit drop down box can be either a debit for a debit journal (Interest Journal) or a credit for a credit journal (Discount Journal). The remaining fields are disabled which does not require input from the user when adding a journal.

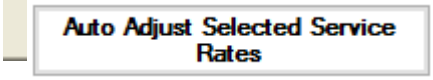
6. UNIT RATES



This screen is loaded once the unit rate menu item is selected from the system menu. This list displays the rand values for anaesthetic, clinical and consultation units depending on the rate (service scale) being charged. A user is allowed to edit unit rates by double clicking on the left-hand side of a record on the list, which allows the user access to the unit rate capture screen, where the selected unit rate can be edited.

Use this button to automatically increase all unit rate records by the percentage entered by the user in the text space provided. This button should be clicked once the user enters an increase percentage value in the text space. Input into this text space may only be numeric.

Use this button to automatically re-calculate all service rate records using the current unit rate values. Each value is rounded off to two decimal places. **When a unit rate is changed, this button must be clicked to update values for all services.**

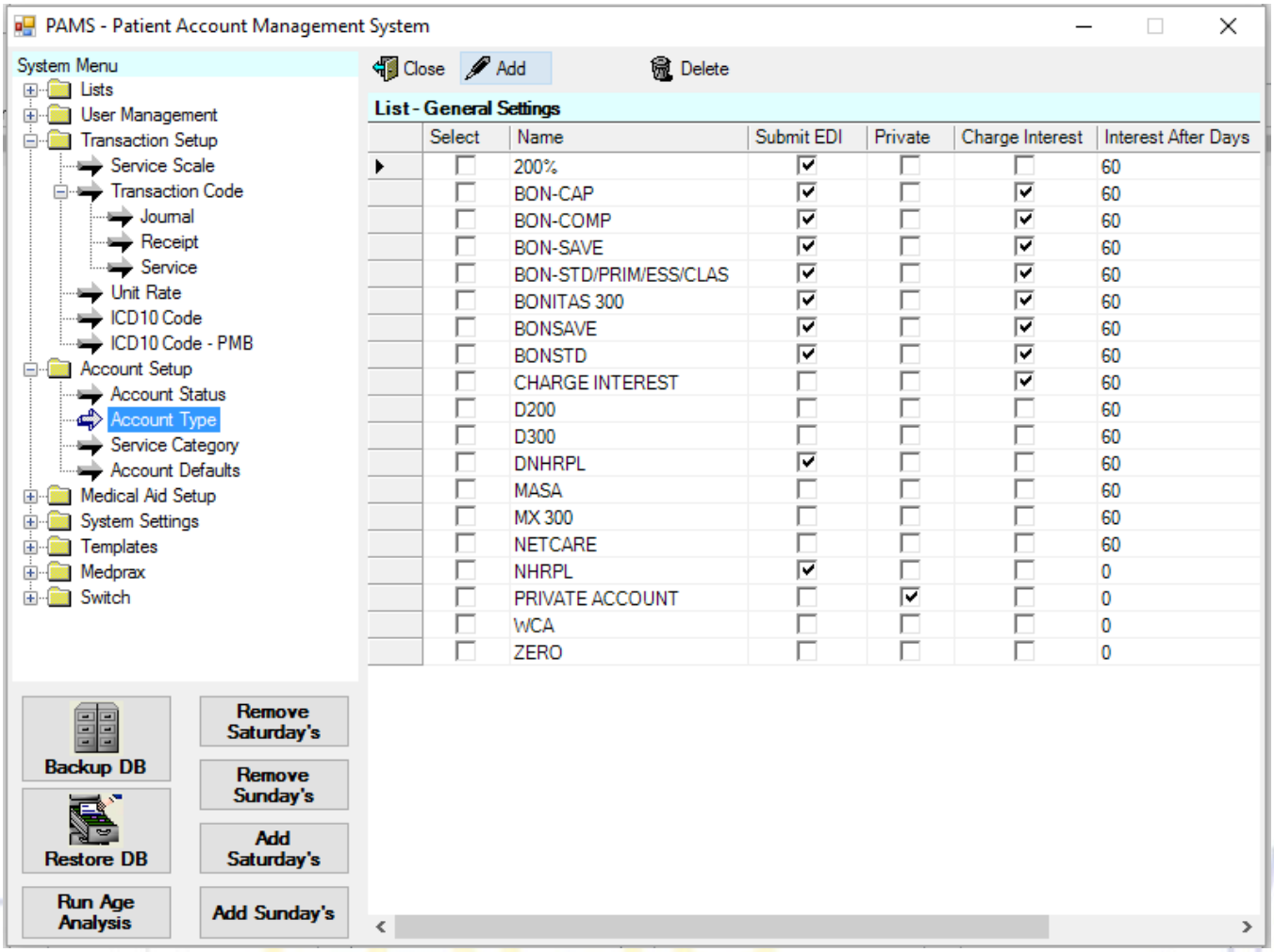


Use this button to automatically re-calculate all service rate records using the current unit rate values. Each value is rounded off to two decimal places. **When a unit rate is changed, this button must be clicked to update values for all services.**

Use this button to return to the system menu screen.

7. ACCOUNT SETUP

This option holds information concerning account status, account types, service categories and account defaults.



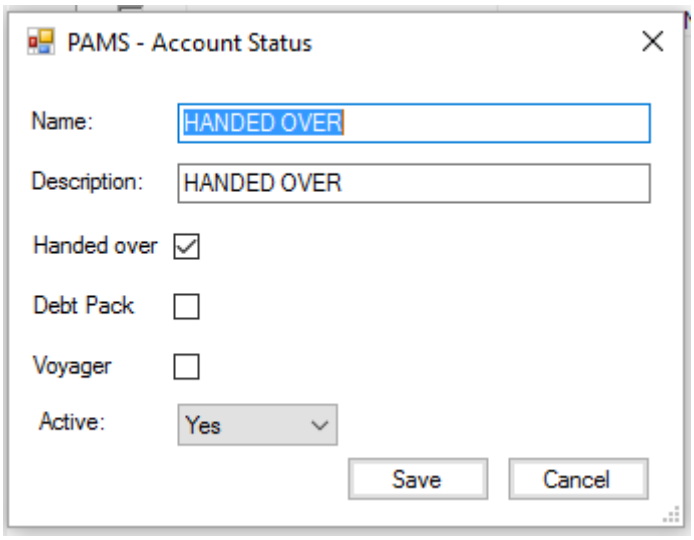
Account status Use this option to view the different statuses that an account can hold. An account status is a status an account can have at any given point in time ie. ACTIVE, HANDED OVER, PART PAYMENT.

Account type Use this option to view this screen which displays a list of the various account types with their interest details listed.
The different messages that are displayed on the statement, can be manipulated here.
An account type identifies an account ie. WCA, QEDI, PRIVATE ACCOUNT.

Service category Use this option to view a list of service categories with their names and account details listed. This option creates different types of categories to categorise the account ie. ICU, GENERAL, CONSULTS. Each service category can have its own unique numbering system.

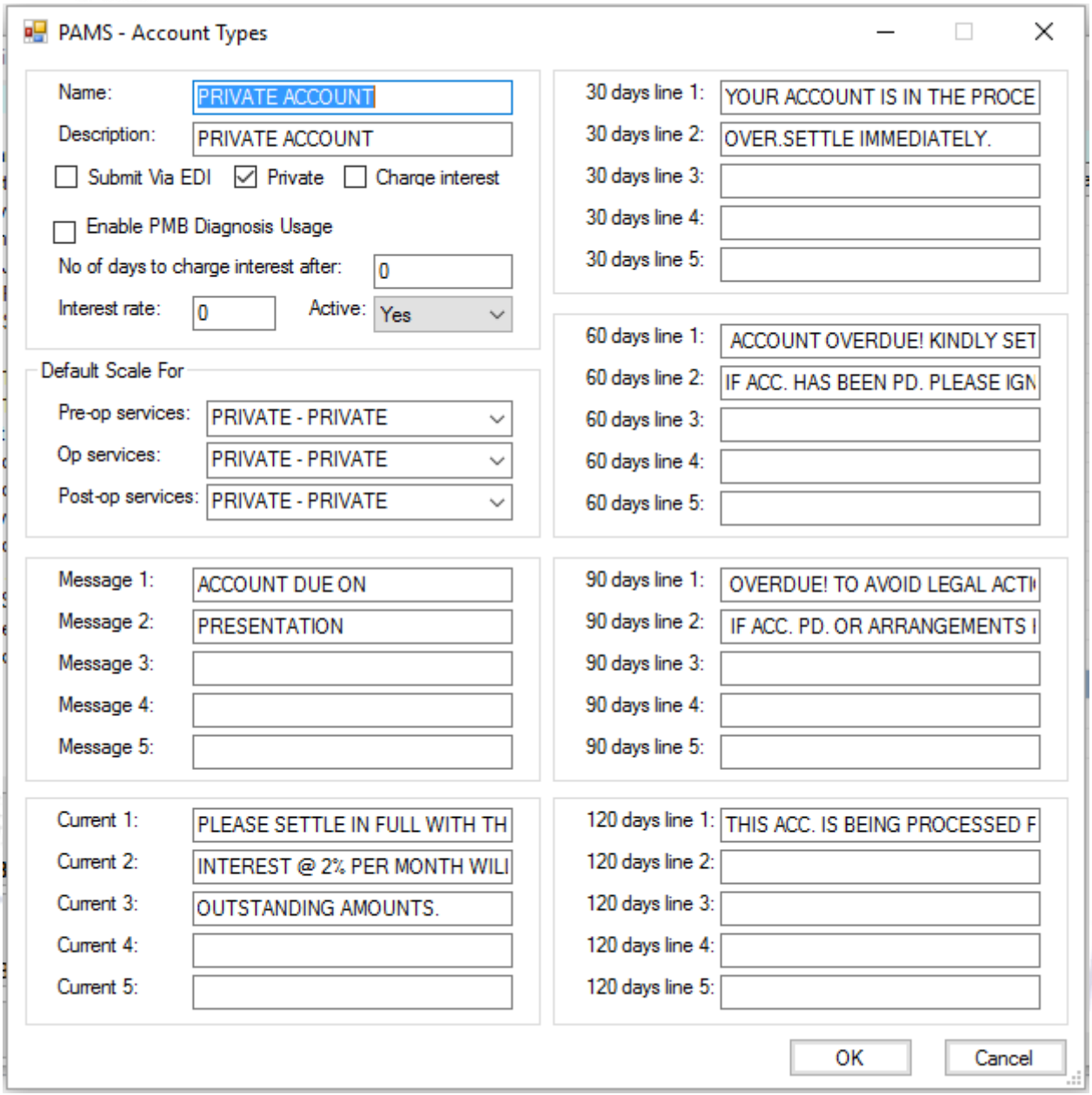
A particular account can have an account status of type ACTIVE with an account type of WCA and a service category of type ICU.

Account Status



Access to the account status screen is gained once the user clicks the add or edit button on the account type list. Field Handed over flags the account as a handed over account, PAMS will use this field to pull out reports for handed overs. A note is automatically created whenever this account type is chosen. Field Debt Pack is used to flag the account as a Debt Pack account, PAMS will use this field to pull out exports to DEBTPACK.

Account Type



Access to the account types screen is gained once the user clicks the add button or edit button on the account type list.

This screen allows the user to enter the account details, default scales, messages and details on the account regarding current, 30 days, 60 days, 90 days and 120 days. The **<Tab>** key or the <**Enter**> key can be used to move from one field to the next when entering details. The relevant data captured on this screen will appear on the statement, depending on what age the account is.

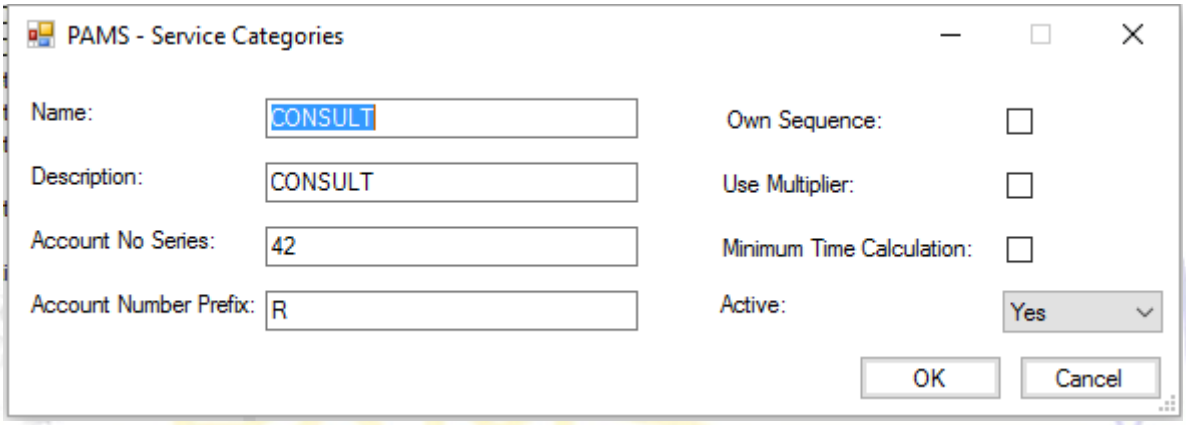
The private checkbox is used to flag a private account, this is used so that PAMS knows not to store a medical aid for that particular account. The submit to edi checkbox, will allow these account types to be sent to medical aid. Pams has a interest feature. By ticking the charge interest checkbox, PAMS will know on which account types to charge interest on , the number of days to charge interest after, and the interest rate to use.

The default scale options allow you to choose the default service scale to use for this account type. When capturing an account, the selection of one of the account types will automatically load up the default scales.

When filling in messages, please take note of the line limit. You will notice that not all information will be able to fit on one line, You would need to go to the next line and continue entering the required data. PAMS does this because there is not enough space on the statements to fit the required data on.

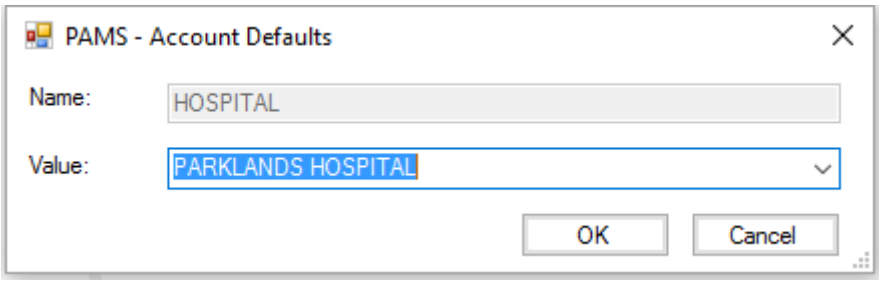
Service Category

Access to the service category screen is gained once the user clicks the add or edit button on the service category screen. The account no series is used for the numbering of an account. Each service category can have its own numbering sequence and it own Prefix. If you wish to have its own numbering sequence then the own sequence checkbox needs to be ticked.
If you wish to use a prefix for your accounts, then insert this prefix in the Account Number Prefix field. If the account type needs a multiplier (For the astrups machine), or if you need minimum time to be calculated on this account, please tick the minimum time calculation checkbox. The active dropdown list can be used to make an account status active or not.



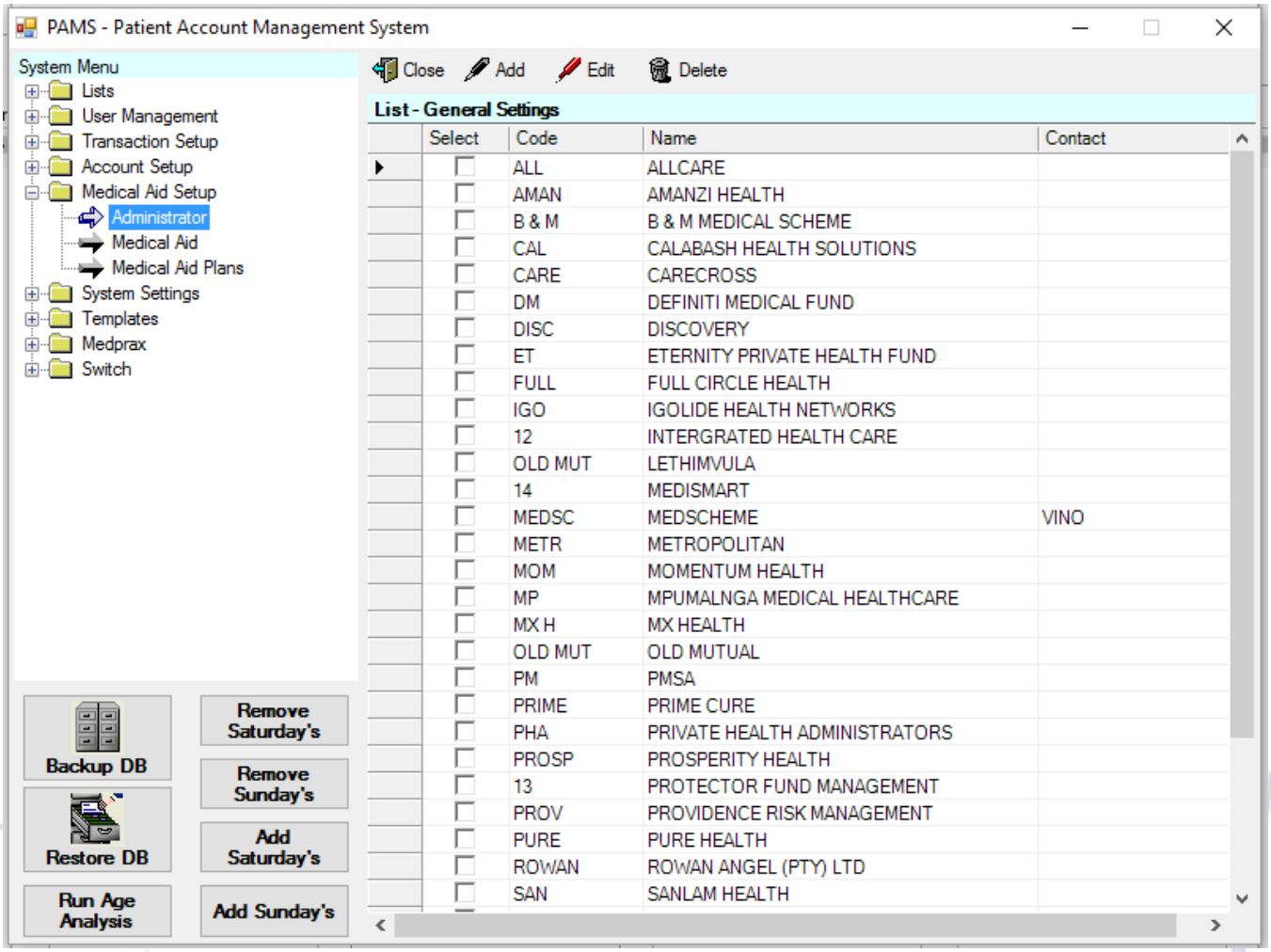
Account Defaults

Access to the account defaults screen is gained once the user clicks the add or edit button on the account defaults screen. These defaults are used when adding a new account into PAMS. These are the values that will automatically load up on there respective drop down lists.



8. MEDICAL AID SETUP

This option holds information concerning administrators, medical aids and medical aid schemes.



Administrator

Use this option to view this screen which displays a list of administrators for the various medical aids. An administrator does all the administrative work for a medical aid which includes the processing of claims and the payment of claims.

