ClinicOffice v5 Tutorial

Preparing for the Tutorial

This tutorial is designed to take you step by step through some of the basic features of ClinicOffice v5 using the sample database.

By the time you have followed the tutorial through, you will be able to:-

- Create a new staff member & assign working hours
- Enter new patients
- Book, Edit & Move appointments
- Send / Receive Messages
- Create Session Notes with additional attachments
- Create invoices and take payments

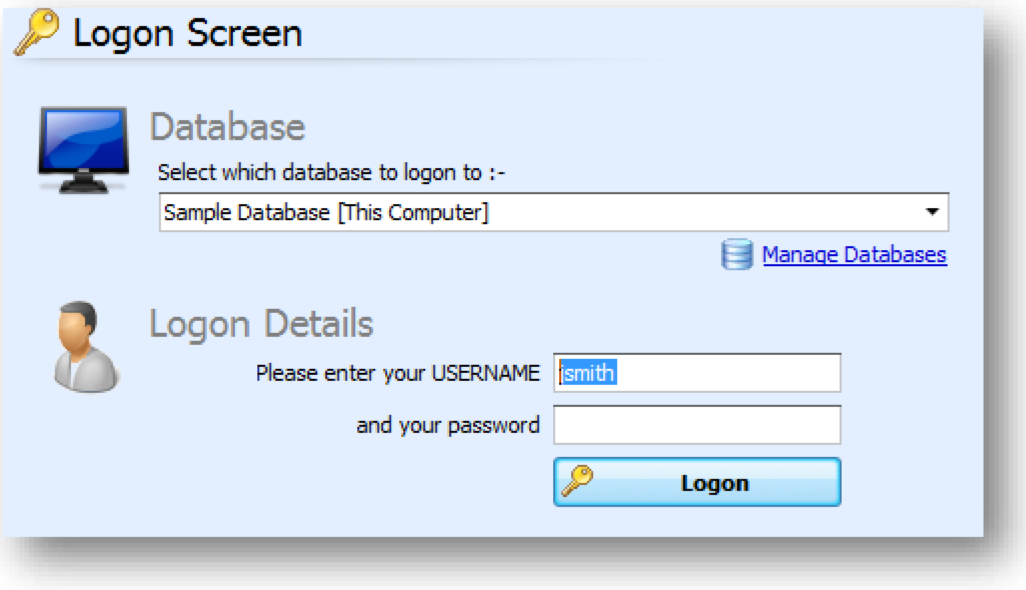
If you have not yet done so, you will need to install ClinicOffice on your computer. Please refer to the Getting Started section of your user guide for installation instructions.

Logging On to the Sample Database

For the purposes of this tutorial, we will be working with a fictitious sample database which contains the data for a clinic called "Willoughby Road Clinic". This is available in the Trial, Startup and Professional editions of ClinicOffice.

Every time you start ClinicOffice v5, the first thing you will have to do is log onto your database. This is for security reasons as patient information is obviously highly confidential.

Logging on to your clinic



To log on to the sample database:-

- Select the Sample Database (if it is not already selected)
- Type **jsmith** in the username box (as shown)
- Leave the password box *empty*
- Left-click on the **LOGON** button

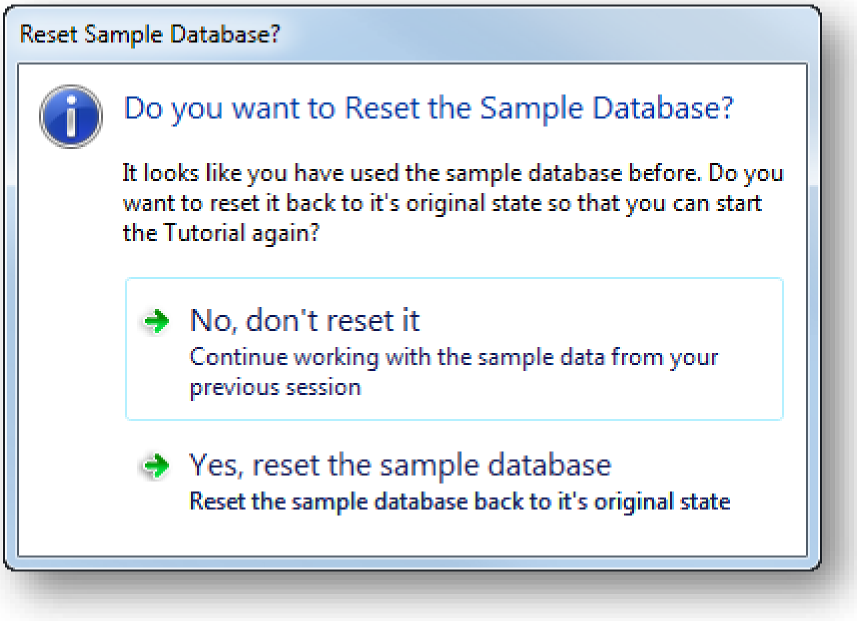
If you entered the username or password incorrectly, ClinicOffice will notify you. In this case, please check that you have not entered any spaces before or after the "jsmith" and please make sure that the password is completely blank.

If this is the first time you have logged on then you will be taken straight to the ClinicOffice Home Page, otherwise you will be prompted to reset the Sample Database.

Resetting the Sample Database

You will notice that once you have clicked Logon, you are prompted with the reset the sample database window.

Reset Sample Database



When prompted please click yes to resetting the database as this will make the tutorial relevant. This brings all the appointments / Invoices / Payments etc to the week that we are currently in. This therefore allows you to work on the database with relevant data.

Once you have done this you will be directed to the Home page.

Your ClinicOffice v5 Home Page

Take a little time to look around this screen and familiarise yourself with it. From here you can access all areas of ClinicOffice v5 by simply clicking on the appropriate picture, button or text link.

You will be returning to this screen frequently, so you'll get to know it quite well.

The ClinicOffice v5 Home Page

You can return to this home page at any time by clicking the  button which is always available at the top of the screen when you are logged on to a database.

Creating a New Staff Member

Willoughby Road Clinic is expanding. Currently Mr John Smith is the owner of the practice and has 2 associates plus a receptionist (Miss Rebecca White) who he employs full-time.

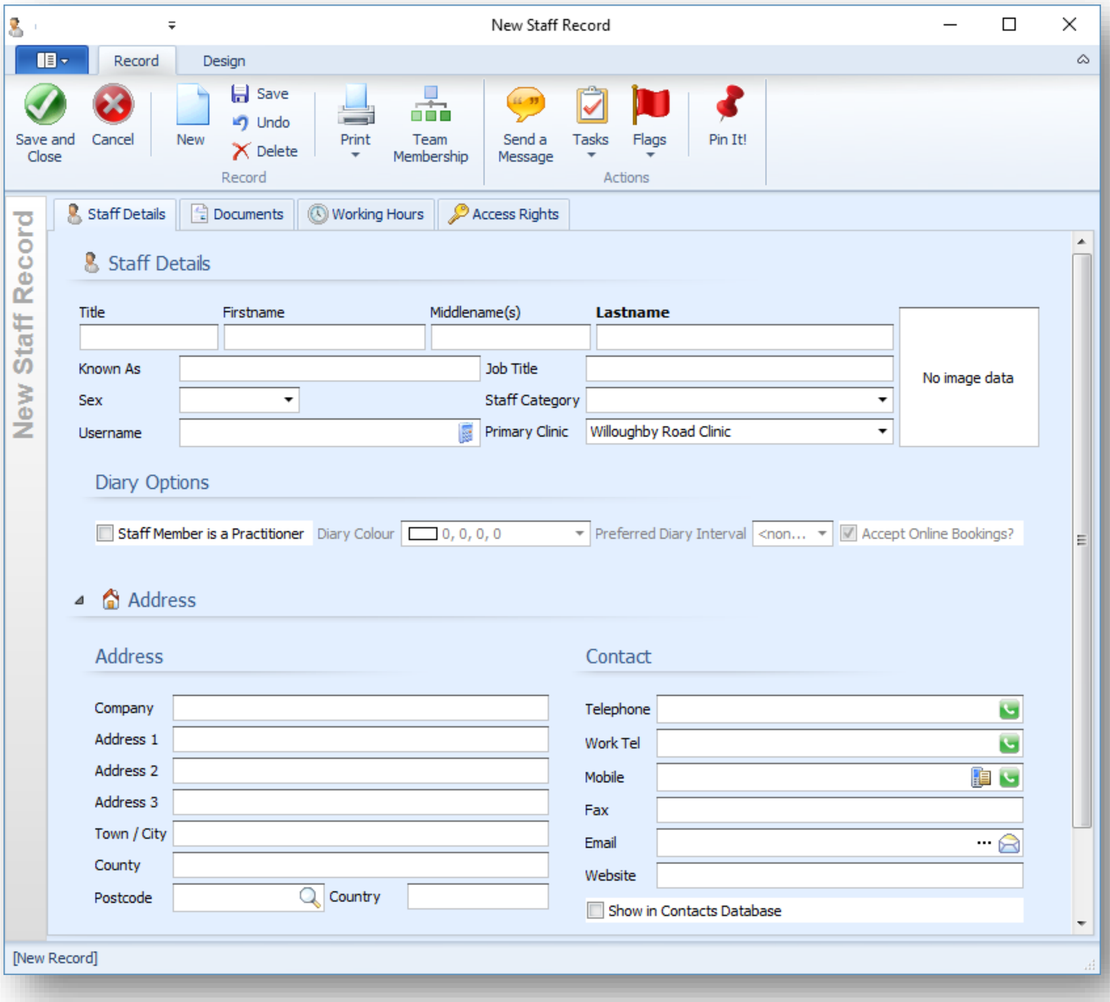
Due to an increased workload though, he's now taking on **Miss Rachel Brown** – a promising young practitioner who will help on a part-time basis.

