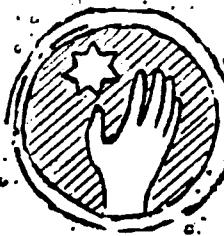# HandyWork Newsletter

New Office, New Partner, and a Great Opportunity

New Office!

As we promised in our last newsletter, HandyWorks has moved to a beautiful new office space, located on the ground floor of a 65 year old apartment building. The new office is at 140 East 28th Street (1F). It is part of Dr. Schram's new Chiropractic Office.

We welcome any visitors, and if you give us a little notice, will arrange a great lunch in one of the many restaurants (mostly Indian) that surround the area.

A New Partner!

While the deal is still in the works, HandyWorks is in the process of licensing its Windows version technology to a larger company which is currently in the SOAP notes business. While I can't mention the company's name at this time, it is interested in adding our billing capabilities, as well as many of the other HandyWorks features to its existing system.

Since both program are written in Microsoft Access, it will be a relatively straight forward process for them to integrate HWW into their product. And because they plan to change the look of HandyWorks for their system, no one (but us) will know the truth. For our HWW users, the deal will provide an inexpensive upgrade path to their better SOAP system. But for us, it means validation of what we've said all along, that the HWW program is a great program and that it can't be beat!

Great Opportunity?

We were recently contacted by an accredited college, planning to offer a Associate Degree course in Chiropractic Technology. What's exciting for us is that HandyWorks for Windows is going to be part of the class module on Office Management.

With expected enrollment of over 1000 students the first year, (and 2000+ the second) more and more Chiropractic office people will have direct experience and training with HandyWorks. While this will inevitably result in larger maret share, we are happy just to be recognized for our programming achievement.

Once the course has been fully developed, we plan to offer it (the manual, tutorial, and demo version of the program on CD) to Chiropractic Colleges, so that students will be exposed to HandyWorks prior to graduation. This is seed planting at its finest!

Website

Our website continues to be a discovery site for many new users. And because they can download our demos with no input from us, there is no sales cost or pressure, and for us, a lot less work. For our current DOS users, feel free to download the HWW demo. Try it, we know you'll like it!

EMAIL Discount

While we have relied in the past on the post-office to deliver fixes and patches to many users, over 25% of you now let us do this by e-mail. Not only is this easier for all of us, but you can get your fix in minutes, rather than the week or so it took the manual way.

To encourage more of you to establish an e-mail address, we are giving a maintenance discount of $25 to those of you with EMAIL addresses. So when you get your maintenance bill, fill in the email address portion and deduct $25 from your bill.

By the way, we can now take your payment with a credit card, in addition to checks and cash

DOS to HWW Upgrade Offer

DOS users (about 2/3rds of hw users) can upgrade to the Windows version for only $500. All of your DOS data can be transferred over while leaving the DOS system intact and still perfectly usable.

We recommend upgrading for many reasons. On our side, maintaining the Windows version is easier. HCFA changes, which are the

most common issue, is a snap in Windows. Oftentimes, we can help you make the change to the form, right in your office, in a matter of moments.

Other benefits include the fact that the Windows program is simply a better version. You lose none of the DOS features, yet gain a myriad of other benefits. One thing that most of us need right now is fixed dollar co-pays. Another great feature is the ability to make payments go to specific office visits. This helps track those "pesky" insurance errors in which they pay only part your bill. (We wonder if they skip visit dates on purpose, or are they simply incompetent)

For those of you who chose to remain with the DOS version, this is OK! We continue to support the DOS system, and the DOS version is fully functional under any Window environment. We understand that some offices are resistant to change from a system they are comfortable with to one that is "unknown".

Y2K

The Year 2000 has some computer people in a tizzy. This is because most programs store dates as a 2 digit year rather than a 4 digit year. For most programs, this was done because the century was implicit and that storing the extra 2 bytes took up valuable storage space. While this approach was good at the time, come 2000, that will no longer be the case.

The HandyWorks for Windows version is now Y2K compliant. All that is needed to print a Y2K HCFA is to put a checkmark in the Y2K box on the carriers information screen.

While we would like to use the same approach for the DOS version, we are simply making it the standard form for all Medicare printouts. While this has a little less flexability

than the Windows approach, Medicare, so far, is the only carrier insisting on the new format before Oct, 1998. We hope to have the forms finished in early winter.

Many of you have called requesting a Y2K update. We will deal with all of these requests in bulk, this winter. Please let us know (if you haven't already) if you want the Y2K update.

Backup Horror!

Beware the "expert"

This story is a few months old for us, but probably still fresh in the minds of its participants.

It started with a site that wanted to upgrade its computer system. Not a bad idea, getting rid of your old 286 for a flashy new pentium. So experts were called in to do the deed.

Our first notice of a problem came from the techies who wanted to know how to change the clinic name from Dr. Demo Backencrack to the Doctor's name. This request set of a series of warning bells because the Demo name is only seen in the Demo version, not in a running system.

Well, it turned out that the techies had decided to intall HandyWorks on the new machine from the original installation disk. But when they loaded the backup data on top of it, the program would not run. We weren't sure what was wrong so we asked them to make a backup of the hw directory and mail it up to us. What they actually did astonded us.

They took a large box and loosely packed the entire computer (sans monitor and keyboard) in it. Then they threw the backup disks in the box and shipped it by air. By the time we got it, the shifting computer had punched a hole in the side of the box, and 3 of the 8 backup disks were no longer there.

Never the less, we were able to figure out the problem and repair

everything. Except that the data was two month old. Why, we were never sure of, but we did the best we could. Now to make the story a little more intersting, we very carefully wrapped and packaged the computer for shipment back down to Georgia. However, by the time it arrived there, it had been droped several times and the machine was broke beyond belief. Fortunately, we had overinsured it for $2000, which paid for their new machine. And becuase they got a different set of techies to set it up, there was only a little difficulty in salvaging the data from the hard drive rescued from the old machine.

So, while this story turned out relatively OK, the importance of multiple, current backups, kept off-site, cannot be overemphasized. Also, if you start having a problem, now is not the time to backup your data. It will likely be corrupt.

We recommend backing up 3 times a week, each time on a different tape or set of disks. We label ours Monday, Wednesday and Friday. We have used our backups at least once or twice each year (usually when I've done something "funny"). Each time our backup worked, I was very happy that we were not the next Backup Horror Story!

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