



Setup and Management Guide

For TM2 Practice Management

TM2 version 2015

Set Up Version 2015

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Preparing For Your TM2 Setup

Preparing For Your TM2 Setup

It is very important that you correctly set up TM2 before going live in your practice. As you can see from the size of the next chapter, there are many things to consider and get right so *you should allocate at least a day of your time to plan your setup data and another day to enter the data into TM2 prior to your go-live date.*

Please note that this guide DOES NOT cover the set up required for the TM2 Online service, this is covered in a separate guide, TM2 Online User Guide. Please contact the TM2 team if you need the TM2 Online Guide.

Use the table on the following page to plan the data you need to have available for the setup process.

TM2 Setup and Data Migration

If you are having data migrated to TM2 from another system then you will not be able to enter your setup data until your final migration is complete.

Please do not enter large amounts of setup data in your trial migration database as this will be erased when you load your final migration!

You should have all of the setup data planned and readily available and have the time available to enter the setup data as soon as the final migration database is loaded.

Preparing Your PC Network

If you will run TM2 from more than one PC in your practice you should check with your local PC support supplier that each PC on your network can access the internet.

If the data will be stored on a PC on your network you should also ensure that the folders on the PC which will store the database can be accessed from all the other PCs on the network.

Data Required for TM2 Setup

| Area | Information Required | Info Gathered |
|--------------------------|--|---------------|
| Appointments | List of different types of appointments offered, length of each appointment and price. Include insurance company rates, discount rates, additional services offered, etc. | |
| Accounting | List of ledger codes used in your accounting system (if applicable) | |
| Physical Stock | List of all physical stock items sold. Current prices and optionally stock level and re-order level. | |
| Practitioners | Practitioner's names, addresses, working hours, commission amounts. Do invoices directly come from the practitioner? Are they paid on money received rather than appointments delivered? List of their provider codes if applicable. | |
| Insurance Companies | List of insurance companies you deal with. Contacts, addresses, provider numbers, charges, invoice period. Information you place on insurance company invoices. | |
| Receipt / Invoice format | Format for your receipt and invoice to patient. | |
| Medical Contact Details | List of GP and consultant contact details. | |
| User Names | List of staff who will use TM2. Assign user names and passwords, decide on access level to assign. | |
| Text Messaging | If you wish to use this ensure TM2 have set this up for you. | |
| Specific Features | Whether to use Case Tracking, Authorisation Code Tracking | |
| Backup | Have your backup policy and hardware in place. | |
| Letter Templates | Have available the format and content of your most commonly used letter templates. The actual templates are often created just after go-live date and TM2 training. | |

Setup Procedures

TM2 Setup for Smaller Practices

If you are a small 1-2 practitioner practice, you will find it easiest to enter these details using the Quick Start wizard which you are presented with when you first run TM2.

You can access this at any time you are using TM2 from the Tools menu:

□ Tools -> Quick Start

This is a very self-explanatory wizard based procedure for you to follow. If you are unsure about what options to set at certain stages of using the wizard, you are best to refer to the appropriate section of this guide for more background information.

If you are a provider to BUPA then you will also need to follow the setup procedures on the pages described below.

Please Note: To make sure all information is recorded, upon the completion of the Quick Start Wizard > Click Finish.

TM2 Setup for Larger Practices

If you are a larger practice, you are likely to have more specific details to enter and you will be best to follow the more detailed instructions set out in the first half of this guide, through to page 53.

Setup and Use of TM2 for BUPA Contract Reporting



There are some specific requirements in your use of TM2 for the automatic BUPA contract reporting to work correctly. These topics are shown using the BUPA icon. This report can also be used for other groups that you work with, not just BUPA, and provides very useful information.

More details are found in the following areas of this guide:

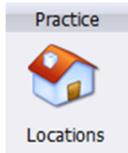
- Setup of Appointment Definitions through Stock Items (p13)
- Categorisation of Medical Contacts (p28)
- Setting up the BUPA specific invoice (p37)
- How to run the report itself (p60)

Please note that even if you are not planning to use TM2 Touch to record all your clinical notes, the BUPA report does require that you create TM2 Case records and enter some key data on the Admission and Discharge screens.

Main Setup Procedure

Clinic Location Details

The first item to set up is the detail of your clinic. This is done by editing the existing entry:



Double click to edit existing entry

| Name | Address |
|---------------------------|---|
| 1 Overwrite This Location | Unit 2 Lesley Mews, 214-218 Hollywood Road, ... |

A screenshot of a software window titled 'Edit Location'. The window is divided into two main sections. The left section, 'Location Details', contains several text input fields: 'Name' (Belfast Clinic), 'Address' (Unit 2 Lesley Mews, 214-218 Hollywood Road), 'Town' (Belfast), 'County' (County Down), 'Post Code' (BT4 1PD), 'Region' (a dropdown menu), 'Telephone' (028 9047 4453), 'Fax' (029 9047 4440), 'Email' (support@insidetm2.com), 'Website' (www.insidetm2.com), and 'Status' (Live). There are 'Update' and 'Cancel' buttons. The right section, 'Charges & Services', has a 'Cancellation Charge' dropdown set to '- Cancel TEST [£87.00]' and a 'DNA Charge' dropdown set to '- DNA TEST [£87.00]'. Below these is a 'Services' list which is currently empty. At the bottom of the window are three tabs: 'Charges & Services' (selected), 'Information', and 'Sales Point'.

Enter usual details.

Leave Region blank.

Set default amount charged if patient DNAs or cancels.

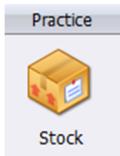
Leave Services and Sales Point blank. Ignore Information

You must always edit this existing location entry. Do not just ignore this entry and create a new one.

If you have purchased 'Multi-Location' as part of your TM2 License then you will need to create a new location item for each of your additional clinics.

Creating Appointment Types

Appointment types are key to how TM2's administration works. A type of appointment is considered as an item of "stock". Take a look at a new appointment definition:



Click on Create New Item.



Fill in only the fields indicated. The other fields can be left alone for now.

Description: type of treatment. Appears on diary and invoices.

Ledger Code - code used in your accounting software. Required if you will transfer data to an accounting package.

Price: cost of the treatment.

Consultancy Time: how long the treatment lasts.

A screenshot of the "Stock Item Details" form in the TM2 Practice software. The form is divided into several sections. The top section contains fields for Reference, Description (set to "Chiropractic Consultation"), and Ledger Code, with Update and Cancel buttons. The middle section shows pricing: Price Ex VAT (£35.00), VAT Rate (0.00%), VAT Amount (£0.00), and Total Price (£35.00). The bottom section includes Stock Level, Min Level, Total Worth, Cost Amount, Category (set to "Consultancy"), Consultancy Time (set to 30), Location (set to "Belfast Clinic"), and Supplier (set to "None"). There are also checkboxes for "In Use" and "Display in Price List Report", and a "Clear Colour" button.

The next page discusses the kinds of appointment you should create.

Defining Different Appointment Types

You should create a new kind of appointment for each circumstance when you would have a different price, length of appointment or kind of treatment. When setting up TM2 you should think through all of these circumstances and come up with a list of different appointments. Typical situations requiring a different appointment to be defined would be:

- First appointment versus a follow-up appointment
- Different prices charged to different patient groups.
An example would be a discount given to staff from a local organisation.
- Different kind of treatment
Examples are physiotherapy, chiropractic, sports massage, osteopathic, cranial osteopathy, etc. This could also include other work such as writing legal reports.
- Different practitioner
You may charge different rates for different practitioners, or they may have appointments of different lengths. (The example below assumes “MPO” is the practice owner).
- Different location (if using TM2 “multi-location” module)
An appointment definition can only be applied to one location

An example set of appointment definitions could be:

| Description | Price | Time |
|---|-------|------|
| Physiotherapy assessment (self pay) | £45 | 45 |
| Physiotherapy consultation (self pay) | £30 | 30 |
| Physiotherapy assessment (MPO) | £60 | 45 |
| Physiotherapy consultation (MPO) | £45 | 30 |
| Physiotherapy assessment - Blue Chip plc | £40 | 45 |
| Physiotherapy consultation - Blue Chip plc | £25 | 30 |
| AA360 Initial Musculoskeletal Physiotherapy | £45 | 45 |
| AA361 Follow on Musculoskeletal Physiotherapy | £30 | 30 |
| Physiotherapy assessment | £46 | 45 |
| Physiotherapy consultation | £31 | 30 |
| Sports massage | £20 | 20 |
| Legal medical report | £100 | 0 |



Note that for BUPA physiotherapy patients, you should ensure that Stock Items are defined with the specific names of “AA360 Initial Musculoskeletal Physiotherapy” and “AA361 Follow on Musculoskeletal Physiotherapy” as shown above.

Appointment Types: Considerations (1)

The “Appointment Description” Field

When naming appointment types, consider the following factors:

First and follow up appointments: when booking an appointment for a patient, TM2 allows you to select whether it is a first or follow up appointment. Consider creating different types for each situation.

Length of description: The description appears in a drop-down menu used when creating an appointment in the diary. If two names are the same for the first 30 characters, then they cannot be distinguished from each other. For example the following two items:

Professional chiropractic appointment - Blue Chip plc

Professional chiropractic appointment

would both appear as:

Professional chiropractic app...

Description in invoices: the names you choose will appear on invoices. If you need to name treatments in a particular way to have them paid by insurance companies, you will need to take this into consideration.

Non Diary Services

There are some services that you will not want to appear in your normal diary as a treatment: an example could be writing of a medical legal report. In these cases you should set the time to 0 minutes and the appointment definition will just be used to create an invoice in TM2.

Appointment Types: Considerations (2)

Classes

If you run classes (for example a Pilate's class), then you can use TM2 in one of two ways:

- If you will still manage the list of attendees for each course on paper, then you can just use TM2 to manage the finances. In this case you are best to create an appointment for the term of classes (e.g. "Five 60 minute Pilate's classes") and set the length of the appointment to be 0 minutes. You will just use this appointment to invoice the customer and reconcile the payments.
- If you would like to manage the list of attendees within TM2 you can purchase a separate module called "Class Manager". Please contact us for more details.

Other Fields

There are some other fields you can use when defining an appointment:

Reference field: if you have many types of appointment, use this to categorise them so they are easier to organise and find in the "Stock" view.

Ledger Code: this is the code you assign to a particular kind of sale item within your accounting software. This field must be filled in if you intend to transfer your financial data from TM2 to your accounting software.

