

# Asked Questions



**P&P data systems**  
the future of healthcare

## About P & P Data Systems

### Q. Is P & P Data Systems owned by any organizations that I should know about?

**A.** No, P & P is a privately held company, we are neither an exercise in finance nor a mechanism to herd healthcare professionals politically. As a privately held company we are free to commit ourselves to delivering the best quality product and services to our clients.

## Sales

### Q. Does the software run in a network environment?

**A.** Yes the software can run in a networked or multiworkstation environment.

### Q. Is the software modular?

**A.** Yes our software is modular with our CIS7 core program as the base to build upon. Our CIS7 core program features a powerful calendar for scheduling appointments; a comprehensive registration module for adding detailed patient information and a billing module that can be linked to your calendar to ensure that submission of bills are not overlooked for any scheduled appointments. The core system is a sound Clinical Management Software that will enable you to handle and organize all of your administrative tasks with ease.

The Advanced EMR modules can then be added to our core program allowing the end user to maintain an accurate and paperless patient record. Our EMR program follows a standard SOAP note format for entering information about the patient encounter and allows for simplified tracking of Prescriptions, Immunizations, electronic document organization and Health Maintenance plans.

### Q. Can I get a trial version of the software?

**A.** Although we do not provide trial disks, feel free to contact one of our Sales Representatives to schedule an in person no obligation demonstration. Our Sales Representatives will be happy to walk you through features of the software and spend some time with you to discuss how our program can be applied within your work environment.

### Q. How much is the software?

**A.** The cost of our software licensing is relative to the number of providers and which modules you decide

to outfit your practice with. Please contact one of our Sales Representatives for a proposal today.

### Q. Do I have to buy the software?

**A.** Yes the software must be purchased in order to experience the program to its entirety. If you are unsatisfied with the program after 30-days we will uninstall the program and refund the software and provider license fees.\*

### Q. How do you provide support for your software?

**A.** Technical Support representatives are just a phone call away to assist you Monday through Friday 8:00 am to 8:00pm and Saturdays 9:00am to 2:00pm. In addition to having access to our Customer Phone Support representatives, we also provide remote desktop troubleshooting. In the event that the issue cannot be resolved with the two aforementioned methods, we will send an onsite technical representative to your site at no additional cost.

### Q. Do you provide training?

**A.** Yes, our skilled Installation and Training Representatives will work with you at a pace you are comfortable with. The number of days allocated for training is based on the quantity of staff members and which software modules are purchased. All training is bankable such that we will provide you with an initial training session to familiarize you with the features of the program and return at a later date to follow-up and address any questions you may have accumulated since the last visit. Additional training can be purchased in half day sessions.

## Support

### Q. What are the different ways that I can contact support?

**A.** You can contact P & P support via phone, fax, e-mail, and through our web tracking service. If your issue is important or time sensitive we would prefer that you phone the help desk. In order to access the online web tracking service, you will have to first call our help desk at 1 800 678 6450 and get a log in account.

### Q. What are the hours of your support desk?

**A.** Our standard help desk hours are Monday to Friday 8:00 am to 8:00 pm and Saturday 9:00 am to 2:00 pm. We also offer extended hours of 24x7x365.

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## **Q. Is onsite visits included in my support contract?**

**A.** Yes, with all of our support contracts, if we need to send someone on site to your location to support our software or any of our products, we will. This is a unique service from a software vendor that we feel necessary to offer to ensure that our customers always get the highest level of attention. While we will still try to fix things via the phone or a remote connection to your clinic, this option allows for us to make sure that we can provide second to none support.

## **Software & Add ons**

### **Q. Does P & P software support block billing?**

**A.** Yes, P & P software has specific fields to record and track your block billing plans and ensure that you are billing them correctly and tracking who has signed up for the service you are offering.

### **Q. Can P & P work with specialists?**

**A.** Yes, P & P software supports virtually all specialties both from a practice management (Registration, Scheduling, and Billing) standpoint as well as from an EMR perspective.

### **Q. Can P & P work with non-physicians healthcare providers?**

**A.** Yes, in fact P & P has specialized functionality for non-physician providers like: Family Health Teams / Allied Health, Optometrists, Physiotherapists, Dentists, and Chiropractors to name a few.

### **Q. Does P & P software work with all versions of Windows?**

**A.** We support versions of our software that will work with all versions of Windows back to Windows98. Our current version of CIS (7.4.5) will support Windows2000, WindowsXP, and Windows Vista.

### **Q. Can I use P & P software on a Mac, Linux, or Unix?**

**A.** Yes, using Parallels or Boot Manager, you can use P & P software on a Mac. Plus we support a MySQL database which will run natively on a Mac OS server, Linux Server, or Unix Server like SUN Solaris.

### **Q. Can I convert the data from my current system to P & P?**

**A.** Yes, P & P can convert data from most systems either through techniques we have developed over the years, or through certified standards like CMS Spec 2.0.

### **Q. Can I receive Laboratory results electronically?**

**A.** Yes, P & P was the first vendor in Ontario to develop its own laboratory system to interface with private labs. We currently interface to the common private labs like Lifelabs, CML, Gamma-Dynacare, and HICL.

