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We have added many new programs and features to the Medical Billing Program. Everyone should update to the most recent version. Effective March 1, 2010 there will be a \$30.00 charge for individual updates. You may sign up for automatic updates, \$60.00 per year. The version on my web page, [www.billingmedical.com/download.html](http://www.billingmedical.com/download.html) will be updated once a year, probably in November. New customers will receive a CD with the latest version. A CD or download instructions will be sent to customers who order an update. Updates may be purchased from my web page or by phone, 505.296.6801. The News Page, [www.billingmedical.com/news.html](http://www.billingmedical.com/news.html) will contain the latest news. We have created some training videos, more will be added. You may download the videos on the download page, or order a CD. The videos will be included in all update CD's.

We will no longer support program versions older than January 2008. Update now.

The basic Medical Billing program consists of MED and Query. MED is the billing program with an integrated appointment scheduler. QUERY is a query by example program that may be used to create custom lists from the data files. We have added LINEPAY, HISTORY and MEDEMR to our family of programs. LINEPAY is a program for rapid entry of line item payments and adjustments. LINEPAY contains a method to import billing information from the Amazing Charts Electronic Medical Record Program. The MEDEMR program is a simple template and document creation system. There will be many updates to MEMEMR. We have added HL7 support for lab import into Amazing Charts.

### **ANTIVIRUS:**

- Obtain an antivirus program.
- Keep your antivirus system up to date.
- Run scans weekly.
- You should have an antivirus program on all computers.

I recommend AVG, [www.avg.com](http://www.avg.com) and Comodo, [www.comodo.com](http://www.comodo.com). There are many excellent antivirus programs. A good antivirus program should not slow your computer. Be careful in downloading programs that offer to run scans on your computer or offer to repair registry errors. I will be glad to answer emergency questions, cell phone 505.249.3793.

## **BACKUP:**

Backup the information that is important to your business. Do not trust the status of your backups. It is very important to know how and what you are protecting. One complete backup set should be stored off site. A fireproof safe may not provide protection. It is better to be paranoid then to lose your information.

- Create a system for backing up your computer.
- You should have an offsite backup solution.
- Do not rely on a single backup system.
- Have multiple backup devices.
- Replace your backup media on a regular schedule.
- Media may fail, zip floppies and USB drives do develop bad spots.
- Test your backup. (Restore your data onto another computer.)

## **Off Site Backup Recommendations:**

- IBACKUP, [www.ibackup.com](http://www.ibackup.com). About \$15.00 per month. Backs up at night, very fast and secure, everything in the backup job is backed up.
- CARBONITE, [www.carbonite.com](http://www.carbonite.com). \$60.00 per year. Backs up during normal usage. Everything is not backed up every day.
- Mozy, [www.mozy.com](http://www.mozy.com), \$60.00, similar to Carbonite.

Carbonite, Ibackup and Mozy users must check the status of their backups. The items that are being backed up may have changed.

## **SPYWARE:**

All computers with internet access need spyware detection and removal software. My favorite spyware program is SpyBot, [www.safer-networking.org](http://www.safer-networking.org). Many antivirus programs contain spyware detection and removal. Run spyware scans. Keep your spyware software up to date.

## **SUPPORT:**

Email support, [ronaldbparks@hotmail.com](mailto:ronaldbparks@hotmail.com) is free. Short phone call questions are currently free. You may purchase extended phone support from my web site, [www.billingmedical.com/orderpage.html](http://www.billingmedical.com/orderpage.html).

## **Remote Support:**

I prefer to use INSTANTVNC.EXE for remote support. You may download INSTANTVNC.EXE at [www.billingmedical.com/download.html](http://www.billingmedical.com/download.html). Save the file to your desktop. Call or email to arrange a time for me to connect. You will start INSTANTVNC.EXE and I will connect to your computer. There is a document on my web page with more information on remote support options.

Thank you,



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