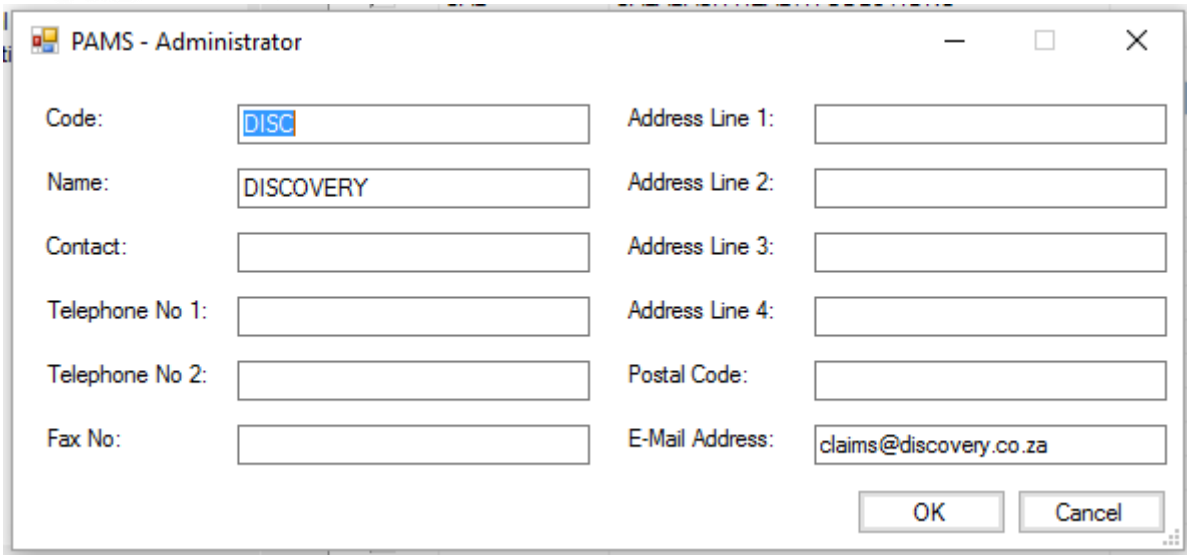
Medical aid

Use this option to view a list of medical aids with their codes, names and contacts. A **search** button is provided at the top of this screen which allows the user to search by a specific code or name. A medical aid offers benefits to a person who pays a monthly contribution towards a savings, to be utilized for medical expenses. Each medical aid is linked to an administrator.

Medical aid schemes

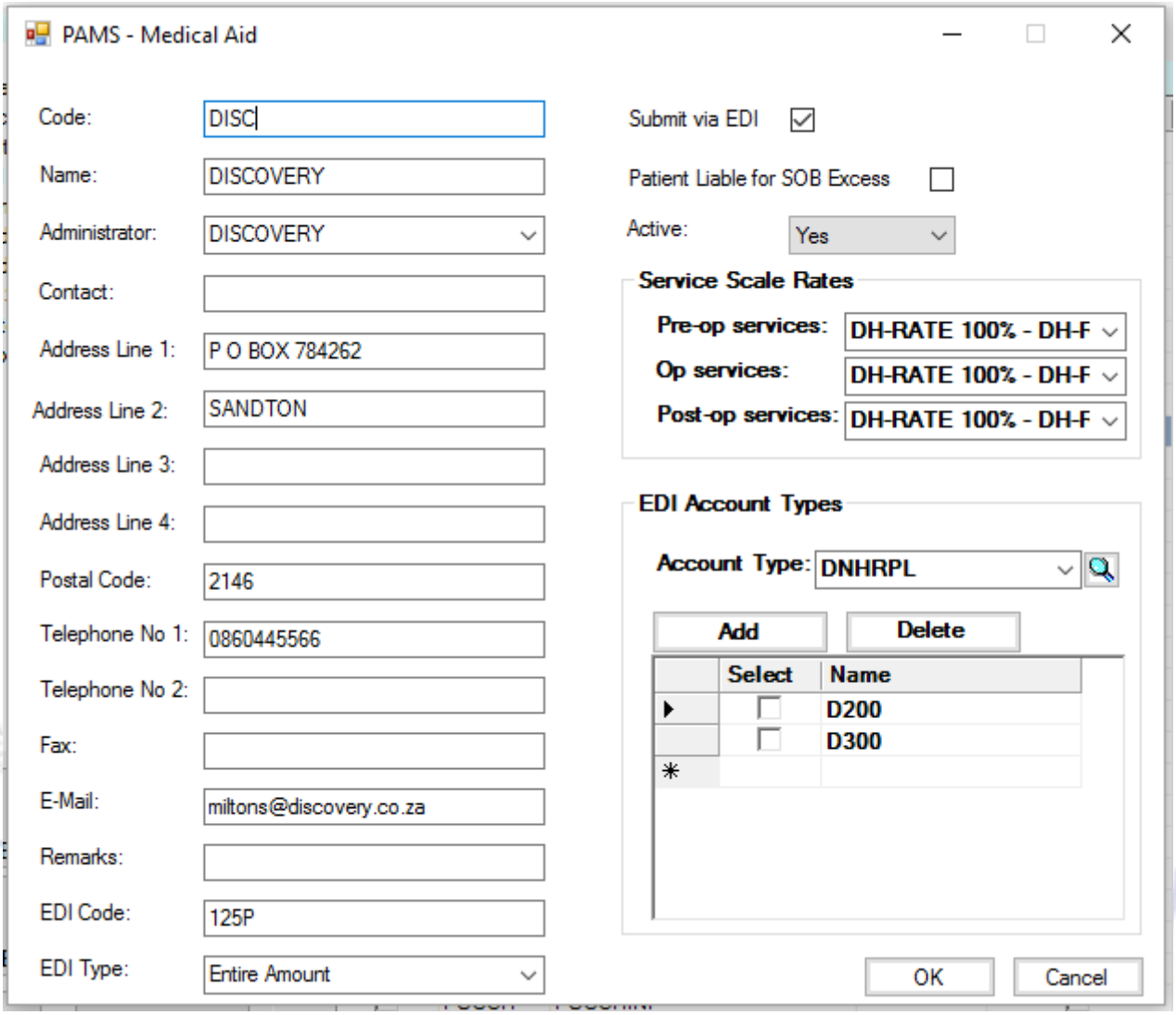
Use this option to view a list of medical aid schemes with their medical aids, codes, descriptions and service scales. A medical aid scheme is not required when conducting the medical aid setup. Each medical aid scheme is linked to a medical aid. Different schemes offer different options eg. hospital cover

Administrator



The administrator screen allows the user to add or edit a record on the administrator list. The user is allowed to enter the necessary details on this screen which will be validated accordingly.

Medical Aid



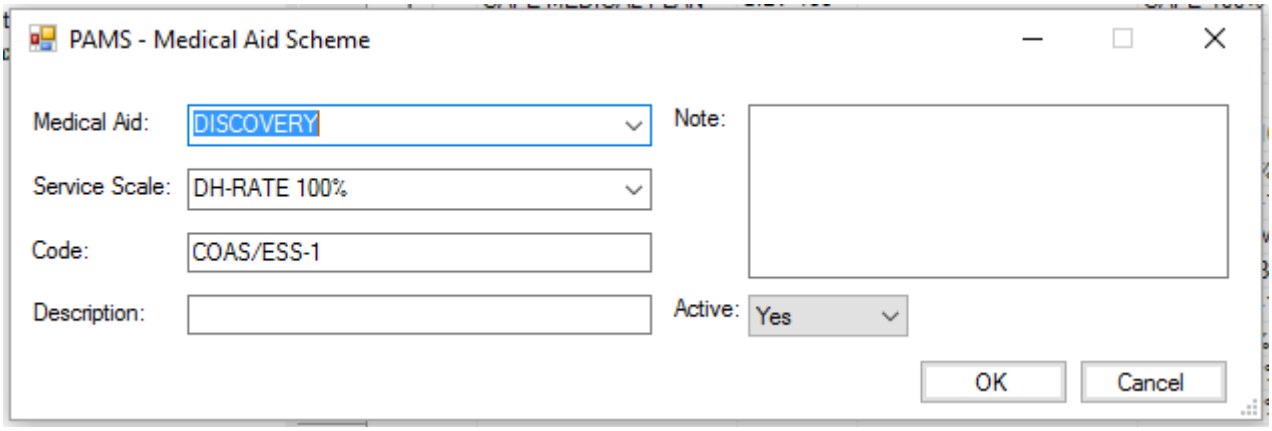
Access to the medical aid screen is gained once the user clicks on the add button or the edit button on the medical aid list.

The user can enter all the required data in the appropriate text fields. The value for administrator and EDI type can be selected from the drop down boxes provided. The administrator drop down box allows the user to choose from a list of administrators. The selected record indicates that this administrator will be used for the specific medical aid. As explained earlier an administrator does all the administrative work for a medical aid.

The EDI code is entered in the space provided depending on the type of medical aid. This code is used when medical aid submits via EDI. Selecting the submit via EDI check box on this screen, indicates that this medical aid will accept submissions via EDI. Ticking this specific check box indicates that the submission via EDI will proceed. The service Scale rates, are the default rates to use per medical aid and the EDI Account types, are the account types to use to submit to medical aid, for this medical aid.

The **<Tab>** key or the <**Enter**> key can be used to move from one field to the next when entering data.

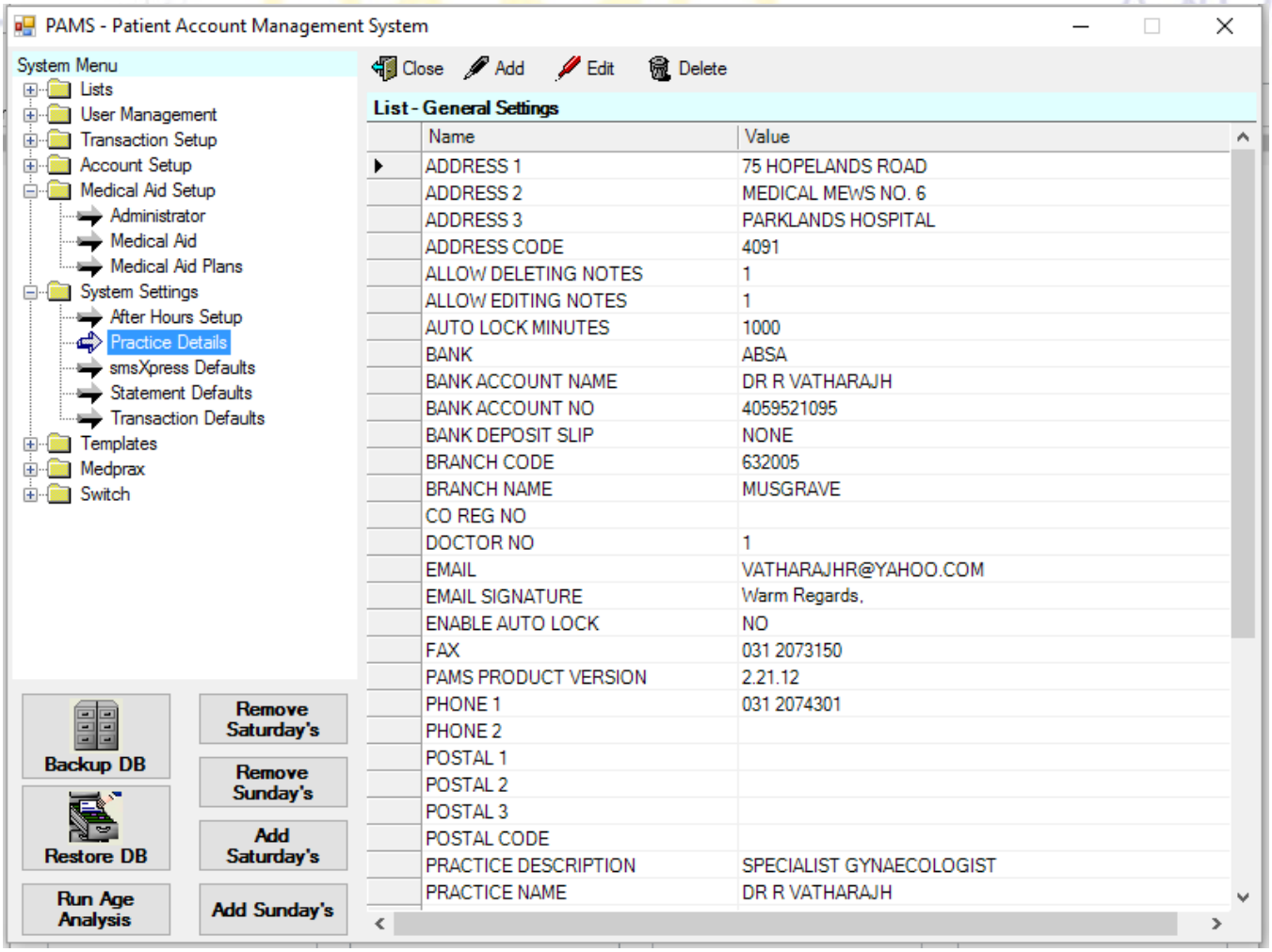
Medical Aid Plan



Access to the medical aid scheme screen is gained once the user clicks the add button or the edit button on the medical aid scheme list. Each medical aid scheme/plan offers different options. The user is required to choose a value for medical aid and service scale from the drop down boxes provided. The service scale rates may vary for each practice.

9. SYSTEM SETTINGS

This item holds information concerning after hour's setup, practice details, statement defaults and transaction defaults.



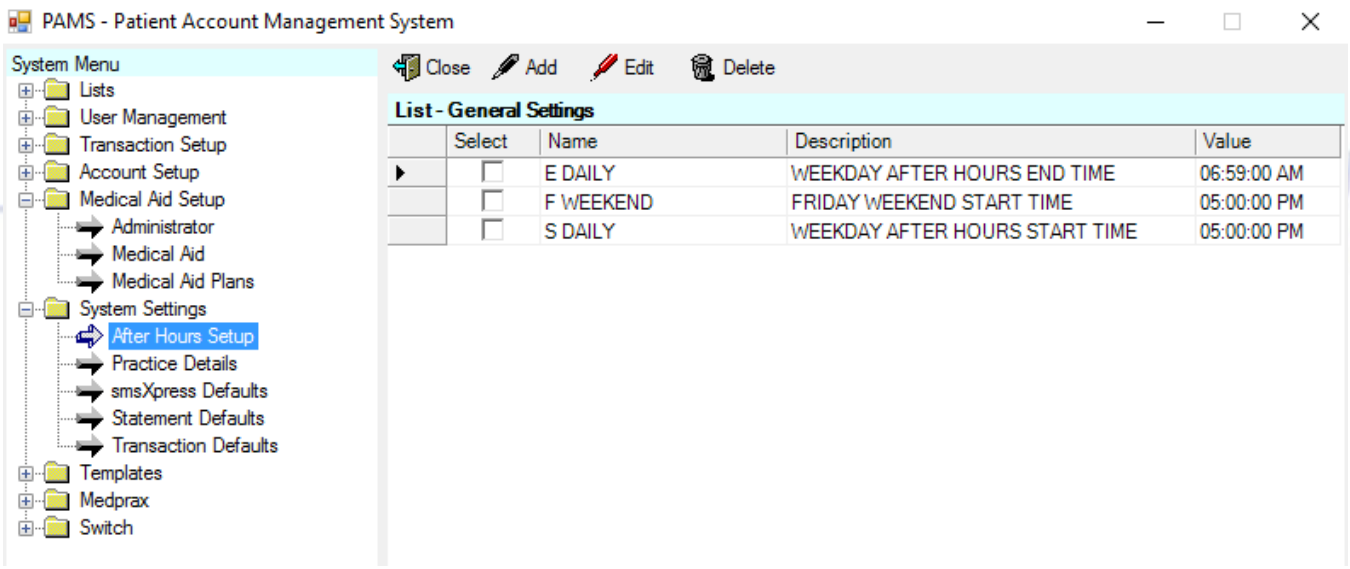
After hour setup Use this option to view the after hours setup where the user sets the various practice hours. This is the value that determines when the system needs to calculate after hours.

Practice details Use this option to view this screen which displays a list of names and values. This option displays the details relevant to the practice.

Statement defaults Use this option to view the statement defaults list with the names and values. This option determines which account type to use for the different statements. The user is allowed to set different values associated with the different statements.

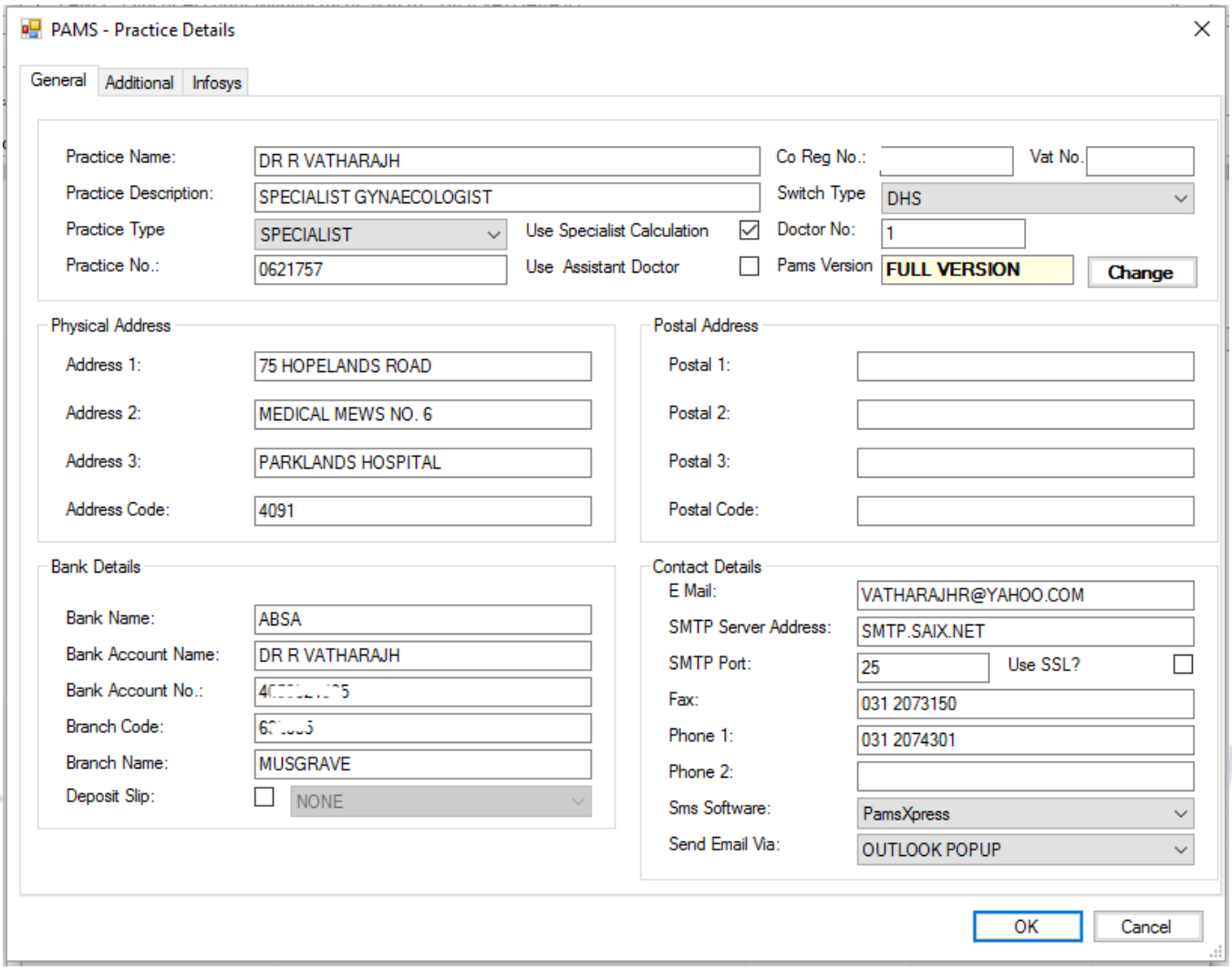
Transaction defaults Use this option to view the transaction defaults list with the names and values. This option determines which account type to be used throughout the system.

After Hour Setup



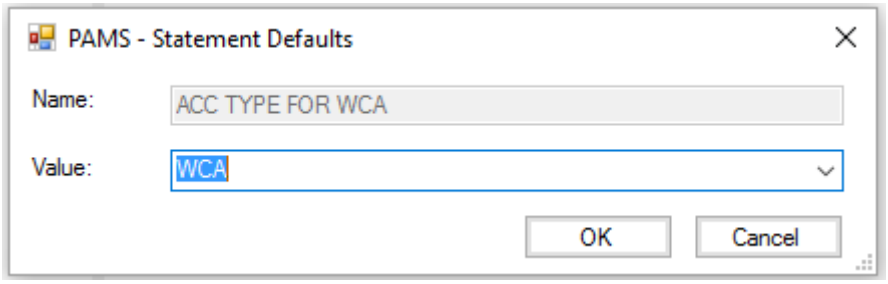
This list is where the actual setup of after hours takes place. The user is allowed to set times for after hours ie. WEEKDAY END TIME CALCULATION, FRIDAY WEEKEND, WEEKDAY START CALCULATION. Weekday end time calculation indicates the end time of the weekdays in the week. The hours after the allocated times are calculated as after hours. In this example the value '07:59' is indicted as the weekday after hours end time. Friday weekend indicates where the weekend starts. The hours after the allocated times are regarded as after hours. In this example the after hours will be after '03:30'. Weekday start calculation indicates where the weekday after hours start which is '04:30' in this example.

