

Medical Office IT, Hardware, Software, & Network News



Spring Edition

After Hours Service Calls



MPT's normal operating hours are 8:00am to 5:30pm, Eastern Time. Many of our clients, however, operate in time zones west of us and are therefore still open when MPT closes for the day. For this reason, we have an Extended Hours option available on the PSSA which extends the service call availability until 9:00pm on weekdays, and until 1:00pm on the weekends, again, on Eastern Time.

If you have not purchased the Extended Hours option, and have to call us for service after 5:30pm Eastern Time or on weekends, there will be an additional charge invoiced to your practice. PSSA clients will be charged 50% of the prevailing rate of \$250.00 per hour (\$125.00 per hour) for all service calls made after regular business hours. Those clients who have purchased the Extended Hours option will be charged the above rate after 9:00pm on weekdays or after 1:00pm on weekends.



Annual Fee and Optional Support for Sample Medical Practice

Please check the agreement and any options that you wish below.

Basic Practice System Support Agreement (Required)

Extension of basic benefits until 9pm ET weekdays and from 8am to 1pm on Weekends.

This benefit can be added to your PSSA at any time. Please call MPT for individual pricing.

Are You Protected?



All of the electronic equipment in your office should be protected by an Uninterruptable Power Supply (UPS)/Battery Backup. This device protects against power surges in the electrical lines in your building (which can come from many sources), as well as providing continuous power for a specific amount of time. This allows for proper shut-down of PCs, terminals, and servers in the event of a total power failure.

Different devices require different levels of protection, based on the amount of power they draw, and how much is required to keep them operating until a proper shutdown can be accomplished. All UPSs have one or more sealed batteries inside the unit to provide the backup power. These batteries are constantly being charged and monitored to provide immediate service when called on. On most units, when the batteries need to be replaced (either from age or a power surge), an audible indicator will be heard. When possible, replacement batteries can be installed; if not, a new UPS must be purchased.

As always, call MPT for information on these vital units, or if you need to replace the batteries.

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MPT Offices, Cumming, GA

Practices Made Perfect[®]

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Ordering Through MPT



Purchasing Hardware and Software for your practice - It's easy, one-stop shopping at a great value. Just follow the simple steps below.

By: Daniel White, Director of Operations

Over the past several months, the volume of customer orders for new hardware & software has increased significantly. This has resulted in mostly positive outcomes for both Medical Practice Technologies and our clients. Our PSSA customers always enjoy discounts passed on to them when purchasing through MPT, and by allowing us to recommend and sell the highest quality products, our customers are assured of maximum functionality and system compatibility. However, there are a few parts of the ordering process which need reiteration from us and compliance from the client to ensure an accurate and timely experience when requesting and receiving the new hardware or software.


The most frequent omission that we are finding on the Quote/Purchase Order is the selection of the payment choice. Payment can be made either by credit card or by check, and if the choice is made for payment by check, another step must be completed.

If you choose to pay by credit card, we will either call you for the credit card information, or we will use the information on file from previous orders. If you do not wish us to use the credit card information on file, please indicate so on the Quote/Purchase Order when you fax it back to us. Payment by credit card is the

fastest way of getting your purchase back to you. Please remember, though, that ALL hardware orders are shipped to MPT from the manufacturer or vendor for testing, setup and configuration before being installed at, or shipped to, the customer location.

If you choose to pay by check, a photocopy of the completed check (for the total purchase amount) should accompany the signed Quote/Purchase Order. This is required for all purchases paid for by check.

Failure to indicate your payment choice will delay your order, as it will require us to contact you for the information; those orders with payment choices selected will be handled first. Another cause for an order being delayed will be not receiving the signed & dated Quote/Purchase Order. No requests for products or services will be completed without a signed Quote/Purchase Order faxed back to MPT, with the payment choice indicated.

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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.

All purchase requests must now be prepaid before the order can be placed. Payments by check must include a photocopy of the check faxed to MPT with the quote/purchase order before the order can be

placed.



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!



Remember! We accept Visa, MasterCard, and American Express for all hardware & software purchases, as well as PSSA payments (new and renewal).



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www.mpthealth.com



"Medical Practice Technologies is a first rate organization. They provide excellent service, and I have been able to reach help easily by phone & e-mail."

*Kim Williams, MD
Mainstreet Pediatrics, GA*

MPT Word Search

B N E L L C H P R O T N F I R R
W E X D E I Q L Y M S T E E E I
B N U S H K M R B B U Z M I F L
C V X E L P I T P O P T T G E B
E D A R G P U R E V R E S M R N
D R S V A G L G P S N R M J R L
F A M I L Y P R A C T I C E A N
W S A C C E S S P O I N T N L S
Y E P E D I A T R I C S I D B A
D R A C T I D E R C E M O A O V
E T C A O Y T N A R R A W N T L
E S F L N R B I L E T L O O A Q
O D E L W E G M T N A L Y R Y P
M E T S Y S E N O H P E N O S A
H F I P S G F Q G S S D S C U E
Q R A U E Y X P E O M E E R I N

Just For Fun!

Find the following words in the Word Search puzzle

UPS, WARRANTY, SERVER UPGRADE, OPTIPLEX,
SERVICE CALLS, CREDIT CARD, TERMINAL, DELL,
ACCESS POINT, REFERRAL, PHONE SYSTEM,
PEDIATRICS, FAMILY PRACTICE, WYSE

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