

TOTHIK V3.0 DENTAL OFFICE APPLICATION

User's Guide
Copyright (c) 1997 Joseph J. Pitarra

This application is dedicated first to my son Jody
, and next to all
those who use this application. I am committed to
your satisfaction and invite your comments,
suggestions, and improvements.

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INTRODUCTION

Thank you for selecting this application. It has been designed, written, and compiled using the latest programming technologies so that the task of running your office will be as simple and reliable as possible. Although this application was written with dentists in mind, it can also be used by any health care provider..... it is that extendable!

TOTHIK is not just a billing program. It is a state-of-the-art software application that allows you to manage your entire office easily, reliably, professionally and at your own pace.

The key word is easily. Unlike other programs, you or your staff won't have to get computer science degrees or go to training seminars or read pages of dull boring documentation to use this tool. It is completely menu driven with many on-screen messages to guide you.

I started this introduction with a thank you. In writing all this code my goal was to have you, the user, give **TOTHIK** many silent thank you's.

APPLICATION HIGHLIGHTS

- * 12 separate relational databases
- * Password protection
- * Auto-selection of account numbers
- * Day sheet data entry and processing
- * Appointment calendars

- * Financial reports
- * Treatment plans
- * Automatic statement processing
- * Overdue interest rate processing
- * Overdue form letters
- * Walk out statements
- * ADA form processing
- * Real-Time patient transaction processing
- * Custom procedure
code database
- * Database file maintenance
- * Full data backup/restore/compression processing
- * Multiple printers & printing to file
- * .Background Statement Printing
- * Complete error trapping

Chapter 1. INSTALLING TOTHPIK APPLICATION FOR DOS

Hardware and Software Requirements:

- * An IBM or IBM-compatible 386, 486, or higher
computer
(486 or higher is recommended)
- * A monochrome, CGA, EGA, or VGA monitor
- * 4MB RAM minimum -will not run with less
(8MB is recommended)
- * 5.0MB hard disk space
- * 3.5 floppy disk 720KB or 1.4MB
- * DOS version 3.3, or higher

* PKZIP {TM} version 2 or later a compression program by PKWARE Inc. available almost anywhere as shareware.

Program Installation

Floppy Disk Version

To install the floppy disk version of TOTHPIK dental application for DOS, follow these easy steps:

1. Determine your 3.5" floppy drive letter (either A or B).
2. Insert Disk 1 into the drive and change to that drive by typing either {A:} or {B:}.
3. Type {START x} where x is your drive letter (either A or B) and Press {ENTER}
4. Follow the on screen instructions to continue the installation.
5. Also place copy of PKZIP in your DBSB directory

The installation program will decompress the files and create a directory on your hard disk with the name **DBSB**. All the programs and databases will be installed in this directory.

A sub directory **DBSB/PRT** is also created. All the supported printer drivers are stored here.

Demo Download Version

To install the demo download version of **TOTHPIK** dental application for DOS, follow these easy steps:

1. Create a directory location on your hard drive ex. md c:\dental
2. Put downloaded file **TOTHDEMO.EXE** in this directory .
3. Execute this self extracting file by typing **TOTHDEMO**.

Executing this self extracting file will decompress all the program and database files needed to run this demo.

Then just type **TOTHPIK** to start the application.

First Time Execution

To run this application, change to this directory by typing {cd/dbsb} and then type {tothpik} to

start the program.

The default password is (tunki).

Next select and run the Setup program, found under the Maintenance main menu, and set up the initial parameters such as your printer type and disk drive names, etc. The Setup feature is explained in detail on page 30.

Demo Program

If you are using the demo version, you have access to the entire application but you are limited to a maximum of 50 patients. To make it easier to use, the password function has been eliminated on the demo version.

To obtain the full application send personal or business check to Joseph J. Pitarra for correct amount

Mail to: J. J. Pitarra
2415 Dutchtown Rd.
Endicott, NY 13760

Please allow two weeks for check verification at which time I will mail your application disks by snailmail and/or e-mail if you include your e-mail address. My internet address is DbSbjoe@aol.com. You can send me your questions or comments anytime

Chapter 2. **BASICS**

Conventions Used in This Manual

Data which you type in will be shown between brackets { }. However don't include the { }'s in your input.

Keyboard keys used:

F1, F2, etc.: = the function keys

Enter: = the Enter key

Ins: = the Insert key

End: = the End key

Esc: = the Escape key

Up/Dn arrow: = up or down arrow key

Lf/Rt arrow: = the left or right arrow key

Ctrl: = the Control Key

Pg/Up: = the Page Up key

Pg/Dn: = the Page Down key

Multiple Key strokes are shown with a -, for example, Ctrl-End means to press and hold the Ctrl key and press the End key.

Usually pressing the **Esc** key while in any sub-menu, will abort that function and return you to the main menu. Pressing **Esc** from the main menu will terminate the application, without running the data back-up procedure.

Database Files

This application generates twelve (12) separate database files. These files are compatible with the major database language formats such as Dbase (R) of Borland International, Inc.

File NameDescription

Patmain.dbf Main database file which

stores current patient
main records.

Patpay.dbf Patient payment database
file which stores
current payment records.

Patcharg.dbf Patient visit database
file which stores
current patient visit
and charge data.

Database Files continued

File Name**Description**

Purge.dbf Outdated main database
records are stored in
this database. Records
older than a specified
date, that have
had no
activity for a specified
date, and have no
outstanding balances,
are removed from
Patmain.dbf and
stored
here.

Appontxx.dbf Appointment database
file, the xx denotes the
year such as
93. This
file stores all the
patient appointments.
The program uses two of
these database files,
one for the
current year
and one for the next
future year.

Cleanxx.dbf Cleaning database file
, the xx denotes the year
such as 93.
This file

stores all the patient
cleaning appointments.

The program uses two of
these database files,
one for the
current year
and one for the next
future year.

History.dbf This file stores all the
visit and charge records
that have
been removed
from patpay and
patcharge.dbf files.
This
data is moved to
this database if it is
over a specified date.

Mainproc.dbf This database stores all
your dental procedure
codes,
their
descriptions, and
charges.

P_Sheet.dbf This database stores all
daysheet transaction records.

Trace.dbf This database stores all
changes made to any of the financial
records, both the old and new changes are recorded here.

PASSWORD PROTECTION

To start **TOTHPIK** first select the directory by typing **{cd/dbsb}** from the DOS prompt.

You will see something like:

C:\DBSB>

Then type **{tothpik}**

After a few seconds, a password window will appear.

Your initial password is

{tunki}, just type it in

and press **{Enter}**. Don't be alarmed if you don't

see the

letters as you type them in. I mask them

so nobody but you will know.

