



MedicalDirector Pracsoft

4.4 Enhancements

Navigating Slides

1. **Side panel** will allow you to jump to the slide you wish to read next.
2. **Main Headings.**
3. Select another **Subheadings.**
4. Indicates the Slide you are on.
5. When using the PDF please open in **Window width or Fit to Width** to allow you to use the Side panel to move across the slides.
6. Select **Browser's menu** to move between slides.
7. Document outline of each slide.
8. Select the logo to be redirected to website.

Telstra Health MedicalDirector Clinical 4.3 Enhancements PDF.pdf

30 / 34 | - 96% + | [Icons]

Slide 1: MedicalDirector Clinical 4.3 Enhancements Welcome Page

Slide 2: Navigating Slides

Slide 3: Learning Objectives

Slide 4: 4.3 Enhancements Welcome Page

Slide 5: Sending Email via Documents, Results, Letters or Correspondence Tab

Slide 6: Email Templates

Slide 7: Import Email as a Letter

Slide 8: A New Funding Model Option has been added for Users to Record whether or not a Vaccine has been given as part of the National Immunisation Program

Slide 9: The AIR Immunisation screen now displays the patient's AIR demographic details to assist with patient identification

Slide 10: Add Progress Notes from anywhere in the patient workflow, via a new floating panel

Multilocation Login – Adding Doctor/Nurse to Location

1. Select **User> Setup Users > User Database** window will appear.
2. Click **Add Doctor** or **Add Nurse Practitioner**. If there is no **Add Doctor** button present, please refer to [Multi-User Licensing](#). The **Add Doctor/Nurse Practitioner** window appears.
3. Enter your details.
 - o All details marked with a red asterisk must be completed;
 - o The recording of a Doctor's/Nurse Practitioner's name, address, prescriber number, provider number and qualifications is a legal requirement, as these details appear on prescriptions. The Provider Number is required as it is used on [Pathology/Radiology forms](#) and added to referral letters.
 - o Indicate the doctor's [location](#).
 - o See [Healthcare Identifiers Service](#) for information on the HPI-I number.
 - o The **AHPRA Registration/State Registration No.** fields are optional. For more information, please contact the [Department of Health and Ageing](#) in your state.
 - o If you wish to participate in [My Health Record](#), tick the **Participate in MyHealthRecord** check box and enter your details as you wish them to appear within the My Health Record system.
4. **Optional:**
 - o [ePrescribing](#) is enabled by default and requires that you have registered for [MDEXchange](#) to function.
 - o Indicate whether this practitioner participates in [Real Time Prescription Monitoring](#).
 - o Indicate whether this practitioner wishes to enable Paperless ePrescribing.
 - o Tick the **Auto-Capitalise Name** check box to automatically capitalise the first letter of each word you type. There are numerous windows throughout Clinical that offer this functionality, including the various [Options](#) tabs. The status of this Auto-Capitalise Name check box determines the default for all others.
5. Click **OK** to add the new user to the database and create a password. See [Setting and Changing Your Password](#).
6. Click **Save** to confirm.

Note: Configuring the [user's permissions](#). If you created a new Nurse Practitioner and you run Pracsoft in conjunction with Clinical, you will now need to open Pracsoft and add the Nurse Practitioner to Pracsoft. See [Editing Practitioners and Users](#) within Pracsoft for detailed instructions.

User Database

User	Location	Category	Address	Phone	Type	Qualifications	Prescriber No.	Provider No.
Dr A Practitioner	MedicalDirector Simple	Doctor	205 Bourlong Street BUNDABERG 4670	1300 788 802	Prescriber	M.B. B.S. Dip R.A.C.O.G.	2173711	24266218
Dr A Practitioner 1	MedicalDirector Simple	Doctor	209 Hill Drive AVOCA 4670	0741245632	Prescriber	M.B. B.S.	2173711	24266218
Hazel Lagunas	MedicalDirector Simple	Practice Manager						
Hazel Lagunas	MedicalDirector Simple	Practice Manager						

New Password

New Password: [Text Box]

Confirm New Password: [Text Box]

[Save] [Cancel]

1	Find Appointment Functionality
	Appointment Book Usability
	Waiting Room
	Claiming
	Finance
	Bug Fixes
3	Auto Add to Waiting Room
	Colour Background & Text of Appointments
4	Reschedule an Appointment
	Site Participates In NRA Incentive
	New Pracsoft Payments

Learning Objectives

In this Smart guide you will learn about:

MedicalDirector Pracsoft
4.4 Enhancements

- ✓ **Improved Find Appointment functionality:**
 - It is now possible to search for appointments by Appointment Type and Appointment Books. [4](#)
 - You can go to a specific appointment by right-clicking it and selecting Go To Appointment. [5](#)
- ✓ **Improved Appointment Book usability:**
 - Activate the revised Appointment Book. [6](#)
 - Reschedule an appointment by dragging-and-dropping it to a different time slot & Appointment Type on Reports [7](#)
 - Edit Existing Special Sessions [8](#)
 - Select a colour for the background and text of appointments. [9](#)
- ✓ **Waiting Room:**
 - The new appointment type option Auto Add Waiting Room automatically adds appointments to the Waiting Room 15 minutes before the scheduled start time. The appointment is marked as Waiting. This is useful for Telehealth appointments to ensure they are not overlooked. [10](#)
 - The New Patient Waiting Field & Changes to Medicare Card Swipe. [11](#)
- ✓ **Claiming:**
 - When preparing to transmit unsent claims to Medicare, patients who have no Medicare number are not listed in the Unsent Patient Claim window. [12](#)
 - When resolving exceptions to a claim, in the Resolving Claim Exceptions window, you can now select all of the claim's exceptions at once by clicking the new Select All button. [13](#)
 - If EasyClaim is activated and you enter a visit for a patient with no recorded Medicare number, Pracsoft formerly displayed multiple messages. This workflow has been simplified to reduce the number of messages. Now, Pracsoft displays a message asking if you want to add the Medicare number. [14](#)
 - Medicare Benefits Schedule - Non-Referred Attendance (**MBS-NRA**) Incentive Program [15](#)
 - Pracsoft records the visit and transmits a claim. This action is logged to the HICProcessing.log. [16](#)
- ✓ **Finance:**
 - Receipt site numbers can now range from 0 to 99, which makes it possible to differentiate the bank account information for up to 100 Pracsoft sites. Enter the receipt site number in **Setup > Workstation Settings > Billing tab > Receipt site number**. [17](#)
 - Multiple items in an account can now be reversed simultaneously. [18](#)
 - New Filters in Unbanked Receipt Summary for (Site Name) & Advanced Searches in Statement [19](#)
 - In the Receipt window, the new Jump to Inv field quickly locates the specified invoice number in the Payment Allocation list. [20](#)
- ✓ **Bug Fixes** [21](#)
- ✓ **New Pracsoft Payments** [22](#)
- ✓ **Assignment of Benefits** [23](#)

- [Find Appointment Functionality](#)
- [Appointment Book Usability](#)
- [Waiting Room](#)
- [Claiming](#)
- [Finance](#)
- [Bug Fixes](#)
- [New Pracsoft Payments](#)
- [Assignment of Benefits](#)
- [MedicalDirector Support](#)

Find Appointments by Appointment Type & Appointment Books

Finding the New Appointment Types across All Appointment Books

- Open the Appointment Book. Either:
 - Click Appointment Book Icon
 - Select **Waiting Room > Appointment Book**
- If you have multiple Appointment Books in use, select the Appointment Book you want to use via the associated drop-down list or tick **All Appointment Books** from **Find Appointment** window.
- Either select **Appointment > Find Appointment**, or press **F2**

In the **Find Appointment** window,

- Select a date range to search, using the calendar tools at the top of this window.
- In the **Search For** text box, enter the patient's name (or part of), or the keyword(s) you would like to search for or keep it blank to search all patients.
- NEW Appointment Type** – Select from the associated drop-down list.
- Linked patient appointment, select the **Linked Patient Appointment** option. Alternatively, you can search for All Patients with an specify **Appointment Type** by keeping the **Search For** blank and select **Appointment** text option.
- (Optional)** If you want to search for deleted appointments, in **Delete Reason** enter some text to search for.
- Click **Search**.
- If there is more than one matching patient, select the patient from the list in the **Search Results** window.
- (Optional)** Right click on the appointment in the **Search Results** and click **Go to Appointment**.

