

## Welcome to ClinicPro Software!

This manual is designed to supplement the hands on training provided for you and your office personnel by one of our specialized training agents. Use this manual along with your scheduled training modules, or when you are operating on your own. The ClinicPro Office Manual may save you precious time and frustration as questions arise in the course of your day to day operations. We hope you find this Manual helpful.

Along with the ClinicPro Office Manual we have created other resources to support you in negotiating your office billing, using your Electronic Medical Records software, staying current with industry standards, industry practices, and maintaining an interactive relationship with Clinic Pro staff. Your input is crucial in determining future software amends and advancements. Please take some time to familiarize yourself and your office team with these resources.

### NEGOTIATING OUR WEBSITE

<[www.clinicprosupport.com](http://www.clinicprosupport.com)> proves to be a helpful bookmark in your Internet Browser. The ClinicPro support website provides easy access to a wealth of pertinent information and support for your practice. Here is an overview of the site:

#### **Manuals**

Here are abbreviated training materials as well as Patient Intake Forms.

#### **Tutorials**

There are supplemental folders to assist you in the following areas:

- **The Appointment Scheduler**
- **Billing**
- **Getting Started** – this folder contains tutorials to help you in setting up your network and registering your ClinicPro programs.

- **Lists**- this folder contains tutorials for adding information to the provider screen, clearinghouses list, and list of insurance companies- just to name a few items.
- **Mail Merge**
- **New Patient Entry**
- **Payments** – here are six different tutorials on entering insurance and patient payments that expand lessons through to secondary billing.
- **Reports**
- **Transactions**

**Billing Resources**

There are many topics under this header that will prove extremely useful when handling your office billing. We have included folders on reading your insurance rejections and understanding 837 loops in this topic. ClinicPro has also provided access to some Insurance Payer lists for your convenience.

**News & Information**

Stay current with ClinicPro advancements and industry changes with this link

**Tips and Tricks**

Years of providing customer support yields an idea of some frequently asked support topics. Using this link will empower your office with our step by step solutions. Included in this folder are:

**Printing an Appointment History**

- **Exporting Demographics**
- **Changing Patient Numbers**
- **Upgrading Person to Patient**
- **Facility Not Defined**
- **Insurance Credits**
- **Insurance Refund**
- **Insurance Refund with Write-off**
- **Mapping a Network Drive**
- **Patient History Form**

## **Hi-Tech Stimulus Plan**

There is much ado regarding the Stimulus Plan, who is eligible, what requirements need to be met and what the possibilities for reimbursement may allow for providers. ClinicPro has invested much time and energy in digesting this battery of evolving information in an attempt to inform our customers. We understand how complex this volatile industry is currently. Please watch the provided tutorials!

## **Help & Support**

The folders under this header are varied but again, compiled after years of providing customer support.

- **Update Instructions** – step by step instructions on safely updating your ClinicPro software.
- **Join a Meeting** – ClinicPro technicians use remote access software to join your office in a Web Meeting when necessary for training or support purposes. This is the link to follow to enable remote web access.
- **Upload a File**
- **Downloads** – here is the ClinicPro workstation file installation as well as some peripheral software for office use.
- **Troubleshooting** – in the event of software errors you may wish to troubleshoot your own issues. This folder enables you with step by step instructions to help you get back up and running:

## **Site Map**

Navigate through the ClinicPro site.

## **Contact Us**

If you have questions or concerns and would like to forward them to ClinicPro, please use this link.

## **Policy Statement**

### **Fireside Chats**

Here you will find links to Marilyn Gard's regular emails on the status of ClinicPro and many related topics.

### **Staff –**

### **Online Backup**

If you are interested in securing your data, please check this link.