In Use field: if you define an appointment type that is no longer used by your practice, de-select this field. This will prevent users from choosing the appointment type when making bookings.

Use the table on the following page to document the different appointment definitions you will have for your clinic.

Ledger Codes for non-standard Billing Items

You can also set the Ledger Codes for non-standard billing items such as Cancellation fees or discounts:

- Tools -> TM2 Options -> Ledger Codes tab.** Enter the codes.
- [Save]**

Capturing Physical Stock Item Details

The “Stock” item in TM2 can also be used to define physical items of stock which you sell to patients. This is captured as follows:

□ Practice - Stock Item View

The screenshot shows the 'Stock Item Details' form with the following fields and values:

- Reference: ST-TEC
- Description: Tennis Elbow Clasp
- Ledger Code: (empty)
- Price Ex VAT: £7.00
- VAT Rate: 0.00 %
- VAT Amount: £0.00
- Total Price: £7.00
- Stock Level: 10
- Min Level: 3
- Total Worth: £70.00
- Cost Amount: £0.00
- Category: Stock
- Location: Belfast Clinic
- Supplier: None
- In Use
- Display in Price List Report

Callout boxes provide definitions for the following fields:

- Reference:** your own optional reference code used for the product
- Description:** type of treatment. Appears on diary and invoices
- Ledger Code:** code used in your accounting software. Required if you will transfer data to an accounting package
- Price:** price charged to the patient
- Stock Level:** current number in stock
- Min Level:** stock level at which you re-order
- Category:** set to “Stock”
- Cost Amount:** per item amount paid to purchase the stock.

Creating Your Practitioner's Details

Create details for each of your practitioners from the Practitioner's View:



Click on
Create New
Item.



You should overwrite the first entry for "Mrs Test Practitioner" with the details of one of your own practitioners.

Fill in the
practitioner's
main contact
details and
"Type". Leave
the other
fields blanks
for now.

A screenshot of the 'Edit Practitioner' form. The title is 'Mr General Practitioner'. The form contains the following fields:

- Title: Mr (dropdown)
- Forename: General (text input)
- Code: TEST123 (text input)
- Surname: Practitioner (text input)
- In Use: (checkbox)
- Telephone: 123 (text input)
- Address: Unit 2 Lesley Mews (text input)
- Fax: (text input)
- 214-218 Hollywood Road (text input)
- Email: TM2@blue-zinc.com (text input)
- Town: BELFAST (text input)
- Web: (text input)
- County: County Down (text input)
- Contract Number: CON123 (text input)
- Post Code: BT4 1PD (text input)
- Type: Physiotherapist (dropdown)
- Gender: Male (dropdown)
- Allow OnlineBookings (checkbox)

To modify the values available in the Type field:

- Tools -> TM2 Options -> Lookups and Labels**
- Choose "Practitioner Categories" from the drop-down menu**
- Add or remove items from the list**
- Close the TM2 Options window**

Practitioner's Appointment Charges

Appointment Charges

TM2 can be configured to make the appropriate default appointment type appear when a new appointment is made in the diary. This can be set up according to factors such as:

- Whether it is a first or follow-on appointment.
- Who the practitioner is.
- What insurance company they are with.
- If they belong to a specific group such as a local sports team or company that you offer a discount to.

Changing Default Appointment Charges for a Practitioner

Default charges set in a practitioner's record are used for all Private Patients, i.e. those who are not in an insurance company or other organisation that pays for their treatments. To set these default charges:

- ❑ **Practitioner Record - Appointment Details tab** (tabs are along the bottom of the form)



The screenshot shows the 'Appointment Details' form. At the top, there is a dropdown menu for 'Belfast Clinic' and an 'Add Location' button. Below this is a table with columns 'Location' and 'Default'. The 'Belfast Clinic' entry is selected in the 'Location' column and has a checkmark in the 'Default' column. To the right of the table is the 'Charges for Belfast Clinic' section. It contains two dropdown menus: 'First Appointment Charge' set to 'A-PHY-A - Initial Assessment' and 'Follow Up Charge' set to 'A-PHY-C - Follow Up Consultation'. A 'New Stock Item' link is visible at the bottom right of the charges section. A callout box with a pointer to the dropdown menus contains the text: 'Use the drop-down menu to select the appropriate first and follow up appointment charges for this practitioner.'

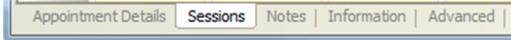
(If you have purchased TM2 Multi-location you can add different locations the practitioner may work from on the left hand side of the form and then add the charges for each location on the right).

Practitioner's Working Hours (Sessions)

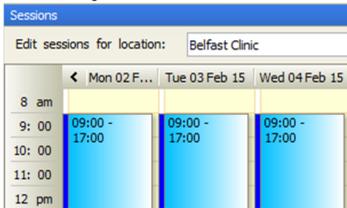
TM2 allows you to define the working hours (or "sessions") of each practitioner so that their available time is clearly visible in the diary.

Creating Regular Sessions

- ❑ **Move to the Sessions tab:**



The table of dates/times allows you to specify working hours on a regular weekly basis:

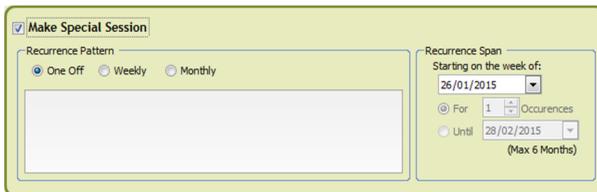


- ❑ **Double click in the Monday 9am cell.**
- ❑ **Edit Start and End times.**
- ❑ **Set Duration to most common appointment length.**
- ❑ **Click [Add].**
- ❑ **Repeat for the other days.**

It is possible to make specific sessions appear in different colours in the diary by setting the Colour field. This can be useful if you have a multi-discipline clinic so you can easily see which sessions are for which discipline.

Creating "Special" Sessions

Special sessions are those which are for a fixed period (e.g. the next three Mondays) rather than every week on an on-going basis.



Create a session as described above

- ❑ **Select the [Make Special Session] option.**
Follow the recurrence pattern instructions - which are quite self-explanatory.
- ❑ **Click [Add].**

Session changes will not be saved until you update the practitioner record.

Practitioner's Finances - Background

TM2 is very flexible in how it can manage the finances for each practitioner. These are managed under the 'Advanced' tab of the Edit Practitioner form.

Practitioner Finance Issues

The main issue which arise are with regard to associate practitioners:

- Are payments for work done by an associate made to the practice or directly to the practitioner?
- Is an associate paid their commission by the practice after an appointment is completed or only when payment has been received?

Invoices From Practitioner

If payments are made directly to an associate practitioner, that practitioner has their Employment Status field in TM2 set to "Self Employed". This allows TM2 to ensure that invoices are addressed from the practitioner and only appointments performed by that practitioner are placed on a single invoice.

More details about using TM2 for such practitioners can be found in the chapter of this guide entitled "Managing Practitioner Setup in TM2".

| Group | Provider No |
|------------------------|------------------|
| Axa PPP Healthcare | SS-48236272-AXA |
| BUPA Healthcare | SS-12309877-BUPA |
| Patient Pays Insurance | SS-776340945-PP |

Payment of Commission After Practice Receives Payment

If commission is only paid to the associate after the patient has paid then it is important that invoices only contain the appointments for a single practitioner. This is to prevent confusion over part-paid invoices where it would become unclear which part of the invoice has been paid and therefore which practitioner should receive which part of the payment.

More details about using TM2 for such practitioners can be found in the chapter of this guide entitled "Managing Practitioner Setup in TM2".

Practitioner’s Finances – The Advanced Tab

Based on this background information, fill in the Advanced tab as follows:

| Field Name | Option | Set for |
|-----------------------------------|--|--|
| Employment Status | Owner | The practice owners |
| | Employed | Associates who are either → True employees → Considered to be self employed but payment for their work is made to the practice rather than the practitioner. |
| | Self Employed | Associates where payment is made directly to them for their work rather than to the practice. |
| | No Billing | Other practitioners who may rent rooms in your practice but just pay you a room rental. You do not handle any of the money from their patients. |
| Tax Number | | Generally left blank |
| Commission Percent | If Employment Status is “Employed”: | The percentage of an appointment charge the practice pays the practitioner. |
| | If Employment Status is “Self Employed”: | The percentage of the money taken by the practitioner that is to be paid to the practice as “rent”. |
| Commission Flat Rate | | If commission is paid to an Employed practitioner as a flat rate per appointment, this is the amount paid. |
| Practitioner Provide Codes | These are normally only applicable if Employment Status is “Self Employed” | This section allows you to enter the provider numbers that are to appear on invoices from this practitioner to an insurance company. |

Insurance Companies and Group Membership



Many patients need to be associated with a third party organisation such as an insurance company or a local organisation to which you offer some special incentive. These are known in TM2 as “Customer Groups”, and allow you to set up:

- Special rates and appointment types which are automatically picked up when making diary appointments.
- Invoices to be sent directly to the group organisation rather than to the patient.

Field in Main Area at Top of Form

| Field Name | Defines | Issues |
|--------------------------------|---|--|
| Group Name | Name of the group. | |
| General contact details | | Fill in as required. |
| Contract / Provider | The practice’s provider number with this insurance company. | Appears on invoices you create to insurance companies. Leave blank if this organisation will not be invoiced. |
| Classification | Kind of organisation. | Choice of Corporate, Insurance, Hospital, Staff, None. Options can be changed in Tools -> TM2 Options -> Lookups & Labels -> “Group Classification” |

Further Details tab

| Field Name | Defines | Issues |
|--------------------------------|--|--|
| Locations | The TM2 locations for which this group is valid | If you have not purchased TM2 Multi-location, leave this area as you find it. |
| Charges for Your Clinic | The First and Follow-up appointment types to be used for members of this group (at this location if you have purchased TM2 multi-location) | Click [Add Charges] to add different appointment types. Ensure ticks are located in the appropriate column. |

Group Invoicing Overview

Depending on your relationship with the specific insurance company or local group you will want to set up different invoicing rules.

When an appointment is completed in TM2 a “Billing Item” is created, which is like a line item on an invoice. That Billing Item can then be charged to the patient or to the group.

You do not need to create an invoice immediately: the Billing Items can be stored in a patient or group’s account and placed on an invoice at a more appropriate time such as when you do a weekly or monthly invoice run.