Find Appointment

From date:

To date:

4

Date range:

20/07/2026

3/08/2026

Search for:

5

Appointment Type:

New patient

6

☐ Linked patient appointment

7

☒ All Appointment Books

2

☒ Appointment text

7

Appointment text search options

☒ Search text = Entire appointment text

7

☐ Search text = Beginning of appointment text

7

☐ Search text occurs anywhere in appointment text

7

Delete reason:

Search results:

Date/Time	Practitioner	Patient	Appointment Book
20/07/2026 - 1:30 PM	RAC - New Lo	Anderson,Penny Documents (Penny) [...]	Appointment Book
27/07/2026 - 1:30 PM	RAC - New Lo	Anderson,Penny Documents (Penny) [...]	Appointment Book
03/08/2026 - 1:30 PM	RAC - New Lo	Anderson,Penny Documents (Penny) [...]	Appointment Book

10

Searching All Appointment Books may take some time

9

Search

Delete

Close

Find Appointment Searches

Go To Appointment Option

Revised Appt Book & New Merchant ID Area

Reschedule an Appointment & Report

Edit Existing Special Sessions

Colour Background & Text of Appointments

Auto Add to Waiting Room

Patient Waiting Field & Medicare Swipe

No Medicare Card not listed Unsent Claims

Select All Exceptions Button Available

Next

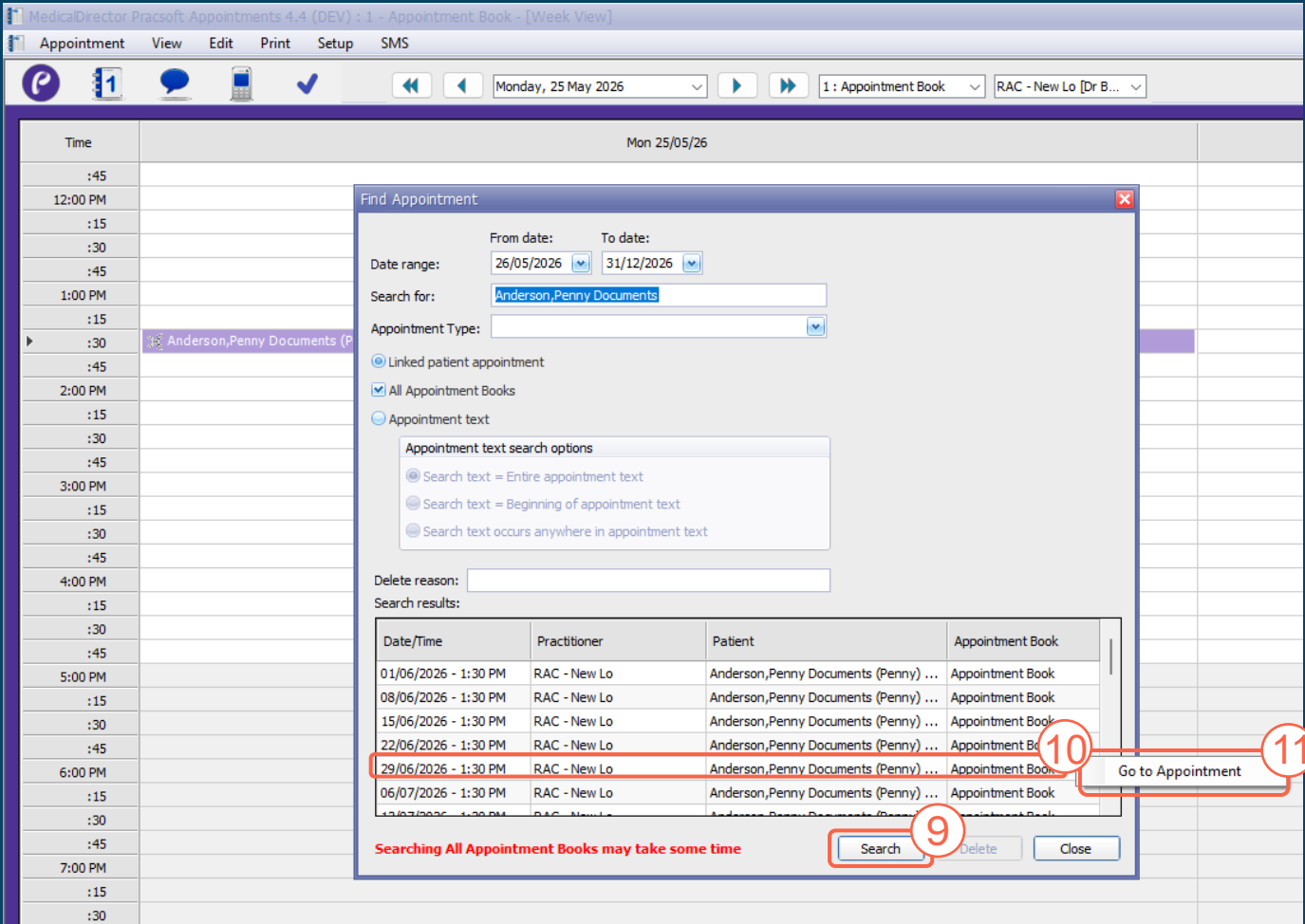
New Go To Appointment Option

Find a Specific Appointment by Right-Clicking it & Selecting Go To Appointment

1. Open the Appointment Book. Either:
 - Click Appointment Book Icon
 - Select **Waiting Room > Appointment Book**
2. If you have multiple Appointment Books in use, select the Appointment Book you want to use via the associated drop-down list or tick **All Appointment Books** from **Find Appointment** window.
3. Either select **Appointment > Find Appointment**, or press **F2**

In the **Find Appointment** window,

4. Select a date range to search, using the calendar tools at the top of this window.
5. In the **Search For** text box, enter the patient's name (or part of), or the keyword(s) you would like to search for or keep it blank to search all patients.
6. **NEW Appointment Type** – Select from the associated drop-down list.
7. Linked patient appointment, select the **Linked Patient Appointment** option. Alternatively, you can search for All Patients with an specify **Appointment Type** by keeping the **Search For** blank and select **Appointment** text option.
8. **(Optional)** If you want to search for deleted appointments, in **Delete Reason** enter some text to search for.
9. Click **Search**.
10. If there is more than one matching patient, select the patient from the list in the **Search Results** window.
11. **(Optional)** Right click on the appointment in the Search Results and click **Go to Appointment**.



Find Appointment Searches
Go To Appointment Option
Revised Appt Book & New Merchant ID Area
Reschedule an Appointment & Report
Edit Existing Special Sessions
Colour Background & Text of Appointments
Auto Add to Waiting Room
Patient Waiting Field & Medicare Swipe
No Medicare Card not listed Unsent Claims
Select All Exceptions Button Available
Next

Activate the Revised Appointment Book & Updating Merchant IDs for Tyro

Switching between the New & Original Appointment Book Styles.