Practice Details



Access to the practice details screen is gained once the user clicks the add button or the edit button on the practice details list. The values for co reg no, vat no, bank account number, branch code, postal code, fax, phone 1 and phone 2 can only contain numeric values. The user can use the **<tab>** key to move from one field to the next when entering details. The relevant data captured on this screen will appear on the various statements. The deposit slip tick box, determines whether a bank deposit slip is to print at the bottom of the statement or not. The type of deposit slip is determined by the bank chosen. The smtp server address is the address used to send out emails and the sms software is used to choose a sms software ie CoreTalk or SmsMate.

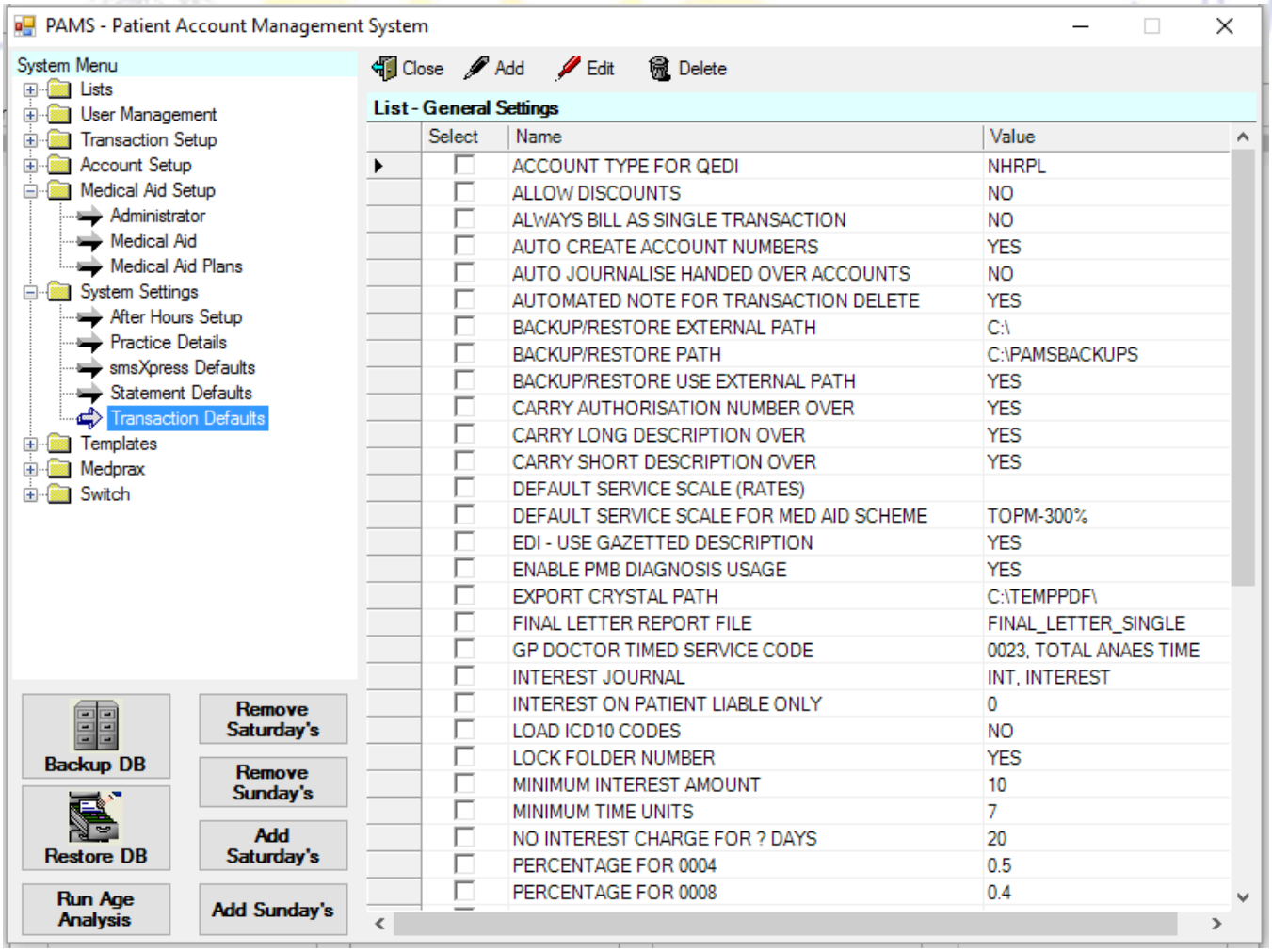
Statement Defaults



Access to the statement defaults screen is gained once the user clicks the add button or the edit button on the statement defaults list.

PAMS has two types of statements which are account type for WCA or service category for ICU. The statement defaults screen allows the user to select which statements to print depending on the value selected from the drop down box provided on this screen. If the debtor doesn't have a WCA or ICU account, any other category can be chosen.

Transaction defaults



Access to this screen is gained once the user selects the transaction defaults menu item from the tree-view on the left. The list datagrid on the right is loaded with a list of transaction defaults.

Account type for qedi This record determines which account type will be used to be sent via EDI.

Interest journal This record indicates the journal to be used when the system calculates interest automatically.

Minimum time units This record indicates the unit value to be used when calculating minimum time.

Qedi The qedi records indicate the paths used for creating, importing or exporting of electronic files.

Receipt counter This record displays the last receipt number. The user is allowed to change this value once access is gained to the transaction defaults maintenance screen. This value is limited once in use.

Allow discounts This record indicates whether discounts are allowed or not.

Backup/Restore Path This record indicates where to backup/restore from. The buttons for backup/restore can be found on the bottom left of the system menu.

Carry authorization number over This record indicates whether to carry the authorization number over when billing or not.

Carry long description over This record indicates whether to carry the long description over when billing or not.

Carry short description over This record indicates whether to carry the long description over when billing or not.

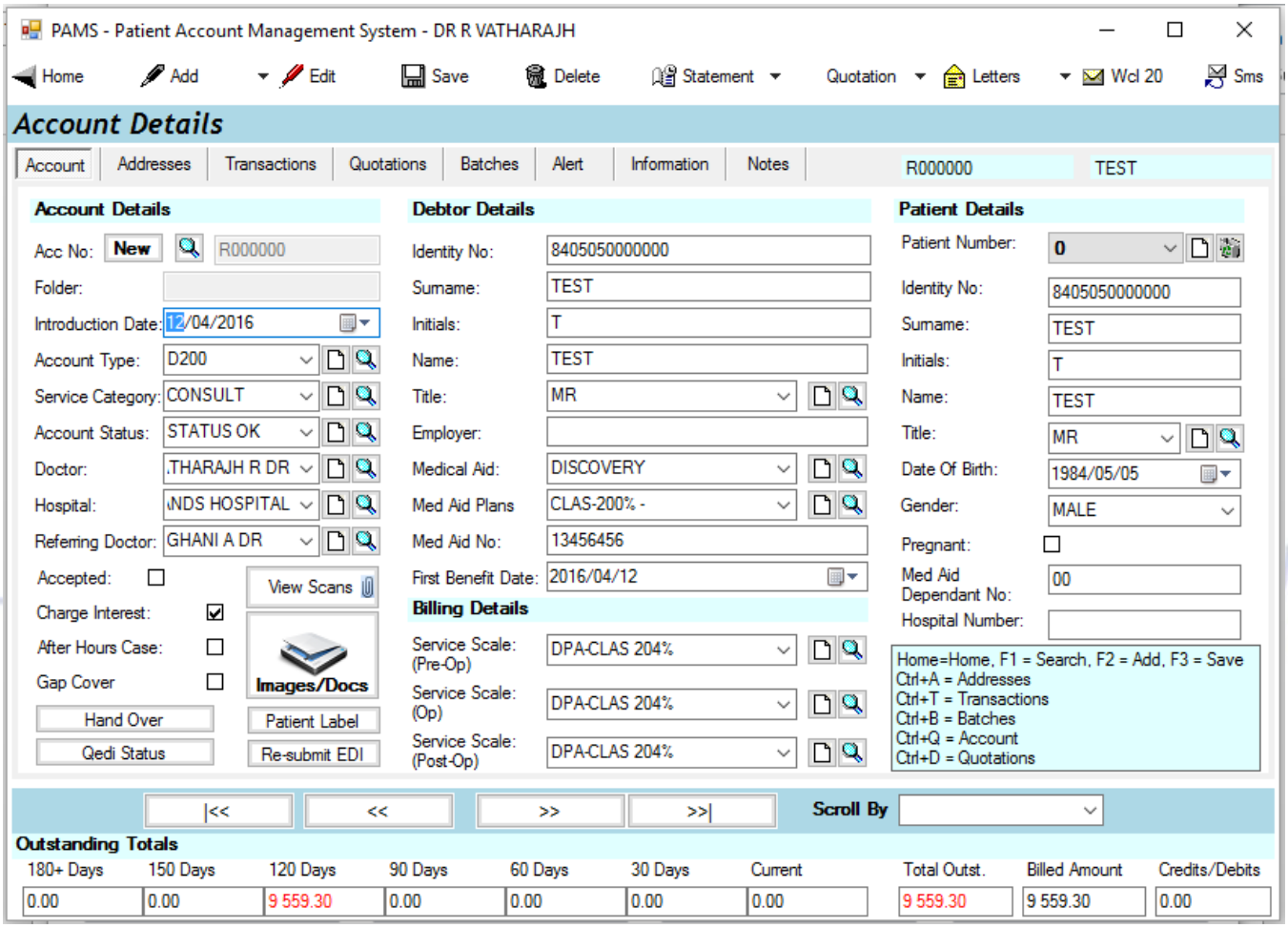
Default service scale (rates) This is the default service rate value to be when calculating the medical aid liable portion of an account. The patient liable is calculated by subtracting the amount billed from the medical aid liable.

Enable PMB Diagnosis usage Enabling this option allows PAMS to use a prescribed minimum benefit(PMB) code on an Account, depending on the ICD10 code linked to it.

Scan Path This is the path for all scan documents. This path will be used to access scans from all copies of PAMS on the network.

ACCOUNT DETAILS

Account



The account details screen holds general information on the account. This screen is used to enter new account information and to edit the information stored for an existing account. The account details screen can also access related alert, transaction, batch, note and address details.

The user has the option of returning to the home screen, adding, editing, deleting, printing a statement, printing a final/warning letter or printing an ITC letter by using the buttons provided on the toolbar, on the top of the screen or by using the keyboard shortcuts indicated on the bottom right of the screen. Individual buttons on the toolbar are either enabled or disabled depending on the selected tab. The paper clip allows a scanned image to be loaded up.

The user may select one of the records displayed on each of the lists on each tab and:

- delete the selected existing record by using the **delete** button on the toolbar,

- edit the selected existing record by using the **edit** button on the toolbar. Upon selecting the edit button for a record, an appropriate maintenance screen is displayed in which data for the record may be edited.

The outstanding totals displayed at the bottom of the screen, is where the account is aged, depending on the last transaction date. If an account is less than 30 days, the amount is displayed in the space for current. If an account is less than 60 days and greater than 30 days, the amount is displayed in the space for 30 days. If an account is less than 90 days and greater than 60 days, the amount is displayed in the space for 60 days. If an account is less than 120 days and greater than 90 days, the amount is displayed in the space for 90 days. If an account is greater than 120 days, the amount is displayed in the space for 120+ days.

The **<Tab>** key or the **<Enter>** key can be used on each of these tabs to move from one field to the next when entering details.

Adding an account

This screen is loaded once the user clicks the account tab on the account details screen. All input fields are blank allowing for input. Clicking on the **ADD** button on the toolbar clears all the text fields on this screen and allows the user to enter new account details. If there are any defaults loaded int eh system menu, then these defaults will load up now. All fields will be validated accordingly restricting as many errors as possible. The **save** or F3 button will update the database with the new account details. Once the account is saved, a unique account number will be given to it. This information as well as the debtor/main member's name will display on the top right hand side of this screen.

This screen will allow the user to input new account details into the system by entering data in the text fields provided or by choosing data from the drop down boxes.

The drop down boxes on this screen has an auto-fill feature which allows the user, once on the drop down box, to type in the first few letters of a specific record which then automatically displays the appropriate record. Once the user clicks on a drop down box, typing the first few letters of the record sets the focus to the required record and displays as the selected record.

The account type, service category, account status, anaesthetist, hospital and surgeon drop down boxes displays items from the system setup table information entered in the system menu. The value selected in the account type drop down box, displays the corresponding billing details (the values for service scales for pre-op, operative and post-op services). These values would have been set by the user when capturing setup table information for the account setup menu item in the system menu. Each service category has its own account prefix and its own series of account numbers which automatically generates an account number when adding a new account. These values would have been set by the user when capturing setup table information for the account setup, service category menu item in the system menu. The medical aid scheme drop down box is dependant on the medical aid drop down box. Changing the value of the medical aid will change the value of the medical aid scheme if available. The medical aid scheme is not required when entering account details. If a

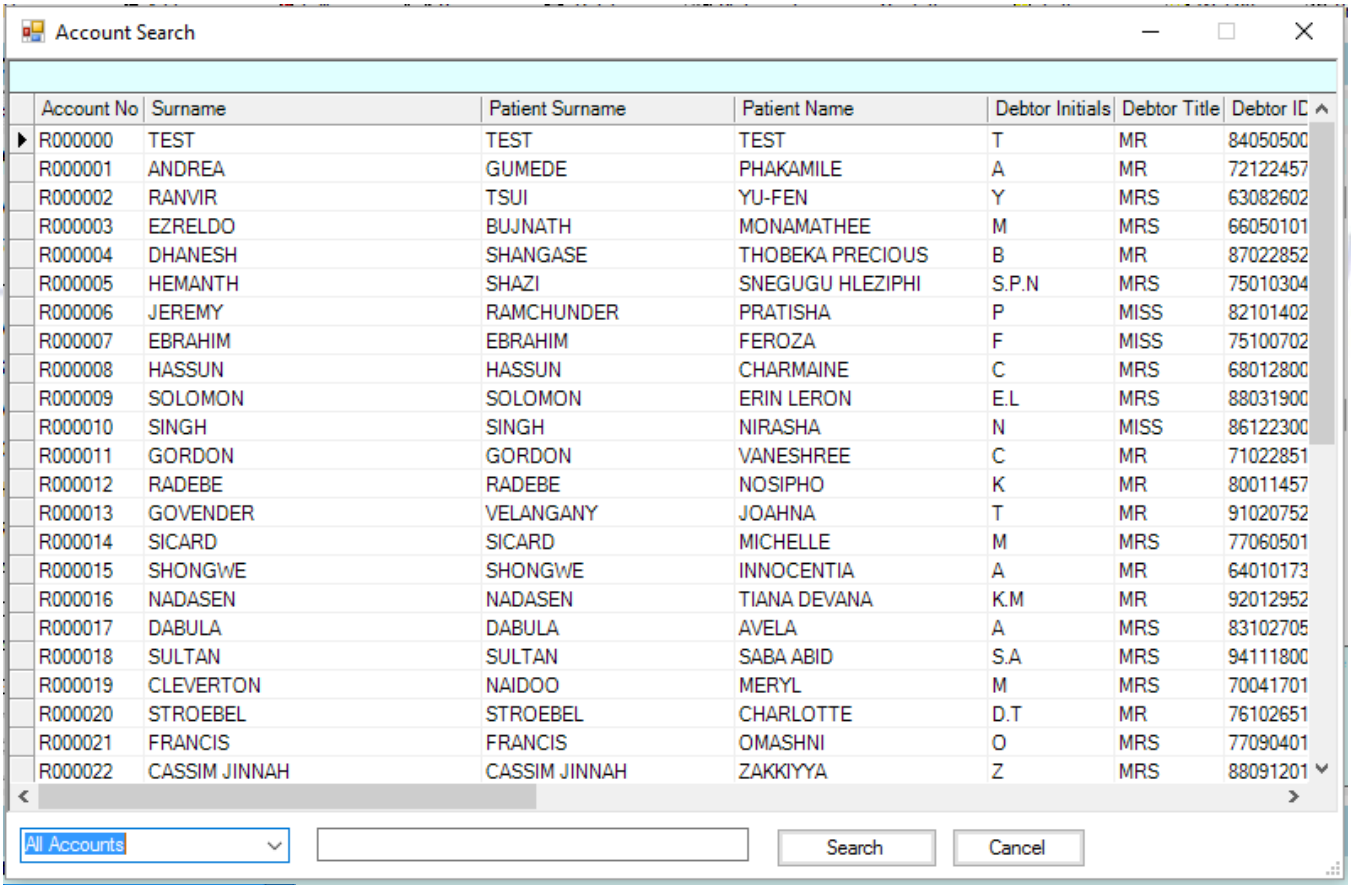
Editing an account

The user can view an account by simply entering an account number and pressing the **<Enter>** key. If the account number already exists, the information stored against the account number is retrieved and displayed for editing. Once all the appropriate data is entered, the **save** button has to be clicked, in order to update the details in the database.

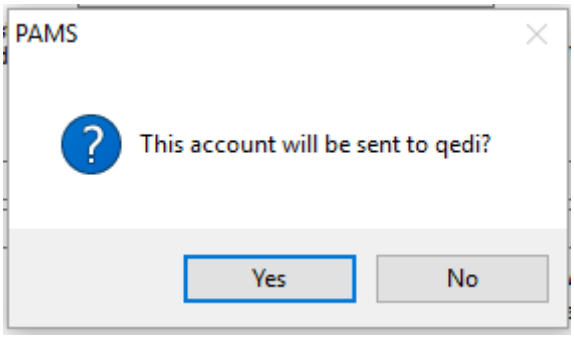
The user can view the debtor details on this screen by simply entering an identity number and clicking the **<Enter>** key. If the identity number already exists, the debtor details information stored against the identity number is retrieved and displayed in the relevant text fields provided for debtor details. The user can also view the patient details by entering an identity number that already exists followed by clicking the **<Enter>** key.

Searching

To search for a particular account number, use the **search** button provided next to the account number field. The user can also use the keyboard shortcut key **<F1>** to perform a search. This will open up the account search screen. At bottom of the screen, there are many search options, please choose a option, fill in the required search criteria in the box to the right and click the search button.

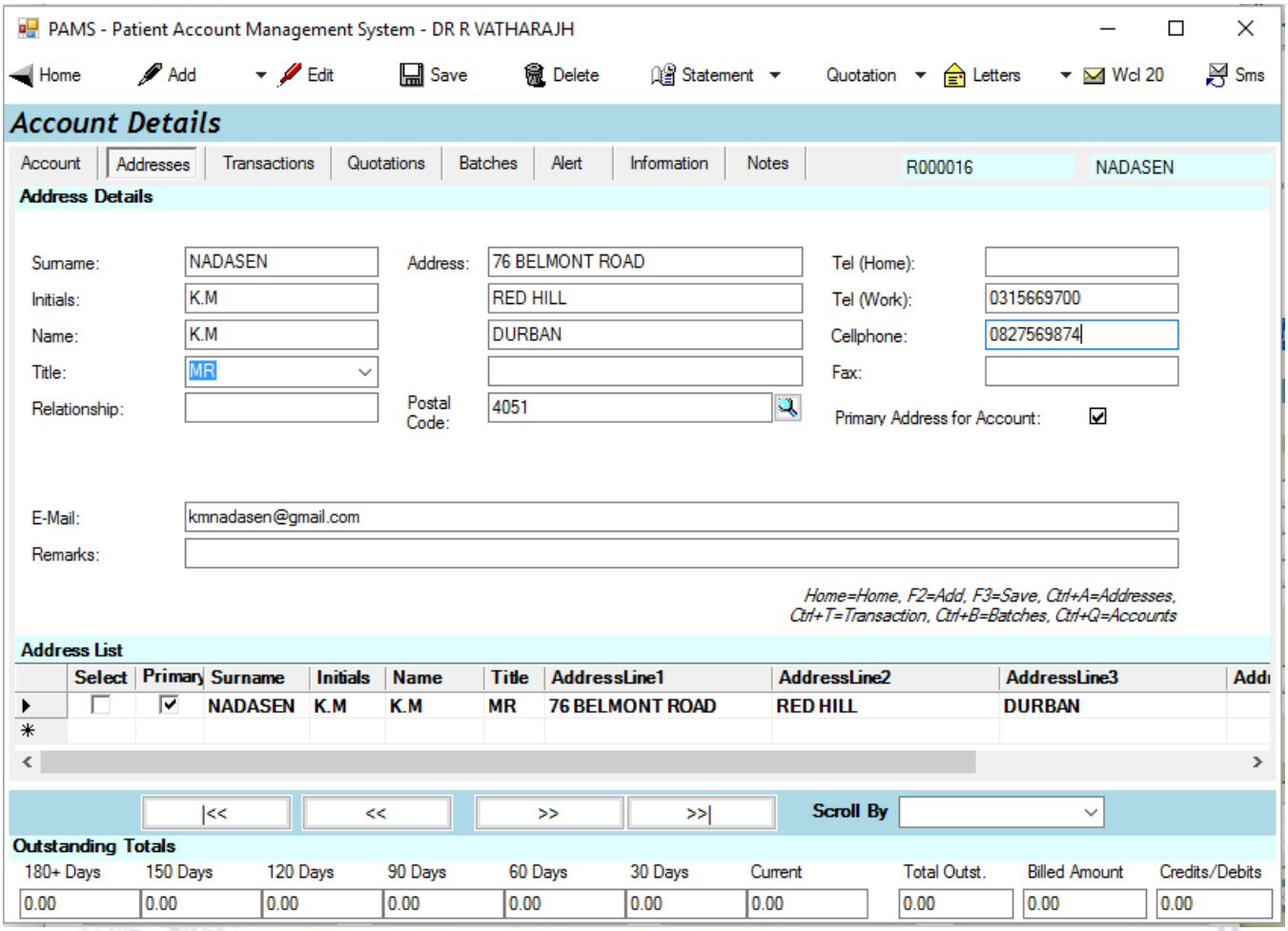


Selecting the charge interest check box indicates if interest should be charged on this account. This check box is ticked by default when this screen is loaded, only if the user ticks this checkbox when capturing setup table information for the account type menu item on account setup, in the system menu. The check box is ticked depending on the account type selected on this screen. The after hours case indicates that this account is a total after hours case. Clicking the **qedi status** button, returns the current qedi status of an account ie. Submitted File No. 8 or Rejected File No 9.
The account type for qedi and the submit via edi value in the system menu determines whether that particular account is going to be sent via qedi. The system will prompt the user, and confirm whether that particular account is going to be sent via edi. The user then has the option of clicking the yes or the no button. Once the user edits the details on this screen and clicks on the **save** button, the user has to confirm if that account is going to be saved and resubmitted to qedi. The status of the account will then change to resubmitted.