So, our first job is to add Rachel to the staff list:-

- From the Home Page, click on **Staff Members**, the middle button on the home page. This takes you to the Staff Members screen which shows your current staff members.
- To create a new record, right-click on the grid and choose **New Staff Member**.

The **Staff Editor** will appear on the screen (as shown below) ready for you to enter the new details.

The Staff Editor



Entering Basic Contact Details

We now need to enter some details about the new staff member. If you look closely the cursor should be flashing in the **Title** box (if not, then left-click in that box).

- Type in "Miss" (without the quotes).
- Now press the **<TAB>** key. You should notice that the cursor has moved on to the next box.
- Type in "Rachel" (again, without the quotes). Press <**TAB**>.
- Type in "Brown".

Tip: *In ClinicOffice v5, you use the TAB key to move on to the next field. If you hold down the SHIFT key at the same time (i.e. SHIFT+TAB) then the cursor will go back to the previous field.*

Practice entering data by typing in Miss Rachel Brown's address and telephone number. Here are the values to enter:-

- Known As Rachel Brown
- Job Title Associate Practitioner
- Username rbrown
- Address 1 71 Willoughby Road
- Town/City Boston
- County Lincolnshire
- Postcode PE21 9HN (try using the Loqate Address Finder)
- Country UK
- Telephone 01205 123456

If you want some more practice, you can enter other information for her too, such as mobile telephone, email address etc. You can even choose a photo for her by right-clicking on the "No image selected," clicking the 'open image' and locating it on your hard disc. It's important to get comfortable with entering data, because entering data on screens like this is used frequently throughout ClinicOffice. If you are happy then we can continue.

Staff Details

There are some important staff fields on this screen:-

Known As

This is the name which will be used throughout ClinicOffice when referring to this staff member. For now, we'll leave it as "Brown, Rachel Miss".

Username

This is the name which this staff member will use when logging on to the database. The default is "rbrown" which will be fine for now (press icon to generate username).

Job Title

Rachel's job title is "Associate Practitioner" – please key it in.

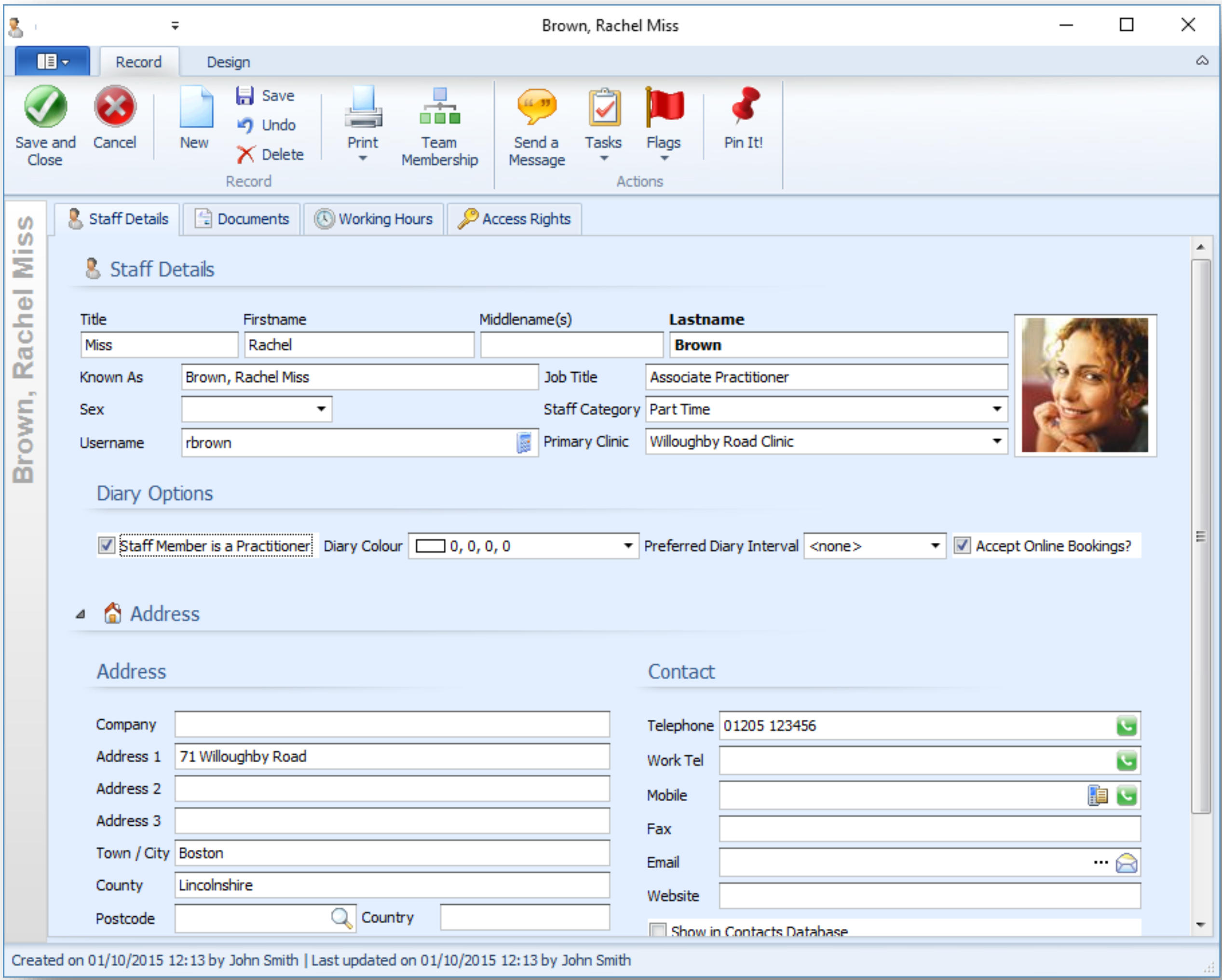
Staff Category

This field allows you to categorise staff members. In this case, Rachel is working part-time at the clinic, so select "Part Time" from the list.

Staff Member is a Practitioner

This is an important field, which tells ClinicOffice whether this person is a practitioner or a member of the support staff. "Rachel Brown" is a practitioner, so we need to tick this box under the Diary Options.

