

# PMP

## OCA'S PATIENT MANAGEMENT PROGRAM

MANITOBA

PUTTING EXPERIENCE INTO PRACTICE

### Developed by chiropractors for chiropractors

PMP is practice enhancement software that's backed by experienced support-line staff.

Our practice management software has been a trusted resource for chiropractors since 1991. You can have confidence in the OCA's commitment to adapt PMP to meet evolving billing and record-keeping regulations and legislation.



### Excellent Value

PMP does it all at a price you can afford.

### Features

- Schedule patients and book appointments easily
- Process patient activity and manage patient accounts
- Fully integrated provincial reporting and invoicing
- Merge patient data to produce personalized communications
- Generate statistical reports to help you analyze and improve your practice

### Technical support

is provided by staff with real front-line experience in chiropractic offices. Support is available via Internet, by email, or through our toll-free help line.

### Regular updates

and enhancements are provided to meet the changing needs of your practice.

Ontario Chiropractic Association. **Treatment That Stands Up.**



# PUTTING EXPERIENCE INTO PRACTICE

PMP offers a wide range of features that can help boost your efficiency and effectiveness, allowing you to focus on your patients and building your practice. It's a software solution that manages all your patient information, including patient visits, MH, MPI and WCB billings and reconciliations, reporting, correspondence and more.

- **Main screen appointment book**

Customize patient appointment schedules, make single or multiple appointments and book patients with one or more practitioners.

March 2009		Yearly Report - Clinic		Location - ALL Page No. 2	
Receipts		Claims and Fees		Patient Categories	
Patient Payments Received		Patient Fees	15297.25	Adult	117
American Express	0.00	Inventory Fees	554.00		0
Cash	1850.00	H.S.T.	0.00		0
Cheque	610.00	P.S.T.	0.00	Pre-School	0
Debit Card	3180.00	Total Inventory Fees	554.00	No Charge	4
MasterCard	5160.00	Discounts	-500.00	MPI	0
Transfer	0.00	Write Offs	-247.25	Conversion Rate	98
Visa	3340.00	MH Claims	1763.00	Full Price	0
Category 8	0.00	WCB Claims	182.28	MPI	0
Category 9	0.00	MPI Claims	2706.33	WCB	0
Category 10	0.00			Family Rate	0
Other	0.00			VET	0
				BLUE	0
Total Patient Payments	14150.00	Total Fees Charged	19754.61		0
M. Health Payments Posted	3698.00	Rescheduled	7	Pre-Paid	0
WCB Payments Posted	0.00	Postponed	0	Payment Plan	0
MPI Payments Posted	1516.12	Missed	32	Unused	0
		Cancelled	45		0
Total Payments Received	19364.12			Total Patients Seen	219
Doctor of Record		AR as of Tuesday, 11 Aug 2009			
Daniel David Palmer, DC #4444	10,955.99	Patient	965.24	Subsequent Visit Claims	494
Laurel Hardy, RMT# F222	1,100.00	Bill To	0.00	New Patient Claims	2
Benjamin Pierce, DC #6911	300.00	ERC	0.00	Re-examination Claims	2
Albert Schweizer, RMT# G456	40.00	3rd Party	0.00	Total Visit Claims	498
				X-ray Claims	33

Summary Sheets include Fees, Receipts, Accounts Receivable, Patient Stats, and Appointment Stats

- **Provincial billing and reporting**

PMP offers Manitoba Health e-billing. Create MPI and WCB invoices automatically. MPI and WCB patient reports are created and populated with information from patient files.

- **Easy access to patient files**

With one keystroke you can access all your patients' information, add a new patient, update and change patient information and print receipts or envelopes.

- **Access PMP functionality quickly and easily**

Access the program by menus, function keys and shortcuts to process activity and update records.

- **Add customized messages to individual patients**

Use features within patient information to add customized messages to patient records.

- **Program designed for multiple doctors and their associates**

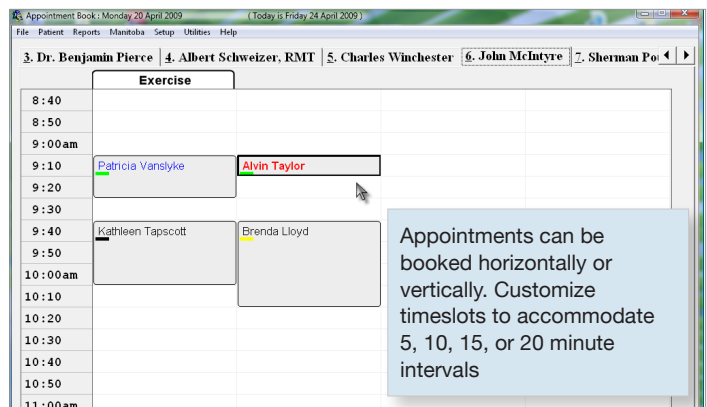
Reports, accounts receivable, billing and reconciliation, doctor hours and appointment books can all be differentiated by practitioner. PMP will accommodate multiple chiropractors and associates.