1. In Pracsoft, go to Select **Setup > Global Settings**.
2. From the **Patient** tab.
3. Locate the Use **New Appointment Book** setting.
4. The **New Appointment Book** is turned on by default.
 - o Clear the checkbox, click **Save**, then re-open the Appointment Book (To return to **Original Appointment Book** style).
 - o Re-tick the checkbox, click **Save**, and re-open the Appointment Book (To turn the **New Appointment Book** style back on).
5. Click **OK** as these are Global Setting and will affect all Pracsoft users.

Merchant IDs for Medicare Easyclaims with Tyro Device are now accessed by **Global Settings**.

- a. Select **Setup > Global Settings > Payment Types**.
- b. In the **Payment Type** list, for the **EFTPOS Auto payment** type.
- c. The **Merchant IDs** box lists is now available below bulk billing voucher. For each bank account you want to use with Medicare Easyclaim, in the **Merchant ID** column, enter the merchant ID. Merchant IDs are supplied by Tyro.
- d. Click **Save**.
- e. Click **OK** as these are Global Setting and will affect all Pracsoft users.

Note:
Formerly the merchant IDs were entered in the **Bank Account Setup** window. This window has been removed.

Global Settings

Patient

Account

Chart No

Bulk Billing

Online Claiming

Payment Types

IHI Search

☒ Show unique patient number
 ☒ Check Health Care Card details
 ☐ Suppress saving of actual visit times
 ☒ Use selected appointment time when recording visit
 ☐ Auto add Medical Director patients to Waiting Room
 ☒ Default Bulk Bill concession
 ☒ Show referral information (required for specialists)
 ☒ Allow non specific referrals
 ☒ Enable Expired Referral prompts
 ☐ Require user ID for financial updates
 ☒ Show birthday alert in Waiting Room

Check Medicare card details

☐ When added to Waiting Room
 ☐ When recording a visit

☒ Enable Telehealth

Patient Alerts

☒ On adding patient to appointment book
 ☒ On adding patient to Waiting Room
 ☒ On opening patient's file

☒ Use New Appointment Book

Note:

New Appointment Book will give you access to:

o Reschedule an appointment by dragging-and-dropping it to a different time slot.

o Select a colour for the background and text of appointments.

Save

Cancel

Find Appointment Searches
Go To Appointment Option
Revised Appt Book & New Merchant ID Area
Reschedule an Appointment & Report
Edit Existing Special Sessions
Colour Background & Text of Appointments
Auto Add to Waiting Room
Patient Waiting Field & Medicare Swipe
No Medicare Card not listed Unsent Claims
Select All Exceptions Button Available
Next

Reschedule an Appointment & Appointment Type on Reports

Dragging-and-dropping it to a different time slot.

1. Open the Appointment Book. Either:
 - o Click Appointment Book Icon
 - o Select **Waiting Room > Appointment Book**
2. Simply drag and drop to Reschedule or Reassign the Appointment.
3. The original appointment is **left highlighted** to assist with returning if the appointment was moved by accident.

The Appointment List report now displays the appointment type in addition to the appointment time and patient name.

- a. In Pracsoft, ensure several appointments with different types (e.g. Standard, Vaccination, Telehealth) are booked for the day.
- b. Go to **Appointment Book > Print**.
- c. Choose **For appointment book**.
- d. Click **Preview** or **Print**.

Note:

Reschedule Appointments will show in your **Deletions History**
 Select **View > Show Delete History> Deletions History** window appears.
 Comment: Edit-Replaced Appointment

Requires you to have **New Appointment Book** to give you access. For more go to **Activate the Revised Appointment Book**

The screenshot shows the 'Appointment Book - [Day View]' window. The interface includes a menu bar with 'Appointment', 'View', 'Edit', 'Print', 'Setup', and 'SMS'. Below the menu is a toolbar with icons for a calendar, a list, a speech bubble, a checkmark, and navigation arrows. The main area is a table with columns for 'Time', 'RAC - New Lo [Dr Becstar]', and 'OD - Olddr [Old Doctor]'. The time slots range from 9:00 AM to 2:00 PM in 15-minute increments. A red arrow labeled '3' indicates a drag-and-drop action from the 11:00 AM slot to the 1:00 PM slot. A red box labeled '2' highlights the patient information for the appointment at 1:00 PM: 'Anderson,David (David) [], 07 4151 1896, , 61 Wallace Street,Melbourne,3000, 12/10/2013'. The bottom status bar shows 'RAC @ 11:15 AM', the patient name and address, and the date 'Tuesday, 19 May 2026'.

Find Appointment Searches

Go To Appointment Option

Revised Appt Book & New Merchant ID Area

Reschedule an Appointment & Report

Edit Existing Special Sessions

Colour Background & Text of Appointments

Auto Add to Waiting Room

Patient Waiting Field & Medicare Swipe

No Medicare Card not listed Unsent Claims

Select All Exceptions Button Available

Next

Edit Existing Special Sessions

- It is now possible to edit existing special sessions in the appointment setup.
- In Pracsoft, open the Appointment Book.
1. Go to **Appointment Book > Setup > Availability > Special Sessions**.
 2. In the **Scheduling Temporary Sessions** window, from the **Practitioner** list, select the practitioner you want to edit a temporary session plan for.
 3. Click **Show** button, the **Temporary Session Days** window will appear.
 4. Highlight the session and choose **Edit** (or double-click).
 5. Change the start time, end time, or slot length and **Save**.
 6. Select **Close** to return to the **Appointment Book** or click **Show** to continue to edit other special session.

Create New Special Sessions

- a. Open the Appointment module. Either:
 - o Click Appointment Book Icon.
 - o Select **Waiting Room > Appointment Book**.
- b. If you have multiple Appointment Books in use, select the Appointment Book you want to use via the associated drop-down list.
- c. Select **Setup > Availability > Special Sessions**.
- d. In the **Scheduling Temporary Sessions** window, from the **Practitioner** list, select the practitioner you want to create a temporary session plan for.
- e. In the **From date** and **To date** lists, select the date range for the temporary session.
- f. In the **Starting time** and **Finishing time** lists, enter starting times and finishing times for each session. You can use the arrow buttons to shift forward and backward in half-hour increments.
- g. Optionally, set **Other Location** for a session if its appointments will be held at a site other than the normal practice, for example, home visits. Sessions flagged in this way appear in the Appointment Book in a different colour.
- h. Click **Save > Close**.

Temporary Session Days

Temporary Session Days recorded for AP - desk

10/10/2019	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
17/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
18/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
19/09/2026	(1)	9:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
20/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
21/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
22/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
23/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
24/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
25/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
26/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
27/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
28/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
29/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-
30/09/2026	(1)	10:00 AM - 2:00 PM	(2)	-	(3)	-	(4)	-	(5)	-	(6)	-

Edit

Delete

Close

Scheduling Temporary Sessions

Practitioner: AP - desk

From date: 19/09/2026

To date: 19/09/2026

Starting time: 9:00 AM

Finishing time: 02:00 PM

location:

Session one:

Session two:

Session three:

Session four:

Session five:

Session six:

Show

Save

Close

Find Appointment Searches
Go To Appointment Option
Revised Appt Book & New Merchant ID Area
Reschedule an Appointment & Report
Edit Existing Special Sessions
Colour Background & Text of Appointments
Auto Add to Waiting Room
Patient Waiting Field & Medicare Swipe
No Medicare Card not listed Unsent Claims
Select All Exceptions Button Available
Next

8

Select a Colour for the Background & Text of the Appointments

Managing & Customising Appointment Types

- Open the Appointment Book. Either:
 - Click **Appointment Book Icon**
 - Select **Waiting Room > Appointment Book**.
 From within the Appointment Book
- Select **Setup > Appointment Types**. The **Edit Appointment Types** window appears. To customise an Appointment Types Colours:
- Change the Background Colour**
 - Click the **Card Colour** box next to the associated appointment you want to edit. From the **Select Colour for Appointment Type** window.
 - Select **Pick Colour**
 - Pick from the **Basic or Custom Colours >**
 - Select **OK** to return to the **Select Colour for Appointment Type** window.
 - Click **OK**. **Note** your chosen colour is visible on this window.
- Change the Text Colour**
 - Click the **Text Colour** box next to the associated appointment type you want to edit. Follow the same steps as the Background.
 - From the **Select Colour for Appointment Type** window.
 - Select **Pick Colour**
 - Pick from the **Basic or Custom Colours >**
 - Select **OK** to return to the **Select Colour for Appointment Type** window.
 - Click **OK**. **Note** your chosen colour is visible on this window.
- (Optional) Repeat the same process for each Background & Text Colour required.
- Click **Save** to confirm all your changes.