This message box is displayed if the account is not a qedi account. Under no circumstances, can the user delete an account.

Addresses



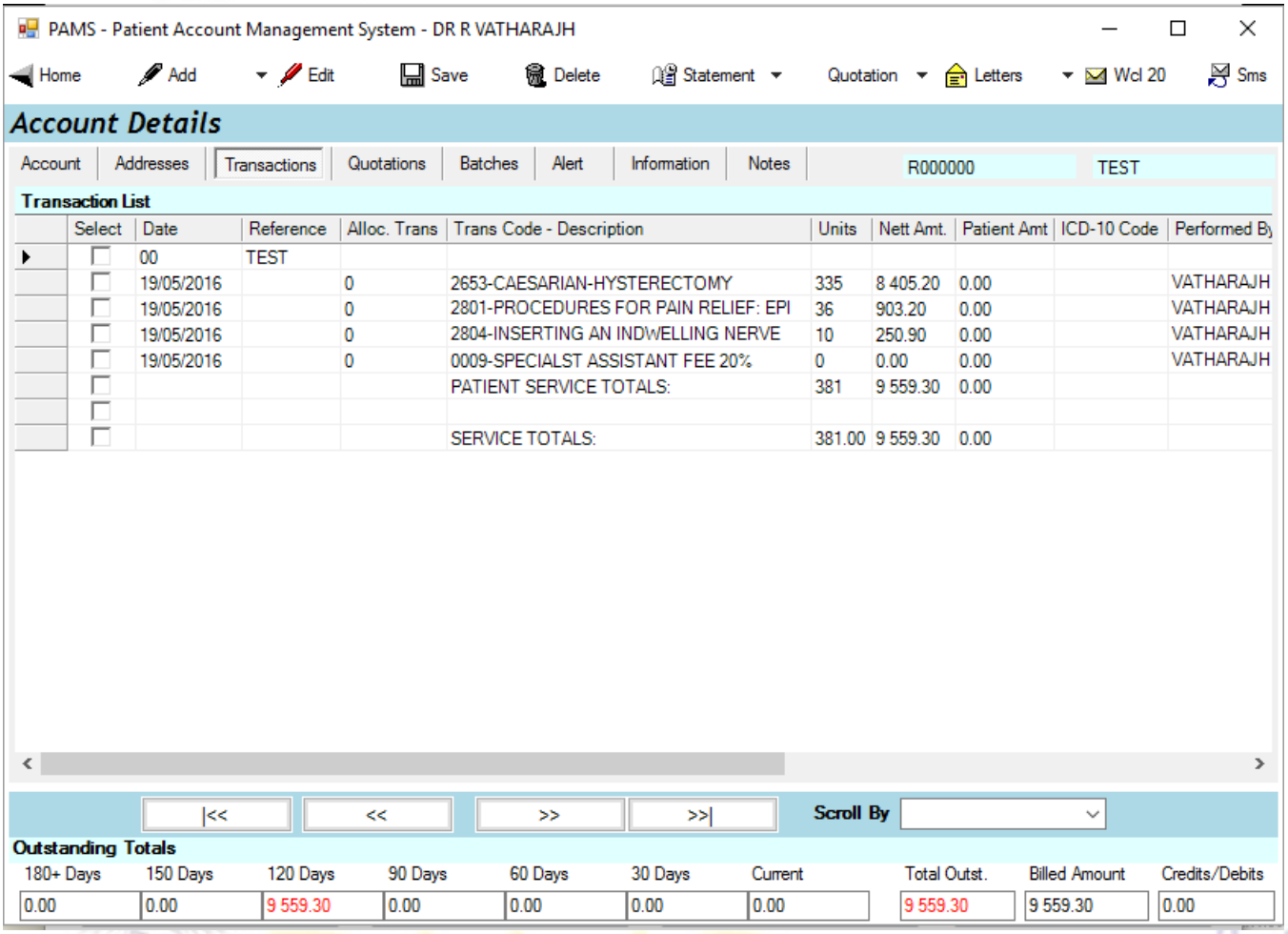
Clicking the addresses tab on the account details screen allows the user to view the address details, address list and outstanding totals of a specific debtor.

The address list on this tab is loaded with all addresses related to the current debtor for the selected account. Each debtor can have multiple addresses. The user is allowed to edit an address by double clicking on a record in the address list. The user is required to enter values for surname, initials, name, relationship, address, postal code, telephone numbers for home and work, cellphone, fax, e-mail and remarks.

Clicking the primary address for account checkbox, indicates that this is the address to be used when sending statements, final letters or ITC letters to a debtor. The E-Mail field is used to when sending e-mails and the cellphone field is used when sending sms's.

Once the user enters the address details in the relevant fields, the **save** button has to be clicked in order to view the new record in the address list. The user can add, edit, save or delete an address.

Transactions



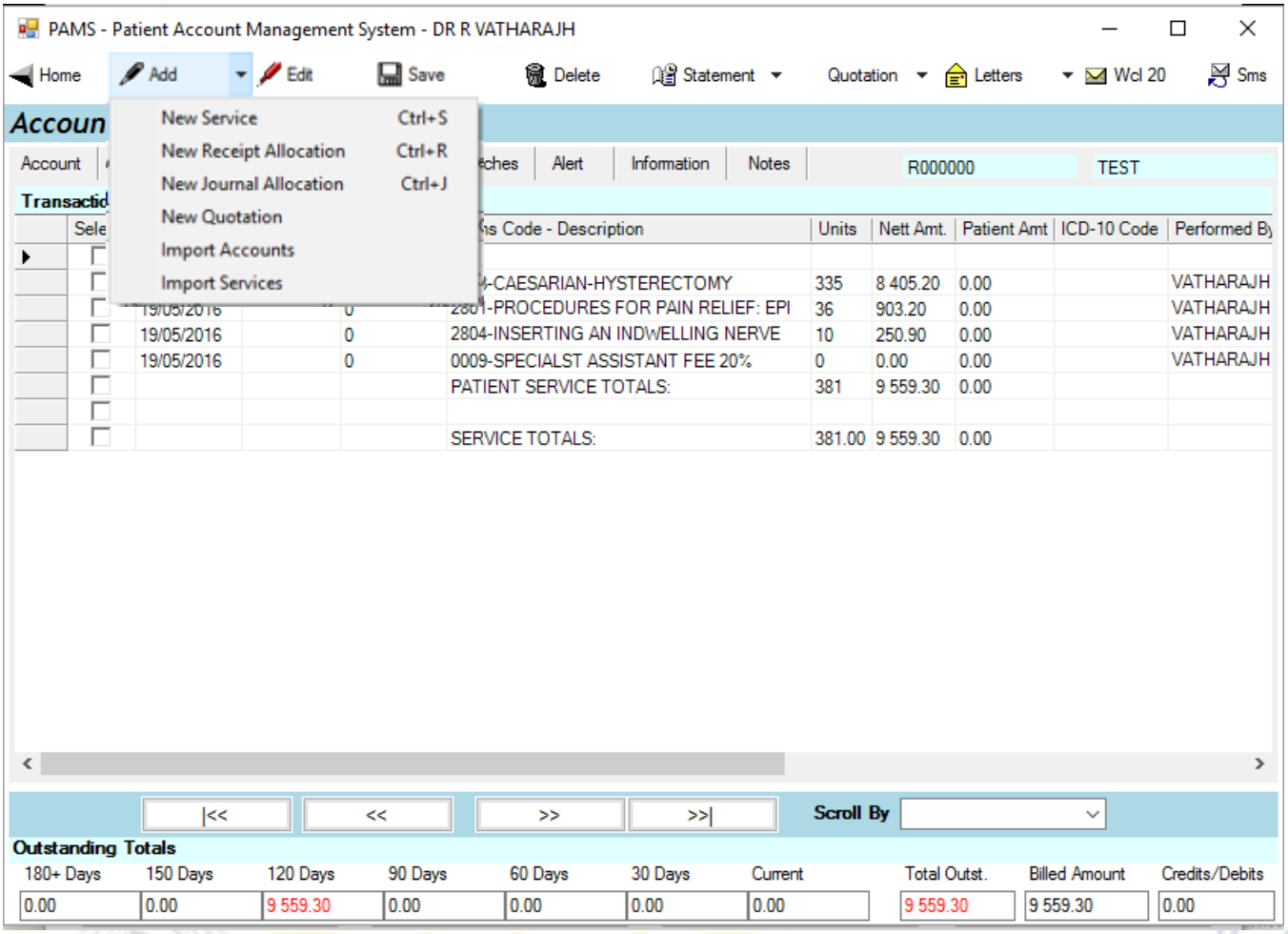
Clicking the transactions tab on the account details screen allows the user to view a transaction list and the outstanding totals for a specific debtor.

This screen holds information on transactions through which new transactions can be entered and existing transactions edited or deleted for the currently selected account. The transaction list on this tab is loaded with all the transaction details related to the selected account.

If a transaction is linked to another service, the user is not allowed to delete the transaction until the linked receipt or journal is deleted. Receipts or journals can only be deleted through the batch explorer screen. The user is not allowed to edit a record if the transaction has been zeroed out.

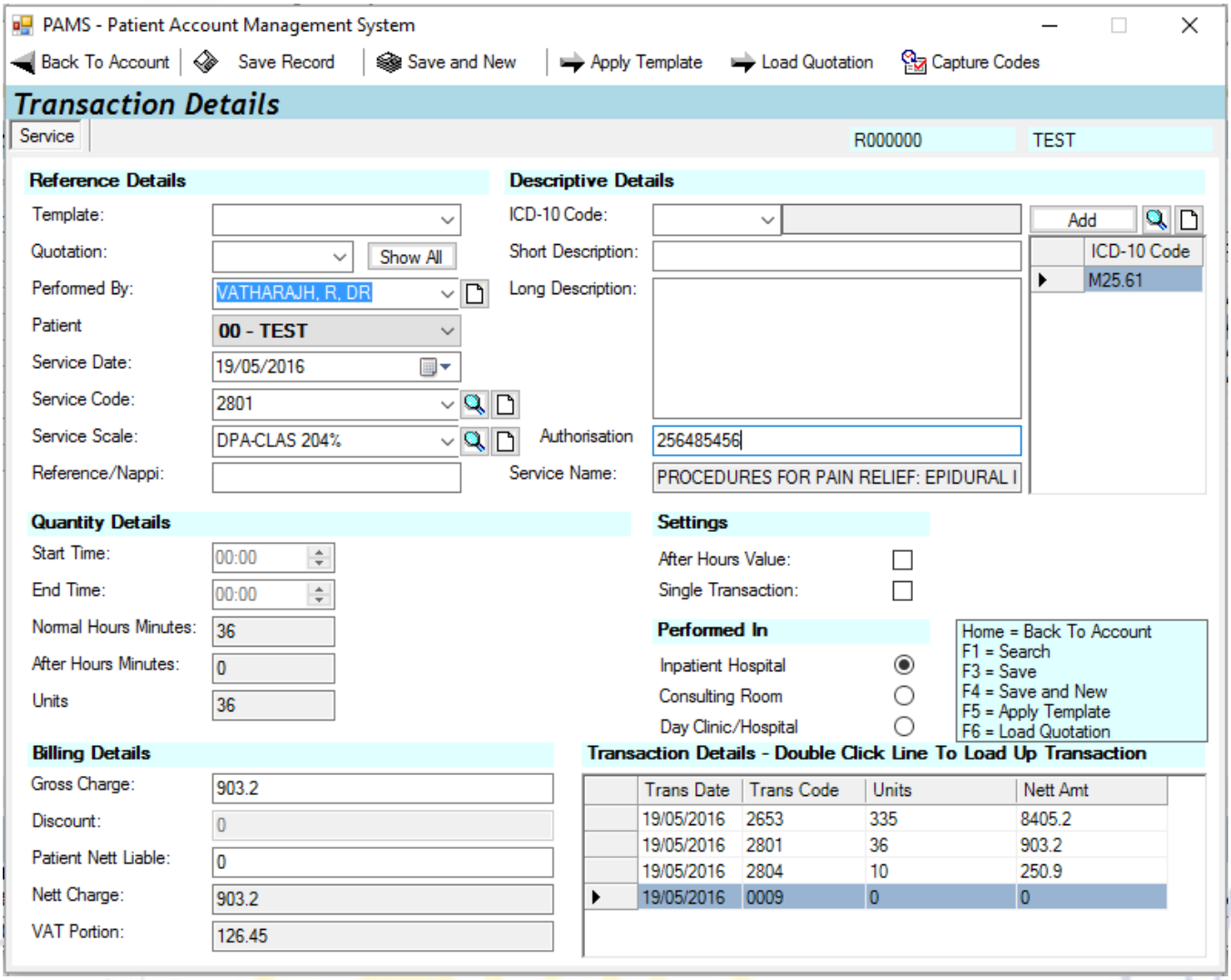
The records that have been zeroed out and the batches that are displayed on the transaction list are indented, which can be easily viewed by the user.

The scroll bar provided on this screen allows the user to view the remaining columns on the transaction list.



Clicking the **add** button on the transactions tab, the user has the options of adding a new service, adding a new linked service, adding a new receipt allocation or adding a new journal allocation. The keyboard shortcuts indicated next to each drop down menu item can be used instead of clicking each item.

Adding a new service



Clicking on the new service drop down menu item gives the user access to this screen where the user is allowed to add or edit a service by entering appropriate data in the required fields. Only services can be added or edited via this screen.

The value for the performed by default to the anesthetist value selected on the account tab. These values can be changed by the user. The service date field defaults to the current system date and can be changed. The value for service scale is dependant on the service code value. Each service code can have one of many values ie. pre-op, operative and post-op services, the value for which has been determined in the accounts tab.

The **search** button next to the service code field allows the user to search by code or name, for a specific service code.

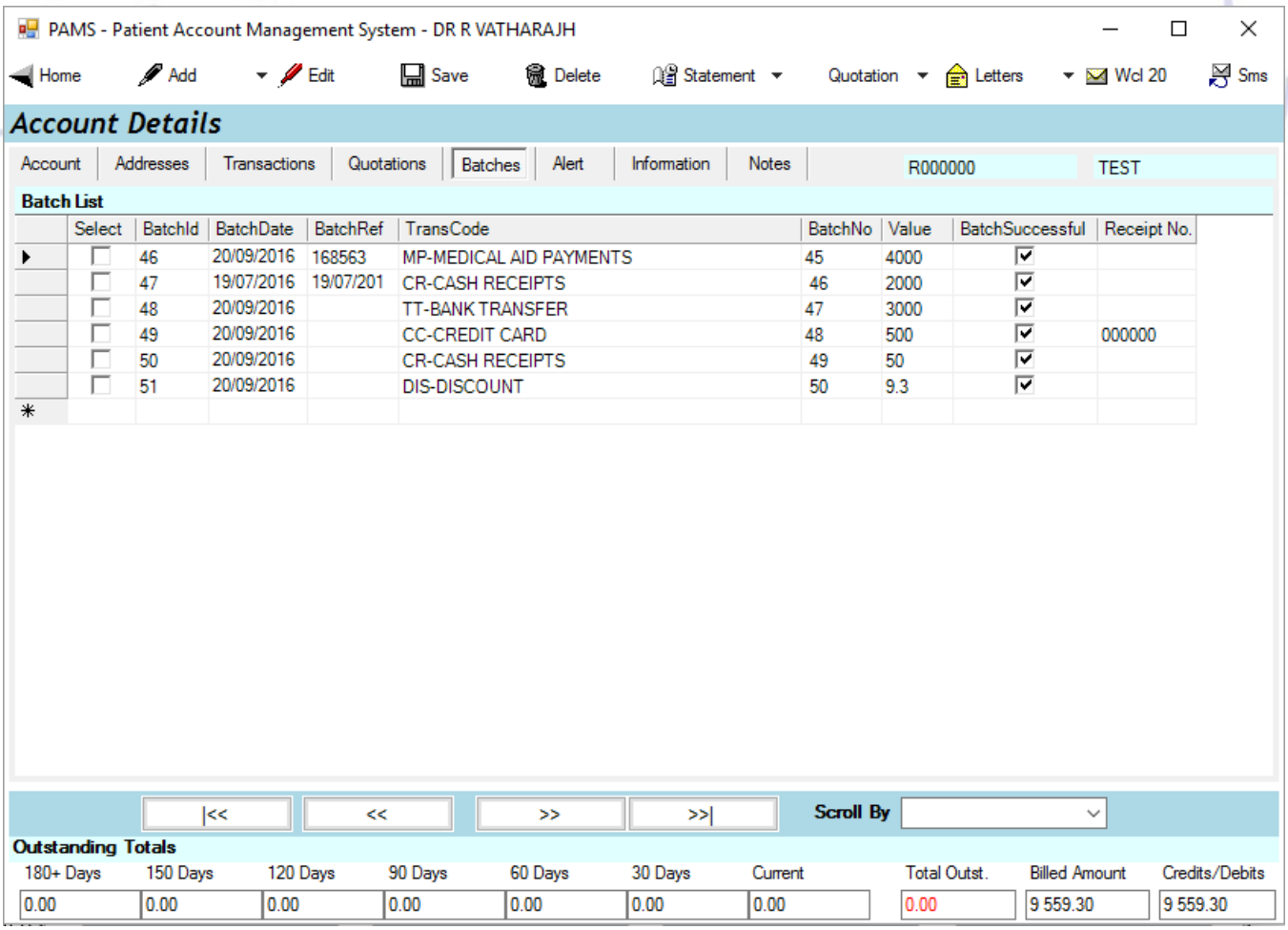
The start time and end time fields are disabled if the service code selected is not a timed service. If this code is a timed service, the user is allowed to select start times and finish times. Upon selecting these times, the values for after hours minutes, total minutes, gross charge, nett charge and vat portion are automatically calculated and displayed in the appropriate text fields. The value for patient nett liable is always the difference between the value for gross charge and the NRPL rate chosen in the system settings. The ICD-10 code, short description, long description and authorisation fields require input from the user.
The value for service name automatically displays upon selecting a service code. Multiple ICD-10 codes can be chosen by simply entering them into the list provided.

If the user ticks the after hours value check box, the values for normal hours minutes and after hours minutes automatically change. Clicking the after hours case check box on the account tab, disables the after hours value checkbox on this screen and allows the user to select start and finish times for after hours. Clicking the performed in hospital check box, indicates that this specific operation was performed in hospital. If a public holiday has been specified for the chosen date, then the system automatically decides the after hour and normal hour values. The system also uses the values specified in the after hour setup , in the system menu, to determine which values are after hours or not.