## **Q. How do I deal with all the forms that I currently have on my desk?**

**A.** Even today, many outside facilities and offices require a paper form in order to work with them. P & P's EMR software includes a custom form module that is accessible in one click for a clinical note screen. To setup a form, all you have to do is scan the form, setup the fields that you want the system to fill out (i.e. patients last name, Health Number, last HbA1C, etc.), and then setup the fields you want to enter when filling out the form – and you are done. Now you can have all the forms you need, with none of the paper.

## **Q. Does P & P software help me with medication management and warn me about possible prescription errors?**

**A.** Yes, P & P's EMR software comes with a prescription writer that helps you prescribe, track and manage patients' medications. Included in our prescription writer is an interface to FirstDataBank drug database that includes items like interaction warnings, pregnancy and lactation warnings, drug to food warnings, and drug to allergy warnings. P & P's prescription writer also learns your scripting habits, saving you time entering in new scripts. For your top prescriptions, you can actually enter a script in one-click of the mouse.

## **Q. Does P & P software provide me with the limit use code while I am prescribing?**

**A.** Yes, if the drug you are prescribing has a limited use code, then you can choose the limited use code off a list provided.

## **Q. Can I track all my chronic disease management items in a chart or graph?**

**A.** Yes, you can track all CPP items in the EMR in a chart or graph (the system pulls the data automatically). Each item in a CDM chart can be graphed simply by highlighting the item you want graphed.

## **Q. Why is P & P always first or tied for first in getting certifications and approvals?**

**A.** While we cannot guarantee that we will always be first, we are typically first for a few reasons. The first is that P & P software is the most advanced and complete software in the market space and therefore usually already has the functionality that certification bodies are looking for, so we can book our certification early. As some certifications are tied to funding, P & P wants to ensure that our customers are the first to be entitled to funding. Certification requirements usually encompass feature requests that physicians are requesting, as part of core values, we listen to our customers and act quickly on their requests.

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## **Q. Can I create my own templates or modify the ones you give me?**

**A.** Yes, you can create your own templates or modify the many templates that come with the system. Modifying and creating templates is easy and can help you speed up the record keeping of similar visits (i.e. well baby visits, etc.). In multi-physician practices, you can even setup template profiles that allow each provider to have their own set of templates, without their view being cluttered by ones that they do not use.

## **Q. What do I do with all the paper that comes into my office?**

**A.** Even if you go paperless with your records and receive electronic lab results, a physician can still expect to receive paper, as much as 17,000 pages a year. P & P software offers best of breed scanning functions. P & P software works with all TWAIN compatible devices. We also support storing the original image for medical accuracy as well as Optical Character Recognition, to enhance searches and other functions.

## **Q. Do you have a service that will allow me to scan all my charts?**

**A.** Yes, P & P can scan all your charts into your system, both when you first implement, or at anytime during your transition to paperless records. Our scanning service actually ensures that you can continue to practice while we scan your records, by making records remotely available during our support hours. Charts are typically scanned at about 500 charts per day, so a typical physician should have all their records within a week. Additionally we can arrange to store or dispose of any records, or make them available to patients as you prefer.

## **Q. Are you compatible with voice dictation software?**

**A.** Yes, you can enter your data via voice dictation software, like Dragon, into CIS.

## **Q. Can I use a TabletPC to enter data into your EMR?**

**A.** Yes, all of P & P's software is compatible with using a Tablet PC, both TabletPC (WindowsXP) and Microsoft Vista.

## **Q. What is included with my annual maintenance fees?**

**A.** All upgrades to the software you have purchased, access to our help desk, our support website, and, yes, onsite support as required. Each customer is also assigned a customer relationship account manager that makes sure your end-to-end experience is the highest possible. These relationship managers report directly to the President of our company, to ensure that the voice of the customer is heard. In addition, customers are often offered discounts and significant trials on other software within P & P's portfolio.

## **Q. Can I buy a version of your software that has only the modules I need?**

**A.** Our software, The Clinic Information System, comes in 3 different editions and with several different modules. Describe your practice to one of our sales associates and they will be able to put together an offering that meets your specific needs. In addition, we are always open to helping you customize your implementation.

## **Q. Does P & P software help me bill all the bonus codes?**

**A.** Yes, P & P's FHG/FHN/FHO module automatically enters any code that it can based on the time visit, age of the patient and other criteria. The aforementioned modules also include an integrated Service Enhancement Administration (SEA) module that allows you to track who qualifies for the bonus codes, have you reached your thresholds, and which patients have received letters and phone calls to arrange preventative medicine measures.

## **Q. Does P & P software warn me if a patient is due for preventative medicine procedure?**

**A.** Yes, on every medical records screen there is a "shield" icon that can display all preventative medicine measures that are due and coming due soon. We also have staff trained to enter your preventative measures due date and last done date, via reports provided by the Ministry of Health, so you or your staff don't have to.

## **Q. Does P & P provide any back-up services focused on a medical environment?**

**A.** Yes, P & P can offer clients Critical Disaster Recovery Solutions. Critical is a data protection specialist providing online managed or self managed back-up and disaster recovery. An overview of Critical and its services is available at [critical.com](http://critical.com).