



MPT Offices, Cumming, GA

## Back To The Future - But Still In The Past

By: C.A. Nix III, President

We are all familiar with a 'failsafe'. You would think that having two week's worth of tapes and a daily backup of your data to those tapes that is monitored by our staff is all you need. It is, unless that tape backup fails. Tape backups are still the fastest and least expensive way to back up your entire server every night, and is our requirement. But the not-so-pleasant reality is that this technology is based on magnetic tape that was first invented for recording sound by Fritz Pfleumer in Germany, 1928. His invention was based on magnetic wire recording by Valdemar Poulsen back in 1898. That's 110 years ago! A long time to be using the same technology.

MPT has a policy for a mandatory and immediate backup to another storage source if a backup fails a second night in a row. This is usually done to a PC on the network, but with growing data size, this is becoming a race against the clock and available space. Because of this, we have put a "Backup for the Backup" policy into place. This includes a 500GB (minimum) external USB disk drive connected directly to the server. This will allow continued full backups until a failed tape issue can be resolved. All new systems will include this device, and all existing clients will be required to have one in place by the end of 2008. The good news is that these disk drives usually cost less than \$150.00.

We care about your practice and understand the importance of your patient data. One day, there will be a solution with no moving parts and fast enough to back up your data each night. For now, we must live in the past. This new policy from MPT demonstrates our continued efforts to improve your system's reliability and data protection. Please call our office if you do not currently have one of these devices, and we'll send you a quote for one. Otherwise, everyone will be getting an e-mail from us soon, asking you to purchase one locally, or let us purchase one for you.



Practices Made Perfect<sup>®</sup>

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A lot of changes have come to Medical Practice Technologies over the past year. We celebrated our first anniversary in our new facility, implemented a new telephone system (see story, page 3), and are experimenting with the look of our newsletter, to allow us to include more articles of interest to our readers in a cleaner, easier to read publication.

Since the newsletter began over two years ago, we have tried to include articles of varying content, allowing our readers to keep up with the operation of MPT, issues that affect our clients, new product information, welcome recognition to new customers, and the occasional humor or diversion spot.

A great contribution to the newsletter would be feedback, stories, pictures, and articles from our clients. If you have something of interest that you would like to have published here, please let us know. We'd love to hear from you.



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Spring Edition

# Higher Standards For Desktop PCs

Greater software requirements, attached hardware, and user demand prompt specification change to meet these growing needs



In the ever changing world of PC hardware specifications, the challenge to keep up with software demands, memory usage, data file growth, and the need for more hardware to be attached (scanners, cameras, medical equipment) drives the requirement for more robust PCs in physician's offices.

The Dell OptiPlex GX series of desktop PCs has been a reliable workhorse for our clients for many years. And as the clients' needs have grown, so has the basic configuration of the PCs being sold and installed by Medical Practice Technologies.

If you have purchased a new PC recently, you may have noticed a change in the specifications in the Comments section of your Quote/Purchase Order.

A new Dual Core Intel processor is now standard, along with a higher cache. What this means is faster processing and the ability to handle more open programs at the same time, increasing workload efficiency. The amount of RAM (internal memory) has also been increased from 1 gigabyte to 2 gigabytes.

This change in basic hardware configuration comes in response to the growing demands of medical-specific software and increased data requirements. But it doesn't stop there! As always, the needs of one office or staff member may be very different from those of another. That's where MPT's ability to customize a PC to meet those requirements shines

above other companies. If you need more memory, a faster processor, or some other custom configuration to meet your needs, call and talk to us. We'll have the PC built to your exact configuration.

With the new basic set-up now standard, most users will find that the PC handles their jobs very well. And all at a great price.

The requirements for laptop PCs are somewhat different, and the basic specifications there have not changed. In most offices, the laptops are used "Thin", meaning that they connect to, and utilize the software and data, directly from the server. The programs do not reside locally on the laptop. However, as with desktop PCs, unique needs will drive configuration. Let us know how you will be using your new laptop, and we will recommend the best set-up and configuration to be sure that it will handle the job.

So, do all these changes mean higher prices? No they don't. We have been able to negotiate these upgrades at the same costs that the previous PCs were priced at just a year ago. Our clients are now getting better, more powerful PCs at the same great value. Anytime we can find a better configuration that will be a benefit to our customers, be sure that we'll aggressively go after it for you.



Medical Practice Technologies is a Dell Premier Healthcare Solutions Provider

## News & Notes

Many times our Support Department receives several calls from the same practice for the same issue. To help resolve the issue as quickly as possible, we ask that there be only one point of contact at the practice for requesting support with MPT.



If you have requested a Quote/Purchase order for equipment, please be sure to fax back a signed copy of the quote. No purchases can be made without it.

Any purchase requests for equipment that exceed \$1,000.00 must have a check for the total purchase amount (or a photocopy of the check) sent to MPT before the order can be placed.



The new Dial-By-Name feature on the phone system is by last name of each MPT employee (please see the list on page 3). →



We have begun implementing changes to make it even easier to contact us, such as a new web address and e-mail addresses for all MPT employees (see page 3). →



### DON'T FORGET!

Refer a new client to us, and receive a \$500.00 credit on your next PSSA renewal, if the new client signs a PSSA with us. The more you refer, the more you can save!