When more than one procedure is charged, the system will choose the code with the highest unit value of the codes and will zero out the rest of the codes. Clicking the single transaction check box prevents the code from zeroing out. This indicates that no calculations of minimum time, charge once, etc. will take place. The body mass index(BMI) details are only applicable for certain codes(0018) and will only be visible for these specific codes. The user is required to enter values for height and mass.

The user can return to the account details screen, save a record or save and add a new record by clicking on the buttons provided at the top of the screen or using the keyboard shortcuts indicated at the bottom right of the screen.

Batches

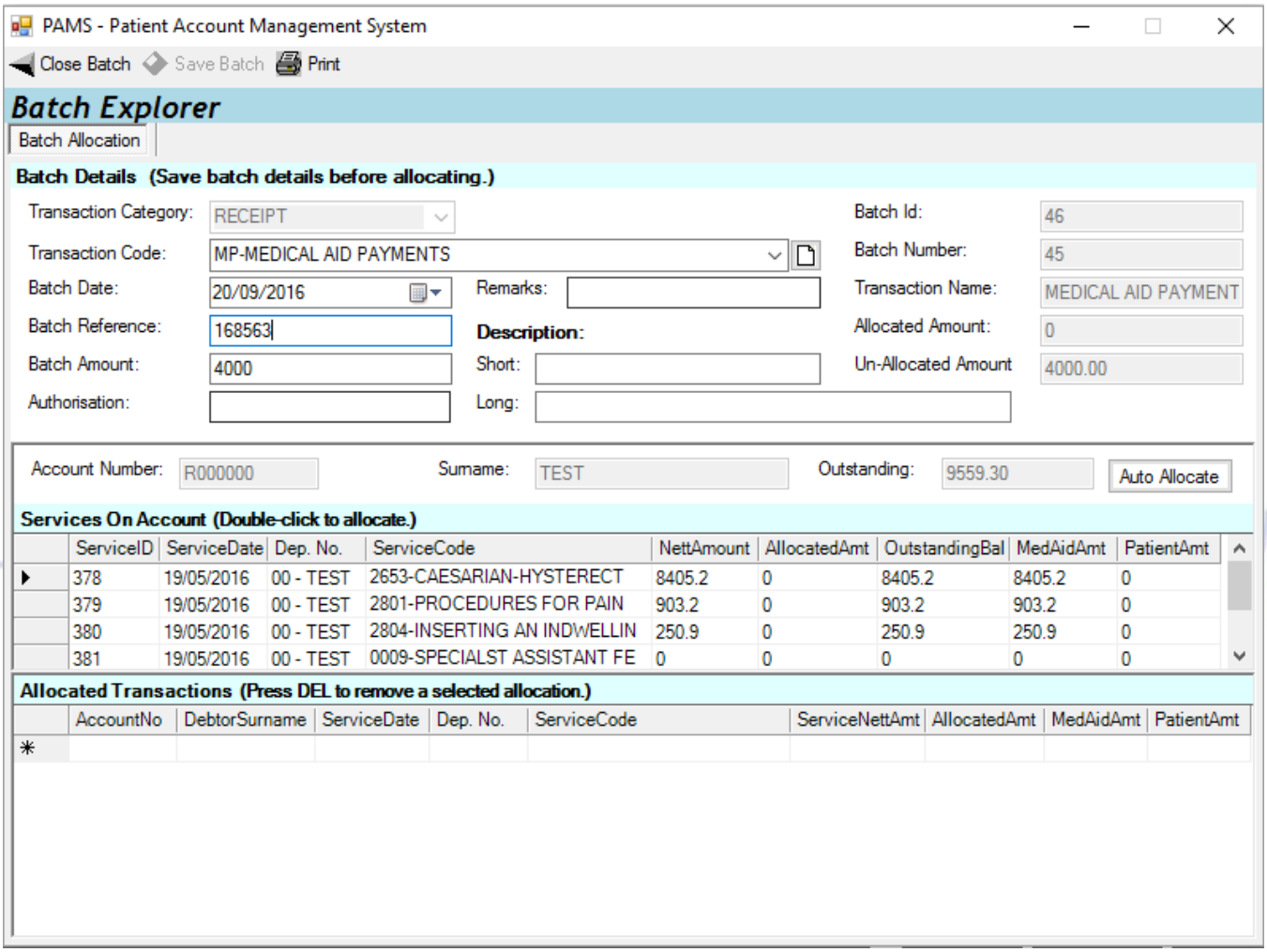


Clicking the batches tab on the account details screen allows the user to view the batch list.

A batch is either a receipt or a journal. A journal can either be a journal debit or a journal credit. This screen displays the receipts and journals on the batch list.

This tab allows a user to add, edit or delete batches for the currently selected account. The batch list on this tab is loaded with all the batch details related to the account. Once the user clicks the **add** or **edit** button, after selecting a record from the list, access to the batch explorer screen is gained where the user is allowed to allocate or edit service batches.

Adding a new receipt allocation or a new journal allocation



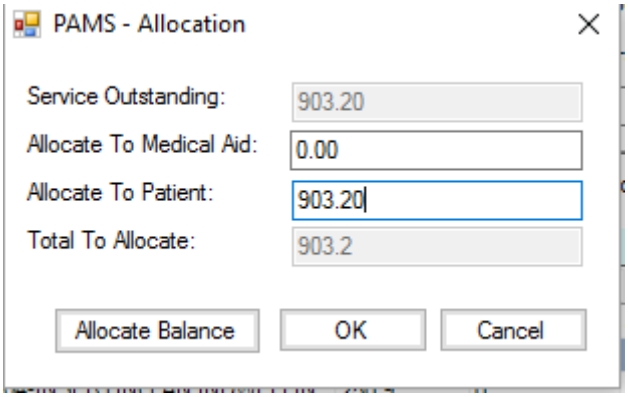
Clicking on the new receipt allocation or new journal allocation menu item gives the user access to the batch explorer screen. The user can view batch details, services on an account, allocated transactions and have the options of closing batch, saving batch or printing batch by clicking on the buttons provided on the top of the screen.

The values for transaction category, account number, surname and amount outstanding will be displayed once this screen is loaded. The value for transaction category will either display receipt or journal, depending on whether the user is adding a new receipt allocation or a new journal allocation. The user is required to select a value from the transaction code drop down box which displays the values, which has been determined in the transaction code menu item in the system menu. The batch date field defaults to the current system date and can be changed. The batch reference field requires input from the user.
The batch amount field defaults to the total amount outstanding. The authorization, remarks, short description and long description fields requires input from the user. The batch id, batch number, transaction

name, allocated amount and un-allocated amount fields are disabled which does not allow for input from the user.

To allocate an amount to a single record on the list, the user is required to select a transaction code from the drop down box provided and enter a batch amount, followed by double clicking on the left hand side of the services on account list.

If the user requires all of the records on the list to be allocated, the **auto allocate** button on the batch explorer screen can be clicked. This will automatically go down the list and assign the associated amount to the amount outstanding. The batch amount is either allocated to medical aid or to the patient. The allocated transaction list displays records of all the allocated transactions in ascending order.

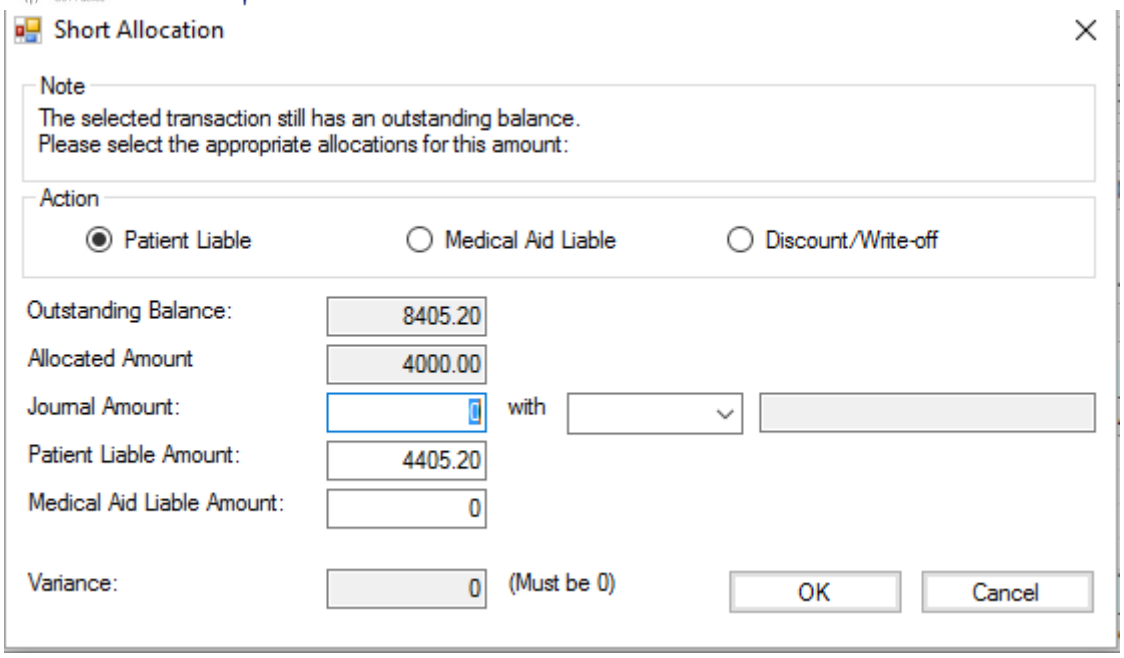


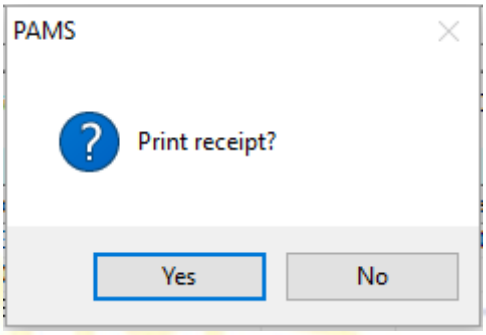
Access to the allocation screen is gained once the user double clicks on a record on the list in the batch explorer screen. The service outstanding and total to allocate fields, automatically display which does not allow for input from the user.

Once the amounts are entered on this screen, the **allocate balance** button can be clicked followed by clicking the **ok** button. If the batch amount entered is less than the outstanding balance, access is gained to the short allocation screen.

If the default value in the batch amount field is used for the allocation, the allocation screen or the short allocation screen is not displayed. Clicking the **auto allocate** button, automatically performs the allocation and displays in the allocated transaction list. This is the whole amount which is allocated to the outstanding amounts. This should zero out the outstanding balance on all of the records on the list.

Once the amount is allocated, the user is allowed to print a receipt after confirmation from the user. If the user clicks the yes button, the corresponding receipt is printed to the designated printer. If the user is on the batches tab, the edit button can be clicked which allows the user access to the batch explorer screen where the user is allowed to print a receipt of the allocated transactions.



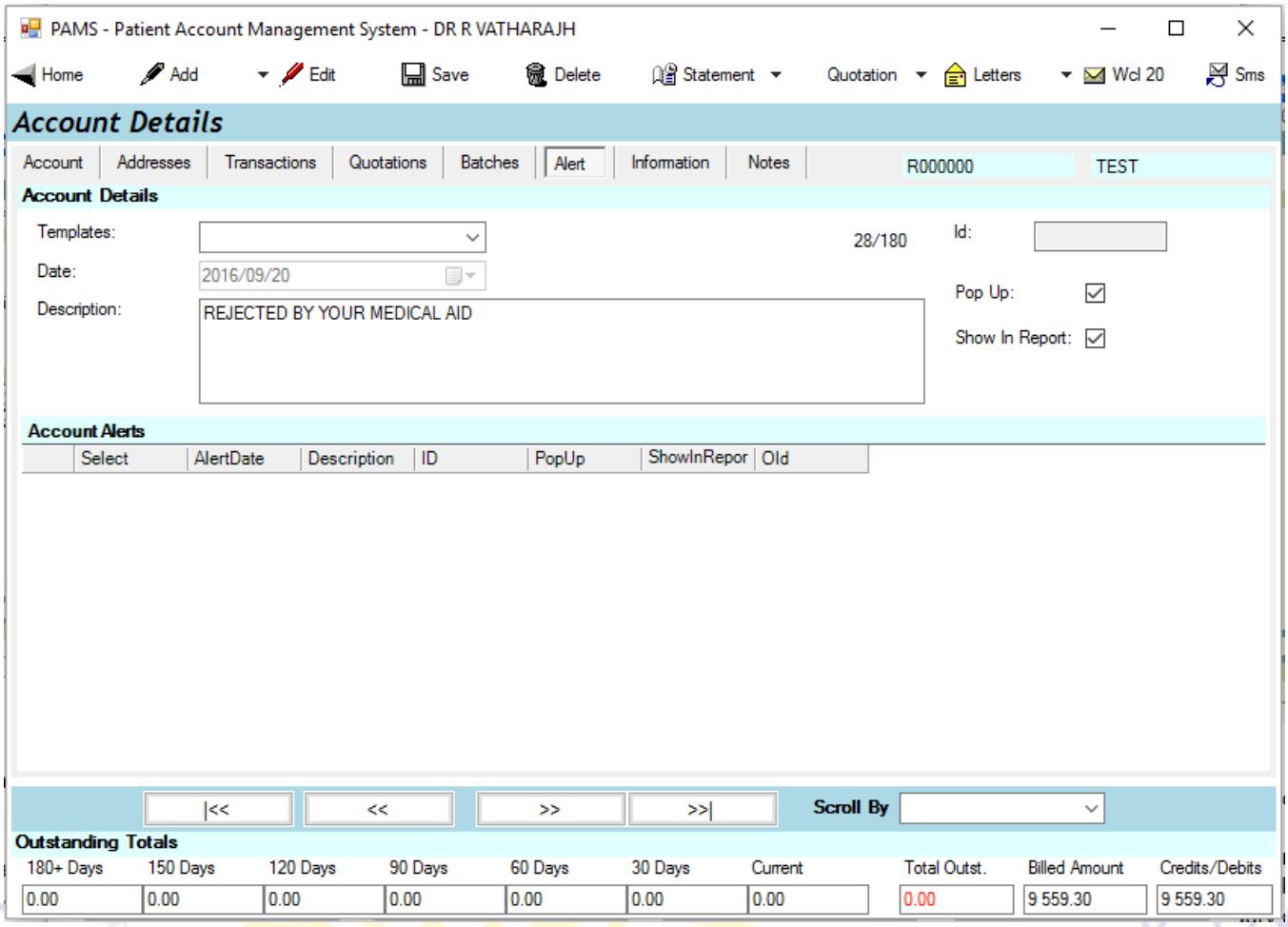


Access to the short allocation screen is gained once the user enters a value for batch amount on the batch explorer screen followed by clicking on the auto allocate button or double clicking on a record on the list.

The user has the options of selecting from patient liable, medical aid liable or discount / write off. The values for outstanding balance, allocated amount and variance automatically display once this screen is loaded which does not allow for editing. The journal amount, patient liable amount and medical aid liable amount is displayed accordingly and can be edited.

Clicking the patient liable option displays the amount available in the patient liable amount text space. Clicking the medical aid liable option displays the amount in the medical aid liable amount text space. Clicking the discount / write off option displays the amount in the journal amount text space. This option allows the user to select one of the many values from the drop down box provided which displays a list of the journal codes. The user has to select a specific journal code from this drop down box which displays the corresponding value in the text space provided. This value indicates the reason as to why the outstanding balance should be journalized.

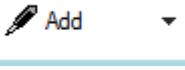
Alert



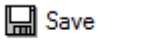
This screen holds information on alerts stored against this account.

Clicking the alert tab on the account details screen, the user can view the account details, account alerts and the outstanding totals for a specific account.

This tab allows a user to add, delete or save an alert for the currently selected account. The account alerts list on this tab is loaded with all the alert details related to the selected account.

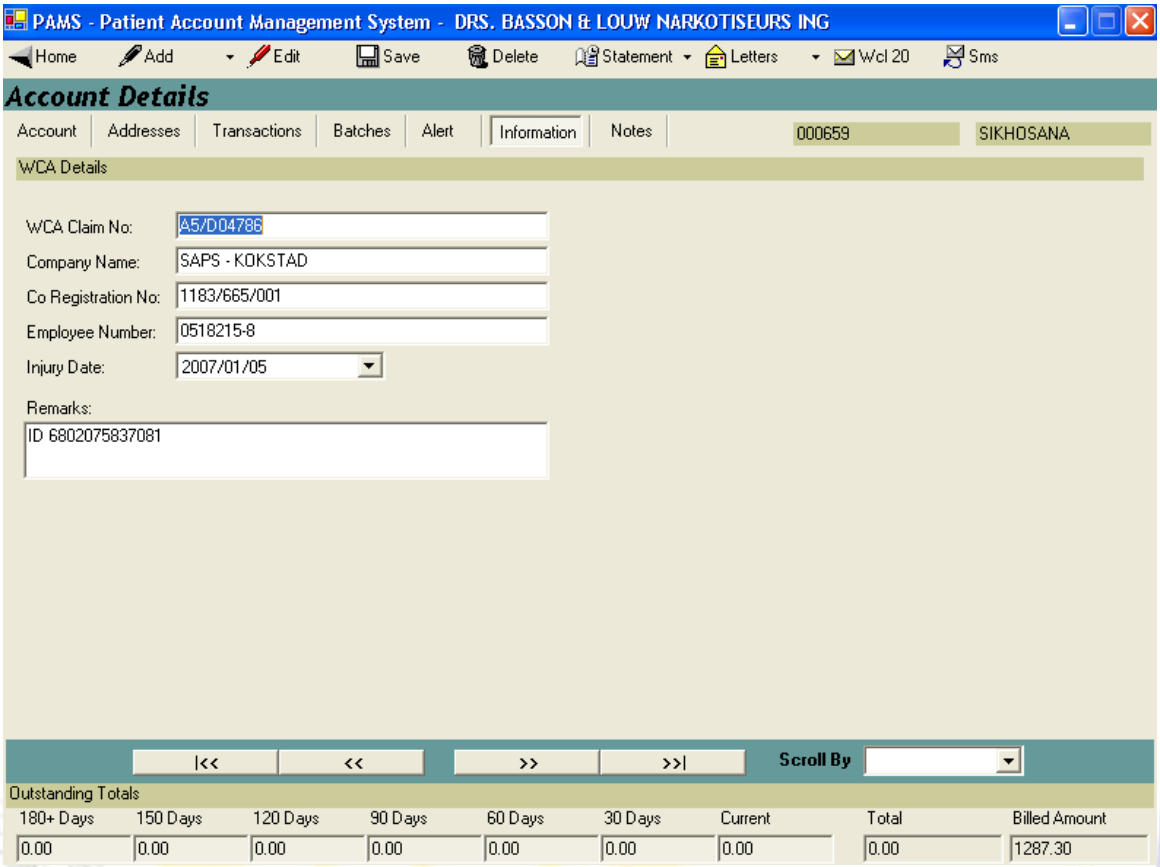


Once access is gained to this screen, the user can click on the **add** button which enables the description text field and the pop up check box for the user to add an alert. If the user ticks the pop up check box on this screen, every time the account details screen is loaded with this account number, this alert is displayed. If the user ticks the show in report textbox then the alert will be displayed on the statement. The date field displays the current system date which is disabled. The id field displays a value when a record from the account alerts list is loaded for editing.



Clicking the **save** button updates the database and displays the new record on the account alerts list.