- **Effective communication**

Merging, exporting and designing templates can be done from within the program.

- **Email Communication**

Email options include sending appointment reminders, calendars and lists to your patients. PMP also allows users to email patient statements and merge letters.



- **Reliable recall management**

Helps you ensure no patient falls through the cracks.

- **Privacy and security**

PMP takes privacy of information seriously – yours and your patients'.

## PMP USER BENEFITS:

- **Free upgrades and great support**

The Support Line staff members are the best in the business at offering quick and knowledgeable assistance (that's what our users tell us).

- **Toll-free support line**

Contact the Support Line at 416-860-7199, toll-free at 1-800-561-7361, or reach us by email at support@chiropractic.on.ca. Support is available 7:30 a.m. to 5 p.m. EST, Monday to Friday excluding holidays. Visit us on our website at www.chiropractic.on.ca.

- **Online webinars, tutorials and a**

**comprehensive, easy-to-use manual**  
Loaded with hints, tips and pertinent information.

## INITIAL LICENCE FEES

The Patient Management Program is available for an initial licence fee of \$200 for each practitioner. All practitioners, chiropractors and non-DCs, who practice in more than one location will be charged a \$25 administration fee for the second location and each subsequent location. Applicable taxes will be added to all the above fees. The initial package includes software, a User Manual and unlimited, toll-free telephone support for the period up to July 31.

## OWNERSHIP AND SUPPORT

The Ontario Chiropractic Association retains ownership of all Patient Management Programs. Chiropractors who maintain their annual licence agreement will have the right to use PMP on a yearly basis. Annual licence fees are not pro-rated and discounts and refunds do not apply. The annual licence fee includes unlimited, toll-free telephone support for the period up to July 31. A contractual relationship exists between the OCA and the primary licensee which defines the rights and responsibilities of each party. Only the primary licensee has permission to authorize changes to the PMP including but not limited to adding, updating and deleting practitioners. Changes can only be made to the Patient Management Program with the permission of the OCA and the knowledge and express written permission of the primary licensee.

## ANNUAL LICENCE FEES

All practitioners choosing to use the Patient Management Program must pay an annual licence fee in order to maintain the right to use the program. The annual licence fee is \$200 for each practitioner. All practitioners, chiropractors and non-DCs, who practice in more than one location will be charged a \$25 administration fee for the second location and each subsequent location. Applicable taxes will be added to all the above fees. The annual licence fee covers the cost of program enhancements, updates and unlimited, toll-free telephone support for the period from August 1 to July 31. The primary licensee must renew the licence by August 1st of each year in order to receive the program update. This applies to all practitioners within the same clinic. Until full payment is received for all practitioners a PMP update will not be released to the clinic. Should a primary chiropractor cease to be an MCA member in good standing, alternate arrangements must be made for associate DCs and non-DCs within the same office.

*Prices subject to change without notice*

**Manitoba Public Insurance INITIAL CHIROPRACTIC REPORT**

Patient Name: Smith Date of Examination: 09/04/08  
 Symptoms: 1. Headaches 2. Neck pain 3. Shoulder pain 4. Lower back pain  
 Physical Findings: Decreased ROM of Cervical spine  
 Current Neurologic Examination: ☐ Normal ☐ Sensory ☐ Cerebral/Tentorial

**Initial Chiropractic Report**

Part 2 | Part 3  
 Patient Information: Name: Lauren Date of Birth: 12/09/1970 Case Manager: Ron Jones  
 Date of this Examination: 09/04/2009 Date of Collision: 03/03/2009 Occupation: Teacher  
 Symptoms and their associated Specific Diagnosis:  
 Symptom 1: Headaches NPS: 5/10 clear  
 Diagnosis: Muscle Strain  
 Symptom 2: Neck pain NPS: 4/10 clear  
 Diagnosis:   
 Symptom 3: Shoulder pain NPS: 4/10 clear  
 Diagnosis:   
 Symptom 4: Lower back pain NPS: 4/10 clear  
 Diagnosis:   
 Symptom 5:   
 Diagnosis:   
 Test Form Cancel Save as 'Draft' Save as 'Finalized' (unalterable)

**PMP Form**

Practitioner Name: Timothy J. Kowalsky  
 Address (Number, Street, Apt. No.):  
 City: Winnipeg  
 Province: MB  
 Country: Canada  
 Date (YY/MM/DD):

## System Requirements

### Recommended

- Windows 7 or 8\*
- 1 GHz 32-bit (x86) processor or 1 GHz 64-bit (x64) processor
- 2 GB of system memory
- Internet connection for program updates and some features

### Minimum

- Windows Vista\*
- 1 GHz 32-bit (x86) processor or 1 GHz 64-bit (x64) processor
- 1 GB of system memory
- Internet connection for program updates and some features

**\* PMP is not compatible with any operating system other than those listed above.**

## Annual enhancements suggested by users

PMP is a continuously evolving program, and we welcome user feedback and suggestions.