**"This company has always been there when we needed them...We are very pleased with MPT in all respects."**

*Denise Williams, Office Manager  
Mount Holly Family Practice, NC*

# New Telephone System

Medical Practice Technologies Implements  
Feature-Rich Phone System For Better Quality Of Service



On February 4th, Medical Practice Technologies switched on their new telephone system, giving employees and clients a greater range of features and improving call handling efficiency.

A true multi-menu structure now allows for accurate call routing, and easier choices available to those calling the office. As with the previous system, customers will still press 1 from the first greeting to reach the Support Department. After pressing 1, **please listen to the next menu** (Support Options). The Support Menu will allow you to press 1 for support during normal business hours (8:00am - 5:30pm EST). If all Support Specialists are busy,

you will have the option of pressing 1 again to enter the Support Queue. This will place the call 'in line' to be answered by the next available person. You can also press 2 to leave a voice message for a Support Specialist. After regular business hours (nights, weekends, holidays), press 1 to reach the Emergency Support Line. There, you will leave a message, and the Support Specialist on call will return your call as soon as possible.

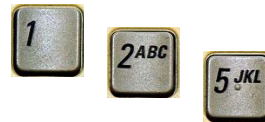
If you wish to speak with a specific person, from the main greeting, press 5 for a dial-by-name directory.

Unlike the previous system, dialing '0' will only return you to the menu greeting; it will

not ring a specific phone.

**The most important thing to remember is to listen to the new menus before making your selection.** By doing so, you will be directed to the exact person or department you are trying to reach.

As with any new system, there will be a few bumps along the way. We ask that you be patient as we iron them out, and fine tune everything to work most efficiently. If you have any difficulty or are not able to reach the person or department that you need, please let us know, by phone or e-mail, so we can address it right away.



## Welcome

**NEW PSSA CLIENTS**

**Angelina Family Medicine  
Lufkin, TX**

**Ashland Family Medicine  
Ashland, Alabama**

**Newton Medical Associates  
Covington, Georgia**

**We're proud to have you as part of the MPT family, and you now have the peace of mind in knowing that your investment is supported by the best medical IT team in the industry.**

By: Daniel White, Director of Operations

**PSSA**  
Practice System  
Support Agreement



**Bi-monthly Proactive Maintenance,  
Unlimited Support,  
Peace of Mind.**

## Your MPT Staff:

C.A. Nix III, President

Mary A. Nix, Vice President /Accounting

Daniel R. White, Director of Operations

James Moore, Director of Marketing

Tanya L. White, Director of Medical Systems Support

Jennifer Blalock, Senior Medical Systems Support Specialist

David L. Stinson, Senior Medical Systems Specialist

Rafael Gutierrez, Medical Systems Specialist

On March 3rd, James Moore joined the MPT family as our Director of Marketing. James comes to us from Medical Doctor Associates where he served as Art Director and Marketing Manager for over 8 years. He has been in marketing and design for the past fourteen years, working with regional companies for clients including Honda, Kimberly-Clark, Boys and Girls Clubs, and Disney. James brings a passion for healthcare and excitement about the services offered by MPT. "I have been fortunate to work for companies that are among their market leaders in each industry - companies that will not sacrifice quality or cut corners. MPT is no exception."



James will continue building relationships with our existing clients, while introducing new providers and practice managers to Medical Practice Technologies. We warmly welcome him into the MPT family.

Visit Us At



[www.mpthhealth.com](http://www.mpthhealth.com)

**NEW WEB ADDRESS!**

It's now easier to e-mail the MPT staff. Just use their first name@ mpthhealth.com.

CA, Mary, Dan, James, Tanya, Jen, David, Rafael  
@mpthhealth.com



... Final Thoughts

## “Testing / Configuration / Installation”

Whenever a new PC, printer, scanner, etc. is ordered through MPT, there is a charge on the bottom of the Quote/Purchase Order for Testing, Configuration, and Installation. Here's what happens, and what those charges entail. First, as a PSSA client, your charge is discounted 50% from the regular rate of \$100.00 per hour. Depending on the item purchased, there are a number of things to be done, both at our facility and at the customer's location, to get the hardware ready for use.

The initial process is D.O.A. testing. This simply means that one of our Systems Specialists will test the complete function of the item to be sure that it works properly. On rare occasions, something may come in to our office and just doesn't work. In that case, we will contact the vendor and request an immediate replacement. Once we're sure that the hardware is in proper working order, several other processes are completed, which will customize the configuration to the particular practice. Printers will be named (based on the client's request), an IP address assigned (to allow network access for all users), additional memory installed (if applicable), and final print testing. PCs take a bit longer, and are more involved. Naming and IP schemes are completed, as well as downloading and installing Windows and Office updates, adding anti Spyware and Adware applications, configuring the desktop (adding and removing icons), and letting the PC and monitor 'burn in' for several hours. There may be other configuration processes, depending on the customer's needs, and the eventual use of the PC. Configuration of Wyse terminals is similar to PCs, with the exception of Windows and Office updates. Scanners are tested for functionality only.

Once the hardware is delivered to the customer's location, it will then be installed on the network, attached to a FAT client (regular PC), or other applicable installation. Further testing on the system and any 'tweaking' will be done to ensure that all features, applications, and functions are correct, to the specifications of the customer. At this point, the job is complete, and the customer can begin the use of their new hardware.

Practices Made Perfect®



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