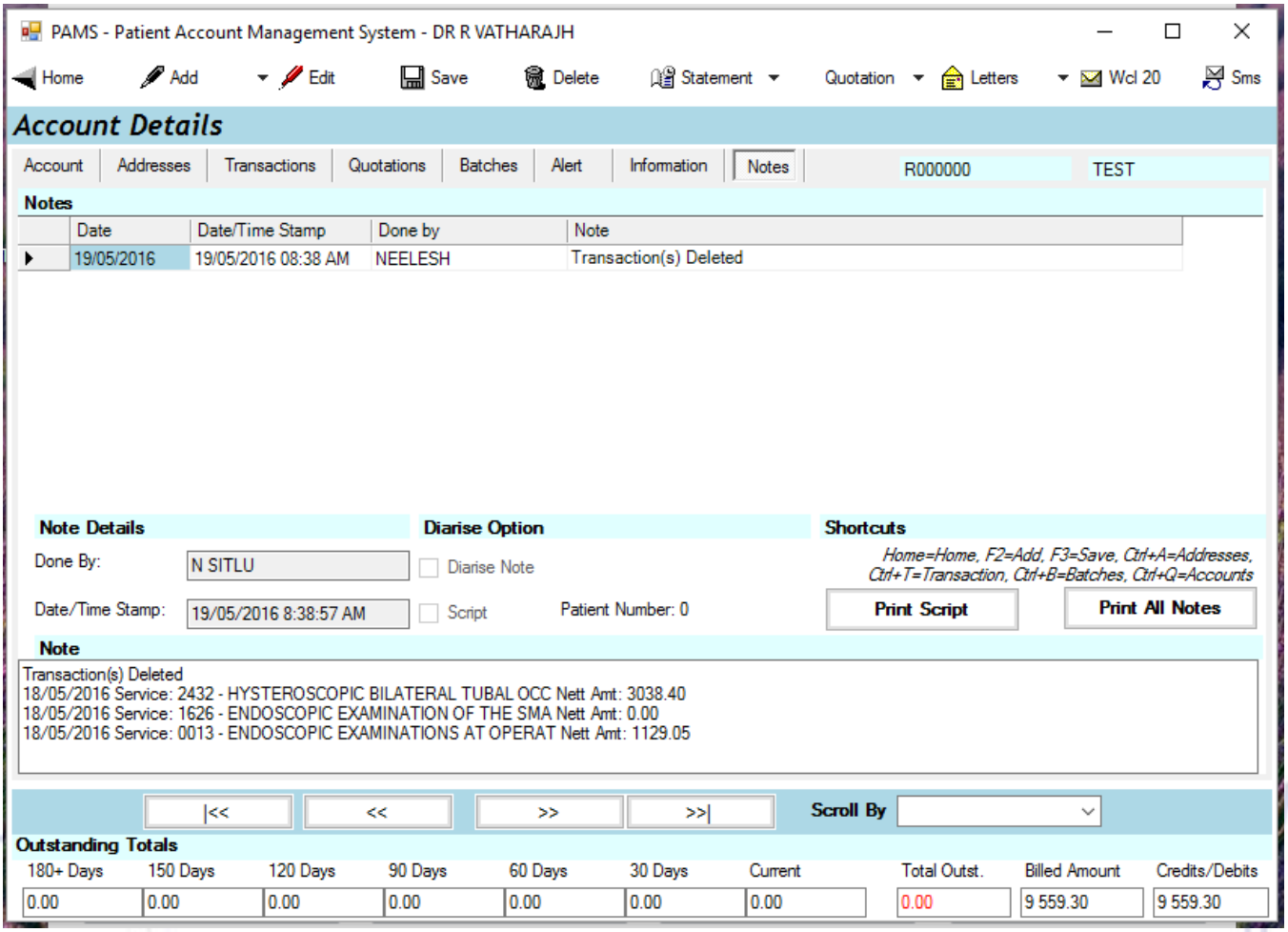
Information



Clicking the information tab on the account details screen allows the user to view the WCA details.

This tab allows a user to add or save information for the currently selected account. Once the relevant data is entered for the WCA details, the user can click the **save** button which updates the database. The input fields will be validated accordingly. The injury date drop down box displays a calendar from which the user is allowed to select a specific date. The default value for this field is set to the current system date.

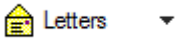
Notes



Clicking the notes tab on the account details screen allows the user to view a list of notes, note details, note and outstanding details for a specific account.

This tab allows a user to add, edit, delete or save notes for the currently selected account. The notes list on this tab is loaded with all the note details related to the selected account.

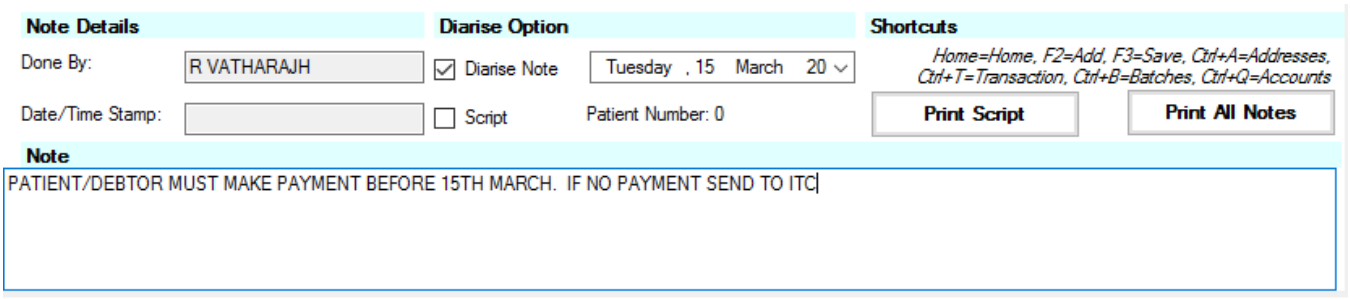
Once the **add** or the **edit** button is clicked, the note text field is enabled which allows the user to add or edit a record respectively. The user is required to enter data in this text field followed by clicking on the **save** button which updates the database and displays the details on the notes list. Once the user ticks the diarise note check box, a drop down box is displayed which allows the user to select a date from the calendar available.



An ITC letter is a warning sent to a patient indicating that if an account is not settled within a certain amount of time, the account will be sent to the credit bureau. Clicking on this button provided on the toolbar on the top of the screen allows the user to print the ITC after confirmation from the user.

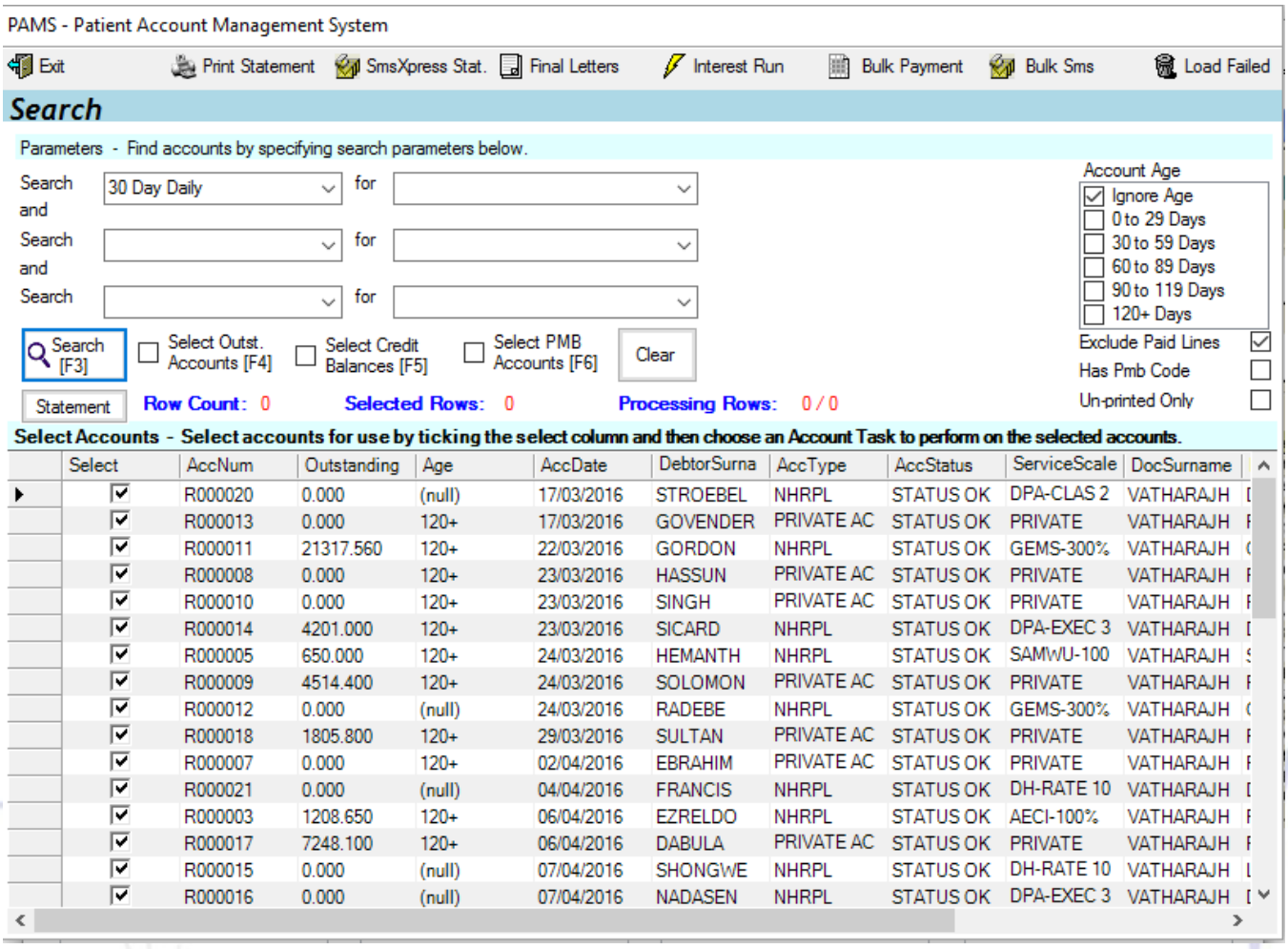
A final letter is a warning sent to a patient indicating that the account is about to be handed over. Clicking on this button provided on the toolbar on the top of the screen allows the user to print the final letter after confirmation from the user. If the user

clicks the yes button on the confirmation screen, a note is automatically added to the notes list on the notes tab. The user then confirms if the letter was printed out correctly and automatically sets the diarise date to 14 days later.



The diarise notes screen is displayed as a reminder on the date displayed as the diarise date on the notes tab. This is the first screen that is displayed when the user gain access to the system on that specific date.

SEARCH



The search screen can be accessed from the home screen menu by left clicking the search option. This screen will return the correct data based on the search constraints.

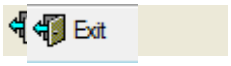
Once access is gained to the search screen, the user has the option to select individual search criteria from each drop down box followed by clicking the required option and then clicking the add button. More than one option can be added to the box. The Del button is used to remove an option from the box provided. The **search** button provided on the left hand side of the search screen can then be clicked. This button will proceed with the search based upon the search options selected and the results are displayed on the list provided.

The user is allowed to view outstanding accounts or credit balances by clicking on the appropriate buttons provided on the left of the screen or by using the keyboard shortcuts indicated on each button.

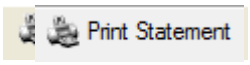
The drop down boxes provided on the top left hand side of the search screen lists different search options for the user to choose from i.e. account range from, account range to, account type, anesthetist surname, debtor surname ETC. The appropriate values are displayed in the 'for' drop down boxes, according to the options selected in the 'search' drop down boxes.

The default for the account age list is set to ignore age when this screen is loaded. The user has a choice to select from ignore age, 0 to 29 days (if the results displayed should be less than a month), 30 to 59 days, 60

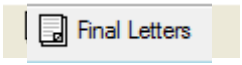
to 89 days, 90 to 119 days or 120+ days. The user is allowed to select multiple options from this list to perform the search. The results displayed in the list at the bottom of the screen displays the outstanding amounts that fall within the period selected in the account age list.



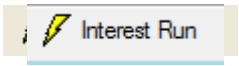
Use this button provided on the top of the screen to return to the home screen.



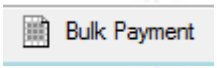
Use this button provided on the top of the screen to print statements for the selected accounts after confirmation from the user.



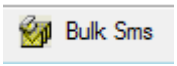
Use this button provided on the top of the screen to print final letters for the selected accounts after confirmation from the user. If the yes button is clicked, the user has to confirm if notes should be added to the system. Clicking the yes button will allow the user to confirm if they wish to diarise a note. The note will then display on the account. The yes button allows the user access to the print screen where the user can select the designated printer to print to, the print range and the number of copies.



Use this button provided on the top of the screen to proceed with the interest run after confirmation from the user. The system goes through all the accounts with the charge interest option ticked on the account details screen. This checks the account type of each account and retrieves the relevant interest rate and the number of days to charge interest after using the values retrieved. The system then calculates the required interest amount and adds the interest journal to the account. The interest journal that is to be used can be set up in the system menu under the transaction defaults menu item.

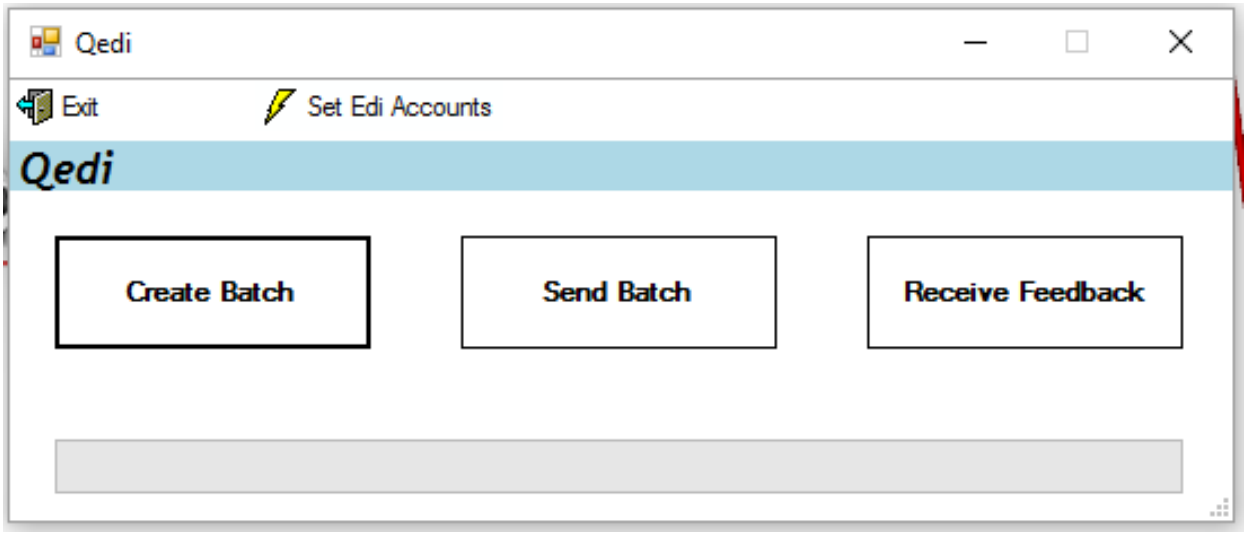


Use this button provided on the top of the screen to proceed with a bulk payment option. This is similar to a normal payment except , a number of payments can be made on many accounts. A user needs to select a transaction code, a batch date and a bulk amount. The new button then needs to be pressed and the desired account number inputted. The batch amount needs to be entered and the auto allocate button needs to be pressed.
Continue this process of all remaining payments.



Use this button provided on the top of the screen when the sending out of bulk sms's are required. The sms will be sent out to all selected accounts on the list.

QEDI



The qedi screen can be accessed from the home screen menu by left clicking the qedi option.

PAMS has the facility to submit electronic files via EDI. Qedi consists of three options which allows the user to create a batch, send a batch or receive feedback via EDI.

Create Batch

Use this button to create a qedi file. This button automatically creates the qedi file and displays an appropriate message box informing the user that the file has been created successfully. The file number used is incremented with each file.

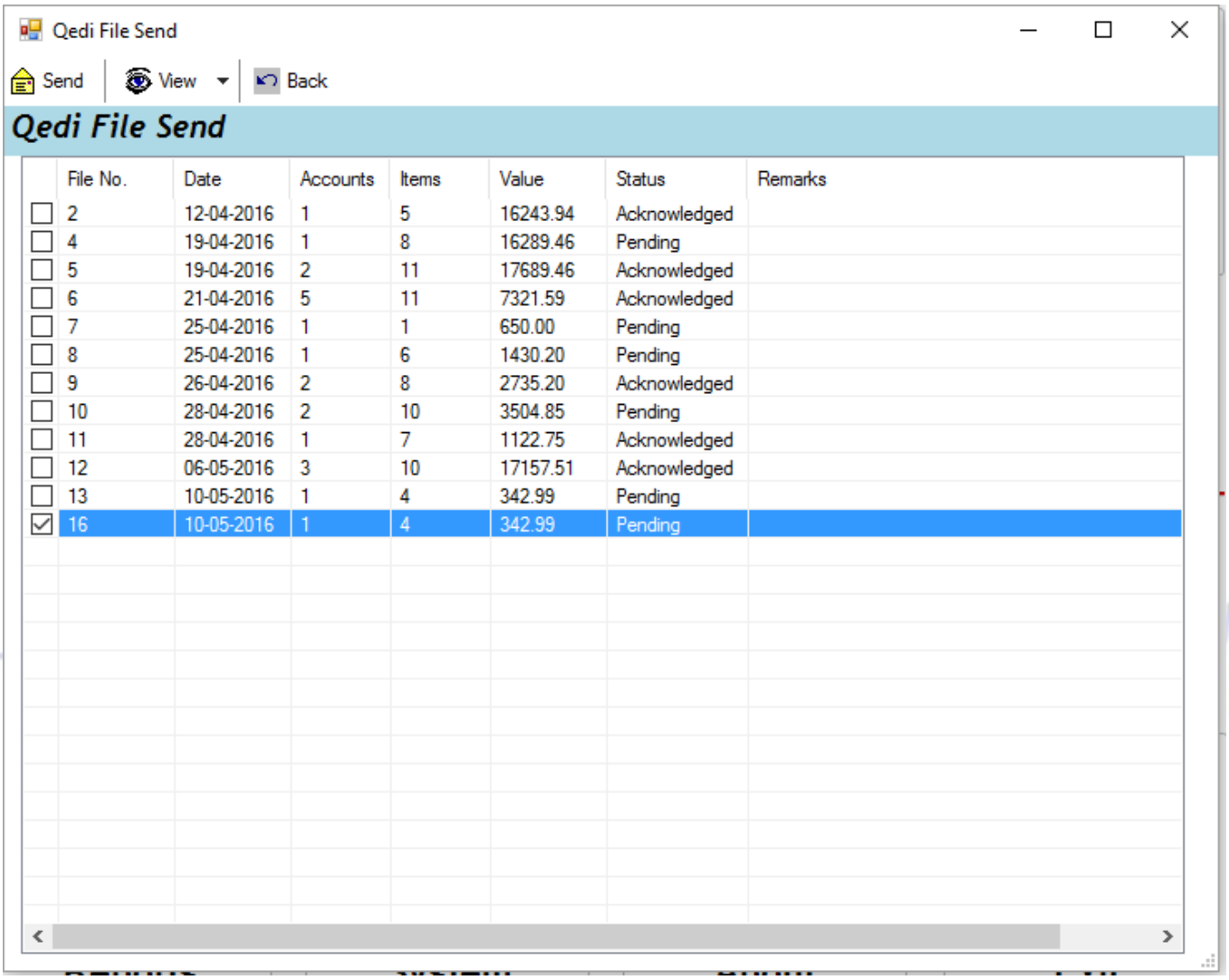
Send Batch

Use this button to gain access to the qedi file send screen. A file needs to be selected, and the send button needs to be clicked. This would run the appropriate switching software, and then submits the file to medical aid.

Receive Feedback

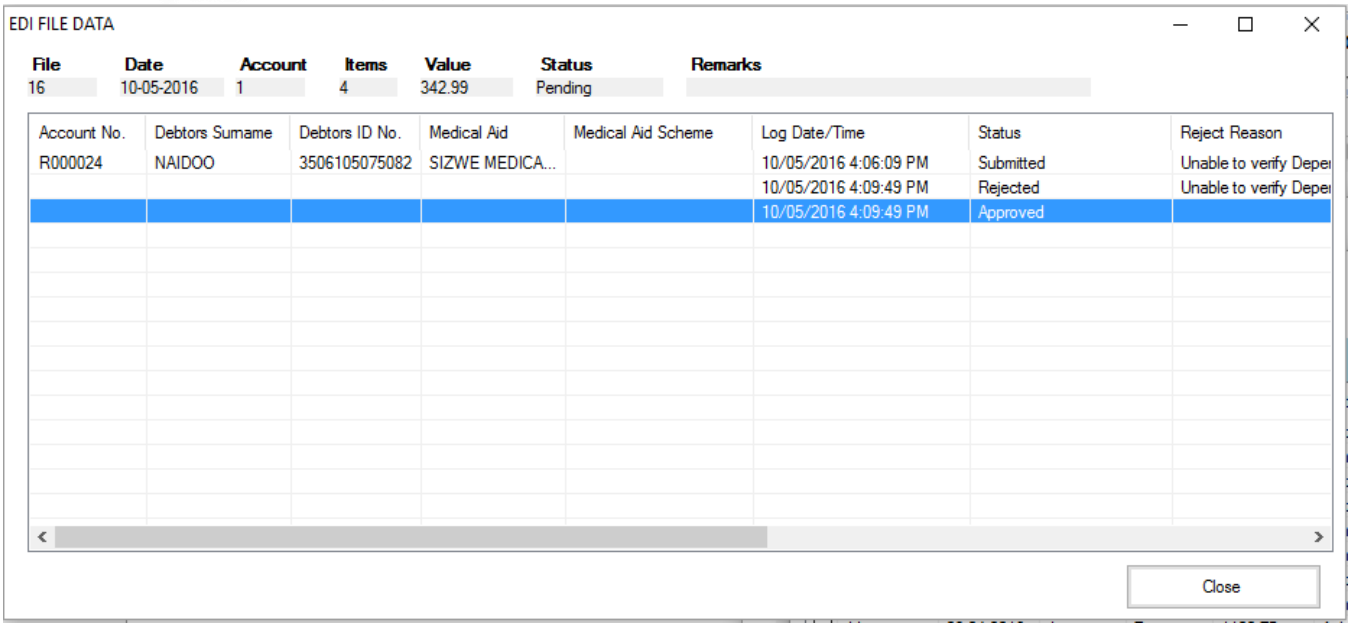
Use this button to receive feedback on batches sent.