Completed Staff Editor

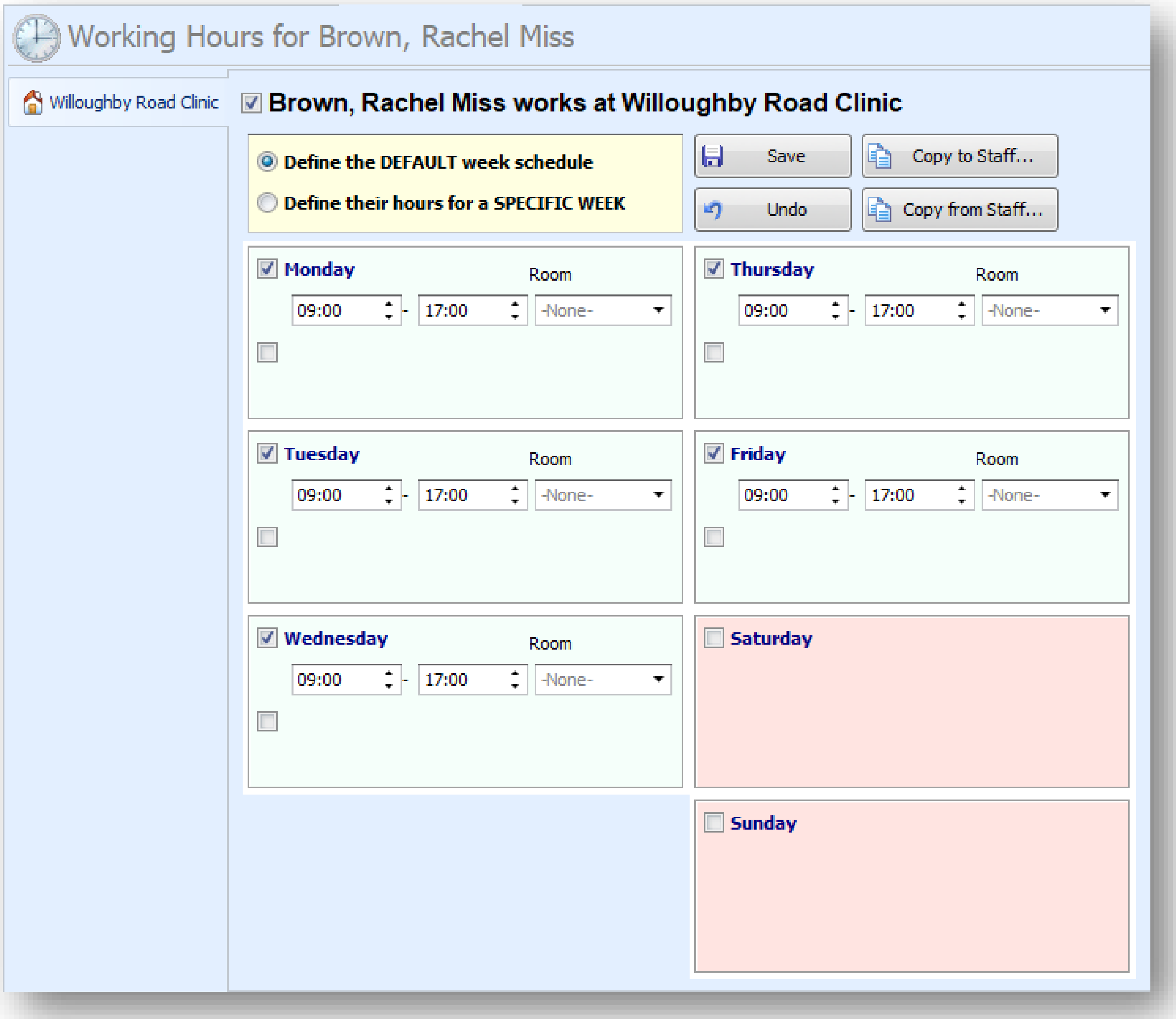


Setting Staff Working Hours

First, we need to tell ClinicOffice that Rachel will be working at this clinic and then set her working hours. This is important because it will display her working hours on the diary, displaying when she is available. Also, ClinicOffice will inform you when you try to book an appointment outside of her working hours.

Click the **Working Hours** tab on the staff editor

Staff Editor – Working Hours



Tick the box which says **Brown, Rachel Miss works at Willoughby Road Clinic**. For each day you can now select up to 3 sections of working hours. Plus, you can set different working hours for specific weeks by selecting **Define their hours for a specific week**; we will not worry about this now.

For new staff members, ClinicOffice defaults to the clinic's opening hours, which (as you can see) are 09:00 to 17:00 Monday to Friday.

You may recall however that Rachel Brown will be working part time, so we need to change this pattern of working hours. In fact, her working hours are as follows:-

Monday (09:00 – 18:00)
Wednesday (09:00 – 18:00)
Thursday (09:00 – 12:30)

Here's what we need to do:-

- Set Monday's 17:00 to 18:00. Do this by clicking on the upwards arrow.
- She doesn't work on Tuesdays, so un-tick the tick box next to the day's title
- Set Wednesday's 17:00 to 18:00
- Friday also needs to be un-ticked
- Thursday needs to be adjusted. Left-click inside the box that says 17:00 and type in **1230**. When entering the value in make sure it is done quickly, otherwise the number will not be entered in sequentially.

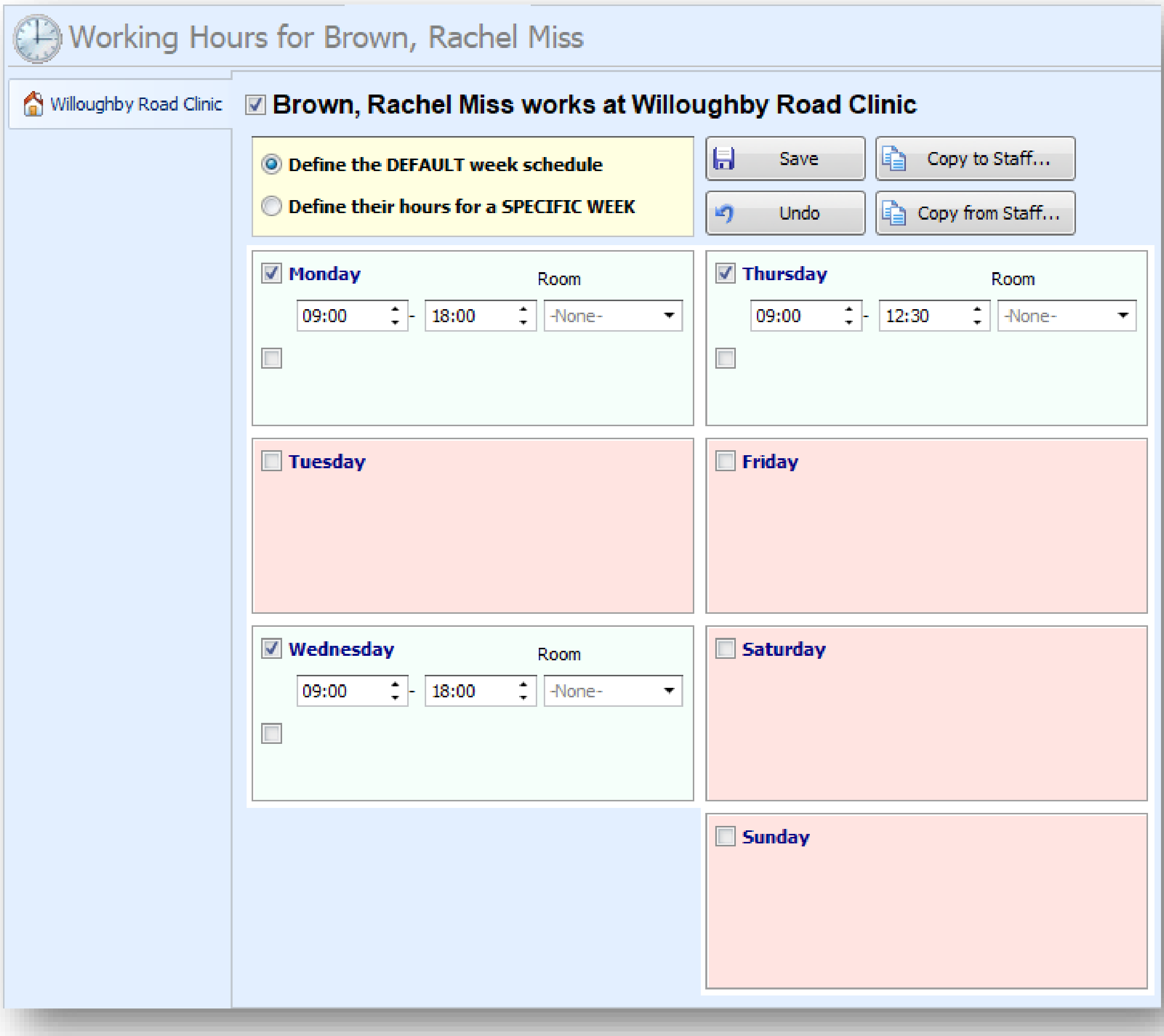
***Q.* <u>What if I get it wrong and mess this up?</u>**

Don't panic! Simply use the **Undo** button (next to the **Save** button) to undo the changes made to the working hours.

⚠ **CAUTION!** There are two undo buttons on this screen. The other one is at the top of the editor (on the ribbon bar) which will undo all changes made to this staff member since the last save. We should be using the undo button in the Working Hours section.

All being well, we should now see that Rachel Brown's working hours are correctly set for Monday, Wednesday and a ½ day on Thursday, as shown below:-

Rachel Brown's working Hours



Saving the Record

Now that we have entered Rachel's personal details and her working hours, all that's left is to save our new staff member.

Simply click the 

button located on the ribbon bar at the top left of the Staff Editor.

ClinicOffice will beep at you (if you have sounds enabled on your computer) to let you know it has saved the record, and the Staff Editor will close.

Congratulations! We have now completed adding a staff member to the database. You'll notice that you are able to select **Miss Rachel Brown** in the Diary's list of staff members.