In many cases this regular invoice run can be done automatically using the TM2 “Invoice Wizard”. Rules are set up for each group about how and when these invoices are automatically created.

Certain information is required from the patient to be able to create a complete invoice for an insurance company. This is typically:

- Group Reference
- Policy Code
- Authorisation Code

Options are available on a group by group basis to remind users if they have not entered a value for one of the fields against the patient’s details they are currently accessing.

Group Invoicing - Specifics

Group Specific Cancellation Charges

Groups can have their own cancellation/DNA policy with charges setup specifically for the group.

To add Group specific charges:

- ❑ **Group Record** -> **“Further Details”** tab.
- ❑ **Add a tick to “Pays for DNAs” / “Pays if cancelled”** as appropriate.
If “Pays if cancelled” is selected, add hours to field as required.

[New Stock Item](#)

Pays For DNAs Pays if cancelled less than hours before the appointment.

- ❑ Click **[Add Charge(s)]**.
- ❑ **Select appropriate Group Cancellation / DNA charge from Stock List -> [Add]**.

Group Specific Invoice Period

Each Group can have its own individual Invoice Period e.g one group can have an invoice period of 14 days and another of 30 days, these are set up individually

- ❑ **[Group] - [Select Group]** e.g. AXA
- ❑ **[Settings] - Located at bottom on Group Screen**

[Further Details](#) [Settings](#) [Notes](#)

- ❑ **Tick [Default Due Date]**
- ❑ **Enter the Due date after invoice date e.g. 14 days**

Default Due Date to days after Invoice Date

This will specify a due date for each invoice after an invoice is created for that group.

Group Invoicing - The Settings Tab

Set the options as follows:

| Field Name | Option | Function |
|--|---|--|
| Bill To: | Group | Appointments for patients belonging to this group are invoiced to the group. Typically used for insurance companies. |
| | Patient | Appointments for patients belonging to this group are invoiced to the patient. Typically used for membership discounts to a local organisation (e.g. rugby club) or category of patient (e.g. student) |
| Invoice Group Determines how the Invoice Wizard creates invoices. Only applicable if Bill To set to Group. | Group Invoice (All patients on one invoice) | One invoice for all outstanding Billing Items |
| | Individual Invoice for Each Patient | One invoice for each patient |
| | Consolidated Invoice for Each Patient | One invoice for each patient - with consolidation sheet summarising invoices created. |
| | Consolidated Invoice for Each Billing Item | One invoice for each appointment - with consolidation sheet summarising invoices created. |
| Invoice Period | Monthly | Billing Items are stored in the group's account and placed on invoices when Invoice Wizard is run with the "Monthly" option. |
| | After Each Appointment | An invoice is created as soon as the appointment is completed. |
| | Invoice Outstanding Items | Billing Items are stored in the group's account and placed on invoices when Invoice Wizard is run with the "Ad Hoc" option. |
| Invoice Template | | Your TM2 can be customised by us so you have a different invoice template for different groups. When supplied with a new template it is specified here. |
| Information Required from Patients | | Reminds a TM2 user if the patient form they are saving does not contain this information when they are a member of this group. |

Managing Groups of Self-Pay Patients

You may have groups of patients who pay for their own treatments but always have a different charge because, for example, they are a student, old aged pensioner or member of a local sport club.

You can use the TM2 Customer Groups so that these patients always have the correct appointment prices set up as default when an appointment is booked for them.

Define The Appointment Types

First ensure you have a Stock Item set up which defines the appointments for members of that group, e.g.

- Initial Assessment (Student)
- Follow Up Consultation (Student)

Create The Group

You then need to create a new Customer Group, e.g. Student. Amend the fields:

| Field Name | Value | Notes |
|------------------------|--|---|
| Group Name | e.g. "Student" | |
| Address, etc | Leave blank | |
| Location | Add your location(s). | |
| Charges for [Location] | Add your group's Stock Items, e.g. Initial Assessment (Student) Follow Up Consultation (Student) | Tick the First Appointment and Follow Up Appointment boxes appropriately. |
| Bill To: | Patient | |
| Invoice Group: | Group Invoice | Not really relevant but TM2 requires a value in this field. |
| Invoice Period | After Each Appointment | Not really relevant but TM2 requires a value in this field. |

Make Patients Members of the Group

Your users can now set the "Patient Group" field of patients to the name of this group (e.g. "Student") and the appropriate charges will be offered as default when a new appointment is created.

Medical Contacts

Dr Tim Foster
23 Belmont Rd
Comber
Co. Antrim
BT45 8HJ

15/08/2007
Our ref: 20

Dear Dr Foster

Re: Mr Don O'Connell, 56 Dorset Court, N

The patient detailed above has recently b

Patients in TM2 can have one or more "Medical Contacts" associated with them. These would typically be their GP, one or more consultants, or maybe (though not strictly medical) a solicitor.

The Medical Contact's details are most commonly used for the creation of letters which can be automatically created to contain the contact's address and salutation details.

To create medical contacts:

- ❑ **Main - Medical Contacts View**
- ❑ **Create a new contact, edit, Save**

To associate a medical contact with a patient

- ❑ **Open a patient record**
- ❑ **Click on Contacts tab**
- ❑ **Click on [Add]**
- ❑ **Search for Medical Contact**
- ❑ **Select contact, [Use This Contact]**

Create Medical Contact

Contact Details

Title: Dr

Forename: Tim

Surname: Foster

Business Name: Comber Surgery

Address: 52 Newtownards Road

Town: Comber

County: Down

Post Code: BT23 6ND

Telephone: 02891 874875

Fax:

Email: t.foster@gmail.com

Website: www.combersurgery.he.uk

Default Location: Belfast Clinic

Category: G.P.

Provider Number: 4DF435F

In Use

If possible you should look to enter your main medical contact's details into the Medical Contacts section of TM2 before going live with the software.



Note that for correct operation of the BUPA report, the Category field of a Medical contact must be appropriately set to "G.P." or "Consultant".

Creating TM2 Users

Each person who will use TM2 should have their own log-in name. This will enable you to make better use of the task management features of the software and to track what each person has done on the system should you have data entry problems.

- ❑ **Create new users from the Admin - Users view.**

| Field Name | Function | Notes |
|-------------------------|--|---|
| User Name | The name the user will use to log in as. In most practices this is a first name. | Make this all lower case. The first ?? characters must be unique between users. |
| Password | | Typically lower case. See below for more guidelines. |
| Full Name | Users full name, e.g. John Smith | Full name automatically on the bottom of letters. |
| Current | Makes the user's account active. | Can be set to not current if a user is away for a while but will return later. |
| Practitioner | If the user is a practitioner they should be selected here. | |
| Role At Location | Determines the areas of TM2 they are allowed to access. | See next page for details. |
| Default Location | Select Location they are based at. | |
| Position | Their role in the practice. | |
| Email | Their email address. | If a user sends out an email it will come from this address. |

TM2 User Account Recommendations

The way you set up your TM2 users is a key part in the security of your patient data. TM2 recommend you keep to the following guidelines:

- Keep passwords confidential.
- Ensure everyone has a unique password which only they are familiar with.
- Always remove the details of a user who is no longer with your practice.
- TM2 is supplied with an initial user account called "admin". We recommend you keep this account available for emergencies but change the password to something more secure.

Once a TM2 user is set up their login will be accessible from any PC which accesses your central patient database.

Creating User Accounts for The Training Database

The accounts you create just allow users to log into the database you are currently logged into, i.e. Live or Training.

Therefore to create users for the Training database you first need to log into the training database. This is best done through the "admin" user name.

You cannot create user names in one database which have already been created in the other. So if you have already created user names "fred" and "jane" in the Live database you are recommended to create user names such as "fredt" and "janet" in the Training Database.

TM2 User Levels

Each TM2 user can be assigned one of Six different levels of access to the database. The main areas of TM2 that are controlled by the access are:

- **Patient and Diary** - ability to edit patient's core demographic details and create appointments in the diary.
- **Basic Finances** - ability to handle customer payments, create invoices, etc. This excludes the ability to delete finance related items such as invoices and payments.
- **Manage Finances** - complete access to all financial areas, including deletion of financial records and financial reporting.
- **Manage Resources** - ability to create and manage stock items, practitioner records and other core details involved in the day to day running of the practice.
- **Clinical Notes** - ability to view, create and modify patient's clinical notes.
- **TM2 Admin** - ability to create new TM2 users, monitor user's activity, delete records and configure TM2 settings.

These can be summarised as follows:

| User Level | Patient & Diary | Basic Finances | Manage Finances | Manage Resources | Clinical Notes | TM2 Admin |
|----------------------|-----------------|----------------|-----------------|------------------|----------------|-----------|
| Reception | ✓ | | | | | |
| Practice Admin | ✓ | ✓ | | ✓ | | |
| Practitioner | ✓ | ✓ | | | ✓ | |
| Power User | ✓ | ✓ | | ✓ | ✓ | |
| Financial Power User | ✓ | ✓ | ✓ | ✓ | ✓ | |
| System User | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

User Location Security Update

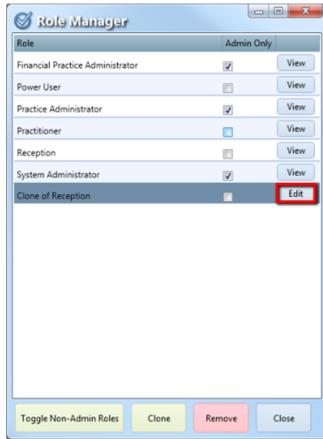
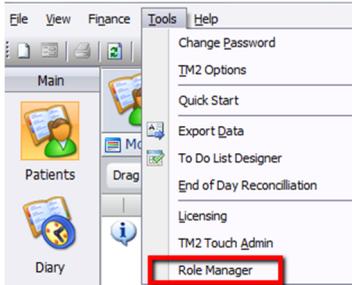
Where you have multi-location TM2, you can now set which locations each user can access and also set the different roles at each. So for example, if you have 3 locations, a user may be an administrator at one location, restricted to reception user at a second, and have no access to the third.

- Admin -> Users

Custom User Levels via TM2 Role Manager

You will have the option to customise your own user levels in TM2 if you have 'TM2 Role Manager' as part of your license.

Tools>TM2 Options> Role Manager



Example:

You require that your Receptionist have access to basic finances such as 'view Invoices' but not able to create billing-items.

