

# ArcBITS Newsletter

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## ArcSys Hot Tip

Did you know that you can create your in-house documentation for all of your data entry screens? In the top right corner of each screen is a



icon. Clicking on this will print the documentation. It includes what is allowed to go in each field and a brief explanation of what is normally expected. Additionally, a message about the buttons will also appear.

## Forget About the Government, It's The Martians Who Are Watching You

One of the integral design features of Red Planet is the collection of *useful* information to *improve* our product. Our reasoning has been that if you don't measure, you won't know if there are problems.

Some of the information we collect is for fun. For instance, you may observe from time to time that the first icon in the lower right corner of the menu changes. We discovered the following number of "hits" out of our client base:

• Valentines	583
• St. Patricks	227
• April Showers	386
• April 15 Tax Day	136
• May Flowers	268
• Summer Sun	464

We hope the quirky messages that appear when someone clicks this icon makes them smile. Obviously, Valentines seems to be the winner. We keep counts on the buttons used in data entry screens, too. This helps us decide if there are buttons that should be eliminated or re-organized.

Some of the information we collect is for what we call "curious problems". These are the ones we know they "happen" but we can't reproduce under testing conditions. An example is:

*AMBIGUOUS CONDITION. WPO CANNOT BE DISPLAYED.*

This message happened 6 times in the past month across our whole client base. A harmless message, mind you, but it can keep us up at nights wondering how it occurred. Another example we see frequently is: *VALUE WAS NULL.*

This happened 128 times—out of 100,000s of data entry fields.

Some of the information we collect is for serious problems. These include:

- Low disk space
- Illegal logon attempts
- Over 31 days since last end of cycle.
- CHECKBAL needs to be run.
- File Save is not running.
- Cross reference files are not current.

When we see these events occur, we take corrective actions to make certain your machine is "balanced" and running properly.

Additional information we collect includes what we call the A/R score analysis. This can be helpful and allows us to offer suggestions on how we can help you better manage your accounts receivable. For instance, the following 6-month averages are pulled from our clients:

• Average A/R:	<b>484,393.46</b>
• A/R ratio:	<b>1.3188</b>
• Daily Charges:	<b>12,379.92</b>
• Days to Collect:	<b>52</b>
• Current:	<b>46%</b>
• Over 30:	<b>18%</b>
• Over 60:	<b>11%</b>
• Over 90:	<b>6%</b>
• Over 120:	<b>5%</b>
• Over 150:	<b>23%</b>

Comparing some of these numbers with your practice may be helpful. Specifically, the A/R ratio, days to collect, and aging percentages are generally safe measures by which you can compare your practice to others. If your numbers are not as good as these averages, let us know. We can help improve your numbers.



## Monitoring Usage

One of the Red Planet tools to monitor system usage is known as VB. It originally meant, View Builder, but has morphed into something more expansive. You can type in the command VB from any menu. The first screen that appears gives you the option to choose from three different "views".

- Screens in Use
- Logon History
- Data Entry Usage

The first choice presents a screen that shows which users are in which data entry screens and which screens are in use by which users. This screen refreshes every minute.

The second choice presents a screen that shows who was logged on and when for a given date. It is more useful for looking at things in the past.

The third choice shows which files were updated during a certain time interval for a given date. It provides a view of the types of activities people are involved in during the work day.

Here is an example of **Screens in Use**.

	AlphaUsers	Screens	AlphaScreens	User	
<input type="checkbox"/>	1	ABH	CM1	ASF1	JEP
<input type="checkbox"/>	2	ARR	CM1	CM1	ARR
<input type="checkbox"/>	3	JEP	ASF1*	CM1	MEM
<input type="checkbox"/>	4	MEM	CM1	CM1	ABH
<input type="checkbox"/>	5	MYF	TX1	TX1	MYF

Looking at the two left columns, users ABH, ARR and MEM are in the patient registration screen CM1. JEP is making an appointment in ASF1. Additionally, JEP got to that screen by spawning/or pushing to it from another screen. This is indicated by the \*. (The more \*s that are displayed indicate how far they have "pushed".) Lastly, user MYF is entering a charge in TX1. The two right columns show the same information but are sorted by screen. The top of the screen shows the time when the screen was displayed and the number of Red Planet licenses that are in use out of what is allowed.



**Logon History** is interesting because it shows who was in the system and when.

ATLANTA WOMENS OB GYN PC 06-27-13 THURSDAY														
	User	6am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm
1	ABH		0	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
2	ADH			000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
3	ARB				00	0000	0000	0000	0000	0000	0000	0000	0000	0000
4	ARR			00	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
5	DSP			0	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
6	EBR							0						
7	FILE-SAVE	0	--											
8	ION			0	--	000	0000	0000	0000	0000	0000	0000	0000	0000
9	JAC			0	--	000	0000	0000	0000	0000	0000	0000	0000	0000
10	JEP			000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
11	JRR			000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
12	KCB			0	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
13	KEB			000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
14	KIT			00	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
15	KKS			0	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
16	KLM								00	0000	0000	0000	0000	0000
17	MDJ			0	--								0	--
18	MEM			0	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
19	MJA									0	0000	0000	0000	0000
20	MML			0	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
21	MYF			00	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
22	PLL			0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
23	SLEEPER	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
24	SSK			0000	0	--	00	0000	0000	0000	0000	0000	0000	0000
25	TMJ			00	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
26	TSC			000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
27	TSF			0000	0000	0000	0000	0000	0000	0000	0000	0000	0000	0000
	Users/hour	2	6	20	22	22	22	23	23	24	24	22	22	5

User ABH started using the system around 7:45. User MDJ was in briefly around 7:30 and then around 4:15. At the bottom of the screen we see how many people/tasks were running by the hour.

Lastly, the astute reader can glean which files are being updated from the **Data Entry Usage** screen.

ATLANTA WOMENS OB GYN PC 06-27-13										
	TIME	ASF	BH	CM	DSF	MIM	MSGS	RC	TX	ZIP
1	08:00									1
2	08:30	7		5		2				25
3	09:00	11	5	7	1		1			73
4	09:30	13		8	1					81
5	10:00	11	1	9	1		1			46
6	10:30	17	3	6	2		3			86
7	11:00	13	5	8			3			79
8	11:30	22		8			3			54
9	12:00	13	2	1	1		3	1		34
10	12:30	7		1	1					22
11	13:00	8		4						31
12	13:30	8	2	9	1					44
13	14:00	24		11				1		27
14	14:30	19	1	14						36
15	15:00	11		6	1		2			57
16	15:30	8		6	1	1	1			51
17	16:00	8	1	1	1			2		64
18	16:30	5		1	1			1		10
19	17:00	4	2							108
20	17:30				1					
	Total	209	22	105	13	3	17	5	929	1

There were 209 appointments recorded with a peak around 11:30 and around 2pm.