

# WELFORD CHART NOTES NEWSLETTER

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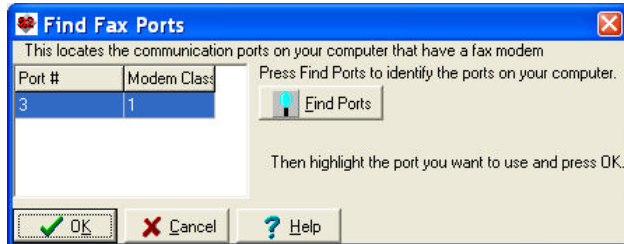
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## **SET UP YOUR FAX PRESCRIPTION OPTIONS** *(User's Manual, pgs. 977-979)*

Version 5.1 allows you to send prescriptions from the Prescription Writer to pharmacies via your fax modem. This can be a great convenience for your patients.

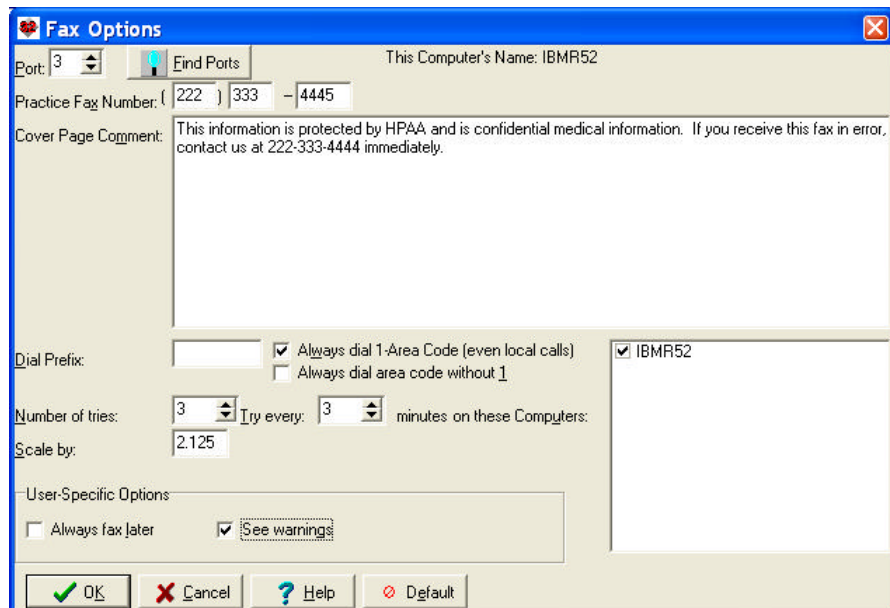
In order to use this feature, you need to do some preliminary setup. Let's do this now.

1. Make sure you have installed the FaxManJr. software on your computer. Ordinarily, this installs automatically when you install or upgrade to version 5.1. If for some reason it does not install correctly, contact **MEDCOM Information Systems** for a FaxManJr. installation CD.
2. Make sure your computer has a fax modem built into it or attached to it. (You can check this by right clicking **My Computer**, clicking **Properties**, clicking the **Hardware** tab, clicking **Device Manager**, clicking the + next to **Modems**, and seeing the name of your modem(s) listed there. If you right click on the name of a modem, click **Properties**, and click on the **Modem** tab, you can verify which port the modem is using (e.g. COM3)).
3. In **Welford Chart Notes**, choose System\Fax Options.
4. If you know which port the modem is using, you can simply enter that number. However, if you are uncertain, you should press the **FIND PORTS** button.
5. The **Find Fax Ports** window opens. Again press the **FIND PORTS** button. The program will automatically look for any fax modems attached to your computer and list them in the table at the left. If it can't find any fax modems, then either you don't have one, or it isn't turned on, or it isn't attached to your computer, or you don't have Faxman Jr. software installed.
6. If it finds a fax modem, highlight it and press **Ok**. The Port # will be automatically copied to the **Ports** field in the Fax Options screen.



Now, set up your other Fax Options:

1. Enter your **Practice Fax Number**. This is optional, but it lets the recipient pharmacy know what number to use if it needs to fax things back to you.
2. Enter a **Cover Page Comment** which warns the recipient that this is protected health information and should not be divulged if received in error.



3. If you need to dial a number to dial out of your building, enter that number as the **Dial Prefix**. (For example, in some places, you need to dial 9 before dialing the actual phone number in order to get an outside line; in that case, enter a **Dial Prefix** of 9).
4. If you must always dial 1 followed by the area code when dialing a number (even when the call is local and shares the same area code as your fax machine) then check **Always dial 1-area code (even local calls)**. Otherwise, leave this unchecked.
5. If, on the other hand, you must always dial just the area code WITHOUT the preceding 1, then check **Always dial area code without 1**.
6. If you would like the program to send faxes in the background (recommended), then you should specify the **Number of tries** (how many times the program should attempt to reach a fax machine before giving up). (Sometimes the other fax machine is busy, so you want this number greater than 1. On the other hand, if the other fax machine is broken, or off-line, or you are inadvertently using the wrong number, you don't want to keep fruitlessly sending the fax indefinitely, so you want to set this to a number no greater than about 10; 3 is a reasonable number to use). You should also set the **Try every <n> minutes** to a number between 1 and 10 (3 is a reasonable number to use), so that if the recipient's fax machine is busy, you will give it a chance to become available again before attempting to send another fax. Finally, in the **on these Computers** list, check only one or a few computers on your network to act as the Fax Server, which will be tied up sending faxes when any are pending. (You can continue to use these computers for other purposes, but their performance may slow down while they are busy sending faxes).
7. You may need to adjust the **Scale by** factor in order to make the fax more readable. Usually just use the factory default setting of 2.125. (Larger numbers make the prescription print in larger letters on the paper).
8. Each user can also set his User-Specific Options. Most users will want to check **Always fax later**, which means that when you mark a prescription to be faxed, it will be faxed in the background. Otherwise, you can wait while it faxes immediately. Only users who are responsible for supervising the operation of the fax modem (such as IT personnel) should check **Show warnings**. These are warnings that appear on the screen if there is a problem sending a fax. These same warnings also appear in the Fax Log so they can be reviewed later, but someone should check **Show warnings** so that they see that there is a problem immediately when it occurs and can take steps to fix it on the spot.
9. Now, press **OK** to store your Options.

You also need to record the Fax Numbers for each Pharmacy that you plan to fax prescriptions to. Here's how:

1. Press View\Prescription Log\**ADD**.
2. Click on the **Pharmacy** field and press **EDIT**.
3. Press **SEARCH** and choose the name of a Pharmacy (or enter a new one in the **Pharmacy Name** field).
4. Move to the **Fax** field and type in the Pharmacy's Fax Number.
5. Press **OK** to store this information.

Next month, we'll see how to actually fax a prescription.

## NEWS ON UPCOMING VERSIONS

We are hard at work on version 5.2. Please let us know if there are features you would like to see added to the program.

## SEND US YOUR TIPS

If you have tips, shortcuts, questions, or suggestions for future newsletter topics, please send them to us at:

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