- As per above the Reception role only has '**Patient and Diary**' - ability to edit patient's core demographic details and create appointments in the diary.
- Cloning the Reception role allows you to elevate access for main areas of TM2



Please contact our sales team for further information on 'TM2 Role Manager'

Cancellation and DNA Fees

Most practices charge a fee if a patient either:

- Cancels an appointment less than a certain number of days before the date
- Do not arrive for the appointment (DNA)

TM2 can automatically manage the payments associated with these situations:

- The appointment is marked as either Cancelled or DNA within the diary.
- If this occurs within a defined number of days before the appointment the user is prompted to create a Billing Item for the cancellation/DNA.
- The Billing Item created can either be for a fixed amount which is set up within TM2 or for the full cost of the appointment: use an option in the TM2 Options area to indicate which is to be used:

- ❑ **Tools -> TM2 Options, Advanced Configuration tab**

- ❑ **Set the option second option, "Bill Cancellation/DNA charges as appointment charge" to "true" to charge as appointment charge or "false" to charge as a fixed amount.**

- To set up the timeframe and fixed charges:

- ❑ **Tools -> TM2 Options**

- ❑ **Edit "Cancellation Fee" and "Did Not Attend Fee" fields.**

Managing Authorisation Codes

Several of the larger insurance companies will only process a payment if it is associated with a code which they have issued authorising that particular treatment. Many practices suffer from delayed payment and wasted administration time when invoices are returned un-paid from insurance companies because the authorisation code (auth code) had expired.

TM2 has an ability to monitor the auth codes of patients in specific insurance companies and flag up when the auth code has expired.

This ability is turned off by default. To turn it on:

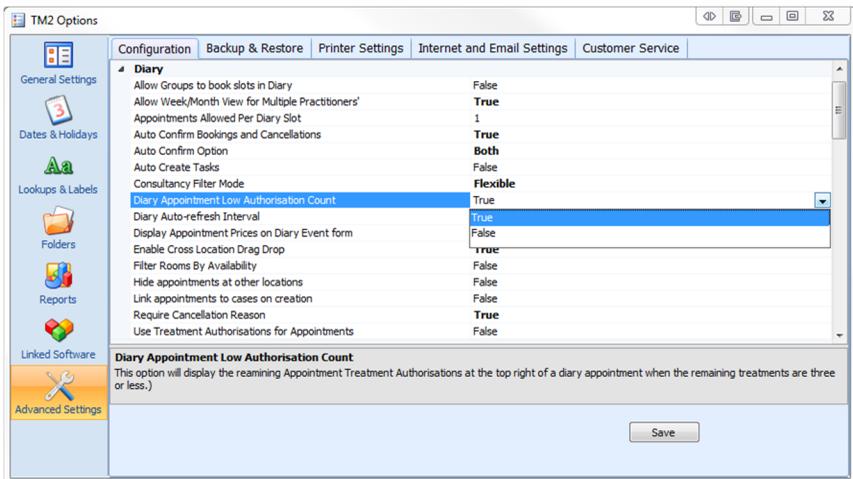
- ❑ **Tools -> TM2 Options**
- ❑ **General Settings icon, Advanced Configuration tab, Diary section**
- ❑ **Use Authorisation Codes for Appointments = True. [Save]**

Appointment Authorisation Countdown

This feature has been added into TM2 allowing you to see at a glance the number of treatments a patient has left on the authorisation code you are using for their appointments.

To activate this feature simply follow these steps:

- ❑ **Tools -> TM2 Options**
- ❑ **General Settings icon, Advanced Configuration tab, Diary section**
- ❑ **Diary Appointment Low Authorisation Count = True. [Save]**



Once activated, the appointment will show a countdown as the authorisation codes begin to get low.

This will begin when there are 3 remaining treatments. It is designed to be a warning more so than informative, which is why it only shows when the remaining treatments are low (less than or equal to 3).

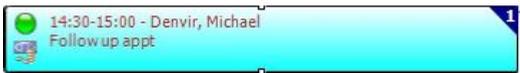
An example is shown below:

The Initial appointment



← Authorisation Count Showing 2 remaining appointments remaining with that authorisation code

Second Appointment



← Authorisation Count Showing 1 remaining appointments remaining with that authorisation code

Final Appointment



← Authorisation Count Showing 0. There are no more treatments available with this Auth Code

For details of how the auth code system works in practice, see the TM2 User Guide document.

Invoice and Receipt Format

You should take a look at the default format of our supplied layout for Invoices, Receipts and Statement of Account to see if they are in a suitable style and contain all the required information.

The format templates in TM2 are different depending on whether the invoice or receipt is being sent to a patient or an insurance company (or Customer Group as they are known within TM2).

Viewing The Existing Format

To view and experiment with the existing formats:

- Log in as a user with System User access to the Training database.**

To view the existing format of insurance company invoice:

- Main - Customer Groups View**
- Double-click on {AxaPPP}, Click on [Create Invoice]**
- Click on [Add Existing (x)]**
Select a billing item from Pamela Practice Owner
- [Add Selected], [Print / Email] -> Print Invoice**

You should also select Steven Self-Employed's billing items if you work with what TM2 calls "Self Employed Practitioners".

To view the existing format of patient invoice:

- Finances - Invoices View. [Search] - [Yes]**
- Double click on any Invoice, [Print / Email] -> Print Invoice**

To view the existing format of patient receipt:

- Finances - Payments View**
- [Search] - [Yes]**
- Double click on any Payment, [Print]**

To view the existing format of patient Statement of Account:

- Main - Patients View. [Search] - [Yes]**
- Double click on any Patient, [View Account], [Print]**

Modifications to Invoice and Receipt Format

There two minor modifications which you can make yourself to the format of the invoices and receipts. These are done via:

- ❑ **Tools -> TM2 Options**
- ❑ **Reports icon, Report Text tab**

Your practice's address details can be removed with the "Include Invoice Header" option.

The text at the bottom of the invoice and statement can be modified via the "Invoice Text" and "Statement Text" fields.

Setting up BUPA Specific Invoice Format



Under the BUPA contract rules, a specific format of invoice is required to be sent to BUPA. This can be set up within BUPA's group record:

- ❑ **Main - Customer Groups View**
- ❑ **Double-click on your {BUPA} group record, click on the Settings tab along the bottom.**
- ❑ **In the Invoice Template field, "select groupInvoiceBUPA.mrt".**
- ❑ **[Update]**

Making Further Modifications

You may require more modifications to their invoices and receipts in order to for example:

- Make the layout of the text on the page suitable to print directly onto your own letterhead paper.
- Include all of your letterhead and logo within the format that TM2 produces.
- Change the details of what is presented on invoices to insurance companies to better suit the information and format you currently present.

All of these things are possible to do. However, the implementation becomes rather technical so instead of providing a method for you to do them we provide a service to do it for you.

If you wish to have further changes as described please call the TM2 support hotline. They can usually be done within 1-2 weeks for you.

Additional Setup Features

Diary Display

You can change the way the diary is displayed to best suit you needs, using the 'Options' button. For example, it is possible to change the colours of the diary and have the time of each diary time slot displayed.



Display of Diary Slot Times

If the time of a slot in the Diary is not shown for every slot, change these settings:

- Main - Diary View**
- Click the 'Options' button**
- Scroll to the bottom and set Diary Ghost Mode to "Every Slot"**

Specific Diary Colours

All users can change the colours of their own diary display using:

- The 'Options' Button >> Colours**

If you wish to have all users view the same colours then you can disable the ability for individual users to change their colours:

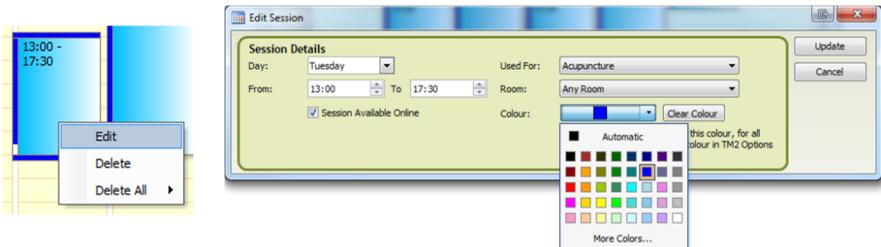
- Select the "Apply colours for all users" tick box.**
Note that this can only be performed by a System level user.



Multi-Disciplinary Practices – Setting Colours By Discipline

It is possible to override the colour used to display "Available Working Hours colours" on a practitioner by practitioner basis. This is done when defining the times a practitioner works in the Sessions part of the practitioner record.

This allows you to have different colours for different practitioners which can be very useful in a multi-disciplinary practice.

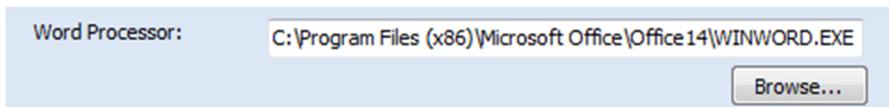


Set Up - Communications

Word Processor Used For Letters

When TM2 is shipped, it is configured to use a word processor called "Write" for editing patient letters. You may prefer to use another word processor such as Microsoft Word. To change this:

- Tools -> TM2 Options -> [Folders] icon on left**
- Change the Word Processor field - click [Browse...]**
You now need to browse to the executable program for your word processor. For Word, this is usually found in the folder named something like - e.g.
For 32-bit Windows
 - C:\Program Files\Microsoft Office\Office14\WINWORD.EXE*For 64-bit Windows*
 - C:\Program Files (x86)\Microsoft Office\Office14\WINWORD.EXE
- Click [Open] in the browser window. Click [Save]**



Set Up For Emails and Text Messages

Emails and text messages can be sent from within TM2. This works via a broadband connection from your server PC to a TM2 Server out on the Internet. The emails and text messages are then sent from this TM2 Server.

This facility requires an account to be created for your practice on this TM2 Server. The account creation is free of charge. Emails are then sent for free and text messages are charged for and paid by monthly direct debit.

Please contact TM2 support to have your email and text messaging account set up.

Setup for Scanners

If you have a scanner attached to your local PC then it is possible to scan single page documents directly into the Letters section of TM2. If you intend to use the facility you should test the link to the scanner before going live with TM2 as different scanners can work in different ways and sometimes cause issues. Please call TM2 Support if you have any specific issues.

Email/Text Message Reminder Format

Email and/or text message reminders can be sent from the TM2 diary. The format of these automatically generated messages can be modified:

- Tools -> TM2 Options -> Lookups and Labels -> Communication Templates**

Tracking TM2 Cases

TM2 allows you to track various details about an individual course of treatment given to a patient. Within your own practice you may refer to this as a “treatment episode” or a specific “case”. TM2 uses the term “Case”.