## Order your program today

To order PMP please complete the order form and return it, together with your payment, to the OCA office. Please allow up to 10 business days for the processing of your order.

## For more information please contact

Liz Pridham  
 Software Support Representative  
 416-860-4163 or 1-877-327-2273, ext. 4163  
 or email [lpdham@chiropractic.on.ca](mailto:lpdham@chiropractic.on.ca).

# MANITOBA PMP ORDER FORM & USER AGREEMENT

*This form must be completed in full, signed by all practitioners and returned to the OCA office with payment.*

First DC name: \_\_\_\_\_ Date: \_\_\_\_\_

Clinic name & address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Postal code: \_\_\_\_\_

Shipping address (if different from above): \_\_\_\_\_

Email: \_\_\_\_\_ Tel: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

* Licence Fees	PMP Fee	GST	RST	Total Fee	Quantity	Total
<i>* The annual licence fee covers the period from August 1 - July 31</i>						
Primary DC	\$200.00	+	\$10.00	+	\$16.00	= \$226.00 x ( ) = \$
Additional Practitioner	\$200.00	+	\$10.00	+	\$16.00	= \$226.00 x ( ) = \$

**TOTAL ENCLOSED \$** \_\_\_\_\_

**All orders will be emailed with the exception of new offices.**

New offices only: ☐ email ☐ USB drive ☐ CD

**Please allow 10 business days for processing.**

**Each initial package includes software, manual and toll-free telephone support until July 31.**

If you are converting from another software program please contact support for details.

*Prices subject to change without notice.*

Method of Payment: ☐ VISA ☐ MasterCard ☐ Cheque

Card # \_\_\_\_\_ Expiry: \_\_\_\_\_

Name on Credit Card: \_\_\_\_\_ Signature: \_\_\_\_\_

*The undersigned hereby agree(s) to use the OCA Patient Management Program (PMP) within my/our practice only and I/we will not make or allow to be made any other copies of the program except for the purpose of safekeeping and the backup of my/our data. I/We agree not to modify, amend, disassemble, recompile or create derivative works of the OCA Patient Management Program. I/We understand and agree that I/we only have a right to use the program as long as I/we are members in good standing of the MCA and have paid the annual PMP licence fee. The PMP shall at all times remain the property of OCA and I/we shall have no right, title or interest therein, except as stated. I/We agree to not sell, transfer or otherwise make available the PMP and copies thereof to others. I/We agree that the OCA will in no event be liable for any indirect, special or consequential damages including damages arising from my/our lost profits from use of the PMP. I/we understand that the provision of technical support by the OCA may require the transmission of confidential patient and practice information from my/our practice to the OCA. Any such transmission between the OCA and my/our office shall be via encrypted message or direct delivery of USB or CD. This information shall be treated in strictest confidence and viewed only by support personnel for technical reasons. Following the provision of support, any confidential information possessed by the OCA shall be destroyed. There are no express or implied conditions or warranties, including the warranties of merchantability and fitness for a particular purpose not specified herein respecting this agreement, software, documentation or services provided. Notwithstanding any other term or provision of this Agreement, the OCA's liability to the Customer for any cause whatsoever shall be limited to the amount paid by the Customer to the OCA for the PMP software for the last six (6) months preceding the event, (or last of a series of events), which gave rise to the claim. Direct damages subject to this limit shall be the Customer's sole and exclusive remedy. All claims for damages must be asserted within six (6) months of the event (or last in a series of events), to which they relate or be forever barred.*

Primary DC's authorizing signature: \_\_\_\_\_

**Please fill in information for practitioners being added to the Patient Management Program. For additional practitioners please copy and attach separate sheet.**

A signature below indicates acceptance of these terms and conditions.

1. Primary Licensee: \_\_\_\_\_ Profession: \_\_\_\_\_  
Licence # \_\_\_\_\_ MHSC # \_\_\_\_\_ Signature: \_\_\_\_\_
2. Practitioner: \_\_\_\_\_ Profession: \_\_\_\_\_  
Licence # \_\_\_\_\_ MHSC # \_\_\_\_\_ Signature: \_\_\_\_\_

<b>FOR OFFICE USE</b>	Membership/AMS Status: _____	Payment Date: _____
	Serial Number Issued: _____	Date Shipped: _____

**ONTARIO CHIROPRACTIC ASSOCIATION**

Tel: 416-860-7199 ■ Toll Free: 1-800-561-7361 ■ Fax: 416-860-0857 ■ Email: support@chiropractic.on.ca