QEDI File Send



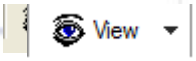
Access is gained to the qedi file send screen once the user clicks on the send batch button on the qedi screen. The last record on this list is automatically ticked when this screen is loaded. This record indicates the last file that was created or sent to qedi. Each record shows information on the File Number, Date. Number of accounts in file, Number of items(transactions) in file, Value, Status and Remarks.

To view detailed information on the account numbers, rejected reasons etc on each file, simply double click on the record.
PAMS has a feature which allows the user to import data into the system from a qedi feedback file after confirmation from the user.

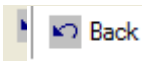


Once the user clicks the **yes** button, the program goes through every account in the feedback file and updates the relevant qedi status ie. accepted, rejected – Id no. incorrect ETC.

Use this button provided on the top of the qedi file send screen to send data to a qedi. If the file has already been sent via EDI, an appropriate message box is displayed confirming that the file has already been sent and prompts the user wants to resend the file.

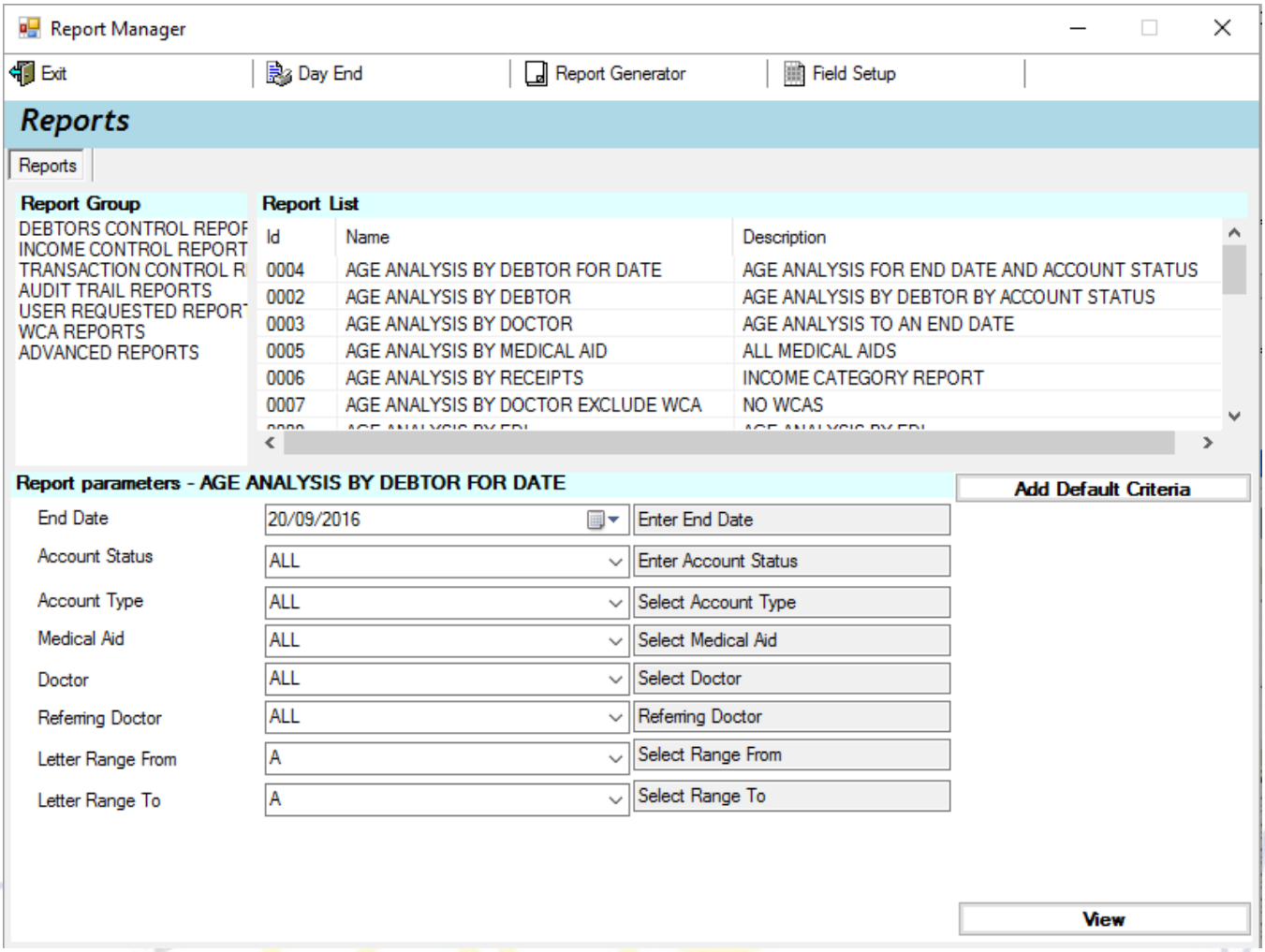


Use this button provided on the top of the qedi file send screen to view all the records on the list, acknowledged records or pending records. The user has the option of clicking on all, acknowledged or pending which will display the appropriate list.



Use this button provided on the top of the qedi file send screen to return to the qedi screen.

REPORTS AND STATEMENTS



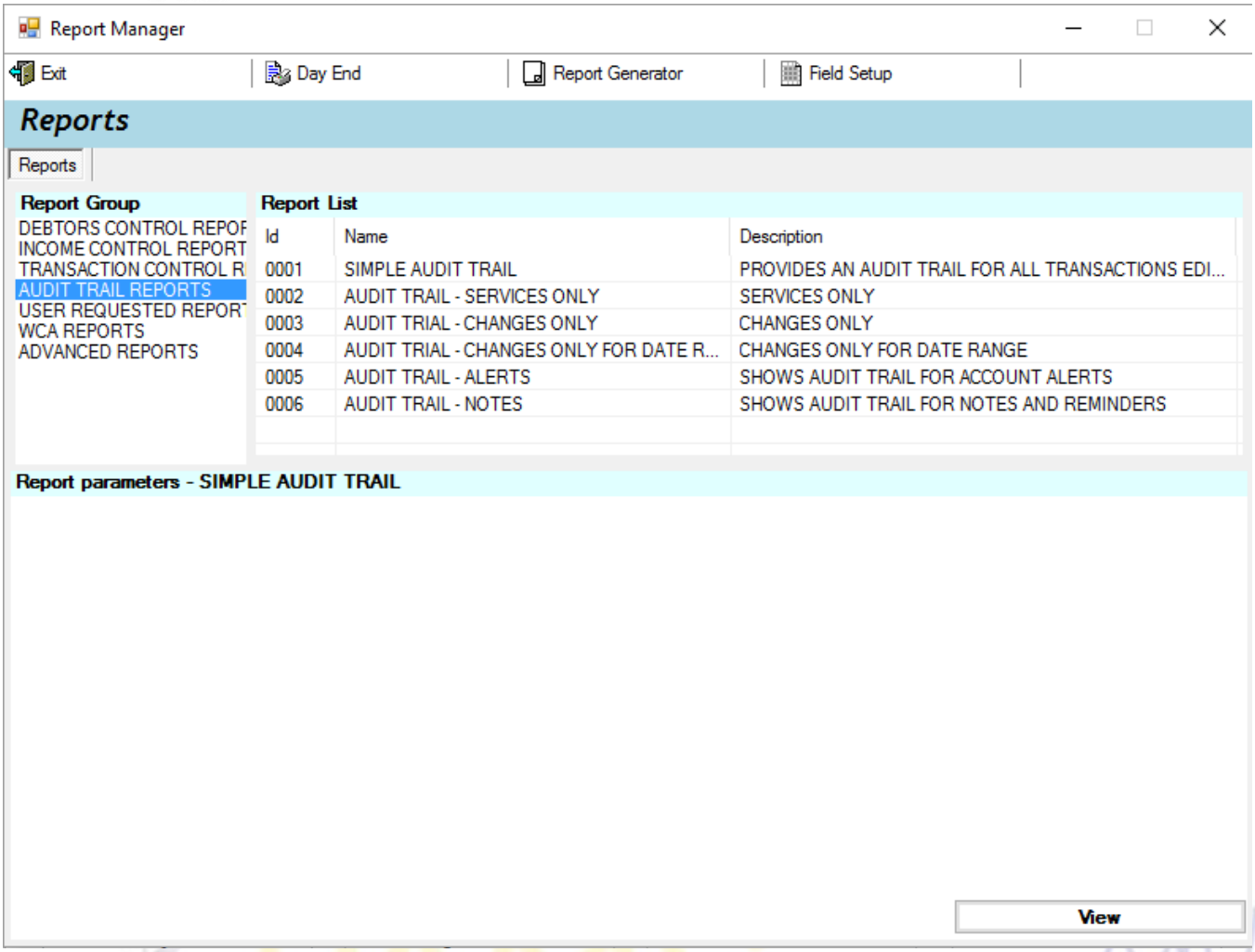
The reports screen can be accessed from the home screen menu by left clicking on the reports option. Once access is gained to the reports screen, the user can view the various report groups, a report list and report parameters.

The user has the choice of viewing debtor control reports, income control reports, transaction control reports, audit trail reports, user requested reports, wca reports or advanced reports. To display report details for a required group, simply click on any of the items in the report group on the left and this will then display report details on the report list on the right.

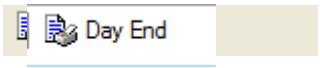
The debtor control reports displays outstanding amounts in a number of different variations. The income control reports are the variance reports which contains information not required on a daily basis. Transaction control reports are the variance reports which contains information required on a daily basis. Audit trail reports are reports used for auditing the system. User requested reports are reports requested by other practices. Advanced reports are reports that are very unique and produce data in a unique format.

To view a specific report, the report group has to be selected from the list on the left and the appropriate report detail has to be selected from the list on the right followed by selecting appropriate parameters at the bottom. The view button on the bottom right of the screen can then be clicked which allows the user to view the specific report.

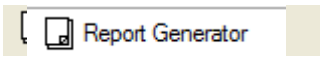
All reports are separated into their appropriate groups and can be viewed, exported or printed.



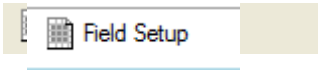
Use this button provided on the bottom right of the reports screen to view the report with the appropriate data.



Use this button provided on the top of the reports screen to print day end reports after confirmation from the user. This button allows the user to print a list of reports that would be printed on a daily basis using the current system date. The different day end reports include detailed journal for a period, detailed receipts for a period, summary journal for a period, summary receipts for a period, monthly control report, age analysis by anaesthetist, audit trail, audit trail - services only and audit trail – changes only.

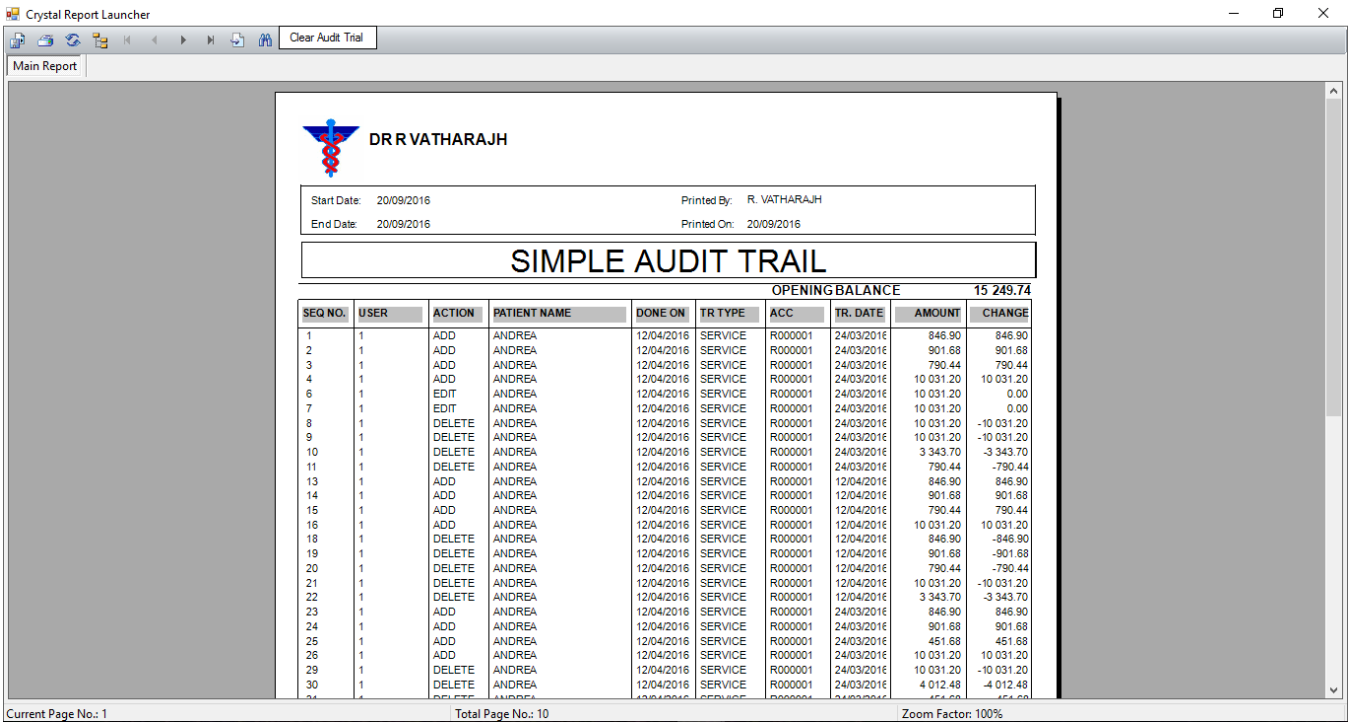


Use this button provided on the top of the reports screen to create a custom required report.



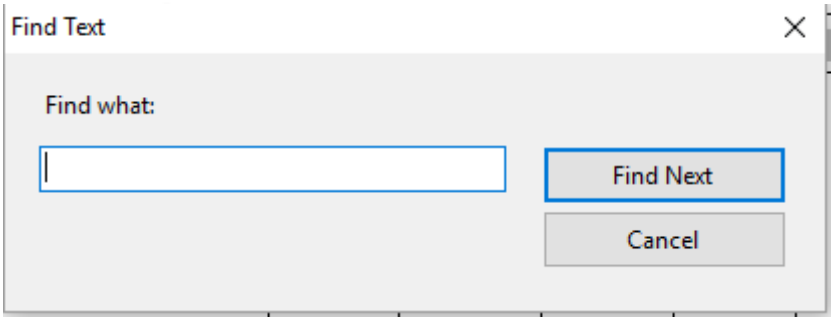
Use this button provided on the top of the reports screen to set the field names required for the report generator.

CRYSTAL REPORT LAUNCHER



PAMS uses crystal reports to display statements and reports in the program.
On this screen, the user is allowed to print the report, export the report, zoom in on a report or search for a particular record by using the buttons provided on the toolbar on the top of the screen.

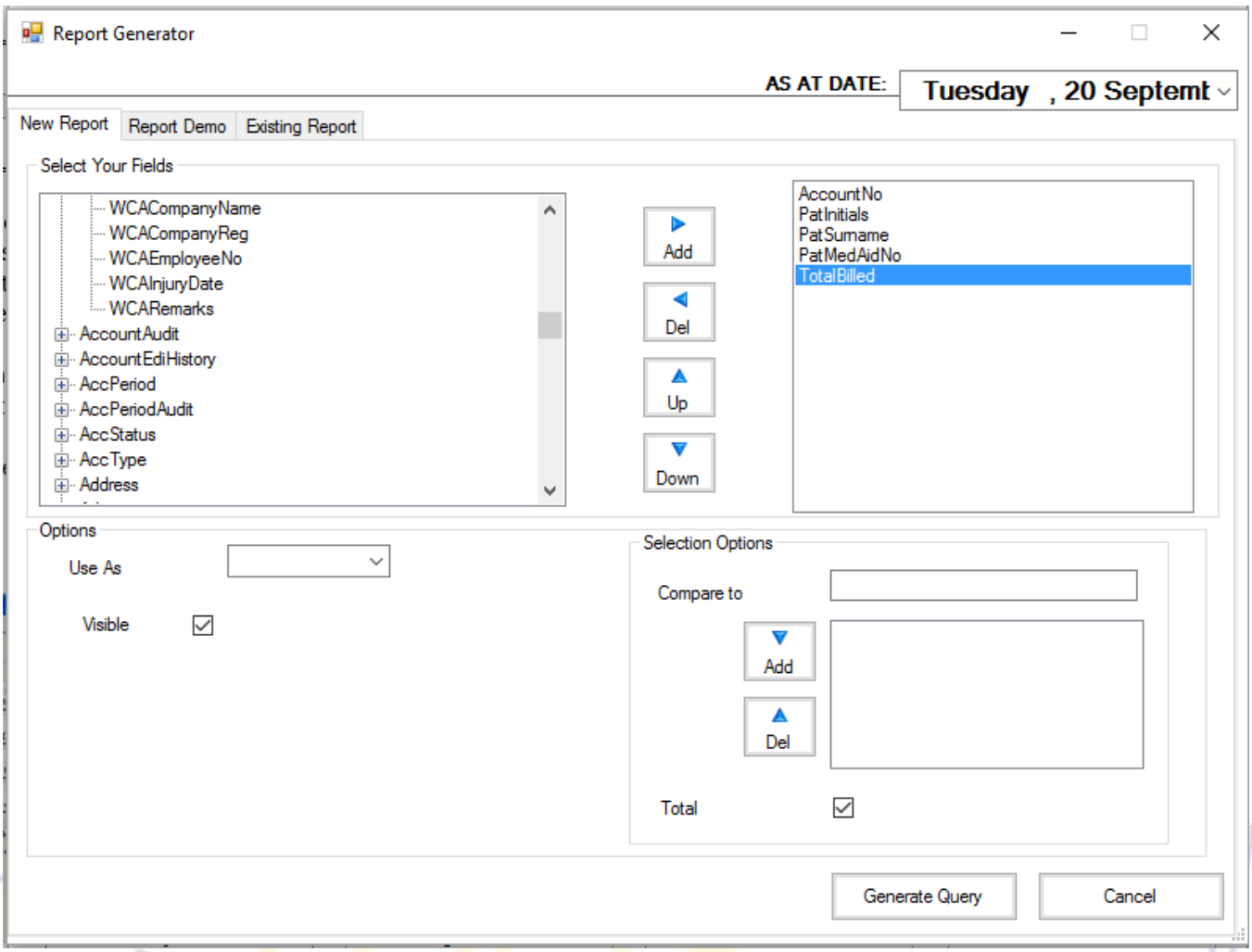
On the bottom of the crystal report launcher, the current page number, total page number and zoom factor is displayed.



Once the search button is clicked on the crystal report launcher, access to the search text screen is gained where the user is allowed to enter a value to search for, in the 'find what' text space provided. The user has the options of clicking the find next button or the cancel button provided. Clicking the **find next** button, searches for the required text and sets focus to the result on the report.

PAMS has a feature called audit trail which records all events on an account. This report displays an audit trail. A **clear audit trail** button is available on the toolbar on the top of the screen which allows the user to clear the audit trail after confirmation from the user. This button should be clicked preferably after printing since the information on the report is then cleared.

REPORT GENERATOR



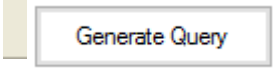
Clicking the report generator button on the reports screen allows the user access to the report generator screen.

A variety of standard reports have been created for your use. In addition, you can create your own reports using the PAMS report generator which will give you access to all the information that has been entered into the system.

