

Obedience training for your computers

In today's technology-focused world many optometrists are asking themselves 'How can I get my computers to behave?'

Common behaviour-related complaints include computers being slow, failing to respond and generally not doing what they are told.

Sydney optometrist Amanda MacKnight felt her computer network could run more efficiently.

'We knew we could increase productivity with a more integrated and faster system,' MacKnight says.

MacKnight asked Bluewave Optometry Networks to help and its integration of the computer network has led to a more efficient use of the Optomate practice management system, reliable access to network information, and a centralised and automated back-up system.

'We found the transition to be much less painful than we anticipated,' MacKnight says.

Businesses need to be in control of their IT and have a system that delivers efficiency in all areas of the business as well as a consistently high quality service.

We have developed a network designed to underpin the Optomate PMS. It maximises Optomate's responsiveness, ensures that all computers stay connected to the network and centralises all information to allow a daily automated back-up. It also allows you to access Optomate from home.

In conjunction with Optomate's multi-branch edition, this network is capable of centralising the administration of multiple-site practices, offering a single patient file, centralised stock control, appointments and centralised back-up.

Ophthalmic instruments can be integrated and central storage of data arranged for retinal cameras, topographic instruments and peripheral field scanners. Other devices can be linked into the overall system, including online frame tracers, document scanners, and health insurance and EFTPOS devices.

Successful integration of equipment with your computer and PMS can enhance your reputation for excellent service by providing assistance in the deployment of clinical, business and communication technologies.

David Spratt, head dispenser at a Gold Coast optometric practice, is experiencing the benefits of these advances in computer technology.

Spratt says the decision to upgrade the practice's software and network was driven by the downtime created by a computer system that lacked speed and efficiency.

'I spent my time troubleshooting for our computers; it was so frustrating,' he says.

Two years ago the practice switched to a new PMS that integrated fully with equipment.

'It cost quite a bit of money but as a result of integrating our system, our productivity and sales are up,' Spratt says.

'Before we upgraded the system, it would take five minutes to print a receipt. Five seconds, let alone five minutes, is a long time in the eyes of patients.'

'Integration has helped us take advantage of the technology and our system is now faster and more efficient. It enables us to provide the best service for our patients and the best results for the business.'

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