Note:

- These are Global Setting and will affect all Pracsoft users.
- Soft, muted colours like light blue, green, gray, or dark mode backgrounds are generally best for reducing eye strain.

Requires you to have **New Appointment Book** to give you access. For more go to **Activate the Revised Appointment Book**

ID	Icon	Display Order	Appointment Type Name	Send SMS	Shortcut	Card Colour	Text Colour	Default	Length	Auto Add WR
0		1	Standard	☒	Ctrl+O	[Color]	[Color]	15	minutes	☐
1		2	test 2	☒	Ctrl+V	[Color]	[Color]	15	minutes	☐
9		10	Blood	☒	Ctrl+P	[Color]	[Color]	15	minutes	☐
10		11	Acup	☒	Ctrl+S	[Color]	[Color]	15	minutes	☐
11		12	Pap S	☒	Ctrl+D	[Color]	[Color]	15	minutes	☐
12		13	Blood	☒	Ctrl+B	[Color]	[Color]	15	minutes	☐

New Appointment Type Option Auto Add Waiting Room

Automatically Adds Appointments to the Waiting Room

The new appointment type option Auto Add Waiting Room automatically adds appointments to the Waiting Room 15 minutes before the scheduled start time. The appointment is marked as Waiting. This is useful for Telehealth appointments to ensure they are not overlooked.

1. Open the Appointment Book. Either:
 - Click **Appointment Book Icon**
 - Select **Waiting Room > Appointment Book**.

From within the Appointment Book

2. Select **Setup > Appointment Types**. The **Edit Appointment Types** window appears.

Setting up Auto Add to Waiting Room (WR)

3. Select your Default Length between **5-60** minutes & tick **Auto Add WR**
4. Select **Save** to return to appointment book.

The patient are automatically added to the Waiting Room for the healthcare provider with whom they are booked.

Edit Appointment Types

Custom appointment types

ID	Icon	Display Order	Appointment Type Name	Send SMS	Shortcut	Card Colour	Text Colour	Default	Length	Auto Add WR
0		1	Standard	☒	Ctrl+O			15	minutes	☐
1		2	test 2	☒	Ctrl+V			15	minutes	☐
2		3	New patient	☒	Ctrl+P			15	minutes	☐
3		4	Home Visit	☒	Ctrl+H			15	minutes	☐
4		5	Script	☒	Ctrl+S			15	minutes	☐
5		6	Script1	☒	Ctrl+D			15	minutes	☐
6		7	Obstetrics	☒	Ctrl+B			15	minutes	☐
7		8	SMS	☒	Ctrl+E			15	minutes	☐
8		9	Blood Test	☒	Ctrl+T			15	minutes	☐
9		10	Blood Test Fasting	☒	Ctrl+F			15	minutes	☐
10		11	Acupuncture	☒	Ctrl+U			15	minutes	☐
11		12	Pap Smear	☒	Ctrl+M			15	minutes	☐
12		13	Blood Pressure	☒	Ctrl+L			15	minutes	☐

Please click the icon to select a custom icon.

Notes: Pracsoft needs to be restarted before the new icons take effect.

Save

Cancel

- Find Appointment Searches
- Go To Appointment Option
- Revised Appt Book & New Merchant ID Area
- Reschedule an Appointment & Report
- Edit Existing Special Sessions
- Colour Background & Text of Appointments
- Auto Add to Waiting Room
- Patient Waiting Field & Medicare Swipe
- No Medicare Card not listed Unsent Claims
- Select All Exceptions Button Available

The New Patient Waiting Field & Changes to Medicare Card Swipe

The **Waiting Room** is where you track the movements of patients in your actual Waiting Room at your Practice.

- From the **Waiting Room** you can:
- Check a patient's contact details.
 - Keep a track of who is currently in your Waiting Room, and for how long.
 - See what time the patient's appointment was for.
 - See when the patient arrived.
 - Assign visiting patients to specific practitioners.
 - Specify items that the patient will be billed for, and the type of billing. For more information, see Appointment Types.
 - Record notes about the patient and their visit.
 - Print the Waiting Room list.
 - Open Smart Visual Dashboards.

1. NEW Total Number of Patients Waiting

Changes to Medicare Card Swipe

When using a Medicare Card swipe to search for a patient in the Waiting Room, the scanned card number is now in the format 1234567890.

Use a Medicare Card Swiper in Pracsoft

MedicalDirector Pracsoft Demonstration 4.4 (DEV) - [Waiting Room]

Patient

Waiting Room

Accounts

Processing

Reports

MedicalDirector

Admin

Setup

SMS

Window

Help

C

2221

Name	Chart	Appointment Time	Arrival Time	Waiting Time	Concession	Practitioner	Items To Bill	Billing Type	Notes
Aboozar	2333 -	30/11/2024 2:15 pm	30/11/2024 12:19 pm	771639 mins	Pensioner	099 - Surgery	23, 44		
Anderson, David	-	17/06/2025 10:00 am	17/06/2025 10:21 am	485197 mins	None	SAD - Ff			add
Anderson, David	-		20/02/2026 1:20 pm	127898 mins	None	2221 - Bundy			
Anderson, Karenne	HPI-159 -		9/04/2026 12:05 pm	58853 mins	None				
Anderson, Penny I	-		7/05/2026 12:44 pm	18494 mins	N				
Andrews, Fred		21/05/2026 9:30 am	20/05/2026 8:55 am	3 mins	N				
Andrews, Anna	-	21/05/2026 10:00 am	20/05/2026 8:55 am	3 mins	N				

Note:

Enabling Practitioners Tabs in the Waiting Room.

a. Select **Admin > Practitioners**.

In the **Registered Practitioners** window, find the registered practitioner tick **Show** box.

b. Click **Close** to return to the waiting room

c. Practitioner Tab will now be available in the Waiting Room.

Phone (H) :

Phone (W) : 07 1234 5674

Phone (M) :

DOB : 01/01/2019 (7 yrs 4 mths)

Medicare No : 2474 29293 7 (3)

Email :

☐ Select multiple patients
 Sort By: Default
 ☐ Descending
 Patient Waiting : 7
 1

OPV Check

Print

Messenger

Add (F3)

Visit (F5)

View (F7)

Remove

Kylie

MD Live Data - TH-5CG3410K7K\HCNSQL07

Wednesday, 20 May 2026

8:57 AM

When preparing to transmit unsent claims to Medicare, patients who have no Medicare number are not listed in the Unsent Patient Claim window

- From the **Waiting Room**
1. Select **Processing > Online Patient Claiming > Send Patient Claims**
Unsent Patient Claim window appears.
 2. **(Optional) Visit Date Range Selection**
 - o Date Selection – **Visit Date** or **Receipt Date**
 - o **Date From:**
 - o **Date To:**
 3. **(Optional)** Select between **All Practitioners** or **Single Practitioner** and **Location**
 4. Select between:
 - o **Show Paid Accounts**
 - o **Show Unpaid Accounts**
 5. Tick to **Use Medicare Details** or leave unselected.
 6. Select **Show Unsent Patient Claim**.
 7. **Select Unsent Patient Claim.**
 8. **Select** or **Deselect All** Unsent Patient Claims with the current search filters.
 9. Click **OPV and Transmit**.
 10. Select **Edit Patient**.
 11. Click **Close** to return the Waiting Room.