TM2 has lots of useful features that allow you to manage the details of individual Cases. You can choose how much to record:

- **Admission and Discharge:** In the simplest case it will just be admission and discharge date.
- **Some Clinical Audit Data:** You can record some more simple data in the Case notes such as treatments given, diagnosis and outcome measures so that you have enough information for performing some clinical audit.
- **Full Clinical Notes and Imaging System:** By upgrading to the TM2 Touch Clinical Notes package you can add a full functional computer based clinical notes package where all your notes can easily be added onto the computer system along with easily documented body charts and photos of the patient’s condition.



If you wish to use TM2 for creating the BUPA contract report, you must turn Case Tracking on and collect data in specific areas of a patient’s Case record which are highlighted in the TM2 User Guide.

Administrative Benefits of Tracking Cases

If you track cases in TM2 then you will be able to:

- Have the diary automatically recognise when appointments are for an initial consultation or follow-up and choose the appointment type appropriately.
- Report on open cases and easily track and manage patients who have stopped their treatment before it is complete.
- Perform different clinical audits, depending on the range of clinical data that you collect.
- Track Insurance Company authorisation codes and relate them to the specific course of treatment for which they are valid.

Using TM2 Case Tracking

Details are given in the TM2 User Guide on how to use the Case Tracking functions from the TM2 Diary.

Other System Configuration Issues

There are a range of other issues regarding the setup of TM2 which you should consider before going live with the system. These are listed below.

Disabling TM2 Case Tracking

By default, TM2 Case Tracking is turned on. It is possible to turn it off and prevent TM2 Cases being automatically created from the Diary as follows:

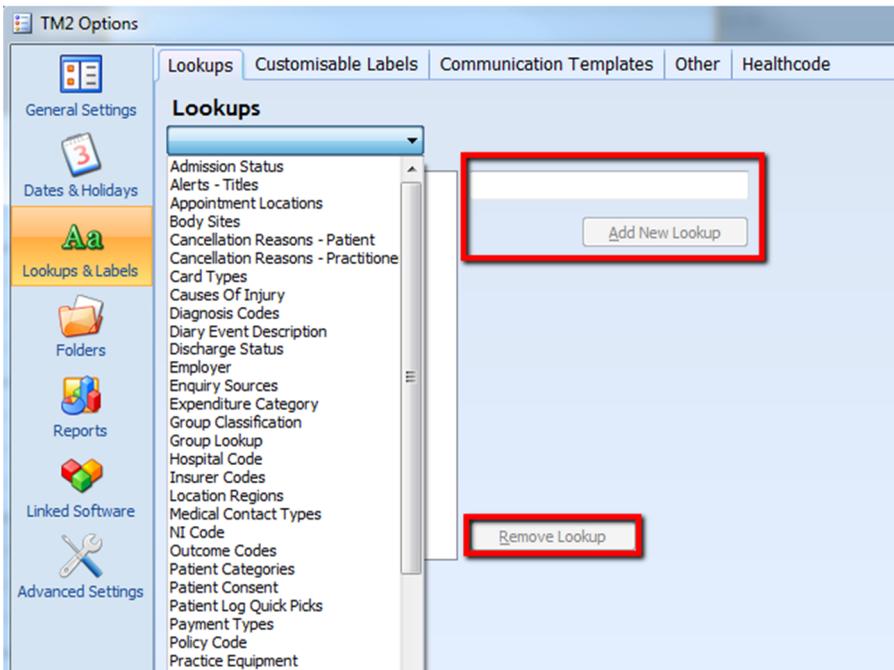
- ❑ Tools -> TM2 Options -> General Settings -> Advanced Configuration tab
- ❑ Set “Link appointments to cases on creation” to false
- ❑ [Save]

Note that setting this option will also prevent you from using the Authorisation Code tracking features of TM2.

Editing Values Drop Down Menus

You can modify the majority of the values available in the drop-down menus:

- ❑ Tools -> TM2 Options -> [Lookups and Labels] icon on left
- ❑ Using the drop-down Menu Select a Lookup ->
- ❑ You can now use the Add New Lookup/ Remove Lookup



Configurable Fields on Patient Record

| | |
|----------------|--------------------|
| Hospital Code: | None |
| Policy No: | None |
| NI Number: | None |
| Enquiry: | Referral by doctor |
| Occupation: | Manual worker |
| Employer: | None |

The six fields shown opposite which appear on the Patient Record can be configured to have a different label:

- Tools -> TM2 Options
- [Lookups and Labels] icon on left
- [Customisable Labels] tab along top

| Original Label | Current Label |
|--------------------------|----------------|
| Country: | Country: |
| Post Code: | Post Code: |
| Patient Information Form | |
| Alert | Alert |
| Alt Reference: | Alt Reference: |
| County | County |
| Employer | Employer |
| Height: | Height: |
| Hospital Code: | Hospital Code: |
| NI Number: | NI Number: |
| Policy Code: | Policy No: |
| Reference: | Reference: |
| Weight: | Weight: |

Configurable Fields on the Case Admission Pane

The four fields shown on the right of the admission tab can be configured to have a different label:



Got to:

- ❑ Tools -> TM2 Options
- ❑ [Lookups and Labels] icon on left
- ❑ [Customisable Labels] tab along top
- ❑ Click on each individual field to edit
- ❑ [Save]

| | |
|---------------------------|--|
| Diagnosis Notes | Limits function Prevents work Disturbs sleep |
| Reason for Referral | 6 weeks ago - snowboarding - left fractured wrist, c. T piece of metal for fixation. 1 month POP then bandaged. Sports Injury |
| Pre-existing conditions | |
| Agreed Functional Outcome | As close to full movement as possible. |

| Original Label | Current Label |
|---|---------------------------|
| Reference: | Reference: |
| Weight: | Weight: |
| <input checked="" type="checkbox"/> TM2 Touch | |
| Agreed Functional Outcome | Agreed Functional Outcome |
| Body Site | Body Site |
| Case of Interest | Case of Interest |
| Diagnosis | Diagnosis |
| Diagnosis Notes | Diagnosis Notes |
| Measure | Progress |
| Pre-existing Conditions | Pre-existing conditions |
| Patient Type | Configurable Field |
| Reason for Referral | Reason for Referral |
| Scale | Visual Analogue |

Include Touch Fields

Save

Managing Practitioner Setup in TM2

Self Employed Practitioners

Many practices work with associate practitioners who are established as “Self Employed”, to simplify their tax status.

Such associate practitioners can be considered as self-employed through two different methods:

1. **Invoices From Practitioner**

To make it clear that the practitioner is self-employed, all invoices for their appointments come from the practitioner rather than the practice. The practitioner then pays rent to the practice for the use of the treatment rooms and administration services.

2. **Invoices From Practice**

Invoices for appointments carried out by the associate practitioner come from the practice. Other contracts and circumstances establish the practitioner’s self-employed status.

Setting The Practitioner Employment Status Field

Depending on which of the above methods is used, set the Employment Status field in the Advanced tab of the Practitioner record as follows:

1. Invoices From Practitioner:

Employment Status = “Self Employed”.

2. Invoices From Practice:

Employment Status = “Employed”.

When Invoices Come From The Practitioner (1)

If you have any practitioners where the invoice comes directly from that practitioner there are some specific capabilities in TM2 to support that way of working.

Invoices From Practitioner

All invoices created for appointments performed by such a practitioner are printed as coming from the practitioner themselves.

Avoiding Invoices with Billing Items From Multiple Practitioners

When an invoice comes from a practitioner it presents limitations on how invoices can be created. TM2 normally allows invoices to contain Billing Items from different practitioners.

However, if the Employment Status of a practitioner is set to Self Employed you do not want Billing Items adding to that invoice from other practitioners. TM2 issues warnings to prevent you from doing this.

Automatic Creation of Invoices

TM2 includes a feature called Invoice Wizard which allows un-invoiced Billing Items to be automatically placed on invoices. This function recognises the need to create different invoices for practitioners whose Employment Status is "Self Employed". It can therefore be used if you have such practitioners working in your practice.

Sale of Physical Stock Items

In most practices where some invoices come from the practitioner, it is usually the case that physical stock items sold are always coming from the practice itself. TM2 has therefore been designed so that physical stock items cannot be placed on invoices which also include Billing Items from a practitioner whose Employment Status is set to be "Self Employed".

When Invoices Come From The Practitioner (2)

Calculating The Rent A Practitioner Pays

When invoices come from a practitioner, the practice needs to invoice the practitioner a rent for use of the practice's facilities.

To set the percentage paid back to the practice as rent:

- Set the Commission Percent field in the Advanced tab of the Practitioner record to the %age paid back to the practice as rent, e.g. 40%**

To prepare for invoicing the practitioner:

- Set the practitioner up as a patient with practitioner as the practice owner.**
- Create a Stock Item called "Rent" with:**
 - Nominal price of £100.00
 - Category "Stock"

To report on the amount to be invoiced to the practitioner as rent:

- Reports view -> "Billed Items By Practitioner" report**
The amount to be paid as rent will then be reported as follows:

| | | | | |
|------------------------------------|---|---------|---|----------------|
| Totals for Mr Steven Self-Employed | 7 | £250.00 | £0.00 | £250.00 |
| | | | | £0.00 |
| | | | Percentage Commission @ 40.00% of £250.00 = | £100.00 |

The Percentage Commission amount shown is then the amount to invoice the practitioner as rent.

To create the actual invoice to the practitioner:

- Open practitioner's patient record**
- [Create Invoice], [Add New Item]. Select:**
 - Stock Item: Rent
 - Description: e.g. "Rent for 9-11 Jan 08"
 - Price: amount of rent
- Print and save invoice in the usual way.**

When Invoices Come From The Practitioner (3)

Practice Finance Reports

If you use TM2 to create invoices directly from the practitioner it is important to understand how this will affect your finance reports.

In the current version of TM2, the standard finance reports do not differentiate between invoices that when printed show they come from the practice and those which show they come from the practitioner.

If you need to create finance reports which only show details for the practice, these can be customised to your needs. There will be a small charge for this service: please contact TM2 support for more details.

