

# 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. It's a software solution that manages all your patient information, including patient visits, MPI and WCB billings and reconciliations, reporting, letter writing 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	
<b>Receipts</b>		<b>Charges and Fees</b>		<b>Patient Categories</b>	
Period Payments Received		Patient Fees	15397.25	Adult	117
American Express	0.00	Waiting Fees	654.00	P.S.T.	0
Cash	1050.00	P.S.T.	0.00	Psychiat	0
Cheque	6173.00	Total Inventory Fees	654.00	No Charge	4
Debit Card	3000.00	Discounts	400.00	Commission Rate	30
MasterCard	6060.00	Write Offs	287.25	Full Price	0
Treasury	0.00	MPI Claims	1753.00	MRI	0
VISA	2540.00	WCB Claims	952.39	WCB	0
Category 8	0.00	MPI Claims	2705.33	Family Rate	0
Category 9	0.00	Total Fees Charged	10754.61	VET	0
Category 10	0.00			BLUE	0
Other	0.00				0
Total Patient Payments	19160.00				0
M. Health Payments Posted	3698.00	Booked/Not	7	Pre-Paid	0
WCB Payments Posted	0.00	Postponed	0	Payment Plan	0
MPI Payments Posted	1516.12	Missed	22		0
Total Payments Received	19160.12	Cancelled	45	Unsett	0
<b>Books of Record</b>		All as of Tuesday, 11 Aug 2009		Total Patients Seen	
David David Palmer, D.C. #6444	10,595.99	Patient	995.24	Subsequent Visit Claims	454
David Hardy, RMT/PT/222	1,000.00	RH To	0.00	New Patient Claims	2
Bernice Prince, D.C. #8191	300.00	END	0.00	Re-examination Claims	2
Albert Schweizer RMT/PT/222	40.00	3rd Party	0.00	Total Visit Claims	458
				Any Claims	22

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. Simply click on tabs to view or edit appropriate data.

- **Access PMP functionality quickly and easily**

Access the program by menus, function keys and shortcuts to process activity and update records. Edit the program date to process previous claims when necessary.

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

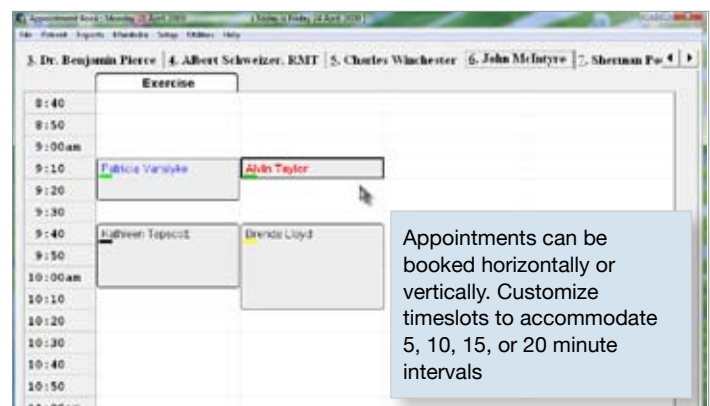
Reports, accounts receivable, billing and reconciliation, doctor hours and appointment books can all be differentiated by practitioner. PMP will accommodate up to 27 individual chiropractors and associates.

- **Add customized messages to individual patients**

Use the 'Pop Up' and 'Comments' features to add customized messages to patient records.

- **Effective communication**

Merging, importing, exporting and designing templates can be done from within the program without the use of another word processor.



- **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](mailto: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](http://www.chiropractic.on.ca).

### Annual enhancements suggested by users

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

## INITIAL LICENCE FEES

The Patient Management Program is available for an initial licence fee of \$500 for a primary chiropractor. When additional practitioners in the same practice are being added to PMP, the licence fee for chiropractors is \$300 each and the licence fee for non-chiropractors is \$125 each. 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 \$500 for the primary chiropractor, \$300 for each additional DC and \$125 for each non-DC in the same practice. 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.

Create MPI and WCB forms within the patient file. Information will be copied to all subsequent forms for this patient.

The collage shows three forms related to the Patient Management Program. The top form is a 'Manitoba Public Insurance INITIAL CHIROPRACTIC REPORT' for patient Lauren, dated 09/04/08. The middle form is a screenshot of the PMP software interface, showing patient information and a list of symptoms with associated specific diagnoses. The bottom form is a 'Patient Management Program' form, showing patient information and a list of symptoms with associated specific diagnoses.

### Required hardware specifications:

- Windows Vista operating system with 1GB RAM or XP Pro with 512 MB RAM
- Intel Pentium 4 1.6 GHz or equivalent with 5 GB hard drive or above
- Onsite internet connection with internal or external modem

*Prices subject to change without notice*

### Informative newsletters and a comprehensive, easy-to-use manual

Loaded with hints, tips and pertinent information.

### 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: \_\_\_\_\_

Clinic address: \_\_\_\_\_

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

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

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

Licence Fees	PMP Fee	GST	RST	Total Fee	Quantity	Total
Primary DC	\$500.00 +	\$25.00 +	\$35.00 =	\$560.00	x ( ) = \$	
Additional DC(s)	\$300.00 +	\$15.00 +	\$21.00 =	\$336.00	x ( ) = \$	
Non-DC(s)	\$125.00 +	\$6.25 +	\$8.75 =	\$140.00	x ( ) = \$	

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

Send order: ☐ on CD ☐ via email

*Please allow 10 business days for processing.*

Are you converting from another software program? Y ☐ N ☐ If yes, what is the name of the program? \_\_\_\_\_

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

*Prices subject to change without notice.*

Method of Payment: ☐ Cheque ☐ VISA ☐ MasterCard

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 computer disk 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.

A signature below indicates acceptance of these terms and conditions.

1. Primary Licensee: \_\_\_\_\_ Profession: \_\_\_\_\_

Licence # \_\_\_\_\_ MHSC # \_\_\_\_\_ Signature: \_\_\_\_\_

2. Practitioner: \_\_\_\_\_ Profession: \_\_\_\_\_

Licence # \_\_\_\_\_ MHSC # \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ For additional practitioners please copy and attach separate sheet.

FOR  
OFFICE  
USE

Membership 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