You will be asked *Change*

current password ?. If you want to, type **{Y}** and

you will be asked to *Enter New Password*. Type in your

new password

(any 5 alpha characters, upper/lower case or a combination of upper/lower cases)

and press **{Enter}**.

Examples:

JODYP, Jodyp, joDyP

are all valid and different passwords.

IMPORTANT: Please don't forget your password!

It will be nearly impossible

for someone to crack

it. If you do forget it - you'll have to call us

for help.

(you get one free-be, after that there

will be a nominal charge because it takes

some work

to decode it.). So if you think you'll forget it,

write it down and keep

it in a safe place.

Chapter 3. THE MAIN MENU

There are 11 main menu categories and 56 sub menus which control and execute all internal programs.

When the application starts, the main menu screen appears.

The main categories are selected with the **Lf/Rt** arrow keys and the sub categories are

selected using the **Up/Dn** arrow keys. When selected, a menu is high-lighted and pressing

the Enter key will execute it. After the selected sub menu executes,

control is again returned to the main menu screen.

The menus are listed as follows:

main menu sub menu

PATIENT DATA BASE

- **Find a Patient**
- **Edit a Patient**
- **Add a Patient**
- **Print Dental Form**
- **Print Patient Labels**
- **Print Patient List**

DAY SHEET TRANSACTIONS

- **Enter Today's Data**
- **View/Edit Day Sheet**
- **Print Day Sheet Report**

PATIENT TRANSACTIONS

- **Record Visits**
- **Record Payments**
- **Edit Procedures**
- **Edit Transactions**
- **Move Transaction to History**
- **Search Patient's History**
- **Trace Patient Data Changes**

DENTAL APPOINTMENT CALENDAR

- **View Today's Appointments**
- **Find Patient or Date**
- **Add/Edit Appointments**
- **Find Next Available Appointment**

main menu sub menu

DENTAL REPORTS

- **View a Statement**
- **Print Monthly Statements**
- **Print Statement Labels**
- **Print Overdue Letters**
- **Change Statement Title**
- **Do Treatment Plan**

CLEANING APPOINTMENTS

- **View Today's Cleanings**
- **View Patient or Date**
- **Add/Edit Cleanings**
- **Find Next Available Cleaning**

CLEANING REPORTS

- **View/Print Cleaning Report**
- **Print Cleaning Labels**
- **Set Cleaning/Exam Interval**

FINANCIAL REPORTS

- **Monthly Reports**
- **Change Interest Rates**
- **Calculate Balances**
- **Provider List**

BROWSE/EDIT DATABASES

- **Patient {Patmain.dbf}**
- **Visit {Patcharg.dbf}**
- **Payment{Patpay.dbf}**
- **Appointment {Appontxx.dbf}**
- **Cleaning{Cleanxx.dbf}**
- **Procedures {Mainproc.dbf}**
- **Day Sheet {P_Sheet.dbf}**
- **Purge{Purge.dbf}**
- **History {History.dbf}**
- **Trace{Trace.dbf}**

main menu sub menu

MAINTENANCE FUNCTIONS

- **Labelmaker**
- **Back-up Databases To Disk**

- **Restore Databases From Disk**
- **Purge Old Records**
- **Restore Old Records**
- **Change Screen Title**
- **Change Print Title**
- **Run Setup**
- **Run New Calendars**

EXIT TO DOS

- **Exit To Dos**

Chapter 4 MENU DETAILS

The menu categories are explained in detail as follows:

PATIENT DATA BASE

- Find a Patient

This function allows you to view the patient's main database record. Selecting this option, you will be asked to input either the patient's id number (6 digits) or a patient's last name. You don't have to type in the complete number or last name as the program will search for records meeting the search criteria and display them one at a time, asking if this is the correct record. If you answer no then the next record will be displayed, if you answer yes then that record will be displayed.

Example: Jim Smith has an ID number 111200. If you know his ID number, you can type it in, or you can type in 111 and you will see all the records from 111000 on. Similarly if you type Smi, you will see all the records with last names beginning with the letters Smi. (Don't forget to capitalize the first letter in a last name, I didn't do this automatically because some patients have last names that do not begin with a capitalized letter.

) The program searches both the main patient database and the purge database (inactive patients) files. If the patient you want is now located in the purge database, you will be asked if you want to re-instate this patient back into the main database file. If you answer yes, the record will be automatically transferred. Since you've already typed this data in once, I see

no need to have you do it again.

Pretty neat huh!

ø Edit a Patient

This function allows you to view and change the data for a patient's main database record. After you have selected the correct record by typing the id# or the last name you can change the field information by scrolling to the desired field using either the tab or arrow keys and then typing over the information displayed. Press the {PgDn} key to save the new information and return to the main menu.

From this sub menu, you can also change the name and address of the person responsible for receiving billing statements, normally they're sent to the patient, however if the **Send Statements To** fields

are filled in, then the statements will be sent there.
This is useful for small children etc.

- Add a Patient

Use this function to add new patients to the database. The patient's id# is automatically generated by the program. Just type in the patient information, name, address, etc. and press {PgDn} to save the record.

To process multiple family members more efficiently, after each record is completed, the program will ask if you would like to enter more patients, if you answer Y (Yes) the program will pre-assign the common data from the previous record such as address, insurance co., home phone#, etc. and you only have to fill in the pertinent data such as first name, SS#, etc. This makes adding a family of patients quick and easy.

- Print Dental Form

Select this procedure to print a dental information form for selected patients. This form is useful for getting information on new patients and updating the records for existing patients. This form contains the patient's dental history, medical history and financial data.

ø Print Dental Labels

This feature prints selected patient labels which include name, address, and id#. This is useful for news letters and file folders, etc.

Selecting this menu, you will first be shown a window asking *Do you want to continue? Y/N* and *How many label copies do you want to print? 1-99*.

Next you will be shown the entire patient list and using the **Up/Dn arrow** keys, you can scroll to the desired record; pressing the {p} key stores this record for printing. After you have finished

selecting records to print, press the {e} key to exit the selection window.

You will next be asked to turn on the printer and pressing {Esc} will start the printing process.

You will be asked *Do you want to print some samples ?* to adjust the printer.

If you answer {Y} you will print sample labels, one at a time. After everything is lined up answer {N} to samples and the labels will begin printing.

ð **Print Patient List**

This feature will print the entire patient list in alphabetical order. You will first be asked if you want to *Continue Y/N*. Type {Y} to print the list, or {N} to exit.