Practitioner Payment On Appointments Delivered

To report on appointments delivered and commission to pay practitioners where:

- Patients always pay the practice for that practitioner's work
- The practitioner is paid based on appointments delivered

Follow these steps:

- ❑ **Reports section -> Finance View**
- ❑ **Double click on Billed Items By Practitioner**
- ❑ **Select date range**
- ❑ **Choose whether to report on**
 - Appointments only (Consultancy)
 - Physical stock items only (Stock)
 - Both
- ❑ **Select "Yes" to questions about Unpaid Billing Items, Commission Amounts and New Page**

Note that this report will include the following items:

- The value stored in the Stock Item for all Billing Items dated from the date range given. Note that if discounts are given to a patient through making a lower value stock item for that kind of appointment then this lower value will be credited to the practitioner.
- All DNA and Cancellation charges for each practitioner's appointments.
- The value of any Credit Notes created against a Billing Item belonging to a practitioner which are dated within the specified date range.

The report totals will exclude discounts given via the Add Discount function on the invoice form. However such discounts are listed in a separate column for reference.

Payment of Commission on Physical Stock Items Sold

If you pay a different commission to practitioners on sales of physical stock items you can run the above report separately selecting the "Stock" option.

If you work this way it is very important that your front desk staff ensure the Billing Items for physical stock items have the correct practitioner's name stored against them. See the TM2 User Guide for more details.

Payment of Commission After Payment Received

If commission is only paid to an associate practitioner after the patient has paid then it is important that all invoices only contain the appointments for a single practitioner. This is to prevent confusion over part-paid invoices where it would become un-clear which part of the invoice has been paid and therefore which practitioner should receive which part of the payment.

Creation of Weekly or Monthly Invoices

Invoices for patients and insurance companies who pay on account can be created by two different methods: either using a very straightforward manual method or by using an automated method called the "Invoice Wizard". The Invoice Wizard does not have an option for creating different invoices for different practitioners so you should use the manual method if you pay your practitioners after the practice has received payment.

Reporting on Payments to Make To Practitioners

- Reports section -> Finance View
- Double click on Income Summary By Practitioner
- Select date range
- Select whether to include daily totals, see every transaction and which day to use as the first day of the week.

This report will include the following items:

- Listed against a specific practitioner, it will list the value stored in Payments which are for Invoices which contain only Billing Items that are associated with a single practitioner. Note that this will
- Payments made for DNA and Cancellation charges
- Amounts shown will include all kinds of discounts (since the discount will be included in the amount paid).

Note that TM2 will always credit Billing Items and therefore Payments for physical stock items to the practice owner rather than an individual practice owner. Hence this report will not credit payment for any physical stock item to a practitioner whose Employment Status is not Practice Owner.

As discussed, for this method of practitioner payment to work it is important that invoices only contain Billing Items for a single practitioner. Payment for Invoices that contain Billing Items for more than one practitioner will be listed under "No Linked Practitioner" in this report.

Insurance Co. Provider Numbers On Invoices

There is usually one provider number for the whole practice associated with each insurance company. This is stored in the insurance company's record within the Customer Groups area of TM2.

When Invoices Come From The Practitioner

If an invoice to an insurance company comes directly from the practitioner then it will require the provider number to be that of the practitioner rather than that of the practice.

TM2 has been designed to allow provider numbers per insurance company to be stored against a practitioner's record. If a practitioner's Employment Status is set to "Self Employed" then invoices created to insurance companies will take the provider number from the practitioner's record.

To see an example of this:

- Log in to the Training Database of TM2**
username "admin", password "password"
- Customer Groups View, open record for "Axa PPP Healthcare"**
- [Create Invoice]**
- [Add Existing xx].**
Add one or more Billing Items where practitioner is Steven Self-Employed
- [Print] -> [Print Invoice]**
Note that the Provider Number is SS-48236272-AXA.
This number is set in Steven Self-Employed record in the Advanced tab.

When Invoices Come From The Practice

You may need to send invoices to insurance companies which come from the practice but include the provider number of the practitioner.

In this case you are best to set the provider number to be used for each insurance company against each practitioner in the Advanced tab of the practitioner record.

The "report template" which defines the function and format of an insurance company invoice will then need to be customised to take the provider number from the practitioner's record. This change is normally incorporated in other changes to the layout of the invoices. Please discuss this need with TM2 support as you set up your TM2 system.

On-Going System Management and Reporting

Backing Up Your Data

If your patient database is stored on a PC in your practice then it is essential that you perform regular backups of your data. TM2 recommend that you backup your data to a different device at least once each day and that you backup to another media which is taken to a different location at least once a week.

Daily Backups

The simplest way to perform daily backups is to have an additional hard drive attached to the PC on which your TM2 data is stored. This can be purchased from your local PC store and connected via a USB port.

Once installed, you can set up TM2 to make an automated backup to this drive. The main TM2 database is backed up twice a day and the associated files (patient letters, etc) are backed up once per day.

This must be performed from the PC which is storing your TM2 database:

- Log in as a user with System User access to the Live database**
- Tools -> TM2 Options**
- Advanced Settings icon, Backup and Restore tab**
- Set Database and File backup times**
- Set "Backup Destination Path" to point to a folder on your external hard drive**
- Click [Save]**

Automated backups will then occur at the selected times to your backup drive.

Weekly Off-Site Backups

These should be performed manually to another media such as a memory stick of capacity 1Gb or more. Follow these steps:

- Log in as a user with System User access to the Live database**
- Tools -> TM2 Options**
- General Settings icon, Backup and Restore tab**
- Click on [Backup Database Now]**
- Select your memory stick and click [OK]**

The media should then be taken off site until the next off-site backup is taken.

TM2 Reports



TM2 is very flexible with regard to creating reports. The general philosophy is that if you capture the data within TM2 then we can create almost any format in which to report it.

There are around 40 standard reports supplied with TM2. These can be found in the Reports section of the view window (as shown opposite).

The reports are broken into six categories. For most users the first four categories are the most relevant: Patient, Finance, Cases and Diary.

You are best to start using the reports we supply around 40 standard reports. If you find you need a report in a different format we can create that for you for a small administrative fee.

The following pages...

While TM2 reports are divided into above categories, the next few pages look at the details from the perspective of the particular management task you are involved in.

Options available when a report is run are shown in [square brackets].

TM2 Reports – Patient Management

| Report Section | Report Name | Shows |
|----------------|--|--|
| Patient | Patient Attendance | Patients who have had appointments in the given timeframe. [date range] |
| Patient | Non Current Patients By Practitioner | Patients whose Status is Non Current, grouped by Practitioner |
| Diary | Appointment Cancellations, Appointment Cancellations by Group | As described. [Date Range] |
| Diary | Appointment DNAs, Appointment DNAs by Patient Group | As described [Date Range] |
| Diary | Patient Recall (Basic) | Displays a list of patients who had their last appointment between the two dates given but do not have any subsequent appointments of any kind in the diary. [Last Appointment Date Range] [All or one practitioner’s appointments] [Open Cases: yes, no, either] |
| Diary | Patient Recall (Case Specific) | Report is as above except: - only looks for those with open cases - option to search by group [Last Appointment Date Range] [All or one practitioner’s appointments] [One group, all groups, or self pay] |
| Diary | Practice Tracking Report | For each appointment within the given date range allows you to monitor whether: - Appointment has been completed. - Billing item created - Case record consultation linked - Future appt booked [Date range] [All or one practitioner’s appointments] |

TM2 Reports – Marketing Related

| Report Section | Report Name | Shows |
|----------------|-------------------------------|--|
| Patient | Patient Enquiry Source | How newly registered patients first heard of your practice. [date range] |
| Patient | Birthdays | Birthdays of all patients who have had an appointment within the last X months. |
| Patient | Patient Registrations | Number of new registrations within specific demographic groups [date range] [Post Code, Registration Month, Age Group, Occupation, Gender, Practitioner] |

TM2 Reports – Practitioner Management (1)

| Report Section | Report Name | Shows |
|----------------|--|--|
| Patient | Patient Registrations | Number of new registrations for each Practitioner [date range] (Choose [Practitioner]) |
| Patient | Non Current Patients By Practitioner | Patients whose Status is Non Current, grouped by Practitioner. |
| Finance | Billed Items By Practitioner | Number of and value of Billing Items (i.e. invoice line items) attributed to each practitioner. [date range] [Appointments, Physical Stock or Both] [include Unpaid Billing Items?] [include Practitioner Commission?] [New Page per Practitioner?] |
| Finance | Income Summary By Practitioner | Payments made for appointments associated with each practitioner, grouped by day and week. [Daily Totals?] [See All Transactions?] [First day of Week?] |
| Finance | Income Summary By Practitioner (PDQ) | Separates payments when a common credit card reader (PDQ terminal) is used. |
| Finance | Income Summary By Practitioner (Advanced Incomes) | An extension of the Income Summary By Practitioner report which also includes payments which were made in advance of the appointment. (This technically is payments made before the invoice date). |
| Diary | Activity Stats | Utilisation of Practitioner's available time. [Date Range] |
| Diary | Appointment Summary | Summary of appointments for each practitioner. Can be used to give each practitioner their daily appointment list. [Date Range] |

TM2 Reports – Practitioners Management (2)

| Report Section | Report Name | Shows |
|----------------|---|--|
| Case | Current Case Load By Practitioner | List of open cases per practitioner with totals. |
| Case | Average Treatments per Diagnosis by Practitioner | As described, with tabular and charted results [Date Range] |
| Case | Discharge Analysis | Treatments per case and number of cases grouped as chosen. [Group by Admission Code, Patient Occupation, Patient Age Range, Diagnosis, Body Site, GP Consultant, Patient Group, Discharge Status, Practitioner] [Date Range] [Show Case Details?] [Show treatment by case data?] |
| Case | Outcome Analysis | Summary of totals for each value of Practitioner Outcome and Patient Outcome by Practitioner [Date Range] |

TM2 Reports - Group Management

| Report Section | Report Name | Shows |
|----------------|---|--|
| Diary | Appt Summary By Patient Group | List and total of appointments per patient group. [Date Range] |
| Diary | Appt Cancellations by Group | As described. [Date Range] |
| Diary | Appt DNAs by Patient Group | As described [Date Range] |
| Diary | Patient Recall (Basic) | Displays a list of patients with an open case whose last appt was between the two dates given but do not have any subsequent appointments of any kind in the diary. [Last Appointment Date Range] [All or one practitioner's appointments] [One group, all groups, or self pay] |
| Diary | Practice Group Activity Stats  | This is the "BUPA" report which reports on all the details required by BUPA on regular basis. NOTE - it can be used for any group you work with and provides very useful information. [Date Range] [Group to run report for] |