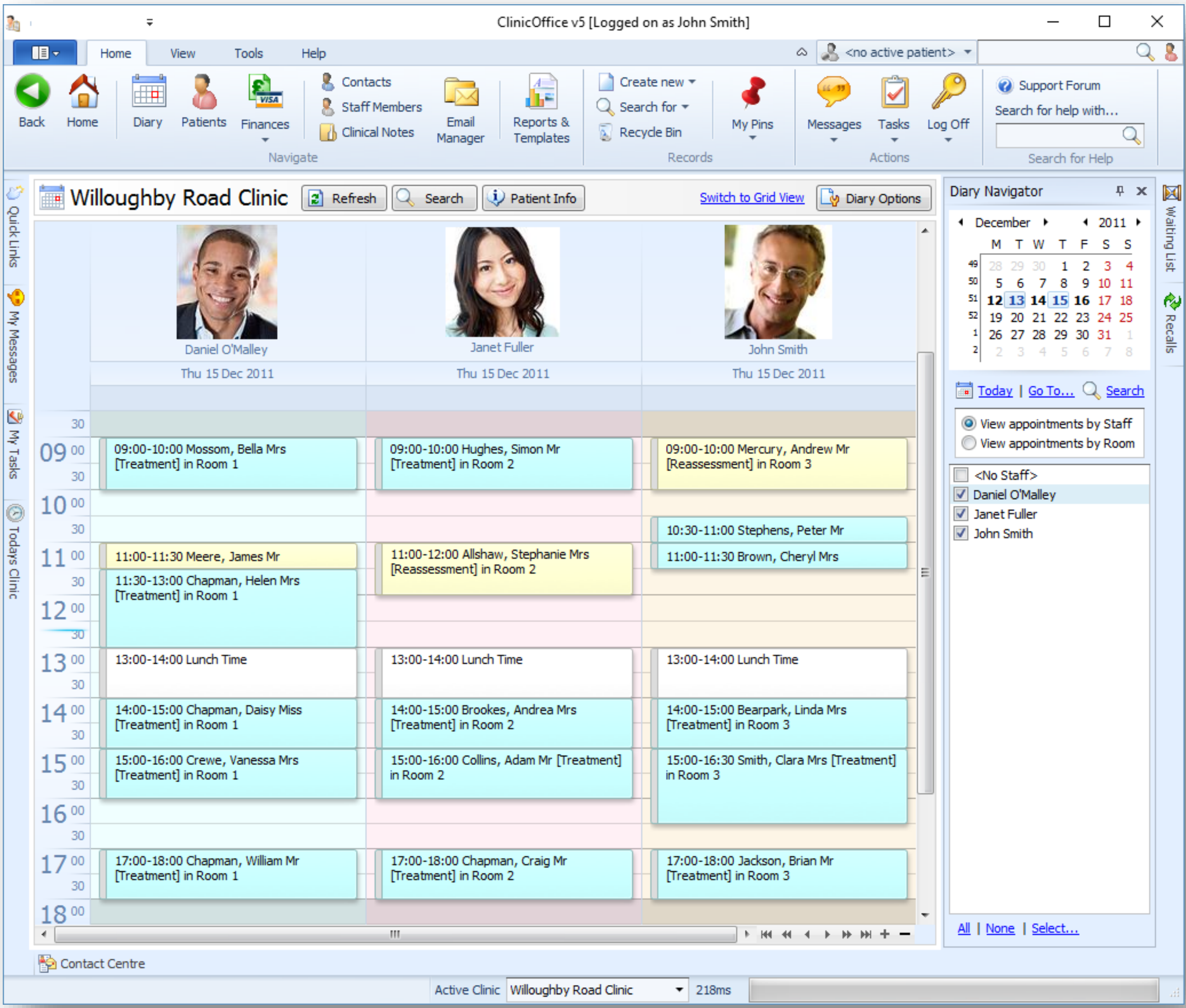
Next, we'll look at the appointments diary.

Introducing the Appointment Diary

Now click on the  **Appointment Diary** button to take us into the diary.

Let's take a moment or two to get to grips with this screen:-

The Appointment Diary



The main diary area is where the appointments are shown. The calendar (top right inside Diary Navigator) allows you to select which date(s) you want to look at in the diary.

Underneath the calendar you will see 2 Diary View options that allow you to change the display style of the diary (i.e. View appointments by staff or by Room).

Finally, we have the staff list (or room list, dependant on which view you have selected) which tells us which staff members (or rooms) we are currently looking at.

Setting up the Diary

Before we can add an appointment, we just need to make sure that the diary is set up correctly.

We want to make sure that the diary intervals are set to 30 minutes (if they are not already set to that). Of course, for your own clinic, you may want to use a different interval setting, but for this tutorial we'll use 30 minute blocks.

- *Right-click* on the time ruler on the left side of the diary.
- Select the 30 minute option.

The most common way of viewing the diary is by staff. Make sure the staff view is selected:-

- Underneath the calendar, make sure that **View appointments by Staff** is selected
- Tick both **John Smith** and **Rachel Brown** (our new staff member) in the staff list and un-tick the other 2 staff members.

We should now have only two columns in the diary – one for John and the other for Rachel. When you start using your own data later, your diary will look similar to this although it may have more or less columns, depending on how many practitioners you have.

You will notice that the appointments that have been auto-created are invoiced up to Tuesday so imagine that today is Wednesday.

Creating an Appointment

Let's imagine that the telephone rings and **Mrs Andrea Brookes** is calling to book a treatment for Thursday. Mrs Brookes has been many times before, so we know she's already on the system and we also know that she is usually treated by John Smith.

- Select Thursday on the calendar by clicking on it. Scanning through the day, it appears that John Smith is only free just before Lunch so we offer her a choice of any time around 12pm. She asks for 11.30am.
- Double-click on the slot between **11:30–12:00** in **John Smith's** column. This brings up the Appointment Editor.
- Notice that ClinicOffice has already filled in the date, time and staff member for you. *So* all we need to do is tell the system who the patient is and what type of appointment it is.
- Click the search button at the end of the **Patient** field. Clicking this button brings up the **Patient/Contact Selector** window.
- Make sure the cursor is in the search edit box, and type in **"br"** and then press Enter. This will locate anyone whose name starts "Br…". Click on **Mrs Andrea Brookes** and then click **OK** (or you can double-click on her name).
- Notice that she now appears in the patient box of the Appointment Editor. Next we want to set the appointment type which is a **Treatment**.
- Finally we click **SAVE AND CLOSE** to save the appointment.

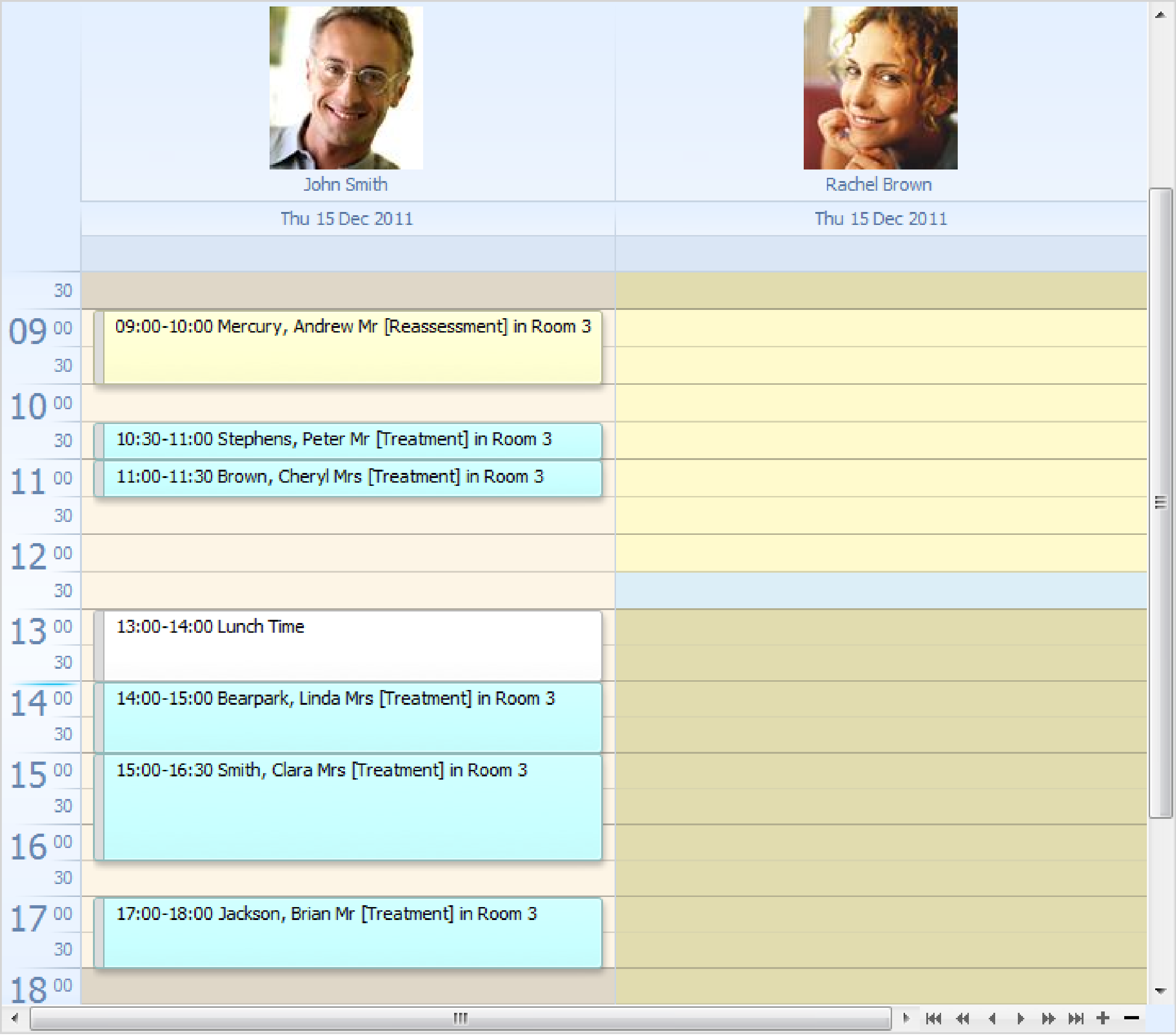
Congratulations on your first appointment! Let's try another one.