DAY SHEET TRANSACTIONS

This application gives you two separate ways to record your patient's transactions (visits and payments), the **Day Sheet** method or the **Patient Transaction** method. The Day sheet menu is faster, more automatic, allows printing a Standard ADA insurance form and/or an up to date statement immediately, and also allows automatic data correction. The Transaction menu (described later) is more manual and slower. Either mode can be used at any time, however because of its ease I recommend the day sheet method

ð **Enter Today's Data**

Select this sub menu to enter a patient's visit, a patient's payment or an insurance payment. You will be shown the Day Sheet Data Entry Window with a number of fields on which you can enter data.

Patient Fields

You select a patient by entering either a name or an id#.

First Name: Enter the Patient's first name

MI: Enter Patient's middle initial

Last Name: Enter Patient's last name

(You don't have to enter the full name, but what you enter must be correct. For example, Joseph M. Smith is a patient, if you enter Joe Smith on the name field it would be incorrect and the program won't be able to match the [Joe] to [Jos] to find the record, but if you enter Jos Smi, Jo Smi, Jose Smit, etc. it will be correct).

By pressing {F4}, you can view patient names and id#'s as they appear in the database.

ID#: Enter Patient's id#

(If you don't know it or not sure, just leave it blank). If you do know it, it will save some search time. But hey, computers are fast (dumb but fast).

Doctor

Enter Doctor's code

(This code tells what doctor worked on this patient

Hygienist Enter Hygienist's code

(This code tells what hygienist worked on this

patient).

These codes are set up using the sub menu **Provider List** found under the main menu **FINANCIAL REPORTS**, see below.

Print Enter Print command code {N/S/A}

{N} for no print (default), {S} for statement print, or {A} for printing patient's ADA form. While in this field, pressing the space bar will show you these choices. Way cool huh.

Procedure Codes

These codes are associated with a patient's visit.

Tooth#

Enter tooth number or list of numbers like 3-15

Surface

Enter surface code

Procedure Enter dental code

(A little about the dental codes: This application allows you the flexibility to assign your own dental codes (user code) to any number of ADA codes. See page 16 for more on this.

The program will look for your user code first and assign all the ADA codes associated with it.

You can view all the procedure codes anytime by pressing {F2} and follow the scrolling commands at the bottom of the window.)

Charge Enter the charge only if you want to modify the charge already associated with this procedure. If you enter a charge, the program uses the entered charge instead of the associated charge in the procedure database.

You can enter up to seven (7) different procedures for a patient.

Visit Payment =

Use this field to enter any patient payments made at this visit.

Cash Enter {Y/N} for a cash visit payment.

Check # Enter check # for visit payment.

NON VISIT PAYMENTS

The following data fields are used to enter non-visit payments. Either patient payments or insurance payments.

Patient Payment

Enter amount if patient payment.

Cash Y/N Enter {Y/N} for cash payment.

Check # Enter check # for payment.

Insurance Payment Enter amount of insurance payment.

Ins. Check #
Enter insurance check #.

When you're done entering the data for this patient, press {PgDn} to process this data and continue.

A blinking {Processing} flag will appear at the lower right of the screen, to let you know that the data you entered is being processed.

You will next be asked if you want to enter more day procedures.

ð View/Edit Day Sheet

This function allows you to view and/or change any transactions previously entered.

You'll be asked for the date you want to view.

Today's date will be already entered so if it's today you want just press Enter.

You can scroll through the records by using the **PgDn** key. You can change all fields except the name and Id# fields. Any data you change will be automatically re-processed -very powerful.

Note: I won't allow records older than 30 days to be changed from here. If you didn't catch it by then - shame on you, you will have to use the Edit Transactions sub menu described below to edit records over 30 days.

ð Print Day Sheet Report

Selecting this sub menu allows you to print a detailed report showing all patient transactions for that day along with a financial summary.

Even if you use the PATIENT TRANSACTIONS menu instead of DAY SHEET TRANSACTIONS to enter data,

this report will show the transactions.

Because all processing takes place in real-time (now) all reports are current and accurate.

PATIENT TRANSACTIONS

ð Record Visits

Instead of the Day Sheet method, you can use this method to record patient visits/charges. You will be asked for the patient's name or id#. The patient's record must be in the main patient database prior to using this function. (if the record has been purged, you'll have to restore it manually, see page 28, before using this method).

After selecting the patient, a list of procedures will be displayed, you can select the appropriate one by using the arrow keys to highlight the procedure and then press the {**Esc**} key to record the procedure for this patient.

You will next be shown the visit record for this patient and can edit/change any of the fields, such as procedure charge, amount paid, etc.

Next you will be asked if you want to abort this before the record is saved, if you want to continue type {**N**} and the record will be saved in the Visit database file.

Next you will be asked if you want to enter another procedure for this patient, type {**Y**} if you do and the program will again display the procedure list for your selection.

If you type {**N**}, the record will be saved and you will exit to the main menu.

If you make a mistake and recorded incorrect data in the Visit database, don't worry, it can be corrected by selecting the *Edit Transactions* function described later.

ð Record Payments

This function allows you to enter payments, either patient or insurance. Selecting this menu, a payment record will be displayed, showing separate fields for patient and insurance provider.

You can type in data for the various fields such as date, amount, check number, etc. for either the patient or their insurance.

It is important to keep your input separated to either the patient or their insurance, you may fill in both if required but don't combine fields, for example, if you receive a payment for J. Jones from their insurance co. Allsure for \$125.00, this information should be typed in under the insurance section only.

If you make a mistake, don't worry it can be corrected by selecting the *Edit Transactions* function described later.

ð **Edit Procedures**

This function allows you to change, add, or delete your procedure codes in the dental Procedures Database file.

This file holds all your various medical procedures by a code name, a description, and an associated charge.

Each procedure has the following fields:

USERCODE

This is a 5 character field for either alpha or numeric data. Here you can assign your own code name to any one or group of ADA dental codes.

PROCEDURE (procname)

This is a 5 character field for the approved ADA dental codes, like 02110

DESCRIPTION

(procdes)

This is a 35 character field for the description of the ADA procedure, like 1S Silver Amalgam Type A

.

CHARGE (proccrg)

This is a 5 digit field with 2 decimal places for the associated dental procedure charge.

To change any field, use the tab or arrow keys to locate the data and type over it with your changes.

To delete a record, delete all it's fields with the Delete key.

To add additional procedures, scroll to the end of the last record and you will be asked if you want to add additional records.

Press **{Ctrl-End}** keys to save your changes and exit to the main menu.

To assign a user code:

(Hint: its a good idea to duplicate any ADA procedure codes and then add your usercode name, so you'll end up with both the ADA procedure and your usercode procedure). Scroll to the end of the procedure file and add the ADA procedure code, description, and charge.

Then place the cursor in the

USERCODE field and add your particular usercode name.