TM2 Reports – Financial Management (1)

Summarising Invoices and Payments

| Report Section | Report Name | Shows |
|----------------|--|---|
| Finance | Accounting Report | All Invoiced billing items by stock type within a given date range |
| Finance | Invoice Summary | List of all invoices within a given date range. Shows amount of invoice, reconciled payments, status and write-offs. [Date range] |
| Finance | Practice Income | Payments made within a date range [Date Range] [Totals: Daily, Monthly, Yearly] [Show Lodgement Ref Summary?] |
| Finance | Income Summary By Practitioner | Payments made for appointments associated with each practitioner, grouped by day and week. [Daily Totals?] [See All Transactions?] [First day of Week?] |
| Finance | Income Summary By Practitioner (PDQ) | Separates payments when a common credit card reader (PDQ terminal) is used. |
| Finance | Income Summary By Practitioner (Advanced Incomes) | An extension of the Income Summary By Practitioner report which also includes payments which were made in advance of the appointment. (This technically is payments made before the invoice date). |

TM2 Reports – Financial Management (2)

Managing Credit and Debit

| Report Section | Report Name | Shows |
|----------------|------------------------------------|--|
| Finance | Accounts in Credit or Debit | List of Patient and Customer Group accounts which are either in Credit or those which are in Debit. [Credit, Debit] |
| Finance | Aged Debtors | Standard Aged Debtors listing. |
| Finance | Debtors By Account | Standard Aged Debtors listing, sorted by Patient and Insurance Company account. |
| Finance | Debtors On A Date | List of Patient and Insurance Company accounts which were in debt on a specific date. |

TM2 Reports – Financial Management (3)

Ensuring All Financial Data Is Correct

| Report Section | Report Name | Shows |
|----------------|---|--|
| Finance | Un-Invoiced Billing Items By Account | All Billing Items which have not yet been invoiced. Run report before closing off a financial period. |
| Finance | Unreconciled Payments | All payments that are not reconciled [Include part reconciled?] |
| Diary | Non-Actioned Appointments | Lists all appointments dated before (today) which have not been completed, cancelled or marked as DNA. |
| Diary | Non Billed Appointments | Appointments which have been completed, cancelled or marked as DNA but have not been billed for. [Date Range] |

Stock Management

| Report Section | Report Name | Shows |
|----------------|---------------------------------|--|
| Finance | Stock Re-Order | List of stock items whose stock level has reached or passed the min stock level. |
| Finance | Stock Sales and Re-Order | List of all physical stock items sold in a given timeframe. Includes column showing items to re-order. [date range] |

TM2 Reports – Case Management

| Report Section | Report Name | Shows |
|----------------|---|--|
| Case | Admissions Analysis | Lists admissions ordered by grouping chosen. Pie chart of results. [Date Range] [Group by Admission Code, Patient Occupation, Patient Age Range, Diagnosis, Body Site, GP Consultant] |
| Case | Admissions Analysis By Patient Group | Lists admissions ordered by Patient Group and secondary grouping chosen. Pie chart by secondary grouping for each Patient Group. [Date Range] [Group by Admission Code, Patient Occupation, Patient Age Range, Diagnosis, Body Site, GP Consultant] |
| Case | Average Treatments per Diagnosis by Practitioner | As described, with tabular and charted results [Date Range] |
| Case | Cases Due for Review | List of cases due for review as by the Review Date field on the Discharge screen [Date Range] |
| Case | Current Case Load By Practitioner | List of open cases per practitioner with totals. |
| Case | Discharge Analysis | Treatments per case and number of cases grouped as chosen. [Group by Admission Code, Patient Occupation, Patient Age Range, Diagnosis, Body Site, GP Consultant, Patient Group, Discharge Status, Practitioner] [Date Range] [Show Case Details?] [Show treatment by case data?] |
| Case | Outcome Analysis | Summary of totals for each value of Practitioner Outcome and Patient Outcome by Practitioner [Date Range] |

Managing Finances: Back Office Tasks

Managing Outstanding Payments

TM2 has a range of useful features for quickly and efficiently managing the communication required with regard to outstanding payments.

Outstanding Payment Letters

There are a number of Letter Templates available which enable you to automatically create a payment reminder letter. To view these:

- ❑ **Finances - Invoices View**
- ❑ **In the Search bar at the top select Status: Unpaid. [Search]**
- ❑ **Double click on any one of the invoices listed**
- ❑ **[Letters]**

This brings you to the Letters section of TM2. If you are not familiar with this area please refer to the details in the Managing Documents and Communication section of this user guide.

You will see that the letter templates listed are related to payment reminders for this specific invoice. Letters can be modified to suit the wording you like to use.

Finding Overdue Invoices

You can use the search facilities within the Invoices View to find the overdue invoices. A typical search would be:

- ❑ **Finances - Invoices View**
- ❑ **Search criteria:**
 - Status: Unpaid**
 - Due Date: [/ /] - [(today)]**
- ❑ **[Search]**

Printing Invoices and Overdue Letters

Once the overdue invoices have been found, you can easily print off the relevant letter and copy of the invoice.

Selecting Invoices for Overdue Letter Printing

First you should find the overdue invoices as described on the previous page.

You then need to “select” the invoices you wish to send a specific letter to. Selected invoices are shown with a dark grey background:

| Status | Reference | Date | Due Date | Grand Total | Fully Paid Date |
|----------|-----------|------------|------------|-------------|-----------------|
| ✓ Paid | 537 | 04/02/2015 | 06/03/2015 | £30.00 | 04/02/2015 |
| ✓ Paid | 536 | 04/02/2015 | 06/03/2015 | £30.00 | 04/02/2015 |
| ✓ Paid | 535 | 04/02/2015 | 06/03/2015 | £30.00 | 04/02/2015 |
| ✗ Unpaid | 534 | 28/01/2015 | 27/02/2015 | £45.00 | |
| ✓ Paid | 533 | 01/01/2015 | 31/01/2015 | £30.00 | 01/03/2015 |

To select a number of invoices:

- Click on the first invoice in the list that you wish to select
- Hold down the [ctrl] key while clicking on another invoice listed
- Repeat above step as required

To select a complete range of invoices listed:

- Click on the first invoice in the range of invoices you wish to select
- Hold down the [Shift] key while clicking on the last invoice in the range you wish to select

Printing The Invoices and Reminder Letters

- Select one or more invoices as described above.
- Right-click -> Print -> {print option}

The print options allow you to print a combination of just the invoice, just the reminder letter, or both.

Manually Printing Reminder Letters

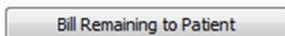
Individual reminder letters can be printed from within the Invoice:

- [Letters], double click on reminder letter template, [Print]

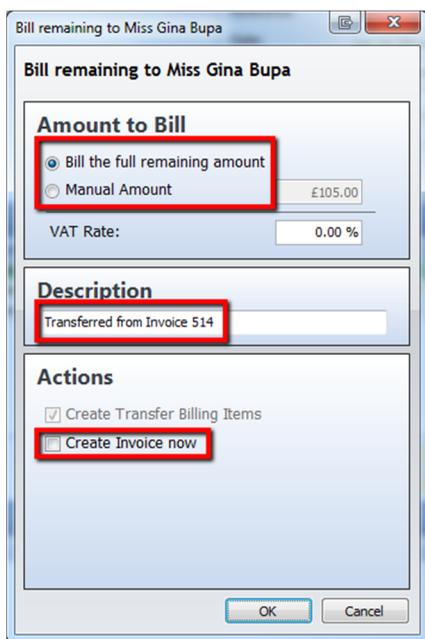
Transferring Insurance Excess to Patient

If an insurance company does not pay the complete amount of a patient's invoice, you can very easily transfer the outstanding amount from the insurance company's account to the patient's account:

- ❑ **Open the insurance company invoice**
- ❑ **[Bill Remaining To Patient]** (at the bottom of the window)



This will create a Billing Item in the patient's account for the un-paid amount and a discount on the insurance company's invoice so that it is now fully reconciled.



Automatically Creating the Patient Invoice

- ❑ **Select whether to 'Bill the full remaining amount' or enter a manual amount.**
- ❑ **Description 'Transferred from Invoice 514' is what the new billing-item description will be and will be displayed on the Patients invoice when added.**
- ❑ **You can customise this text. See section below 'Text Shown On Transferred Billing Item'**
- ❑ **Selecting the 'Create Invoice now' option will immediately create and an Invoice in the patient record for the remaining amount.**

Manually Creating the Patient Invoice

- ❑ **Click on the Patient icon [] (at the bottom of the Billing Item area). This takes you to the Patient Form:**
- ❑ **[Create Invoice]**
- ❑ **[Add Existing (1)]**
- ❑ **Select the transferred Billing Item, [Add Selected]**
- ❑ **[Print] -> Print Invoice**

Creating A Covering Letter

- ❑ [Letters]
- ❑ Open “Excess Payment.rtf”, edit the details regarding reason for transfer and how much the insurance company had paid.
- ❑ Print the letter, Close from Letters
- ❑ [Close]
- ❑ Close the Patient Form and the insurance company Invoice.

Text Shown On Transferred Billing Item

The format of the text that is placed on these automatically created Billing Items can be changed by your Lead TM2 User:

- ❑ Tools -> TM2 Options -> Lookups and Labels -> Other tab.
- ❑ Change the text in the “Billing Item Transfer Text” area.
- ❑ [Save]

Performing Invoicing Runs

Some of your patients and customer groups will probably not have invoices created at the time of the appointment. They will have had Billing Items created which are sitting in their account. At regular times you will want to place these un-invoiced Billing Items onto invoices and mail them out. Such an invoice run can be done in one of two ways:

- **Manually** - where you go to each Patient or Group, create one or more invoices and choose which Billing Items are to be placed on each invoice.
- **Automatically** - with a TM2 feature called Invoice Wizard which will do this for you according to a set of rules.

Note - You will have to use the manual method if you pay any of your practitioners based on payments received rather than treatments delivered. In all other circumstances you can use the automatic method with Invoice Wizard.

Manual Method

First you need to know which patients and groups have un-paid Billing Items:

Reports: Finance - Uninvoiced Billing Items By Account

To manually create invoices for each customer:

Patient (or Customer Group) Form - [Create Invoice]

[Add Existing (x)]

The number (x) shows how many un-invoiced Billing Items are in the customer's account.

If (x) is not shown then there are no un-invoiced Billing Items and therefore no need to create an invoice.