On this screen, the user is allowed to select the required fields for the report. This screen contains 3 tabs holding information for the reports.

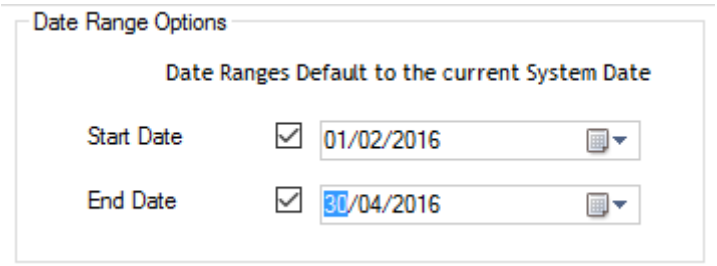
Use this button to add a field to the report. The user has to select a field from the list provided on the left followed by clicking on this button which will add the field to the list on the right. The selected field can also appear on the right by double clicking on the field.

Use this button to delete a field from the list on the right and add the field back to the list on the left. The user has to select a field followed by clicking on this button.

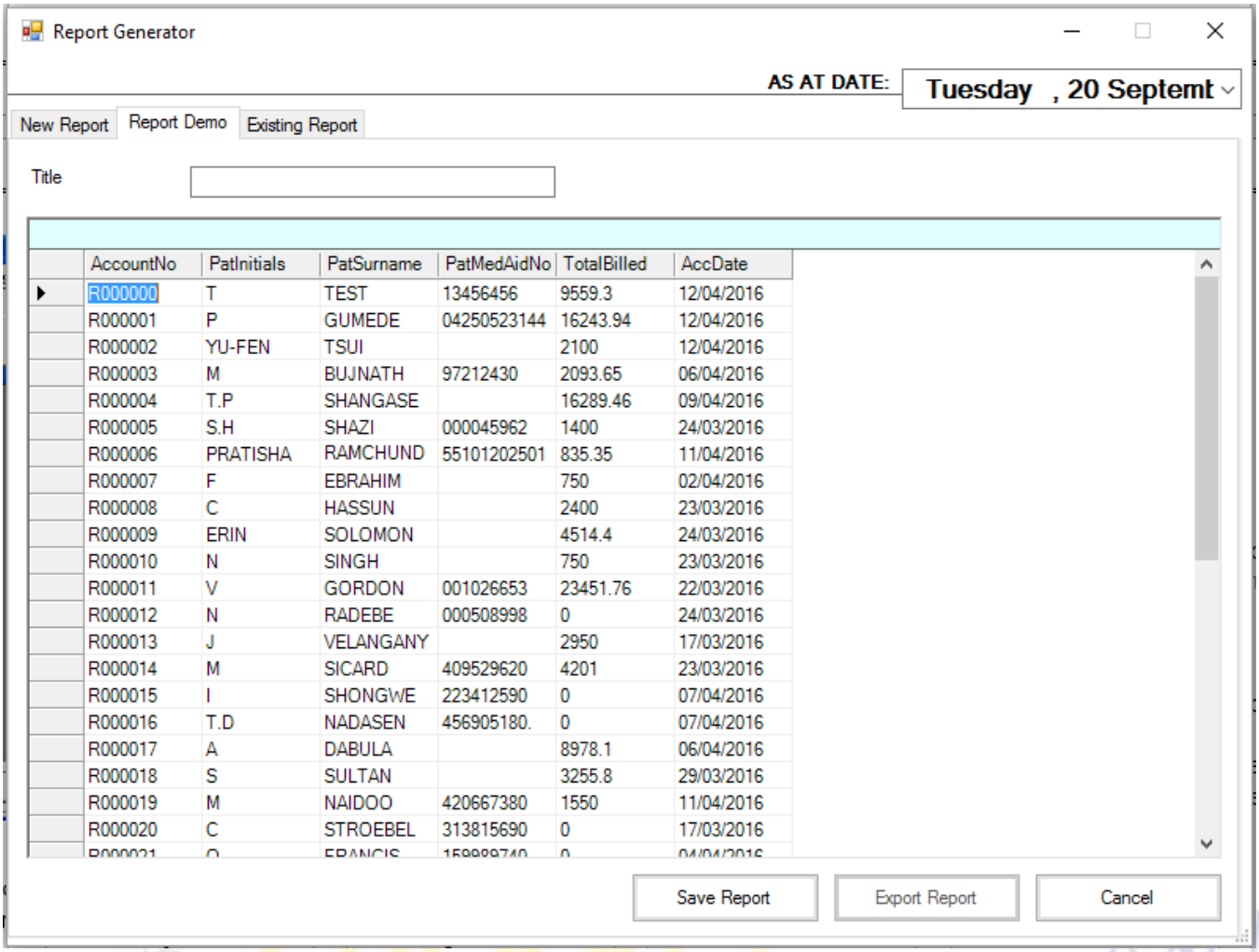


Use this button provided on the bottom right of the report generator screen to generate a query on the report. The results are displayed with the relevant data in the column fields which have been selected on this screen.

Use this button provided on the bottom right of the report generator screen to return to the reports screen after confirmation from the user.



The selection options frame on the bottom right of the report generator screen appears once the user adds fields to the list on the right on the top left of the screen. The user can select a value from the select value drop down box provided and can add the value to the list provided at the bottom. The **del** button allows the user to delete from the list.



AccountNo	PatInitials	PatSurname	PatMedAidNo	TotalBilled	AccDate
R000000	T	TEST	13456456	9559.3	12/04/2016
R000001	P	GUMEDE	04250523144	16243.94	12/04/2016
R000002	YU-FEN	TSUI		2100	12/04/2016
R000003	M	BUJNATH	97212430	2093.65	06/04/2016
R000004	T.P	SHANGASE		16289.46	09/04/2016
R000005	S.H	SHAZI	000045962	1400	24/03/2016
R000006	PRATISHA	RAMCHUND	55101202501	835.35	11/04/2016
R000007	F	EBRAHIM		750	02/04/2016
R000008	C	HASSUN		2400	23/03/2016
R000009	ERIN	SOLOMON		4514.4	24/03/2016
R000010	N	SINGH		750	23/03/2016
R000011	V	GORDON	001026653	23451.76	22/03/2016
R000012	N	RADEBE	000508998	0	24/03/2016
R000013	J	VELANGANY		2950	17/03/2016
R000014	M	SICARD	409529620	4201	23/03/2016
R000015	I	SHONGWE	223412590	0	07/04/2016
R000016	T.D	NADASEN	456905180.	0	07/04/2016
R000017	A	DABULA		8978.1	06/04/2016
R000018	S	SULTAN		3255.8	29/03/2016
R000019	M	NAIDOO	420667380	1550	11/04/2016
R000020	C	STROEBEL	313815690	0	17/03/2016

This screen displays once the user clicks the report demo tab on the report generator screen. This screen also displays the results upon clicking the generate query button.

Save Report

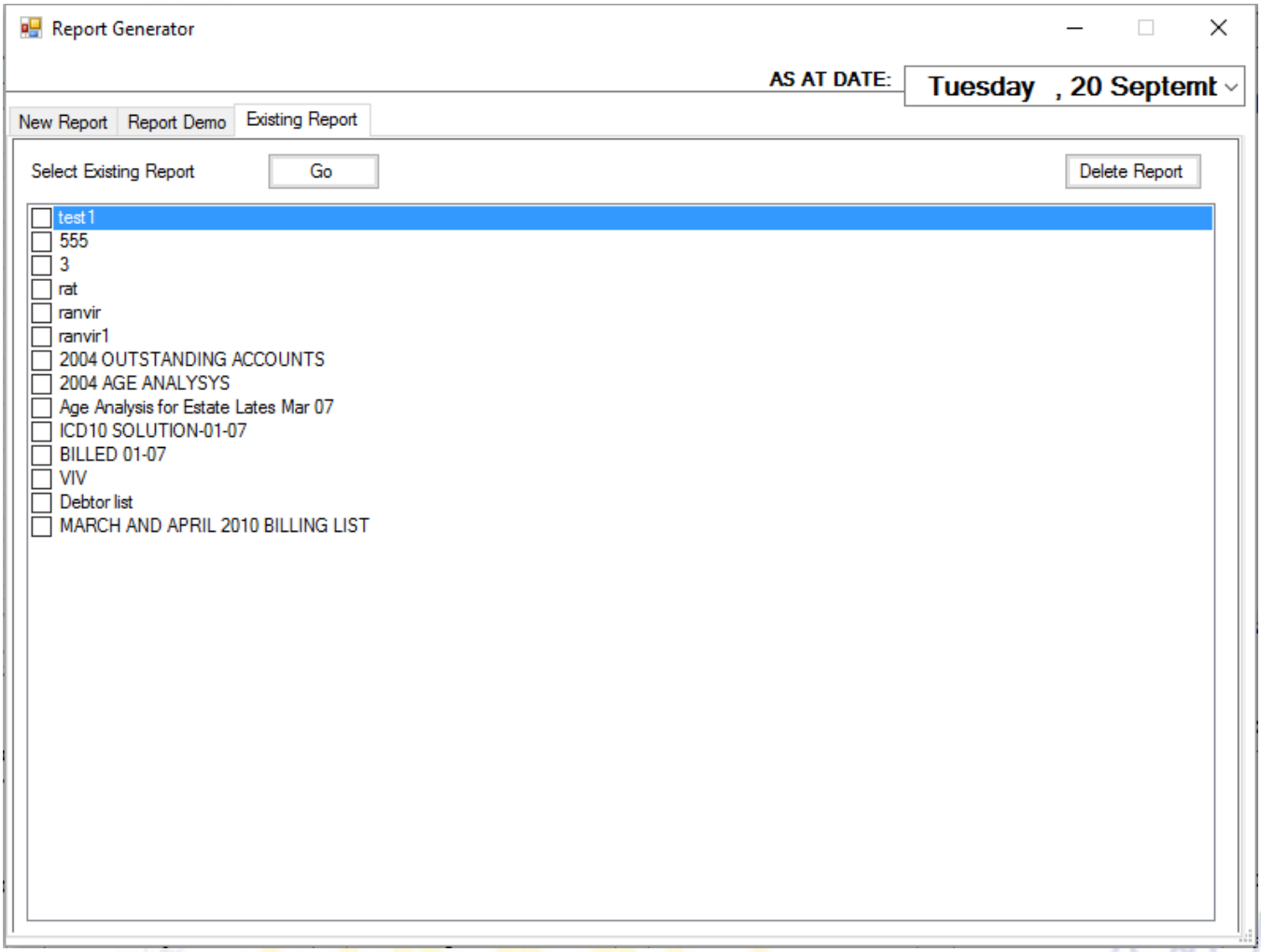
Use this button provide on the bottom of the screen to save the report.

Cancel

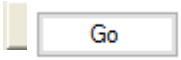
Use this button provided on the bottom right of the screen to return to the reports screen after confirmation from the user.

Export Report

Use this button provided on the bottom of the screen to export the report to crystal reports, where it can be printed, exported etc.

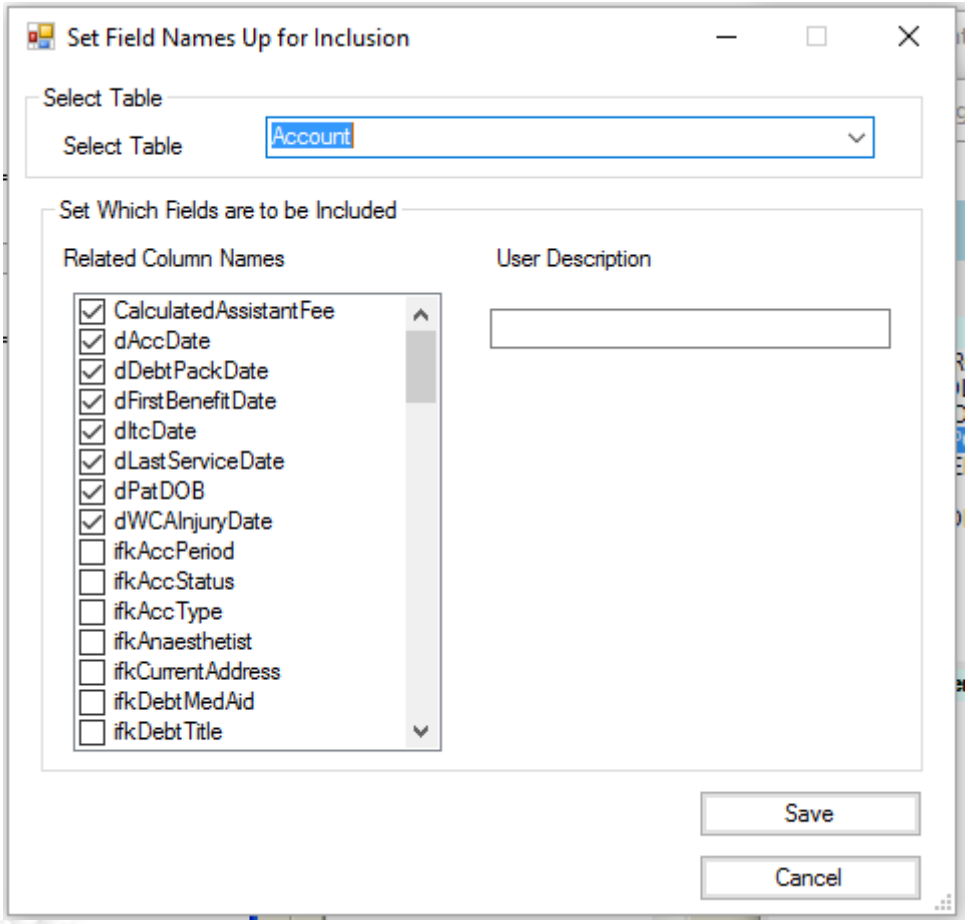


This screen displays once the user clicks the existing report tab on the report generator screen. The value for the 'as at date' field defaults to the current system date. This date can be changed by clicking the drop arrow which displays a calendar.

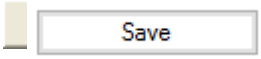


Use this button to view a specific report by selecting an item from the list, followed by clicking the go button which displays the report details.

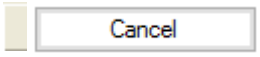
Use this button to delete a specific report by selecting an item from the list, followed by clicking the delete report button.



Clicking the field setup button on the reports screen displays this screen which allows the user to set the field names for inclusion in the report generator. The user has to select a table from the select table drop down box and choose the fields to be included from the list provided. Once the user selects a table from the drop down box, the relevant column names appear in the related column names list.

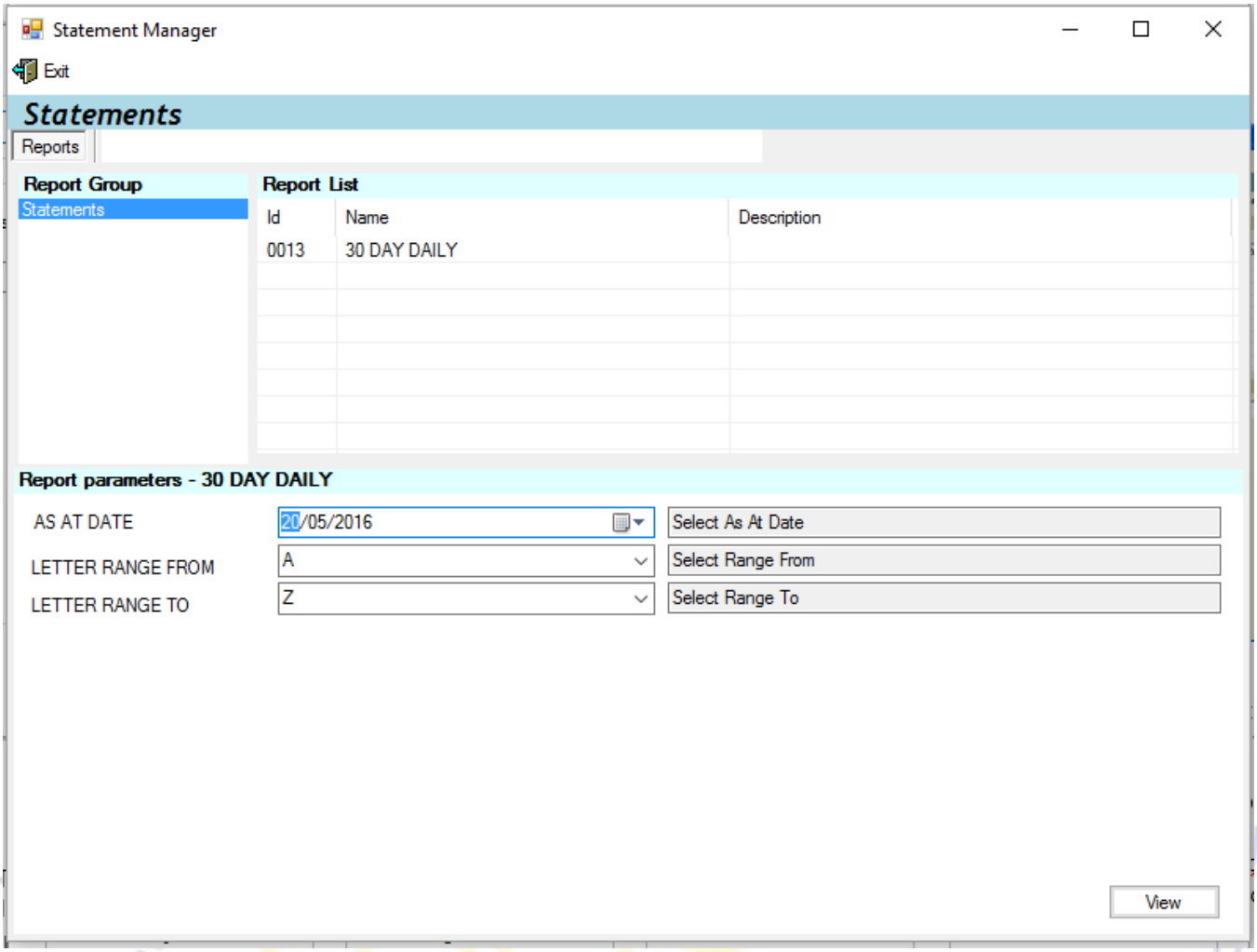


Use this button to save the fields selected for the report.



Use this button to return to the reports screen after confirmation from the user.

STATEMENTS

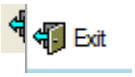


The statements screen can be accessed from the home screen menu by left clicking the statements option. This screen constitutes five tabs and various buttons on a toolbar each of which provides specific functionality. The tabs and buttons on the toolbar are either enabled or disabled for specific users and individual buttons are visible or invisible depending on the selected tab.

The reports tab presents a list of reports, categorized into predefined groups and the facility to obtain required parameter values from the user which are passed to the various reports for use in the execution of those reports.

The user has to double click on a record in the report list to change the report parameters. Once the user selects the first record on the report list which is statements by medical aid, the medical aid drop down box is displayed which allows the user to select a value from a list of medical aids.

Use this button provided on the bottom right of the screen to view a statement corresponding to the report parameters selected on the list.

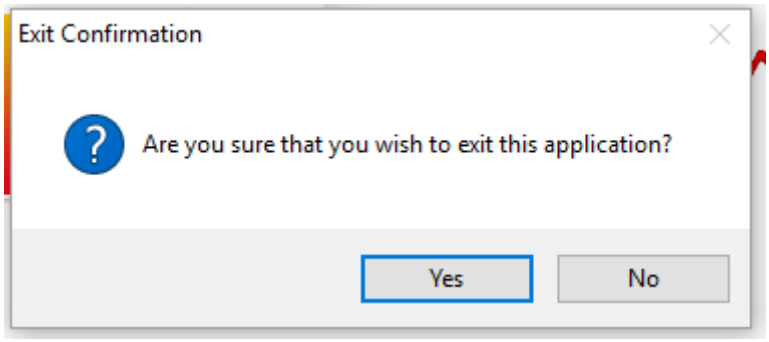


Use this button provided on the top of the screen to return to the home screen.

ABOUT

The about screen can be accessed from the home screen menu by left clicking the exit option. Once access is gained to the about screen, the user has to click the **close** button to exit the application after confirmation from the user.

EXIT



Once the user clicks on the close button on the about screen, access is gained to the exit confirmation message box. Clicking the **yes** button terminates the application and the **no** button allows the user to return to the home screen.

CONTACT US

1st Floor – West Palm Building
Palm Boulevard
Umhlanga

P.O Box 76265
Marble Ray
4037

TEL (Sales/Accounts): 031 012 5010
TEL (Tech. Support): 031 401 1769
EMAIL: admin@infosyssolutions.co.za
FAX: 086 5549 894