For example, You would like to assign your user code CLNC to child prophylaxis. Duplicate the ADA code for child prophylaxis in the procedures database. Then in the USERCODE field type in CLNC.

Because a periodic oral exam is usually associated with the prophylaxis, you can also assign a usercode of CLNC to periodic oral exam.

Now when you need both of these dental codes you only have to type CLNC and both codes will be assigned.

ð Edit Transactions

Use this sub menu to correct mistakes or make changes to a patient's account.

This menu will allow you to view/edit all the current data in a patient's account.

Scroll to the desired record with the tab, or arrow keys and edit the data.

When finished, press the **{PgDn}** key to save your changes. You will next be asked if you want to print this statement. Answer **{Y}** and the statement will be printed, answer **{N}** and you will return to the main menu.

Note: This function doesn't reprocess the changes, so if you made changes to a transaction amount, don't forget to change the balance fields too.

If you used the *Day Sheet* method to enter data, using the

Day Sheet View/Edit function to make any changes will automatically reprocess them.

All financial changes are recorded in a separate database file called Trace.dbf

ð **Move Transaction to History**

Use this sub menu to move a patient's transaction record from the current visit or payment database to the history database. This happens automatically whenever a patient's balance becomes zero, however you can do this manually from here. Selecting this function will list all current transactions for a particular patient. To move any record or records just change any date for that record. The date won't really change, its just a signal that you want this record moved to the history database. For example, suppose there is a payment record with a date 03/07/97 and you want to move it to history, just change the 03 to 04 and press PgDn. The program will then ask if you want to move this record...answer yes and it will be moved. Note: the resulting date (after your change) must be a valid date

ð **Search Patient's History**

Use this sub menu to have the computer search and print all transactions for a particular patient. This also works for inactive patients (purge database records).

You will be asked to enter either a patient's lastname or id#. A detailed report showing all transactions for this patient will be printed.

ð **Trace Patient Data Changes**

This sub menu will print a list of all financial records that have been changed for a particular patient. Both the old value and the changed new value will be shown.

DENTAL APPOINTMENT CALENDAR

The Dental Appointment Calendar function allows you to record all your dental appointments for this year and also next year. There are separate calendars for cleaning appointments, see below.

All the calendars work the same way.

The appointment calendar database has a logical field named **Holiday** located at the bottom of each day. You can type a {Y} in this field to declare this day a holiday and no appointments will be scheduled by the application. This feature can be used for holidays, vacations or any days which the office will be closed.

There should be no scheduled appointments for the days you declare holidays, so make sure you re-schedule all appointments before you change the Holiday field to {Y}. Once the Holiday field is changed to {Y}, the application will ignore that date.

ð View Today's Appointments

This function allows you to view all the appointments for the current day.

You are first shown the am screen, press {PgDn} to view the pm screen. You can also scroll to previous or past dates using the PgUp/PgDn keys. You can enter or edit data in the Patient Name and Description fields.

ð Find Patient or Date

This function allows you to find and display a particular patient or date.

The program will first ask you what calendar year you want to search and then ask you for a patient's lastname or a date.

It will then display the full day's appointments showing the patient or date. You can enter or edit data up to this date.

Press {Ctrl-End} to save your changes, and you will be asked if you want to look for more appointments?. Type {Y} and the search will continue. Type {N} and you'll be asked to press any key to return to the main menu.

ð Add/Edit Appointments

This function allows you to add or change appointments for a particular patient or date. The program will first ask you what calendar year you want to search and then it will display the full day's appointments showing the patient or date. You can then change, add or delete the information as required.

Press {Ctrl-End} to save your changes.

ð Find Next Available Appointment

This function will find the next available unused appointment slot.

The program will first ask you what calendar year you want to use and then it will display the date with the next free slot. You can then add the patient information directly.

Press **{Ctrl-End}** to save your changes.

DENTAL REPORTS

This menu allows you to view a patient's statement. You will be asked to type in an id# or a last name and if a match is found, first the patient's main record will be displayed and you will be asked if this is the correct record. If you answer **{Y}** (yes) the patient's visit and payment history will then be displayed.

If there is more than one page (screen) of information to display, the program will let you know, and by hitting any key you can display the next page. After the last page is shown, you are asked if you want to print the statement. Type **{Y}** to get a hardcopy of the statement, type **{N}** and you will return to the main menu.

ð Print Monthly Statements

This very powerful function is used to do your billing and will produce printed statements for mailing to patients.

You can use this procedure anytime, weekly, monthly, quarterly, etc. whatever your billing cycle is. You should of course establish a consistent date to issue your bills, but hey it's your business.

Because postage rates keep going up, you have the flexibility to print/mail only the statements you deem necessary. A menu is used to tailor your billing report.

After you select this function, you will be shown the Statement Processing Menu. You can use this menu to print only the statements you desire as follows: (note: instructions are also shown on the bottom line of the screen)

Process Balances Over

Enter an amount from {0-999.99}.

When you type in an amount here, only statements over (greater than) this amount will be printed.

Current Balances Enter {Y/N}

Enter {Y} to include statements that have a current balance. Enter {N} to exclude statements that have a current balance.

30 Day Balances Enter {Y/N}

Enter {Y} to include statements that have a 30 day balance. Enter {N} to exclude these statements.

60 Day Balances Enter {Y/N}

Enter {Y} to include statements that have a 60 day balance. Enter {N} to exclude these statements.

90 Day Balances Enter {Y/N}

Enter {Y} to include statements that have a 90 day balance. Enter {N} to exclude these statements.

90+ Day Balances Enter {Y/N}

Enter {Y} to include statements that have a 90 plus day balance. Enter {N} to exclude these statements.

CREDIT Balances Enter {Y/N}

Enter {Y} to include statements that have a credit. Enter {N} to exclude these statements.

Visit Statements Enter {Y/N}

Enter {Y} to include statements that have been already given to patients at a visit. Enter {N} to exclude these statements.

Skip To Lastname Enter {Lastname}

Enter a patient's lastname to process only the statements from this name forward. Leave this field blank to process all names.

Using this function, you can skip all statements up to the one entered. This function is very handy to reprocess accounts that have been interrupted by a paper jam, etc. Instead of having to run the whole print job over.

Type any message to include with each statement

Enter any message, up to 80 characters in length, which you would like to include on each printed statement.

RUN PRINT JOB IN BACKGROUND ?:Enter {Y/N}

Enter {Y} to print all statements in background mode.

Enter {N} to print in foreground mode.

I recommend that you enter {Y} here and print statements in the background.

In the background mode the computer will process the statements and then send them to the internal print que. Once printing starts, you will be able to use the computer to do other tasks (except printing) while the statements are printing.

If you don't select the background mode, the computer will process each account separately and this will tie up the computer until all statements are printed.