Mr Brian Jackson telephones in and would also like to book a ½ hour treatment for Thursday with **John Smith**. He says that **12:00** would be ideal for him.

Following the steps just outlined, have a go at booking his appointment. You will note that when you click **Save and Close** a message will appear saying "Jackson, Brian [27] has a different Default Practitioner". In this situation click "Keep practitioner as: John Smith".

After saving this second appointment, our diary for Thursday should look something like this:-

Appointment Diary after Second Appointment



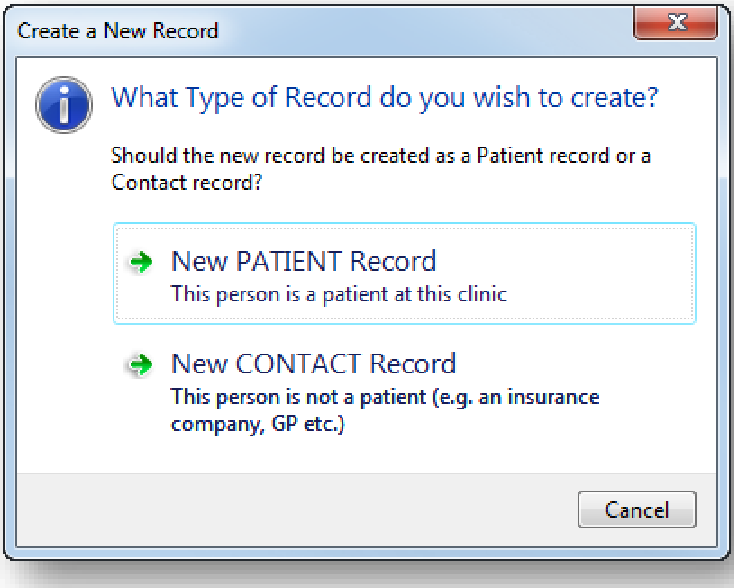
Barely a few minutes later **"Mrs Joan Campbell"** telephones. She identifies herself as a <u>new patient</u> who hasn't been to your clinic before. As a new patient she would like an **hour-long consultation** also on Thursday between **11:00–12:00**.

This appointment is different from the last two because (1) she's a new patient; not yet on the system and (2) because consultations are an hour long rather than ½ hour for just a treatment.

Here's what to do:-

- Select BOTH slots from 11:00–12:00 in Rachel Browns diary column, by dragging down with the left mouse button. This will highlight both slots in blue.
- Right-click the mouse over the selected slots, and click on **New Appointment** in the menu. As before this brings up the Appointment Editor. Notice that this time, the duration of the appointment is an hour long.
- **Mrs Joan Campbell** is a **<u>new</u>** patient, so there's no point searching for her. Instead, click the new button () at the end of the patient field.

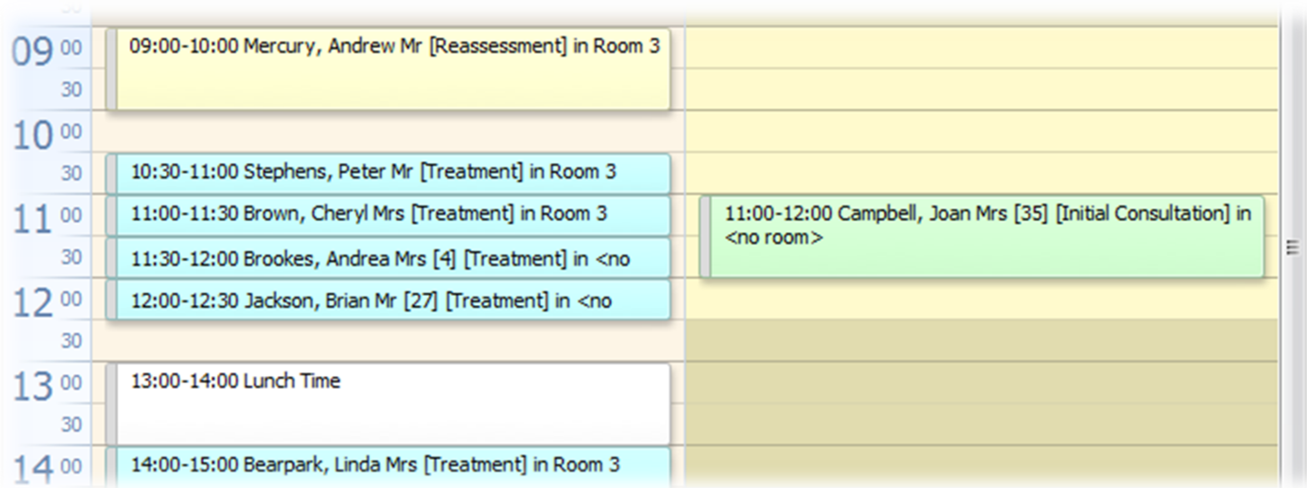
Create a New Record Message



- The system will ask if she's a new *patient* or *contact*. Click **New PATIENT Record**. This opens the Patient Editor.
- As mentioned earlier, Mrs Campbell is on the telephone, so it's most likely that you wouldn't take <u>all</u> her details until she comes in for her appointment, so we'll just enter her name and telephone number.
- Her Title is "Mrs"
- Her Firstname is "Joan"
- Her Surname is "Campbell"
- Her Telephone number is "01205 368685"
- Click **SAVE AND CLOSE** to save her as a new patient (notice that her name now appears in the patient field).
- If you are prompted to assign a patient code, click yes.
- Set the appointment type to **Initial Consultation**.
- Click **SAVE AND CLOSE**.

You should now see the hour-long consultation in your diary:-

Appointment Diary after Initial Consultation

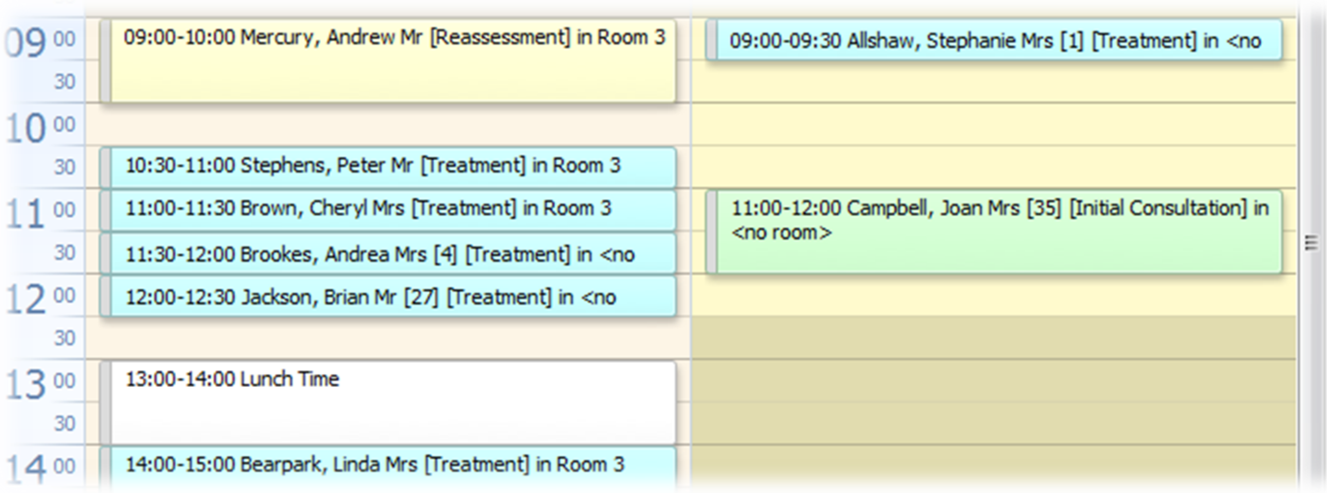


Finally, **Mrs Stephanie Allshaw** (another existing patient) calls up for a ½ hour **treatment** this Thursday, but due to her busy schedule she can only do **09:00–09:30**. As John Smith is busy, she's agrees to see Rachel Brown instead.

