

[View this email in your browser](#)



# Vertical Connect

## December 2018 Newsletter

The end of the year is fast approaching with Christmas only 6 days away. We say every year.....*"where has the year gone"*, we blink and another year has gone by.

With still so much to achieve, all those jobs we said we'd get to later. All those business processes that we never had time to implement because we're all so busy. Let's make 2019 the year we all get the chance to work on the business, not just in it. Take the time to look at workflows, business processes and how we can do things more efficiently.

With the year coming to an end we'd like to take this opportunity to thank our Customers for their valued support over the last 12 months.

You've seen lots of changes at Vertical Connect with the implementation of a Service Desk Ticketing System, Customer Support centralised telephone & email, Estimations for any work above 2 hrs, and new staff joining the team. Thank you for your patience and understanding during this transition phase. Implementing new systems takes time and having things right in the back end is paramount to their success.

The team at Vertical Connect would like to wish you all a Merry Christmas and a Safe and happy New Year.

We look forward to working with you in 2019.



**New Software Release - OpenVPMS Version 2.0.3**

The latest OpenVPMS Version (2.0) was released mid this year with many Practices already upgrading. For a complete list of the changes included in this release please check out the [Version 2 Release Notes](#).

Some of the new features included are:

- [online bookings](#)
- [enhanced patient reminders](#)
- [improved Smart Flow Sheet integration](#)
- [insurance claims](#)
- [improved support for practices with multiple locations](#)
- [patient product alerts](#)
- [multi-part SMS](#)
- [scheduled reporting](#)

The Enhanced reminder project is a substantial change to the way reminders operate and will involve a reasonable amount of implementation time to setup the new configuration options. This will include formatting of rich text email content, SMS templates and more advanced reminder rules.

If you would like further information on upgrading to the latest version or would like to receive an estimate of time and costs involved, don't hesitate to contact us.

## **OpenVPMS Development Projects - To be released in Version 2.1**

Version 2.1 is coming in Early 2019. This release will include these exciting new features :

- [Gap insurance claims](#)
- [Insurance enhancements](#)
- [Calendar-based service ratios](#)
- [Letter parameter prompting during invoicing](#)
- [Scheduled report calculated dates](#)
- [Scheduling and Work Lists automatic refresh](#)
- [Cache configuration](#)
- [Estimate expiry date configuration](#)
- [Patient history sort order](#)
- [Improved statement printing](#)
- [Mandatory alerts](#)
- [Alert enhancements](#)
- [View patient history while editing notes](#)
- [Multiple charge and estimate item deletion](#)
- [Improved patient search](#)
- [Patient history product type search](#)

Once we have tested this new release and are happy with its stability for

Customers' not already on Version 2 and are interested in upgrading we will upgrade directly to Version 2.1 and bypass version 2.0.3. An estimate & further information can be provided upon request. For customers already on Version 2 the time required to upgrade to Version 2.1 will be between 30 minutes - 1 hr.

---



## **STAFF NEWS**

Asha Stott, one of our Software Implementers/Customer Support personnel has moved back to Western Australia after spending the past 2 years in Launceston.

Asha will still be available for onsite visits in Tasmania and other states. We'll be planning various visits throughout Australia in 2019.

We can provide Onsite Group or one on one training if required.

If you would like to schedule in some onsite Training/Support don't hesitate to contact [support@verticalconnect.net](mailto:support@verticalconnect.net) and we will forward onsite rates and terms.

## **CUSTOMER SUPPORT/TICKETING SYSTEM**

With the Introduction of Vertical Connects Ticketing System this has allowed us to streamline our support process and centralise our support emails and telephone calls.

For any support tasks required please email: [support@verticalconnect.net](mailto:support@verticalconnect.net) or telephone **+61 3 8737 9309** - We will then direct your call to the appropriate implementer/technician.

When emailing support if you're able to include the below information we can then action your request as quickly as possible and this will alleviate any delays.

**Practice Name:**

**Contact Person:**

**Telephone Number:**

**Priority of Task:**

- Critical - 24 hrs
- Important - 2-5 Days
- Normal - 1 week
- Low - 2+ weeks

**Task Description:**

Early in 2019 we will be implementing a Customer Portal which will give Practices a secure login to submit support tickets directly to our ticketing system. More details to follow early in 2019.