Note:
To find all patient without Medicare Numbers
[Exporting Demographic Data](#)
Import/Export >Export > Demographic> Medicare Testing *CSV > Select Export All Patients

Unsent Patient Claim

Visit date range selection

Date Selection: Visit Date

Date from: 02/01/2020

Date to: 06/08/2026

Practitioner selection

All practitioners

Single practitioner

Practitioner: 2221

Show Paid Accounts

Show Unpaid Accounts

Use Medicare details: ☒

Show Unsent Patient Claim

	Visit Date	Patient	Practitioner	Location	Item Number	Amount	Status
☐	03/02/2026	Aboozar, Carl C	2221	Bundy	44	125.10	Not Transmitted
☐	03/02/2026	PASK, CHRISTIAN	2221	Bundy	44	125.10	Not Transmitted
☐	04/02/2026	Aboozar1, Carl	2221	Bundy	23	43.90	Not Transmitted
☐	05/02/2026	Test, Granny	2221	Bundy	44	125.10	Not Transmitted
☐	24/02/2026	PASK, CHRISTIAN	2221	Bundy	23	43.90	Not Transmitted
☐	12/03/2026	Anderson, Karen	2221	Bundy	23	43.90	Not Transmitted
☐	18/03/2026	Anderson, Karen	2221	Bundy	24	10000.00	Not Transmitted
☐	24/03/2026	Anderson, Karennne	2221	Bundy	23	43.90	Not Transmitted
☐	25/03/2026	Anderson, Karen	2221	Bundy	23	43.90	Not Transmitted
☐	18/06/2026	Anderson, Karennne	2221	Bundy	23	43.90	Not Transmitted
☐	19/06/2026	Anderson, Penny I	2221	Bundy	23	43.90	Not Transmitted
☐	23/06/2026	Anderson, Karen	2221	Bundy	23	43.90	Not Transmitted

Select/Deselect All

OPV and Transmit

Edit Patient

Close

Find Appointment Searches

Go To Appointment Option

Revised Appt Book & New Merchant ID Area

Reschedule an Appointment & Report

Edit Existing Special Sessions

Colour Background & Text of Appointments

Auto Add to Waiting Room

Patient Waiting Field & Medicare Swipe

No Medicare Card not listed Unsent Claims

Select All Exceptions Button Available

Next

12

When resolving exceptions to a claim, in the Resolving Claim Exceptions window, you can now select all of the claim’s exceptions at once

1. If you don't already have the **Medicare Australia Online Claiming** widow visible, from the Pracsoft Waiting Room, select **Processing > Online Claiming**.
2. Select the **5 Request Reports** tab.
3. Any exceptions you have received but not yet resolved will be visible here. To update this list, click **Request**.
 - Medicare will send you any processing reports (or payment reports) they have for you. If you receive new processing reports (containing exceptions) these will open automatically upon being downloaded from Medicare.
4. The **Resolving Claim Exceptions** window appears.
5. In the upper-half of the window, select the claim that contains the exception(s) you want to resolve. The exceptions for that claim will appear in the lower-half of the window.
6. In the lower-half of the window, select the exception you want to resolve.
7. Then either:
 - To accept Medicare's exception. For exceptions returned by Medicare where a partial payment has been made; you must accept these exceptions - you cannot edit and resubmit them.
 - Click **Accept**
 - Click **NEW Accept All**
 - Click **Resubmit/Edit** to edit and resubmit the claim.
 - You will be prompted to enter a comment for why you are editing or resubmitting the voucher. It is not essential to enter a comment when editing. This field allows for 100 characters.
 - Confirm that you want to edit and resubmit the voucher by clicking **Yes**
8. The **Edit Visit from Claim** window will appear. Make any changes you think necessary to resolve the exception reported by Medicare.
9. Click **Voucher** to confirm your modifications. You will be returned to the Resolving Claim Exceptions window.
10. Click **Close** when you have finished resolving the claim exceptions.

Resolving Claim Exceptions

Claims to resolve

Claim No	Practitioner	Location	Claim Date	Date of Transmission
The Resolving Claim Exceptions window is divided into two sections: Upper Half: Claims with exceptions				

Exceptions to resolve

Name	Medicare No	Visit Date	Item No	Assigned	Paid	Reason Code
Lower Half: Exceptions to resolve within each claim listed above.						

Resubmit/Edit

Accept All

Accept

Close

Find Appointment Searches
Go To Appointment Option
Revised Appt Book & New Merchant ID Area
Reschedule an Appointment & Report
Edit Existing Special Sessions
Colour Background & Text of Appointments
Auto Add to Waiting Room
Patient Waiting Field & Medicare Swipe
No Medicare Card not listed Unsent Claims
Select All Exceptions Button Available
Next

Site Participates In NRA Incentive

Medicare Prompts eg
Add Medicare No.

Actions Added to HICProcessing.log.

Receipt Site Number
Range 0 to 99

Reverse Multiple Items Simultaneously

New Unbanked Receipt Summary & Statement

Jump to Inv Field in the Receipt Window

Bug Fixes & Technical Updates

Introducing Pracsoft Payments

Assignment of Benefits

Back

14

c. Patient or Assignor Signature

New MBS-NRA column has been added to the fee listing window.

MEDICARE - ONLINE CLAIMING

BULK BILL ASSIGNMENT OF BENEFIT AGREEMENT

DB4 - Post assignment
Printed From PracSoft3

This data set is an approved data set as prescribed in the Health Insurance Regulations 2018.

Bulk bill claim for assessment by Services Australia

Location ID: HSS99999 Reference: HSS9999915082028031400

Servicing Location: Medical/Director Samples Database
4/12 Heike St
Avoca
QLD 4670

Patient Details

Medicare Card No: 2298 03987 5
 IRN: 1
 First Name, Initial, Surname: David B Anderson [Chart: -]
 Date of Birth: 12/10/2013
 Telephone No: 1300788802 07 4151 1896
 Address: 61 Wallace Street
 Melbourne VIC 3000

This Bulk Bill claim has been: **STORED FOR LATER TRANSMISSION**

Servicing Provider Name: Dr A Practitioner Payee Provider Name:
 Servicing Provider No: 2426621B Payee Provider No:
 Requesting / Referring Provider name: ACRF: 4156
 Requesting / Referring Provider No:
 Date of Request/Referral:
 Period of Referral:

Date of Service	Item No	Description of Service	Benefit Assigned
15/08/2020 3:14 am	23	Professional attendance by a general practitioner at consulting rooms (other than a service to which another item in this Schedule applies), lasting at least 6 minutes and less than 20 minutes and inc.	\$ 45.05
15/08/2020 3:14 am	75870	Professional attendance (the attendance service) by a general practitioner, a medical practitioner or a prescribed medical practitioner, at which a general practice support service is provided, # (a).	\$ 22.40

Agreement Date:

Agreement Type: Post assignment

Is the assignor the patient?

Privacy Notice: Services Australia collects and handles your personal information in accordance with the Privacy Act 1988, for the purpose of assessing entitlement to, and administration of, payments and services.

This information has been collected to enable Services Australia to process your digital claim. Failure to provide this information to Services Australia may prevent you from accessing bulk billing.