- Don't forget to create this appointment in Rachel Brown's diary column instead of John Smith's.
- When you go to create the appointment you will be asked if you wish to use the active patient **'Campbell, Joan Mrs [35]'**. Click **No, clear the active patient** and then search for Stephanie Allshaw instead.
- ClinicOffice may warn you that the Rachel is not the usual practitioner for this patient. Click **Keep practitioner as: Rachel Brown** to acknowledge this.

Our diary should now look something like this:-

Appointment Diary after Fourth Appointment



Moving an Appointment

A little later on, Mrs Andrea Brookes calls back (she was the first appointment we booked). She's just remembered that she can't actually make it in the afternoon, because she's having her hair done.

She apologises and asks if she can move the appointment to the morning instead – ideally at 10:30 (i.e. from 10:30 to 11:00). We inform her that John Smith is busy and she is happy to be treated by Rachel.

Here's what to do:-

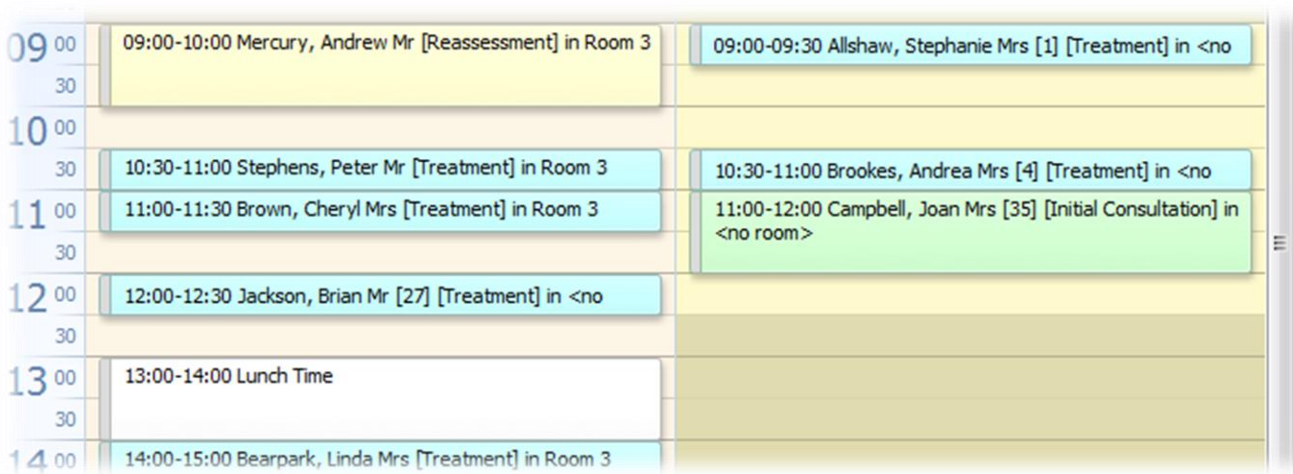
- *Click and HOLD* the left mouse button over her morning appointment.
- While *still holding* the button, move the mouse over to Rachel's diary and move it to the 10:30 slot. This will move the appointment.
- *Release* the mouse button when the appointment is in the 10:30–11:00.
- You will now see a message asking you to confirm the change of appointment. Click **YES** to confirm the move operation.

It may be a good idea to spend a little time experimenting with this. Try dragging appointments around to different time slots.

After you've finished experimenting, remember to move the appointments back to their original positions.

Here's a screenshot of what our diary should look like:-

Appointment Diary after Appointment Move



FAQ (Frequently Asked Questions) about the Diary

Q. How can I look ahead a whole week for a staff member?

A. In the staff list select only the practitioner you wish to see e.g. "**John Smith"**; remove the ticks next to the other practitioners. Under the calendar, click the link **Go To…** then select **1 week from now**.

Q. Why are some time slots a darker shade?

A. The darker shaded regions on your diary represent the hours in which a staff member is not working.

Q. What about viewing appointments according to their room?

A. To view the appointments by room click on **View appointments by Room**; this is under the calendar. You will notice that the list of staff members changes to a list of room names.

Q. Can I change the text which is displayed in the appointments?

A. Click **DIARY OPTIONS** which is in the top right. Go to the **Visual Notes** tab you will notice under **Formats** you can choose from a selection of predefined options. Each option will affect the way the text appears in different ways and areas. For example when you alter the **Caption format for room view**, this will only affect the appointments in the room view. On the other hand if you change the name format then this will affect all appointments under both staff and room views.

Using the Appointment Status

Before starting this section, please make sure that:-

- The Diary View is set to **View appointments by Staff**
- Both "John Smith" **and** "Rachel" are ticked
- We are looking at Thursday in the diary

Let's imagine that Thursday is upon us, and Mrs Stephanie Allshaw has arrived at the clinic for her 09:00 appointment with Rachel Brown.

You're at the reception desk and you know that Rachel is just in the middle of an important telephone call.

What to do?

- Right-click on Mrs Allshaw's appointment in the diary.
- Click **Appointment Status** and then click **Arrived**. This updates the status of the appointment.
- You are asked whether to send a notification to Rachel about this. Click **YES**.
- A message has just been sent to Rachel's screen to let her know that Mrs Allshaw is in the waiting room. Obviously we're still logged on as "JSMITH" (check the title bar at the top of your screen) so the message won't come to us.
- Notice that the side bar of the appointment has turned yellow, indicating that the status has changed to **Arrived**.

Now we're going to pretend to be Rachel Brown:-

- Click the **LOG OFF** button (top right of the main screen)

This takes us back to the logon screen.

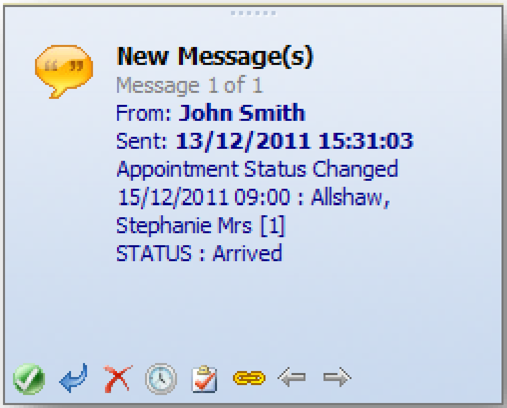
- Log on with the username "rbrown" and no password.

(If you need some help with logging on again, please refer back to the start of this tutorial.)

Now that we have logged on as Rachel Brown, you should receive the mail message which we just sent to her:-

Click the **Dismiss** button to remove the message from the screen or the **Delete** to permanently delete it.

Mail Message



You should currently be on the **Home Page**, so click **Appointment Diary** and then select this Thursday from the calendar to take us back to familiar territory.

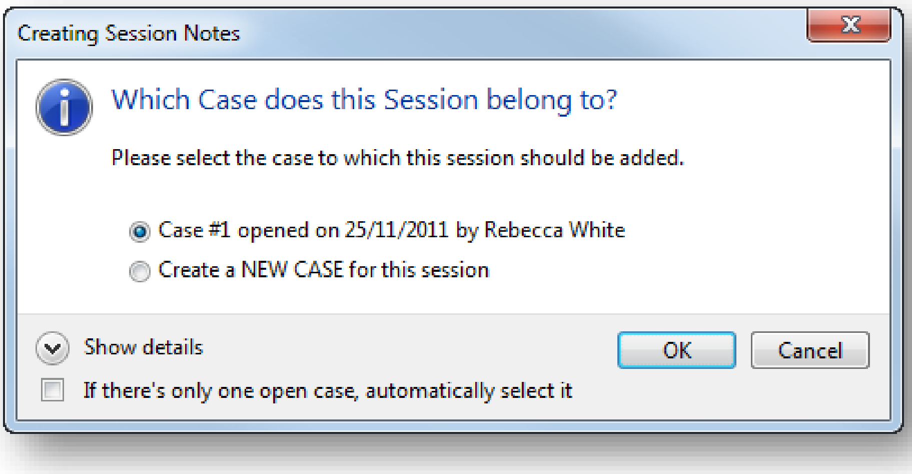
So we know Stephanie Allshaw is waiting to see us, but what do we know about her as a patient?

- Right-click on her Thursday morning appointment and then click **Open Patient Record**.
- This will display the Patient Editor with all her details – please see "The Patient Editor" section in the user guide for more detailed information on this. Suffice to say at this stage that you can peruse her patient details from here.
- You can also click the **Clinical Summary** button located on the ribbon bar of the Patient Editor. This will bring up a complete history for this patient (see "Clinical Summary" in the user guide).
- Once you've looked through, click the **"Close"** button on the Clinical History, and click the **Cancel** button on the Patient Editor to return to the diary.

OK – so Mrs Allshaw has now been treated and feels a whole lot better. What we should do now is write up some notes about the session.

- Once again, right-click on the appointment in the diary, then click on **Enter Session Notes**.
- ClinicOffice then asks you to select a case:-

Select a Case



For an explanation of cases and session please see the section "Clinical Terminology" which is located in the "Clinical Notes" section of this diary.