After you run through this menu, you will be shown how many statements will be printed and a rough estimate of the time this process will take.

You'll be asked if you want to **continue?** {Y/N}.

If you do, make sure your printer is on line, has enough paper, and the paper is adjusted. Enter {Y} to start the printing process.

When you run this function, the program will process all accounts based on your menu selections and print the statements.

The calculations will process in seconds, however because a printer is basically a slow device, the printed output could take a lot longer depending on how many statements there are to process. The program will give you an estimate of time to complete the statements.

Note: this estimate is a rough estimate based on a 16mhz 386SX cpu and a 150 c/sec printer. If your equipment is faster, then the actual time to complete will be less than my estimate.

To interrupt the printing procedure at any time, press the {Esc} key and you'll be shown a window asking if you want to **Cancel** or **Ignore** the interrupt. If you select **Cancel**, the process terminates and you exit the application, (your printer will keep on printing for a while because it usually has a built in memory buffer. If you need to stop the printer too, just turn it off and back on and it will lose its memory and stop.)

If you select **Ignore**, the printing process continues from the point it stopped, however the statement that was being processed at the time of the interrupt will probably be trashed, so make sure you check it. If it's trash then make note and print later using the print function in View a Statement under Dental Reports.

During statement processing, patient address information is automatically saved for mailing labels, see below.

Note: All the statements and the labels (see below) will be printed in alphabetical order

- Print Statement Labels

After you have printed the monthly statements, you may either use window envelopes and fold the statements so that the address info appears in the envelope's window or use address labels. Run this function to print address labels.

First load your printer with the correct labels, see below for label specifications, adjust the printhead to the top of the first label and then run this function.

The program will ask you if you want to **Process only one label per address/family ? {Y/N}**.

Enter {Y} and one label per address/family will be printed. This saves labels if you are sending multiple statements in the same envelope to the same address.

The program will ask you if you want to print some practice labels, to help you adjust the printhead to the labels.

Label Specifications:

size: 3-1/2 X 15/16 no. across: 1

ø Print Overdue Letters

Select this function to print collection letters for overdue accounts. Letters will be

automatically printed for all accounts over 30 days old. Each category has a different body ranging in firmness from mild, for 60 day past due accounts to very firm (I'll call Guido in Detroit unless you pay up) for 90+ day accounts.

ð **Change Statement Title**

This function allows you to change the statement title printed on each statement. The previous title will be displayed and under each line you will be able to re-type new information.

ð **Do Treatment Plan**

Use this function to generate a detailed treatment plan for a patient.

You'll first be asked to **Enter Patient's Name:**

The following fields pertain to each procedure in the plan:

Enter Tooth No. Enter the tooth #

Enter Planned Date Enter date you plan to perform this treatment.

Press **{Enter}** and you will go to the procedure window to select a procedure. Use the arrow/page keys to move/highlight the procedure you want and press **{Alt-p}** keys (hold down the **{Atl}** key and press the **{p}** key).

You will next be shown a window asking **Enter Insurance coverage:** Enter the amount that this patient's insurance will pay for this procedure.

You will next be asked **Do You Want To Continue ?** Enter **{Y}** to repeat this process for more procedures. Enter **{N}** to go back to the procedure window, and press **{Esc}** to end and print the plan.

CLEANING APPOINTMENTS

This function is basically the same as the Dental Appointment Calendar shown above except that it can be used for cleaning appointments only. All the sub-menus work the same, so please refer to the above.

CLEANING REPORTS

- View/Print Cleaning Report

Select this function to print a list of all patients due for cleaning/exam. This report prints on regular paper not labels. This report is very useful as a call list to remind/inform patients that they are due for a cleaning/exam.

ð Print Cleaning Labels

This function is used to automatically determine the patients that are due for cleaning appointments and then print their address labels. Any patient whose last cleaning date is equal to or greater than your specified interval (see **Set Cleaning/Exam Interval** below) will be included in this list. For patients who have already been sent a cleaning reminder and not yet responded, the program sets up a grace period of one month before they are again included in the next mailing. This will insure that your patients are not bugged every few days, but only gently reminded every month or so.

First load your printer with the correct labels, see below for label specifications, adjust the printhead to the top of the first label and then run this function.

You will be asked: **Would you like to reset the 30 day grace periods ?**
Enter {Y} to reset the grace periods for all patients. (this means that the following report could include patients that already have been sent notices).

You will next be shown the ***Cleaning Label Processing Window*** and asked to enter the following fields:

Process Cleaning Labels for Patients Due:

This field has four multiple choices, each of which can be scrolled/selected by pressing the space bar. If selected they do the following based on the cleaning interval being set to 180 days:

This Month Selecting this choice will process labels for patients who were due for a cleaning exam last month only.

Next Month Selecting this choice will process labels for patients who are due for a cleaning exam this month only.

In Two Months Selecting this choice will process labels for patients who are due for a cleaning exam next month only.

All Selecting this choice will process labels for all patients due for a cleaning exam up to this date.

Before printing the labels, the program will ask you if you want to print some practice labels, to make sure your printer is set up and adjusted correctly.

Label Specifications:
size: 3-1/2 X 15/16 no. across: 1

ð Set Cleaning/Exam Interval

This function allows you to set the cleaning/exam interval for your patients.

This value is used by the program to process all the cleaning/exam reports. The units are in days, so setting this to 180 equals a six month interval.

FINANCIAL REPORTS

- Monthly Reports

This function will let you know how your business is doing on a monthly basis.

You will first be asked for your financial password, this is a separate password from the one you use to start the application, and is used to keep your financial information private.

Your initial password is {**tunki**}, just type it in and press Enter, however I recommend that you change it to keep it different from your start up password.

To change it, just follow the same procedure explained on page 7.

After you enter your password, you will be asked to **Enter a Search Date**. The date you enter will cause a search from the beginning of that year to the date entered. For example, if you want a financial report for all of 1993, you would enter 12/30/93.

Today's date is the default and if you don't change it, you will get a report from the beginning of the current year up to today.

After you enter a date and press {**Enter**}, the program starts the calculations, this could take a few minutes.

When the calculations complete, the program will display the results.

Data for four months are displayed on each screen, and you will be asked if you want to print that screen. If you do, Enter {**Y**} (default is N) and press {**Enter**}, that screen will print and the next screen will be displayed if appropriate. Repeat this procedure to print the remaining screens. This might seem a little cumbersome, but I did this to insure the security of your financial data, as someone must initiate each action and be present to remove the printed reports.

If you don't want the report printed just press {**Enter**} after viewing each screen.