Your personal information may be used by the agency or disclosed to other parties for the purposes of research, investigation or where you have agreed if required or authorised by law.

You can read Services Australia's Privacy Policy by visiting servicesaustralia.gov.au/privacy, which includes information about:

- how Services Australia handles your personal information,
- accessing or requesting a change to your personal information,
- how you can make a complaint if you think your privacy has been breached.

To be completed by the person assigning benefits for the services stated on this form.

☐ I assign my right to benefits to the health professional who rendered the service(s).
 or
☐ I offer to assign my right to benefits to the Approved Pathology Practitioner who will render the requested pathology service(s).

Patient or Assignor Signature

15/08/2020

Date

New Medicare Prompts eg Add Medicare No.

If EasyClaim is activated and you enter a visit for a patient with no recorded Medicare number.

1. Within the Waiting Room, select the patient's record, and either:
 - o Select **Waiting Room > Record Visit >**,
 - o Press **F5**,
 - o Click **Visit** at the bottom of the Waiting Room window, or
 - o Right-click the patient's record and select **Record Visit** from the menu that appears. The **Record Visit** window appears.
 2. If necessary;
 - o Select a practitioner from the **Seen by:** drop-down menu
 - o Select the referring Practitioner.
 - o Select the location at which the consultation took place
 - o Modify the **Consult Time** and **Date**.
 3. Select '**Patient**' from the **Invoice To** drop-down list.
 4. Add and/or Modify **Service Details**.
 5. (Optional) Visit and Print options
 6. Select a **payment option**;
 - o **Pay Later**
 - o **Pay Now**
 7. Click **Receipt** to issue a receipt.
 8. Medicare Card Details window appears
- If you click **Add Medicare**:
- a. Select **Add Medicare** from the **NEW Medicare Card Details** window.
 - b. Enter the patient **Medicare Number & Expiry Date**
 - c. Click **Save** the Medicare number, transmits the claim, and prints the receipt or invoice as appropriate.

Note:

The **Send Patient Claims** practitioner selection is now a sticky setting that saves the last used setting.

Record Visit

File View

Patient name: Anderson, David Seen by: 2221 - Dr A Practitioner Location: Bundy

Consult time: 7:59:52 AM Payer: Mr David Anderson
61 Wallace Street
Melbourne VIC 3000

Consult date: 11/08/2026

Invoice to: Patient

Service details

Visit Date	Item No	Description	Fee	Gap	Fee Rate	GST Rate	GST Amount	Payment allocation
11/08/2026	23	Professional attendance by a general...	\$45.05	\$0.00	Schedule Fee	0.00	\$0.00	

Medicare Card Details

Medicare Card Number is not recorded for David Anderson!

Would you like to add these details now or continue without adding Medicare Details?

Add Medicare (a) Continue

Enter Medicare Card Details

Enter the Medicare Number or swipe the Medicare Card.

Medicare No: 0 (b)

Expiry Date: (c)

Save **Cancel**

Print options: ☒ Print voucher ☒ Print preview Copies: 1

Bank to: 199 (Dr.Prac)

Receipt (7) Add Delete Hold Account Cancel

Total amount outstanding: \$0.00

Pracsoft formerly displayed multiple messages. This workflow has been simplified to reduce the number of messages. Now, Pracsoft displays a message asking if you want to add the Medicare number.

Site Participates
In NRA Incentive

Medicare prompts
Add Medicare No.

Actions Added to
HICProcessing.log.

Receipt Site Number
Range 0 to 99

Reverse Multiple
Items Simultaneously

New Unbanked Receipt
Summary & Statement

Jump to Inv Field in
the Receipt Window

Bug Fixes &
Technical Updates

Introducing Pracsoft
Payments

Assignment
of Benefits

Back

Pracsoft Records the visit and Transmits a Claim & Vet Affairs Default Setting

To Access MedicalDirector Application Logs:

1. Locate and double-click the MedicalDirector Maintenance icon on your desktop. The **MedicalDirector Maintenance** window appears.
2. Double-click **Logs**. The View Logs window is displayed.
3. Select **HICOnline** from the drop-down menu in the Log field, and the date the log was generated (if available).
4. (Optional) **Print** or **Email** logs
5. Click **OK** to return to main screen.

Vet Affairs Default Setting (Veterans – Specified)

When recording a visit for a practitioner whose settings default to Vet Affairs for Veterans Affairs patients, this now applies to Veteran - Specified patients (in addition to Veteran - All patients).

Practitioner Settings

1. Open the practitioner's details.
2. Within the **Default billing item No and Fees** section > Veterans Affairs fees.
3. Click **Save** to confirm the changes.

Patient Setup

- a. Edit the patient's details.
- b. Select the **Payment Details** tab.
- c. Via the **Concessions** drop-down list, select the concession the patient is entitled to. Concessions eligible for a Medicare Incentive Payment include:
 - o Veterans - All
 - o Veterans – Specified
- d. Click **Save** to confirm the changes.



View Logs

Please choose a log to view

HICOnline

Please choose the date the log was generated

26/08/2024 12:27:45 PM - System.ArgumentNullException: Value cannot be null.

Parameter name: uriString

at System.Uri..ctor(String uriString)

at Hcn.PracSoft.Commons.WebServicesManager.GetPRODAMedicareAccessToken(String baseUri, String tokenUri, String apiKey)

26/08/2024 12:28:06 PM - System.ArgumentNullException: Value cannot be null.

Parameter name: uriString

at System.Uri..ctor(String uriString)

at Hcn.PracSoft.Commons.WebServicesManager.GetPRODAMedicareAccessToken(String baseUri, String tokenUri, String apiKey)

26/08/2024 12:28:11 PM - System.ArgumentNullException: Value cannot be null.

Parameter name: uriString

at System.Uri..ctor(String uriString)

at Hcn.PracSoft.Commons.WebServicesManager.GetPRODAMedicareAccessToken(String baseUri, String tokenUri, String apiKey)

26/08/2024 12:29:13 PM - System.ArgumentNullException: Value cannot be null.

Parameter name: uriString

at System.Uri..ctor(String uriString)

at Hcn.PracSoft.Commons.WebServicesManager.GetPRODAMedicareAccessToken(String baseUri, String tokenUri, String apiKey)

26/08/2024 12:29:44 PM - System.ArgumentNullException: Value cannot be null.

Parameter name: uriString

at System.Uri..ctor(String uriString)

at Hcn.PracSoft.Commons.WebServicesManager.GetPRODAMedicareAccessToken(String baseUri, String tokenUri, String apiKey)

26/08/2024 12:32:36 PM - System.ArgumentNullException: Value cannot be null.

Parameter name: uriString

at System.Uri..ctor(String uriString)

at Hcn.PracSoft.Commons.WebServicesManager.GetPRODAMedicareAccessToken(String baseUri, String tokenUri, String apiKey)

Print

Email

OK

Note:
HICOnline is the main Medicare log and carries the bulk of the activity errors from claim transmissions, web service calls, PRODA/RSA key operations.

Site Participates In NRA Incentive
Medicare Prompts eg Add Medicare No.
Actions Added to HICProcessing.log.
Receipt Site Number Range 0 to 99
Reverse Multiple Items Simultaneously
New Unbanked Receipt Summary & Statement
Jump to Inv Field in the Receipt Window
Bug Fixes & Technical Updates
Introducing Pracsoft Payments
Assignment of Benefits
Back

Receipt site numbers can now range from 0 to 99, which makes it possible to differentiate the bank account information for up to 100 Pracsoft sites

Setting up Receipt Site Numbers

From the Waiting Room,

- 1. **Setup > Workstation Settings**
- 2. **Workstation Settings** window appears
- 3. From the **Billing** tab.
- 4. Enter the **Receipt Site Number** per site.
- 5. Select **Save** to return to Waiting Room.