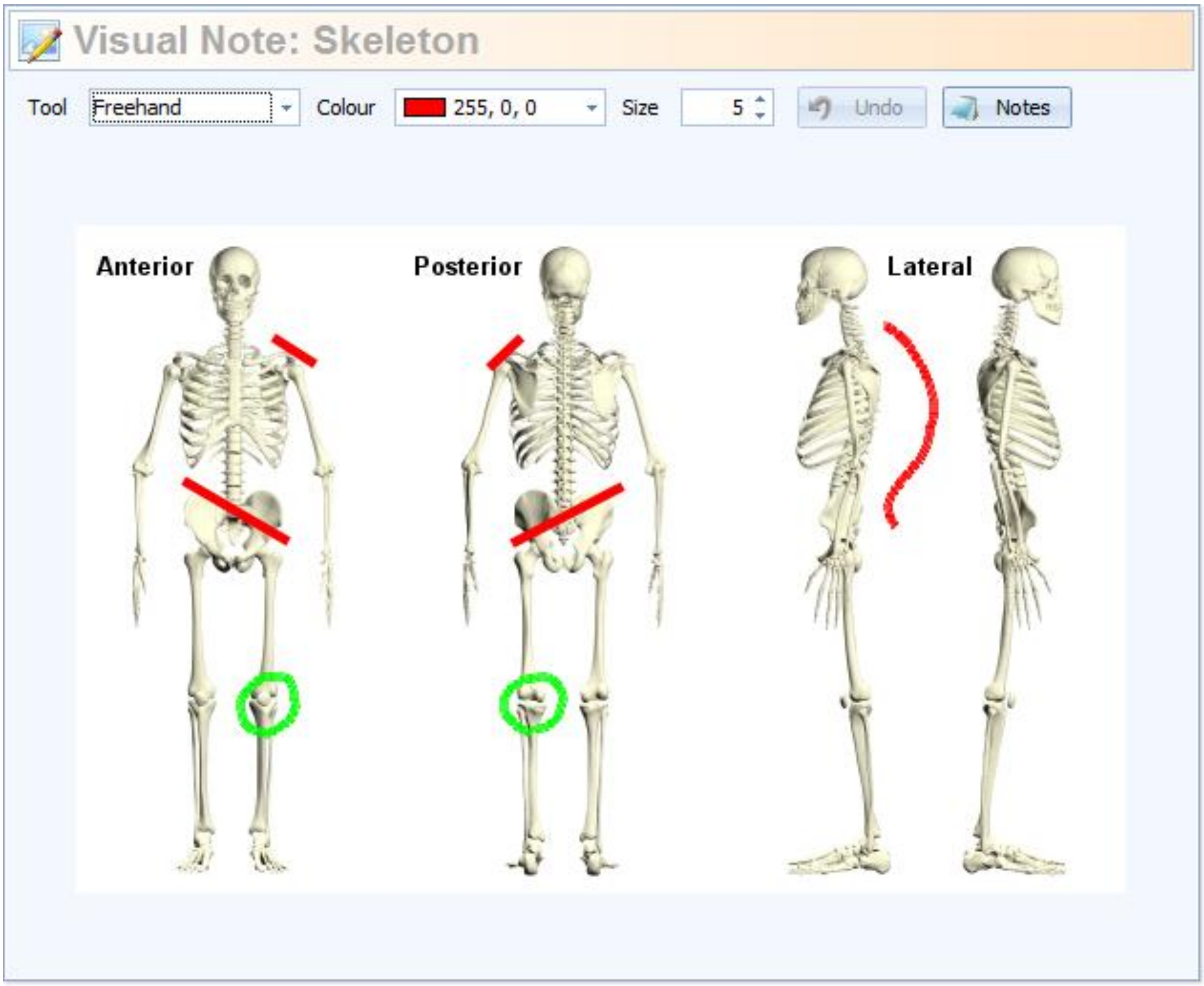
- Select **Create a NEW CASE for this session** then click **OK** to attach our new session notes to Case #2 which has just been automatically created.
- Note that most of the information (date, time, practitioner and type) is filled out automatically from the appointment record.
- Because we did so well with the treatment, set the outcome of the session to **"5) Great Improvement"**
- By default, the session editor uses SOAP notes (Subjective, Objective, Assessment and Plan) – although these tabs can be changed by simply going into the design mode. For the purpose of this tutorial just type anything you like under these notes.
- Press the **SAVE** button located on the ribbon bar.

Before closing the session record, we're going to take a look at another impressive feature of ClinicOffice v5:-

Visual Notes

- Click the **ATTACH** button which is located on the ribbon bar of the Clinical Notes Window. Now select **Visual Note**, this brings up the Visual Note Templates.
- Browse through the different visual note templates in the library, and when you find one you like, click **OK**.
- The Visual Note will now attach itself to the session you have just created. You can now edit this Visual Note with several tools you are provided with; feel free to experiment. Try the different "Tool Styles" to see what will be useful for you.

Example Visual Note Being Edited



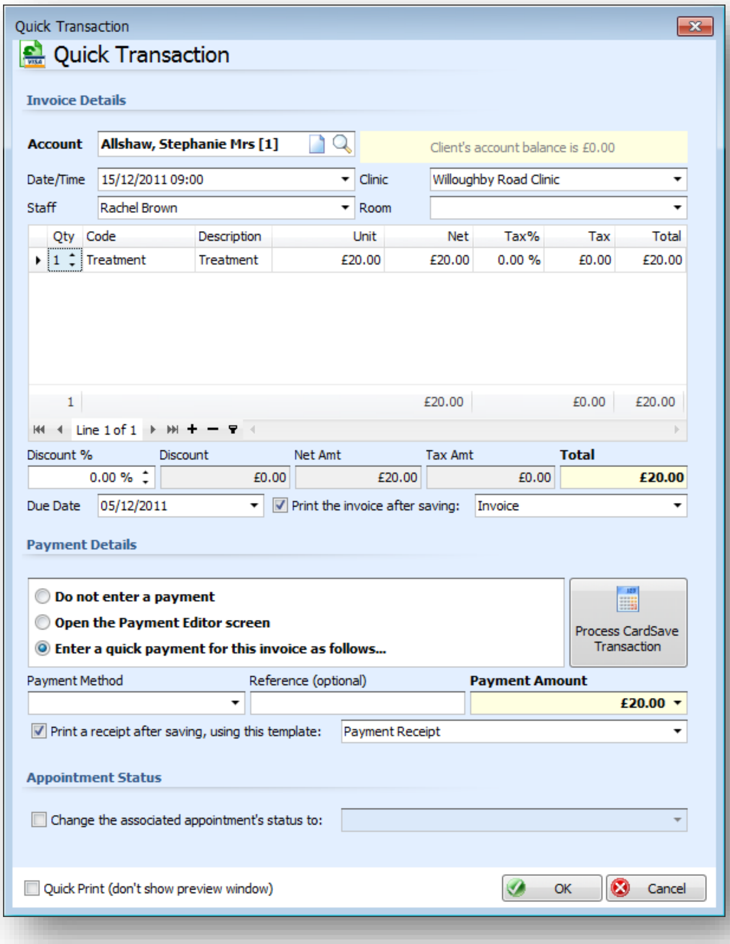
- You can add extensive notes to the Visual Note by clicking the **NOTES** button. This brings up a small separate window which will allow you to enter text in a basic format. If you close the window the text will be automatically saved, and you can view them later.
- When you have finished editing the visual note, click **SAVE** again.
- Notice that the picture now appears as an attachment to this session record. It will also appear as part of the patient's Clinical History.
- Finally, click **Save and Close** on the Clinical Notes to save all the records attached to Stephanie Allshaw. This will take you back to the Appointment Diary.

So what's next? Well, Mrs Allshaw has now been treated and is feeling much better, the session notes have been written up, so now she has come back through to reception to pay.

Creating a Quick Transaction

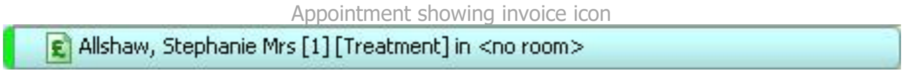
You may have noticed that so far, we have been able to do everything from the Appointment Diary screen and invoicing is no exception.

The Quick Transaction Screen



1. Right-click on Mrs Allshaw's Thursday morning appointment and then click **Quick Transaction**.
2. If you are prompted to back date the invoice, please click yes.
3. This will display the Quick Transaction editor. Notice all the fields that have been filled in for you. The details are all taken from the appointment and the cost is taken from the Appointment Type (see the "Appointment Type Editor" section in the User Guide).
4. This screen does more than just create an invoice for us. It will also allow us to enter a payment at the same time. Mrs Allshaw is paying with cash, so select **Cash** as the payment method.
5. If you wanted to print an invoice, then you will tick the "Print this invoice after saving" box and select an invoice report. You would do the same if you wanted to print a payment receipt, by selecting "Print a receipt after saving" box and selecting a Payment Receipt. For the sake of this tutorial make sure both are un-ticked.
6. The appointment with Miss Allshaw is now done and dusted; it would be a good idea to update the status of the appointment to Completed. Tick the box which says **Change the associated appointment's status to** and select **Completed**.
7. If you use the Quick Transaction a lot and each time you needed to print off an invoice or receipt, then you can tick the **Quick Print** (do not show preview window). This means that anything that needs to be printed will go straight to your printer without the need for you to look at it. This is only recommended if you are sure of what you are doing. For now leave this un-ticked.
8. Finally, clicking **OK** will bring up a summary form and clicking **YES** will return you to the diary. You will notice that there is now a small invoice icon on the appointment.