The report shows the following data:

Date: (upper left) print date
Title: (top)
Month: (top) list of months
TOTAL CHARGES : patient charges by month
TOTAL PAYMENTS: patient payments by month
TOTAL VISITS: patient visits by month

ELEMENTS: this is the breakdown for total payments above.
Patient Payments CASH : patient cash payments
Patient Payments CHECK: patient check payments
Patient Credits: credit amounts
Insurance Payments: Insurance payments

AVERAGES:
AVG Charge/Visit: average charge per visit
AVG Payment/Visit: average payment per visit

this is the amount generated by each
care provider
(doctor, hygienist, etc. per month).

ð Change Interest Rates

This function allows you to apply and/or change interest rates for past due accounts.

After pressing {**Enter**} you will be shown the interest rate window with instructions.

If you enter {**0.00**}, no interest rate will be applied to that category.

The interest rates are %/month so for example, an entered rate of 1.50% = .015 per month which is 0.18 per year or 18% per year.

ð **Provider List**

Use this function to add or edit the care providers associated with your office. If you have multiple doctors or hygienist, each should have their own record here.

After you press **{Enter}** for this function, you will be shown the first provider record.

If it's a new record or one you want to change, just type in the appropriate data.

If you don't want to change it, press **{PgDn}** to scroll to the next record.

To add records, use the **{PgDn}** key and scroll past the last record and you will get a window asking if you want to **Add new records?** Use the **{Lf or Rt arrow}** keys to highlight your decision and press **{Enter}** and you will be given a blank record to fill in.

The Provider Code: field is a three character code you select to identify this care provider. This code can be alpha or numeric or a combination of both. The provider's initials are a good choice here.

After you complete the record, press **{Ctrl-End}** keys (press and hold Ctrl and press End) to save and exit.

BROWSE/EDIT DATABASES

This is a very powerful function, but one you don't have to use. It allows creative users to manually perform many database operations, the least of which are view and/or change any record or field in any of the selected databases. However remember, *Along with power comes responsibility.* Please read this section and understand it before you use these advanced tools!

After highlighting and pressing enter to select a

database, you will be put in Browse mode. Notice at the bottom of the screen will be a highlighted row with Browse at the left; next will be the database fully qualified name and Rec. Rec has two numbers separated by a /. The first number is the record number of the record you have highlighted. The number after the / is the total number of records in this database.

In the Browse mode you can view and edit any non financial record. Use the tab key to position and highlight any field. Use the Home and End keys to move to the first and last field in any record. Use the PgUp/Dn keys to scroll to different pages. To save any changes you made, press Ctrl-End keys.

That's the basic operations.

For the advance operations press the F10 key and you will be given world domination power, please be careful!

After pressing F10, you will be given other menus at the top of the screen and one of them will be shown. You use the {Lf/Rt arrow} keys to select another menu and use the Up/Dn arrow keys to select a function within the menu. I'll describe them as follows:

Records menu:

- | | |
|--|---|
| Add new records: | This has been disabled. |
| Mark record for deletion:
record for deletion.
record yet, see below. | You can mark or unmark a
This doesn't delete the |
| Blank record: | This has been disabled. |
| Follow record to new position:
have to use this option. | You should never |

Organize menu:

- | | |
|--|----------------|
| Create new index:
Modify existing index | DON'T EVER USE |
|--|----------------|

: DON'T EVER USE

Order records by index: You can use this option to organize the database.

Select this option and I'll give you another window showing various indexes you can choose to display or search the database. The ones you'll be interested in are CUSTNO (account #) and LASTNAME. Select the index you want by highlighting it. After your choice press Enter and Wha-La the records will be sorted based on your choice.

Activate .NDX index file: DON'T EVER USE

Remove unwanted index tag: DON'T EVER USE

Sort database on field: DON'T EVER USE

Unmark all records: Selecting this option will unmark all records marked for deletion.

Erase marked records: Selecting this option will delete all records marked for deletion. This option is also useful for reindexing the database. See Chapter 5.

Fields menu:

Lock fields on left 0

: This option allows you to lock a field or a number of fields so that when you scroll to other fields on the right the lock fields remain.

Blank field : This option has been disabled.

Freeze field : This option allows you to edit only one field. Selecting this will restrict the cursor to only one column at a time. When prompted, type the name of the field you want to use. All other fields cannot be edited until you remove the freeze field restriction. To remove the freeze field restriction, select the **Freeze field** option and delete the name of the field. Then press {Enter}

Size field : This option let's you change a fields display width. It doesn't change the width in the database per say, only the display. To use this option, first highlight a field then select this and follow the instructions at the bottom of the screen.

GO TO menu

This area is very useful to search data.

Top record : Select this option to go to the top of the database. Top depends what index you're in. If CUSTNO is the controlling index, then top will be the lowest CUSTNO.

Last record : Select this option to go to the last record in the database.

Record number (###) : Select this option to go to the record number that appears in the ().

Skip (##) : Select this option to skip to the number of records you set in the ().

Index key search () : Use this option to rapidly search for data associated with an index.

To select the index go to the **Organize** menu and select option **Order records by index** (described above). The indexes probably most helpful are CUSTNO and LASTNAME.

Forward search () : Use this option to search the field you have highlighted, from where you are forward in the database. The search string you type between the () must match what you're looking for exactly. For example, if you're searching the firstname field for Stephen and type (Step) you won't find the record. You must type (Stephen). However using the **Index key search ()** described above, you don't have to be so exact.

Backward search () : Same as above except the search goes backward.

Match capitalization

: You can select either yes or no here. Yes, means that you must match the caps in whatever you're searching for.

Exit menu

Selecting this will exit you back to the main menu.
You can also use the Esc key.

MAINTENANCE FUNCTIONS

- Labelmaker

Use this function to design and print your own labels, whatever you want. I have reserved four memory variables for you to store the labels you design. These variables are named FLAB1, FLAB2, FLAB3, and FLAB4. Each one will hold up 50 labels each. Don't worry, these variables won't erase when you turn your computer off.

When you select this function, I'll ask you to enter one of the above variables, you don't have to type them in, just use the space bar to scroll to the one you want and press **{Enter}**.
Next, the *Label View/Edit Window* will appear. Type in your data in any/all of the five fields, for normal labels, use the center three fields.

Follow the instructions on the bottom of the screen and press **{Esc}** when you're done entering data.

Next, the *Label Processing Menu Window* will appear. If you want to print the labels now, answer **{Y}** and enter the number of copies of each label you want printed, and make sure your printer is on line. I'll give you some samples to adjust your printer.

- Back-up Databases To Disk

This function runs automatically each time you exit the program using the **Exit To Dos** menu. However, because it is so important to back up all your vital data, I have also included it here so you can run it any time you like.