Reports you can find your Receipt Site Numbers

Report	How it appears
Receipt Summary (from Banking)	In the report heading e.g. "(Site 10)", or "(All Sites)" if the site is set to 0
Unbanked Receipt Summary	Same shown in the heading
Daysheet of Receipts Issued	Heading reads "Daysheet of Receipts Issued at Receipt Site", plus a Site column
Till Summary Daysheet	Heading reads "Till Summary Daysheet at Receipt Site"
Daysheet of Receipt Allocations	A Site column
Banking History	A Site column on screen

Workstation Settings

Billing

Payment Types

Receipt site number: 10

SaveCancel

Site Participates In NRA Incentive
Medicare Prompts eg Add Medicare No.
Actions Added to HICProcessing.log.
Receipt Site Number Range 0 to 99
Reverse Multiple Items Simultaneously
New Unbanked Receipt Summary & Statement
Jump to Inv Field in the Receipt Window
Bug Fixes & Technical Updates
Introducing Pracsoft Payments
Assignment of Benefits
Back

Multiple Items in an Account can now be Reversed Simultaneously

Reverse the Account

1. Locate and open the record of the patient you want to edit.
2. Select the **Accounts** tab.
3. Tick the Selected box for multiple Item numbers you wish to have reversed simultaneously.
4. Right-click one of the required row (account entry) and select **Reverse Account** from the menu that appears.
5. You will be prompted to confirm this action click **Yes**.
6. You will be prompted to enter a reason for the reversal.
7. Click **OK** to continue.

Reverse the Receipt

1. Locate and open the record of the patient you want to edit.
2. Select the **Accounts** tab.
3. Locate the receipt number for the receipt you want to reverse. This number can be found in the Receipt No column at the far-right of this window
4. Select **Accounts > Find/Adjust Receipt**. The **Find/Adjust a Receipt** window appears.
5. Enter the receipt number into the associated text box and click **Find**.
6. A valid receipt number will return the details of the associated receipt.
7. Click **Reverse** to reverse the receipt. You will be prompted to confirm this action.
8. The receipt reversal will be confirmed.
9. Click **OK** to exit

Note: that you will not be able to reverse a fully-paid account until you have first reversed the receipt associated with it.

Name	Invoice To	Practitioner	Location	Visit Date	Selected	Item No	Description	Fee Amount	GST	Medicare Expected	Amount Paid	Amount Due	Account No	Receipt No
Sally Andrews	Patient	2221	Bundy	11/08/2...	☒	36	Level "C" Surgery	\$87.10	\$0.00	\$87.10	\$0.00	\$87.10	4155	1178*
				11/08/2...	☒	24	Write Off Account	\$200.00	\$0.00	\$0.00	\$0.00	\$200.00	4155	1178*

PracSoft

This will reverse all selected accounts do you wish to proceed?

Yes No

Enter Reason

It is essential to enter a reason for the reversal. Please enter your reason

OK Cancel

Site Participates
In NRA Incentive

Medicare Prompts eg
Add Medicare No.

Actions Added to
HICProcessing.log.

Receipt Site Number
Range 0 to 99

Reverse Multiple Items
Simultaneously

New Unbanked Receipt
Summary & Statement

Jump to Inv Field in
the Receipt Window

Bug Fixes &
Technical Updates

Introducing Pracsoft
Payments

Assignment
of Benefits

Back

New Filters in Unbanked Receipt Summary for (Site Name) & Advanced Searches in Statement

Receipts are now sorted by **Payment Type**, then by **Receipt Number**

1. Either:
 - Click 
 - Select **Processing > Banking**
2. The **Banking** window appears.
3. Select whether you want to process;
 - All unbanked receipts, or
 - Unbanked receipts up to a specific date/time. If you select this option, enter the date/time into the text box provided.
4. Select whether you want to process banking for;
 - All bank accounts, or
 - A specific bank account. If you select this option, specify which account via the associated drop-down list.
5. Click **Calculate** A secondary **Banking** window appears. This window provides summary information about the amounts to be banked (as calculated).
6. Select which bank accounts to view information about using the **Bank To** drop-down list.
 - To obtain a printed list of the receipts that are ready to be banked, click **Receipts** or press **ALT+R**.
7. When you are happy that the receipts and amounts to be banked to each bank account are accurate, click **Process**.

New Advanced Searches in Statement

In the **Pracsoft - Statement** window, text describing advanced searches by surname has been revised for clarity. It now says: Produce statements for where Payer Name falls within the letter range selected.

HCN Pracsoft
Version 4.4.1
MedicalDirector Samples Database

Page: 1
Run: 11/08/2026 08:32:44
Printed By: TRA

UNBANKED RECEIPT SUMMARY for TES(Site 10)
@ 11/08/2026

Receipts

Receipt No	Payer	Payment Type	Amount	GST	Surcharge (non-bill)	Date	Drawer/Reference
1172	Anderson, Karen	Cash	\$45.05	\$0.00	\$0.00	7/08/2026	
TOTAL			\$45.05	\$0.00	\$0.00		

Cash Transfers

Receipt No	Payer	Payment Type	Amount	GST	Surcharge (non-bill)	Date	Drawer/Reference
1172	Anderson, Karen	Cash*	-\$45.05	\$0.00	\$0.00	7/08/2026	Cash transfer from TES to 199
TOTAL			-\$45.05	\$0.00	\$0.00		

TOTALS

	Amount	GST	Surcharge (non-bill)
TOTAL	\$0.00	\$0.00	\$0.00
Non Taxable (GST Free) Total	\$0.00		
Taxable (subject to GST) Total	\$0.00		
TOTAL INCLUDING GST	\$0.00		

Site Participates In NRA Incentive
Medicare Prompts eg Add Medicare No.
Actions Added to HICProcessing.log.
Receipt Site Number Range 0 to 99
Reverse Multiple Items Simultaneously
New Unbanked Receipt Summary & Statement
Jump to Inv Field in the Receipt Window
Bug Fixes & Technical Updates
Introducing Pracsoft Payments
Assignment of Benefits
Back

In the Receipt window, the New Jump to Inv Field

How to use the New Jump to Inv Field

1. From the Waiting Room, select **Accounts > Receipts/Payments**. The **Payment/Receipts for Selected Patients/Institutions** window appears.
2. In the **Payment/Receipts** window, in the **Payment For** section, select **Private patient** as the account type you want to search for.
3. In the **Patient search text** field, enter the patient's name.
4. Click **Search**.
5. The **Receipt** window appears.
6. Enter a receipt date via the associated calendar tool. The default date is the current day.
7. Select a **Bank Account** for the funds via the Bank To drop-down list. The bank account for the patient's practitioner appears by default.
8. Entre the Invoice number into the **New Jump to Inv** field.
9. This will quickly locates the specified invoice number in the **Payment Allocation** list.
10. Now that you have entered details of the patient's payment, you must now indicate which service items are being paid for with the payment (note that the patient may not want to pay for all items at this time). To do this, in the Payment Allocation section, locate the service item you want to allocate payment to and either:
 - o Double-click the **Payment Allocation** field for that item to allocate the full value of that item, or
 - o Single-click the **Payment Allocation** field for that item and type a dollar value
11. To process the payment(s), click **Receipt and Transmit** or **Receipt**.

Receipt layout had been updated to ensure that **Surcharge** is only displayed when applicable.