Appointment showing invoice icon



The green invoice icon indicates that the invoice has been paid. Red indicates unpaid, and orange indicates part paid.

And that's all there is to it. That one screen created the invoice and posted a payment for the invoice. It may all seem a little daunting at first, but given a little practice, you'll soon find that creating and paying invoices can literally be done in a matter of seconds.

OK – let's try entering another invoice – this time for Mrs Brooke's appointment at 10:00am with Rachel.

- Right-click on the 10:00am appointment and then click **Quick Transaction.**
- Once again, note how the invoice details have been filled out for us based on the appointment details.

- This time, rather than entering a quick payment; select the option to **Open the Payment Editor Screen**.
- Click **OK** and then **YES** to confirm the details. At this point the invoice will be saved, and the Payment Editor opens. Now we'll see how to use the Payment Editor to receive payments.

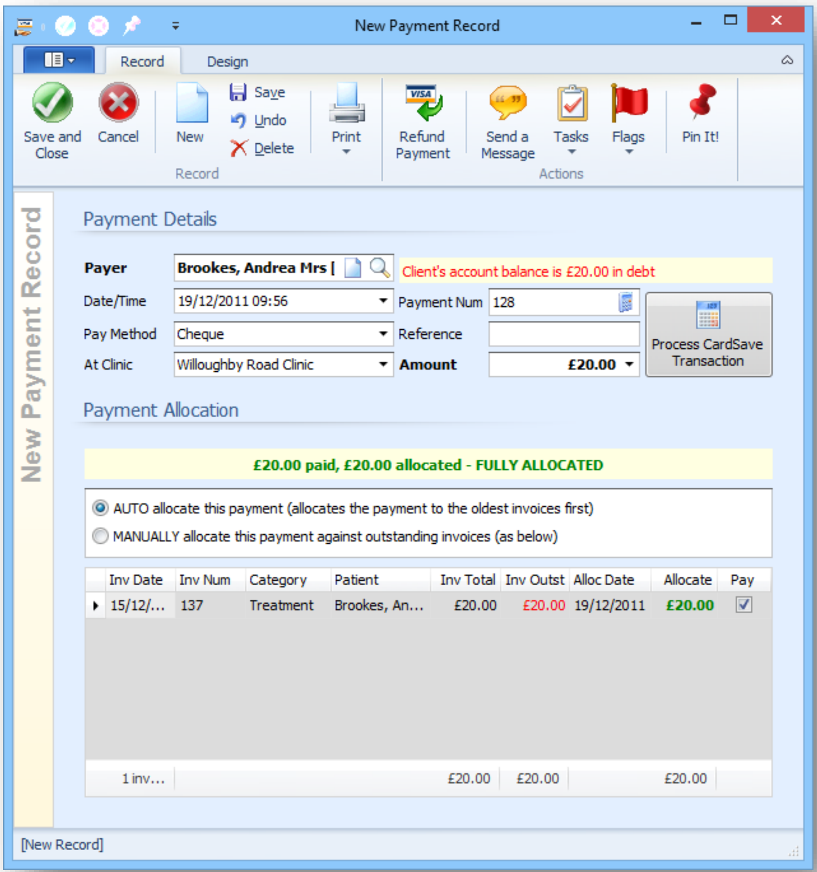
Receiving a Payment

We've created the invoice for Mrs Brookes (for £20) and she is now busy writing out a cheque to pay us.

Look at the Payment Editor window. As before, most of the fields have been automatically completed. We just need to do the following:-

- Set the Pay Method to **Cheque**.
- You could enter her cheque number as a payment reference, though there is no requirement to do so.
- Enter the amount being paid **£20**.
- We need to tell ClinicOffice how to allocate this payment (i.e. which invoices are being paid). There is only one invoice outstanding for Mrs Brookes, so ClinicOffice will automatically allocate the payment to that invoice.

The Payment Editor



We can now click 

to save this payment.

Congratulations are once again in order!

You have now completed the basic elements of the tutorial. Over the last few sections you have learnt how to:-

- Enter new staff members
- Enter new patients

- Book appointments
- Create a Session Note with a Visual Note
- Create invoices and take Payments

Please don't worry, if it all seems a bit scary at first – like most things in life – the more you do it, the easier it becomes.

The remainder of the tutorial is now aimed at consolidating what you have done and setting some exercises to work on.

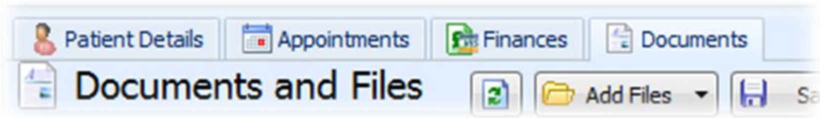
Extended Tutorial

Using Documents

So, we have the invoice to send to Mrs Campbell – now we need a covering letter to go with it. This is where the Documents feature comes in hand:-

1. From the diary, right-click on the appointment in question and select **Open Patient Record**.
2. In the Patient Editor, go to the Documents page by clicking the **DOCUMENTS** tab.

The Documents tab



   You can see that there are currently no documents.

3. Click on the **PRINT** button, select **Letters** and choose **Letter to Patient** to add to her record.
4. Now press the **SAVE** button and select **Save to Database**. The letter will now appear in the Documents section of the patient's record.

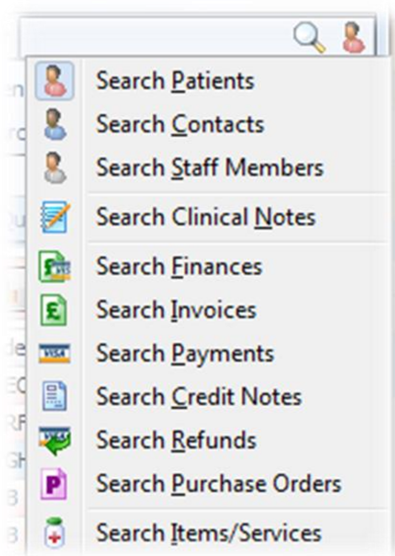
   You can create mail merge documents and then store them under the Documents section of the Patient Editor. It is also worth noting that you can now scan pictures/documents directly into ClinicOffice.

Searching for a Patient

Imagine you get a phone call from a "Mr Antonio Barratt". He is aware that he still owes money for a treatment session, and he wants to send through a cheque.

But he has forgotten exactly how much he owes:-

Searching for a Patient



1. In the top right-hand corner of the ClinicOffice screen is a Search field. Click on the button to the left of the field and then click on **Patients**.
2. Type in "Barratt" (the case does not matter) and press Enter.
3. This will take you to the Patients Search screen. If you typed it in correctly, then one record should appear which will be "Mr Antonio Barratt". (If he doesn't appear then go back to step 2). Double-click on him to bring up the Patient Editor.
4. Now go to the **FINANCES** tab on the Patient Editor. You should see that he has an unpaid invoice and the screen also tells you his overall account balance (-£20).
5. You tell Mr Barratt that he owes you £20 and he wants to pay the full amount by credit card over the phone. Notice the handy **FINANCIAL ACTIONS** link on the ribbon bar. Click that link and select **Enter Payment**.
6. The Payment Editor will open. You can now enter £20 as the amount and select Cash as Pay Method.

7. Press the **Save and Close** button.

This demonstrates how to do a simple patient search, look up their account balance and take a payment from them. There is lots of other important information on the Patient Editor; take time to look around and experiment. Remember it does not matter if you mess up the sample database.

Tutorial Summary

As stated at the outset earlier, the purpose of the tutorial is to work through some of the **basic** features of ClinicOffice v5. There is obviously far more functionality than we could possibly cover in a short tutorial.

We strongly recommend that you take the time to read the User Guide to become more familiar with the software. But the biggest key to success is simply to spend time using the ClinicOffice program.

Experiment with the sample database to see how the program best fits your needs. Simply spending time with the program is what pays the greatest dividends.

Other Helpful Resources

Full ClinicOffice User Guide: https://pioneersoftware.co.uk/files/COv5_Userguide.pdf

Support Forum: https://pioneersoftware.co.uk/forums

For telephone and online support call us on **01205 205500** and **dial 2** (requires our Support Plan).

For any sales enquiries, please call us **01205 205500** and **dial 1**.

Thanks for using ClinicOffice v5!

Kind Regards,

ClinicOffice Team