I would suggest that if you suspect power failures from sever weather or whatever, run back-up immediately. This function saves all your files to your floppy disk drive. I have made this procedure as fast and painless as possible.

I compress the files as I write them to the disk so you should only need one or two floppy disks for all your data. Please read Back-up Procedure in chapter 4 for more recommendations.

ð Restore Databases From Disk

This function is used to restore your vital data if disaster strikes your office or cpu. Using this option, you can be assured that your office will be up and running immediately. When you run

Restore., you will be asked to insert your back-up disks in your floppy drive, if your back-up data is more than one disk, insert the last one first.

The program will expand and copy your various database files to your hard drive. It is very important to keep a copy of your back-up floppy disks in a secure place as they are your insurance of getting your office up and running in case of a hardware problem (hard disk head crash, etc.), or a fire, flood, theft etc.

ð **Purge Old Records**

This function runs automatically every four months, but you can run it anytime here manually. The purge process performs many functions one of which is to remove inactive patient records from the databases. Any record that has been inactive for a time you specify in the set up procedure (usually one year) will be moved from the main database to the Purge database. Associated transactions will also be moved to the History database. This will keep your databases lean and mean to improve operational speed.

ð **Restore Old Records**

This option allows you to move old records from the Purge database back to the main database. Suppose, for example, you had a previous patient who moved away some years ago and has now reappeared. You can run this function and put him/her back in the main database file without having to enter his record all over again, although you might have to edit the record to update it with new address, phone no., etc. His/her id# will remain the same.

The patient will be impressed that you remembered him/her and will realize how very professional you are.

To run this option, just type in the patient's Lastname or id# and the program will do the rest.

This process is automatic if you use the **Day Sheet** method. Also, the **Find a Patient** sub menu found under the **Patient Data Base** main menu, will give you this restore option automatically. I thought of everything, didn't I.

ð Change Screen Title

This function allows you to change the title screen which appears on the main menu.

When you select this option, you will be shown a screen with the old data and a blank field below, just type in the new information and press **{PgDn}** to save it.

ð Change Print Title

This option allows you to change the title printed on each billing statement.

When you select this option, you will be shown a screen with the old data and a blank field below, just type in the new information and press **{PgDn}** to save it.

ð Run Setup

Use this option to set up and customize this application to your personal needs.

This gives you the flexibility to change your setup parameters. These include the screen colors, disk drives, printer drivers, purge variable, and various printer ports.

Select this function and you will be shown the set up window.

The first six parameters are the various screen colors for different parts of the display. Next to each one in () is a default color that I think is the best choice. You can play around with different values by pressing the spacebar to scroll through the choices, have some fun. The other parameters are very important, so I'll go into more detail:

Select Floppy Drive:

This parameter is a letter usually **{A}** unless you have more than one floppy, in which case it could be **{B}**.

Select Harddrive Letter

:

Your harddrive is usually **{C}** unless you have more

than one, in which case it could be {D, E, F, etc.}
Set it to the one you want your Tothpik data stored in.

Select Printer: (GENERIC.PR2)

Set this parameter to one of the printer drivers that match your printer. Printer drivers for most of the latest printers are stored in your harddrive directory DBSB\PRT. These include drivers for dotmatrix, inkjet, and laser printers. Select a printer driver file that has a name that matches your printer and copy it to directory DBSB. If there isn't an exact match to your hardware, try one by the same manufacturer or type of printer or use GENERIC.PR2 as a last resort.

Note: some printers that don't emulate IBM or EPSON command languages may not print correctly. One of these is the HP 5L laser printer, so if you are selecting a printer, make sure it will emulate IBM or EPSON commands.

Use the ASCII.PR2 driver to get unformatted text for printing to a file, see printing to files below.

Printer Ports

Your typical computer has ports that can be software configured to be input or output ports. For printing, you can use either or both serial and parallel ports. The serial ports are named COM1, COM2, etc. The parallel ports are named LPT1, LPT2, etc. Parallel ports are faster.

This application will support multiple printers. I have separated the print categories into three groups: statements, labels, and forms. If you have multiple printers and your cpu has multiple ports, you can tailor this application to support this. (note: both printers must be able to use the same printer driver)

For example, suppose you have two parallel dotmatrix printers and two parallel ports on your cpu. You can have one printer attached to port LPT1 to print statements and forms and the other printer attached to port LPT2 to print labels. You would set this up as follows:

- Select Printer Port for Statements: LPT1
- Select Printer Port for Labels: LPT2
- Select Printer Port for forms: LPT1

If you have only one printer, you would set this up as follows:

Select Printer Port for Statements: LPT1

Select Printer Port for Labels: LPT1

Select Printer Port for forms: LPT1

Printing to Files

Instead of sending the output to a printer, you can print to a file on your harddisk instead.

For example, you can write billing statements to a file on your harddisk and then print them later. To write the statements to a file instead of sending them to a printer, you would set up as follows:

Select Printer Port for Statements: FILE XYZ11

where xyz11 is your choice for the file name. The output will be in a file on your harddisk with the name XYZ11.PRT

. This file will be formatted for whatever print driver you have set up. If you want an Ascii text file, (used by most word processors) set up the Select Printer: using the Ascii.pr2 printer driver. The file saved will be XYZ11.txt.

Select # of days to purge records

:

Set this parameter to the number of days you want the application to move inactive records (patients and their transactions) from the main databases to the purge and history databases. This value is usually set to 365 days, one year. So if a patient hasn't had any transaction for a year their records are moved by the purge process. Note, only patients with no outstanding balances will be

purged, yes I'm looking out for you.

The purge process is run automatically every four months.

EXIT TO DOS

Run this menu when you want to exit the application. It will automatically run the backup program to save all your vital records to floppy disk and then it will gracefully close all your open database files and return you to DOS.

Chapter 5MANAGING YOUR DATA

This application has been architect under the premise that the data contained in the various database files are critical, confidential, and vital to the day-to-day operation of your business. Much care has been taken in the design of this application to protect your data such as to automatically assign patient id#'s to eliminate duplicate records and to use password protection.

Please use care in giving out your password and change it often.

Many functions in this application run automatically. These usually have display windows that tell you whats happening. Please be patient and allow these functions to complete. If this processing stops prematurely , either by you powering down or a power failure, database files could be corrupted and the application may not be able to restart normally. It is **very important for you to only exit this application using the EXIT menu selection**. This will backup your data and gracefully close the application. If you exit using the Power switch, the application will try to save a large error file to your hard drive. These files will take up unnecessary space and should be removed. These files are

easy to spot as they are large (approx. .9MB) and have no extensions ie; APBKDFAK. They should be removed whenever you spot them.

Backing Up Your Data:

The program will automatically assist you in backing up all vital data to your floppy drive.