Health Communication Network 205 Bourbong Street Bundaberg QLD 4670

Receipt

Receipt date: 10/08/2026 Receipt for: Glen Anderson 8 John Lockrey Street, East Kempsey 2440 Millers Point NSW 2000 Site ID: 10 Bank to: 199 (Dr.Prac) Jump to Inv : 4149 Issue Date: 10/08/2026 Invoice Number: 4149TRA

Payment details

No	Amount	Payment Type	Surcharge	Drawer / Name on Card	Card No / Cheque No	Bank	Branch / Expiry	Status
1	\$0.00	Cash	\$0.00					

\$0.00 \$0.00

Comment:

Add Item Delete Item

Payment allocation

No	Patient	Visit Date	User ID	Item No	Description	Fee	GST	Paid	Amount Due	Payment Allocation	Account No
1	Anderson, Glen	10/08/2026	2221	23	Professional atte...	\$45.05	\$0.00	\$0.00	\$45.05	\$45.05	4149

\$0.00 \$45.05 \$45.05

Print preview Copies: 1 Receipt and Transmit Receipt Cancel

uplicate TAX INVOICE

	Fees	GST
ance by a at consulting service to in this Schedule east 6 minutes nutes and inc	\$45.05	\$0.00
cluding GST	\$45.05	
cluding GST	\$45.05	
STANDING	\$45.05	

Site Participates
In NRA Incentive

Medicare Prompts eg
Add Medicare No.

Actions Added to
HICProcessing.log.

Receipt Site Number
Range 0 to 99

Reverse Multiple
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New Unbanked Receipt
Summary & Statement

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Receipt Window

Bug Fixes &
Technical Updates

Introducing Pracsoft
Payments

Assignment
of Benefits

Back

Bug Fixes Pracsoft 4.4 & Technical Updates

Appointments:

- The Telehealth appointment icon is now removed from the platform after their Telehealth appointment is deleted.
- In the Appointment Book, when creating an appointment, it is not possible to assign a recall that is already assigned to another appointment.
- In the Appointment Book, search always highlights the first result.
- In the Edit Appointment Book window, a message is displayed if the text of an appointment type is the same as an existing appointment type.
- New appointment types are listed in the Send SMS window.
- When a user clicks a visit, an Unexpected Situation message is not displayed. As part of this fix, at least one payment type must be selected in the Global Settings window's Payment Types tab.
- Resolved an issue in the Appointment Book search when using more than 18 characters.

✓ On hold accounts:

- If an account was placed on hold and then finalised, it can now be transmitted via Online Patient Claiming.
- If a patient in the Waiting Room and their account is on hold, when you create the account, the patient's visit status is updated correctly in the Waiting Room.

Reports:

- The Receipt by Item Report can now be filtered by custom item numbers.
- Minor changes were made to multiple reports to fix cosmetic problems such as missing characters or overlapping labels.

✓ For consistency with MedicalDirector Clinical, in the Enter Logon Details window:

- The label of the OK button has been changed to Login.
- The label of the Cancel button has been changed to Exit.

✓ When editing the patient's Next of Kin details, if you select Other Relative in the Relationship list, you can save the patient's record without typing anything in the Other field.

✓ In the Patient Claim window, the Use Medicare Address tickbox is now active by default.

✓ When the Fee Listing window is not maximised, the Fees Last Updated date and Find button are not obscured by other details.

✓ If a patient has a Commonwealth Seniors Concession Card, in the Record Visit window, the Invoice To field defaults to Bulk Billing.

✓ In the Global Settings window, if you click Save and then click the X button in the upper right corner of the displayed message, the message closes.

✓ Pracsoft now applies the correct incentive item (75862) to pathology tests:

- That are unREFERRED.
- In Modified Monash (MM) category 7 areas.
- If the MyMedicare option is not set in the patient record.

✓ Waiting Room:

- When using a Medicare Card swipe to search for a patient in the Waiting Room, the scanned card number is now in the format 1234567890.

Technical Updates

✓ All entries in log files now include a date-timestamp. (Formerly, only error messages included date-timestamps.)

Site Participates
In NRA Incentive

Medicare Prompts eg
Add Medicare No.

Actions Added to
HICProcessing.log.

Receipt Site Number
Range 0 to 99

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the Receipt Window

Bug Fixes &
Technical Updates

Introducing Pracsoft
Payments

Assignment
of Benefits

Back

Introducing Pracsoft Payments

Card-not-present payments (no links, secure tokenisation)

- Patients' card details captured once (with consent) and stored securely
- Process future or remote consult payments instantly
- No chasing payments, no unsafe links, no walk-outs

Card-present payments (multi-merchant EFTPOS)

- Supports up to 16 practitioners with one Quest EFTPOS terminal
- Auto-routes payments to the correct account
- Eliminate manual splits and end-of-day reconciliations

Flat rate for Visa, Mastercard & Amex (1.5%)

- Flat 1.5% fee across Visa, Mastercard & Amex
- No hidden fees, no surprises - just clarity and consistency

Enhanced reconciliation

- Every payment seamlessly linked to the correct consult in Pracsoft
- Reduces admin errors, saves time, and ensures accurate records

All-in-one solution inside Pracsoft

- End-to-end workflow from card capture to reconciliation
- No need to juggle multiple systems - everything in one place



Ready to get Started?

- 1. Register your interest** - Complete the referral form [Click Here](#)
- 2. Discuss your setup** - An Ezidebit representative will call to confirm your requirements. You can use this opportunity to ask any questions you might have.
- 3. Set up your account** - Ezidebit will send an application form and confirm eligibility. Once approved, they'll ship your terminal and a welcome email with setup instructions.



User Guide is Available

Site Participates
In NRA Incentive

Medicare Prompts eg
Add Medicare No.

Actions Added to
HICProcessing.log.

Receipt Site Number
Range 0 to 99

Reverse Multiple
Items Simultaneously

New Unbanked Receipt
Summary & Statement

Jump to Inv Field in
the Receipt Window

Bug Fixes &
Technical Updates

Introducing Pracsoft
Payments

Assignment
of Benefits

Assignment of Benefits

MedicalDirector products are already conformant with Services Australia's current Assignment of Benefit requirements so practices that use MedicalDirector software can continue to bulk bill with confidence. If your practice uses one of these partners, digital Assignment of Benefit consent capture is already available (or imminently available) and records are stored in your clinical system.

AutoMed Systems

- o has been processing digital Assignment of Benefit consents for Pracsoft practices since 2020. When a consult is completed and flagged as **Bill to Medicare**, AutoMed Systems sends an automated message to the patient explaining the assignment of benefit and its consequences. The patient consents digitally, and AutoMed Systems generates a timestamped certificate linked to the patient's IP address, which is stored as a document directly in Pracsoft. The patient can also download a copy for their records.

Healthengine

- o captures post-assignment consent after the invoice is generated via SMS/email with a consent link and a dataset-compliant digital form.

HotDoc

- o captures pre-assignment consent at the booking stage via SMS/email with a consent link. The patient clicks **I agree** on a web form, and a PDF record is stored in your PMS.

Tyro

- o captures patient consent when they press **OK** on the Tyro EFTPOS terminal. This is a valid assignment of benefit. **Retain claim for checking** must be unset in your Pracsoft settings.

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Back

Your MedicalDirector Support Team

Support 7 days a week

At Telstra Health, we understand that running your practice efficiently is important. **We're here to support you**, so that you can continue to support your patients.

Our team can be contacted **7 days a week** via phone or live chat available on our website.

Product Consultants for Knowledge & Training

We take pride in the tenure, experience and knowledge of the customer service consultants that offer a unique level of understanding of your practice.

1300 300 161
medicaldirector.com/contact-us

8am – 6pm AEST Mon to Fri
8am – 2pm AEST Weekends

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Finance

Bug Fixes

New
Pracsoft Payments

Assignment
of Benefits

MedicalDirector
Support

Thank you



Kylie Goodwin
Practice Consultant
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