## **VERTICAL CONNECT NEW WEBSITE COMING SOON**

We've been working away in the background on our New Website which we plan to go live in January 2019. This has been a long process with time being the biggest factor, never enough off this precious commodity. As mentioned above the new website will have a Customer section with secure login to submit support requests directly to our Ticketing System. The new website will also have some great new features with Knowledge Base, Tips & Tricks, Blogs, Meet the Team and many more features.

---



### **Remote Server Access**

In order for us to provide fast and efficient support to your practice we need to have a reliable way to remotely access your OpenVPMS server. If your server is located at your practice this means using some standard remote access software (i.e Teamviewer, Remote Desktop Client, VPN etc) and making sure

this is available at all times.

Often we find we are unable to provide timely support or access servers after hours because the programs have been uninstalled or are no longer operating after a Server or Internet upgrade. Please work with your local I.T. company to make sure this access is maintained or, if it has been changed or a server upgraded, email us the new remote access details.

### **Backups/Security**

If you are currently using a Vertical Connect managed cloud based service your database and server backups are managed automatically and your server is completely secure.

If you're running a local OpenVPMS server it is critical that your local I.T. provider has setup suitable onsite and offsite backup strategies and security in order to protect your data should a disaster or network breach occur.

With the prevalence of security risks such as Cryptovirus, these backups could mean the difference between minimal/no and complete data loss. Please make sure your local I.T. provider has setup your backups, checked them and secured your server.

If you'd like more information in using Vertical Connect Managed Cloud Services with secure backups don't hesitate to contact us.

### **IDEXX Interface Problems**

There has been a prevalence of issues with the integration between OpenVPMS and Idexx internal and External services. This integration relies on an Idexx supplied software product called LabLink which has some reported flaws.

Please liaise with Idexx support should you experience any problems with communication between Idexx and OpenVPMS. We will be happy to work with Idexx support should they need our assistance.

If you're not currently running two way communications with your Internal Idexx machine and would be interested in this feature, please contact us for further information.

### **Reminder Email and SMS Issues**

With the increase in the use of emails and SMS for reminders we have seen some practices experiencing bounced emails and non delivery of SMS's due to email services incorrectly identifying the emails as spam and refusing to deliver them. In OpenVPMS SMS 's are sent via an email to SMS service so they are effected as well.

To circumvent this it is important to make sure that:

- All emails have a subject.
- Your email service provider and email server settings are setup to handle bulk sending of emails.
- Your domain (i.e verticalconnect.net) has been configured with SPF and Domain keys as per [this article](#).

- Examine your email bounces. When an email bounces, it will tell you "**why**" it's being bounced and give you a source or reason for the bounce. If you're being listed on a service (that you may not be aware of), then you should investigate.

In relation to the first point we recently identified that the SMS Global configuration didn't have an option to add an email subject and this caused spam rejection issues. This has been rectified in OpenVPMS 2.0.3. As part of our 2.0.3 upgrade process we make sure any customer who uses SMS global that they have the subject line set.

### **Letterhead & Document Control**

As of OpenVPMS 1.8 a new feature "Letterhead & Document Control" was introduced. This new feature gave practices greater control of the formatting and structure of their financial templates allowing many things to be customised without having to learn the Jasper Reports editing tool which has a very steep learning curve.

For many Practices there wasn't a real benefit to implement this new feature so we maintained their existing templates.

With the subsequent release of OpenVPMS 1.9 and 2.0 Letterhead & Document control has many more uses specifically in the use of rich format email templates and the new reminder document templates. Vertical Connect uses this new feature in the standard templates we provide as part of the 2.0.3 upgrade implementation process.

If your practice is interested in implementing this new feature for your other financial templates please contact us and we can provide you with an Estimation.



The Team at Vertical Connect wish you and your families a Merry Christmas and a Safe and Joyous New Year.

Our Office will be closed from 5:00pm Friday 21st December 2018 and will reopen on Thursday 27th December 2018 at 7:00am.

For any Urgent support matters during this time please contact +61 421 347 105.

---

*Copyright © 2018 Vertical Connect, All rights reserved.*

Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#).