Each time you normally exit the program a back-up procedure will execute. You can also run the back-up procedure from the **Maintenance Functions** menu any time.

Please use it whenever you suspect or have the slightest hint of trouble. Yes, it's a pain, and yes it takes a little time, but

Use it if you notice any hardware problems with your computer or it starts making funny little unexpected noises.

Use it if your electric utility company is having transmission line problems and you notice your lights blinking and you're sure you paid your bill!
Use it if you expect severe thunderstorms in the area.

Use it if you're mad at someone or something and are having a bad day.... The time it takes will let you cool down.

Back-up floppy disks:

Using a hierarchical back-up procedure is recommended.

Get a box of new floppy disks and label them as backup set 1, 2, etc. Rotate these disks when you Back Up your data in a hierarchical manner.

For example, once a week, put the set you're using in a real secure place, and use the other set to do your day to day backups. (note: on top of your x-ray machine is NOT a secure place the mag fields will ruin the data) Your bank safety deposit box will do.

This way if a disaster strikes at least you can recover up to last week's records, and you can get your office up and running again.... fast.

Chapter 6 APPLICATION ERRORS

The Error Window

I trap all internal errors on this application.

If the application detects an error, a special function takes over and you will be shown the error window with details on the specific error detected.

If you get an error but know the cause, like the printer is not on line, you can ignore this screen.

If, however you don't know the cause, please print this screen (use the Print Screen key on your keyboard) and call, fax, or mail it to me, along with

any specific information you can recall about the error. Next run the back-up function using a new set of disks. My phone/fax number is (607)748-8899. and my e-mail address on the net is DbSbjoe@aol.com

. Please feel free to contact me anytime, with errors or comments and i will try to solve your problem. Note: There maybe a slight charge to do this.

I have noticed with some clients who have internet connections, that sometimes the software they are using from their internet provider does not isolate disk downloads properly and can clobber your database data, so if you use the internet...please make sure you backup your data frequently..

Data Entry Errors

Data entry mistakes happen, and getting duplicate main records is a common one. A duplicate main record is one having the same patient entered under multiple id#'s.

You can easily check for this by Browsing the

patmain.dbf file using the BROWSE/EDIT DATABASES menu. If there are duplicate main records, the application will generally use the first record for transactions.

The duplicate records will be removed by the purge process as it transfers old records to the purge database, however this can take some time depending on the value you have set up for the number of days to purge, found in the Setup menu.

If you want to remove them sooner and insure data integrity follow this procedure:

Go to the BROWSE/EDIT DATABASES menu and select patmain.dbf.

Use

the F10 key to get the top menu selections and

select **Order records by index**. Set the index to **LASTNAME**. Then view the records for any duplicates. If

you find any, go to the first record and write down its CUSTNO (id #) (we'll call the first record the valid record), do the same for any duplicates.

Next

Browse the patpay.dbf file, and use the F10 key to select **Order records by index** and this time set

the index to CUSTNO.

Next, search the database for the duplicate CUSTNO's you wrote down (not the valid record). If you find any records (you probably won't because the application will use the first record for transactions), you will have to write down all the data and then use F10 to mark this record or records for delete. Then select visit or payment transactions and re-enter the data manually.

Next, Browse the patcharg.dbf file and do the same as for patpay.dbf.

Next, Browse patmain.dbf file again and use F10 to mark the duplicate records for delete.

Finally, select patmain, patcharg, and patpay.dbfs in turn and under the Organize menu select Erase marked records.

You might want to view the valid statement under **DENTAL REPORTS** to verify the data.

Blank Records

Blank records are records that have a CUSTNO (id#) but no name, address, etc.

You can easily check for this by Browsing the

patmain.dbf file in the **BROWSE/EDIT DATABASES** menu and select patmain.dbf. Use the F10 key to get the top menu selections and select **Order records by index**. Set the index to **LASTNAME**. Then view the records for blank records.

They should be at the top of the database.
If you can't determine what name goes with the record, then you should delete it.
Follow the same procedure as for duplicate records and check for any transactions in patpay and patcharge.dbfs. If you don't find any then you can safely delete the record.

Damaged Index

One error I trap and try to fix automatically is a damaged or corrupted database index. However, if the index is severely damaged, I might not be able to fix it automatically.

If I do detect this error, this is what will happen:

I'll display a window and display the databases as I reindex them. When I find the damaged index, you might be asked: **reindex** or **ignore**. Select reindex and press **{Enter}**.

Please be patient, this will take a few minutes to finish. When finished, please restart the program again and everything should be ok.

A database index can be corrupted by interrupting the program abnormally during certain critical operations. These interruptions are most likely a power failure, accidentally turning off the computer, or a hardware error.

If I can't fix this automatically, you'll see something saying either **No Database In Use Enter**, **Production MDX Damaged**, or **Index Corrupted**. To try to fix this error, follow this procedure:

Use the Esc key to exit back to the main menu. (you might have to press Esc repeatedly and if you exit the application, just sign on again).

Next, use a spare floppy disk (not your backup disk) and run the **Backup Databases To Disk** function from the **MAINTENANCE FUNCTIONS** main menu.

Next, go to the **BROWSE/EDIT DATABASES** main menu, and do the following for each database:

Select the first database and press **{Enter}**.

Press {F10} to get the extended options and select the **Organize** menu. Select the **Erase marked records** option and press {Enter} to execute. This will reindex the database. Do the same for all the databases.

If the above procedure doesn't work, you will have to contact us for support.

Back-up Error

The backup function compresses all the files in the DBSB directory and creates a compressed file, which gets written to your floppy disk drive. If your computer has less than 8 MB of memory, you might have trouble running backups. If you have this problem, you'll see INSUFFICIENT MEMORY and the backup function will terminate. To fix this problem you'll need to add more memory to your computer to get it to 8 MB.

As a temporary measure, until you get more memory, do the following to backup your data:

Exit tothpik.

Insert your backup floppy disk in your disk drive.

From the DBSB directory, type the following exactly including the spaces but not the brackets{ }:

```
{pkzip a:dbsbbk.zip -&f -rp c:\dbsb\*.*}
```

notes:

[The (a) in the above command, is your floppy disk drive letter. It could be (b) instead.

The (c) in the above command, is your harddisk drive letter.]

Severe Hardware Error

If you get a severe hardware error and your system is trashed, you can get up and running on another system if you can get one. Here's what to do:

First you will need a program called pkunzip (widely available) you probably have it already.

Select the directory which has the pkzip program.

Insert your latest backup floppy disk in the drive (if more than one put the last one in first)

.

Type the following exactly including the spaces but not the brackets { }: **{pkunzip -o -d a:dbsbbk.zip}**

Now you're back in business.

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