Select the Billing Items to add to this invoice

Use the (ctrl) key to select multiple items

Click on the column headings to sort the list

Only place Billing Items from a single practitioner on an invoice if you operate under circumstances (1) or (2) shown above.

[Add Selected]

[Print/Email] -> Print Invoice, [Close]

If you need to view the patient record from the invoice use the  icon found at the bottom of the Billing Items area of the Invoice.

Automatic Invoicing: Invoice Wizard

Invoice Wizard will go through the accounts of all Patients and Customer Groups that meet a certain criteria, find all their un-invoiced Billing Items, put them on invoices and print them out.

This method may be used if you do not pay any of your practitioners based on payments received rather than treatments delivered.

The criteria for how the Billing Items are grouped onto the invoices will have been set against each Patient or Customer Group.

The main criteria you can use to select which Patients or Customer Groups have their invoices created are:

- Patients and/or groups with an invoice period of "Monthly".
- Patients and/or groups with an invoice period of "Ad Hoc".
- A specific group.

You can also set the creation date of the invoices as required and access previously created batches of invoices for printing.

To run Invoice Wizard

Note that to run Invoice Wizard your TM2 login must specify that you are a "Financial User".

Finance -> Invoice Wizard

The subsequent options allow you to make the choices described above

Sending Invoices Electronically

There are two methods by which invoice details can be sent electronically:

- **Email a PDF Copy of the Invoice** - this capability is available in the current release of TM2, release 2008.01.
- **Electronic Link to Healthcode** - Healthcode are an organisation set up by the insurance industry to provide an electronic interface for managing invoice and payment details to major insurance companies (There is separate Healthcode guide for more detail on how to use this).

Emailing a PDF of an Invoice

Note that this capability requires (1) that your TM2 installation is enabled for the “TM2 Text” option and (2) you have a live connection to the internet.

- Open the invoice**
- [Print / Email] -> Email Invoice -> Blank Body**

This brings you to a “Send Email” window which is:

- Automatically addressed to the Patient or Patient Group
- Has a “From Address” taken from the email specified in the record of the user’s login.
- Already has a PDF copy of the invoice attached to the email.
- Contains a blank message area.

- Type a suitable message in the email.**

To send the email:

- Click on [Send]**

The email interface only allows one address in the “To:” and “CC” fields. The email is sent electronically to the TM2 email server from where it is sent out to the recipients.

If you used TM2 with versions prior to 2008.01 and have a customised invoice layout, this will need to be updated to support the emailing of PDF invoices. There is a small charge for this: please contact TM2 Sales for more details.

Emailing a PDF of a Receipt

This new feature will allow users to email a payment receipt directly to the client as a PDF attachment. This is accessible under the ‘Print’ option while viewing a payment.

Other Useful Financial Functions

Write Off Old Invoices

If you have a number of old invoices which you wish to write off you can do this with a single function in the Finance Menu:

- Finance menu -> Write Off Old Invoices...**
- Specify "Invoices created before" date**
- Specify "which have no more than £____ remaining"**
- [Go]**

You are then taken to a window showing which invoices have been identified as meeting the specified criteria.

- Un-tick the "Include" column for any invoices you do not wish to be written off.**
- [Write-Off Selected]**

Those invoices selected are now automatically written off.

- [Close]**

Generating Financial Reports

- Reports: Finance View**

There are a range of financial reports available here - you are best to take a look at each one and use the ones that best suit your needs.

A summary of the reports available is shown in the "On-Going System Management and Reporting" section of this guide.

TM2 can create additional reports for you if required: please contact TM2 Sales for more details.

Data Integrity and Accounts Transfer

There are some very useful functions in TM2 for managing the finances across your business. These include the ability to link to accounting systems and lock down the financial details in TM2 so they cannot be modified once an accounting period has been “closed” and a transfer of data to an accounting system may have taken place.

The functions described in this section can only be performed by a TM2 user who has a user login which defines them as a “Financial User”.

Data Integrity

All managers of an administrative system should have a procedure in place to ensure the data in their system is all correct and complete for a given period of time. This becomes particularly important if accounts data is then going to be locked from future changes.

We show you a procedure on the next page should be followed in your practice at regular intervals e.g. weekly or monthly. This and additional procedures must be followed before making a transfer of financial data to an accounting system.

Accounts Transfer

TM2 provides a mechanism to create two different export files to your accounts software: one for invoiced items and one for payments received.

Note that when invoiced items are exported they are grouped by Ledger Code. It is therefore important that you have assigned Ledger Codes to all of your Stock Items in TM2.

Data Integrity Procedure – For All Users

Whether or not you export data to an accounting package, you should perform the following tasks on a regular basis, e.g. weekly or monthly:

| Task | TM2 Report to run | Notes |
|--|---|---|
| Check all appointments are complete and accurate | Check with staff that all diary appointments have been entered into TM2. Run report: Diary - Non Actioned Appointments | Non Actioned Appointments report shows all appointments in the past which are not set to "Complete", "DNA" or "Cancelled". Keep running the report and action the listed appointments until no further non-actioned appointments are shown for the period you are closing. |
| Ensure you know which appointments have not been billed and why | Run report: Diary - Non Billed Appointments. | This shows all appointments that have been completed but not billed. Ensure there are no appointments which should have been billed, and rectify. |
| Check all Billing Items have been invoiced | Run Report: Finance - Un-invoiced Billing Items by Account | Invoice all un-invoiced billing items and re-run the report to verify there are no un-invoiced Billing Items dated up to the end of the period you are working on. |

Closing Off Your Financial Data

TM2 provides the ability to “Close Off” the financial data up to a specified date within the system. Once financial data is Closed Off then:

- No changes can be made to financial data in TM2 that has an Accounting Date prior to or including the Close Off date.
- No new financial data can be created which has an Accounting Date prior to or including the Close Off date.

There are two methods by which financial data can be locked down from future changes in TM2:

- Accounts Export
- By “Closing Off” the financial data up to a given date.

If you have performed an Accounts Export, you should still also “Close Off” that same period of finances in TM2.

If you do not export your data to an accounting system then it is recommended that you still Close Off the accounts in TM2 at regular intervals to preserve the integrity of your financial data from erroneous changes made at a later date.

Closing Off – The Process

Before closing off your financial data in TM2 you need to be sure that it is accurate and correct.

To achieve this you should perform the tasks shown on the “Data Integrity Procedure” page earlier in this chapter of the User Guide.

To perform the Closing Off process:

- Finance (menu at the top) -> Accounting Close Off Date**
- Select the date up to (and including) which you want the accounting items to be locked.**
Be sure this is correct as it will lock financial data in TM2.
- [Save]**
- Check the date shown is correct. If so:**
- [Yes]**

All financial items up to and including that date are now locked down and cannot be changed.

Data Integrity Procedure For Accounts Transfer

If you will also be transferring data to your accounting system you should carry out the following additional checks to verify that you have all the correct information available:

| Task | TM2 Report to run | Notes |
|--|---|---|
| Check all payment / income amounts have a lodgement reference | Run report: Finance - Practice Income Report | If any Payment items listed do not have a Lodgement Reference it can be set in the form for the individual Payment as required. |
| Check all Billing Items have a ledger code | Run report: Finance - Accounting Report | If any items listed do not have a ledger code then add the relevant code to the Stock Item or Tools -> TM2 Options -> Ledger Codes tab. |

Running Transfer in Test Mode

You should now run a dummy accounts transfer in "Test Mode". Remember that to perform these operations you must be logged in to TM2 with a login which is set to be a "Financial User".

There are two transfers - one for invoices (sales) and one for payments (income).

First run the invoices (sales) export in test mode:

- Finance (menu at the top) -> Accounts Transfer -> Sales Export**
- Select the date range, Select Test Mode, [Run]**

You now see the invoiced totals that will be output to your accounts system, organised by Ledger Code. If you have any amount allocated to a blank Ledger Code then go back to the procedure on the previous page to check all Ledger Codes are set correctly.

The amount shown for each Ledger Code should correspond to the amount shown in the Accounting Report you ran previously.

Now run the payments (Income) export transfer in test mode:

- Finance (menu at the top) -> Accounts Transfer -> Income Export**
- Select the date range, Select Test Mode, [Run]**

The amount shown here should correspond to the amounts shown in the Practice Income Report you ran previously.

Accounts Export

Sales Data – Live Export

When you are satisfied that the data is correct from running in Test Mode you are ready to run the procedure in Live Mode for the Sales Data.

Note that this will lock down all your financial data in TM2 for the date range given.

- Finance (menu at the top) -> Accounts Transfer -> Sales Export**
- Select the date range**
Ensure this is the correct range as it locks down your financial data in TM2!
- Select Live Mode**
- [Run]**
You are warned that the lock down will occur.
- Click [Yes] if you are sure you wish to continue.**
- Select a folder in which to place the accounts export file**
- [Save], [OK]**

This creates two files in your specified directory:

- “[date/time] Sales-Output.csv”, which contains the data for import into your accounting package.
- “[date/time] Sales-Audit.csv”, which contains a summary of the individual transactions from which the output data was created.

The Output file can now be imported into your accounting system.

Income Data – Live Export

Follow exactly the same procedure as above but initially select:

- Finance (menu at the top) -> Accounts Transfer -> Income Export**

This will create files similar to those described above, containing the names “Income-Output” and “Income-Audit”.

FAQ – General Questions

How is the value and Accounting Date of the Sales Data determined?

The “Sales” data which is exported is taken from the invoiced Billing Items in TM2.

Since Billing Items can be created at different times to when they are placed on Invoices, TM2 defines an “Accounting Date” for each invoiced Billing Item according to the following rules:

- If the Billing Item is dated before the date of Invoice on which it is placed, the Accounting Date is set to the date of the Invoice.
This is for most normal circumstances.
- If the Billing Item is dated after the date of the invoice on which it is placed, the Accounting Date is set to the date of the Billing Item.
This deals with circumstances which may occur after the invoice is created such as the transfer of an amount from an insurance company to a patient or application of a discount after the invoice has been received.

What if we have to change an invoice after it is Closed Off?

In this case you need to follow normal accounting procedures: issue a credit note against the invoice.

And Finally

We hope you enjoy using TM2.

If there are other parts of the system you would like to be able to configure in a different way then please give us a call. It may be that we already have an option for what you need: if not then we will put it onto our list of enhancements to add to the product.

We always welcome customer feedback - we look forward to hearing from you!

Best regards,

The TM2 Team.