

Visual Outcomes Management Reporting & Auditing Part - 6

Project No. 214548
Job Aid

Job Aid

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Training Manual Structure;

This manual is Part 6 of 6 parts. Version control, sign off and distribution are contained in part 1 only.

Manual No.	Training Manual	Audience
Part 1	Front Desk Operations	VO End Users
Part 2	Front Desk Operations	VO End Users
Part 3	Front Desk Management	VO End Users / Supervisors
Part 4	Advanced Features	VO End Users / Supervisors
Part 5	Administration and Configurations	Administrator
Part 6	Management Reporting	Finance

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1. Financial Management Information

1.1 Management Statistics

Access to *Management Statistics* is dictated by security authorisations set through the Security Wizard. This means that access can be restricted to selected statistics relevant for a role – e.g. for CA or for practitioners. Refer to Security Access Management.

1.2 Using Management Statistics

Select 'Management' from the Navigator. Select 'Management Statistics'.

Note that the 'Front Desk' tab in the Navigator also provides access to certain *Management Statistics* that may be made accessible for the benefit of the CAs.

Review how to obtain full advantage from the variety of tools available in configuring **grids, pivots and charts** so as to present the data and filter the data for your purposes. **Go to Grids, Pivots and Charts.**

1.3 Summary of Management Statistics

Statistics are grouped under relevant headings:

Appointment Statistics – these relate to appointments made;

Audit – refer to the 'Audit' section above;

Client Groups – statistics relating to cohorts of clients from the full client list in the database.

These groups may be filtered for use in pre-set messages to be sent using the Messaging Wizard;

Financial – statistics relating to financial outcomes. More detail to be found below under 'Using Financial Statistics';

KPI Clinic – the raw statistics that go to make up KPI (Key Performance Indicator) reports on a Clinic basis. More detail is covered under Advanced Performance Reporting;

KPI Practitioner – the raw statistics that go to make up KPI (Key Performance Indicator) reports on a Practitioner basis. More detail is covered under Advanced Performance Reporting ;

Marketing – statistics relevant to marketing activity;

Performance – statistics that relate to the performance of the Clinic and Practitioners;

Specific Services – these are statistics automatically created whenever a new service is added to the system – for use in analysis of individual services;

Stats for End of Shift – pertain to the activities of the front desk as a shift is reviewed for anomalies or reportable issues;

Stats for a Single Client Reporting – These statistics will report data on the particular client loaded into the Client Director;

Stock – statistics relating to stock sales and inventory management.

Visual Outcomes offers a standard range of *Management Statistics* available to users. Additional *Management Statistics* are available at reasonable cost from the Visual Outcomes Shop. If these don't meet your needs precisely, additional management statistics can be readily customised for you. To discuss what you need and get a quote, please contact the Visual Outcomes help desk – helpdesk@visualoutcomes.com.

1.4 Financial Accounting Information

Visual Outcomes readily displays financial data from the database. This means that Visual Outcomes has the capacity to populate the data required for many accounting-based entries and the capacity to report on both receipts and invoices for reconciliations with banking or other financial measures.

Visual Outcomes doesn't incorporate a full general ledger or tax accounting. All its data can be exported in multiple formats to integrate with any standard accounting software being used by practices or their accountants.

In relation to stock sales, Visual Outcomes inventory management features provide a very useful Stock Trading Account.

1.5 Data exporting

Visual Outcomes can export data in a variety of formats including PDF, CSV, Excel and others.

1.6 Financial Reporting

Visual Outcomes' management statistics enable you to precisely specify the data you need.

In using management statistics, or in creating your own, please pay close attention to ensure you're getting exactly what you need. Hovering your cursor over a statistic will provide more details.

Please note the following Visual Outcomes terminology:

"Invoice" values are presented from the point of view of money owed to the clinic/practitioner.

"Receipt" values are from the point of view of money actually paid. While in most cases these amounts are tied to an invoice, there's not necessarily an invoice if goods are sold to a non-client.

So when a statistic is run to get totals for charges and payments with a date range, you must consider where to place the cut-off. For example if an invoice was issued in January and paid in March, "invoice" and "receipt" values will be different at different date cut-offs.

If you find yourself collating and comparing from different statistics and reports, there's probably a better statistic available. Be clear on what you want to achieve and the conditions around it to choose a statistic that delivers exactly what you need. If you're not sure, please contact Visual Outcomes' financial expert for advice.

<i>Sales statistics</i>	Reported – by clinic – by practitioner – based on receipts or based on invoices . Refer to standard reports including the Financial Summary, The Performance Report and the Stock Report. Refer also to statistics under the Financial grouping in Management Statistics to view sales data presented to suit your accounting policies and treatment.
<i>Debtors</i>	Unpaid invoices are reported in the Debtors Status Report found in the Financial grouping in Management Statistics. Set the date of review as required for your financial reporting. Unpaid invoices at balance date reported in this way. Debtors

<i>Credit Summary</i>	<p>are reported as at the end of the day or date range selected.</p> <p>Unearned receipts are reported in the Credit Status Report found in the Financial grouping in Management Statistics. Set the date of review as required for your financial reporting. Credit balances at balance date reported in this way.</p> <p>The Plan Usage Analysis, found under the Management tab in the Navigator, provides additional summary and itemised details concerning the consumption of services and pre-payments on all prepaid plans.</p> <p>Credit balances are reported as at the end of the day or date range selected.</p>
<i>Stock on hand</i>	<p>Stock on hand at the start and end of an accounting period are available through the Stock Trading Account found under the Management tab in the Navigator. Stock on hand balances are at cost as recorded in the Stock Wizard and are measured using average cost.</p>
<i>Stock purchases</i>	<p>Visual Outcomes records stock purchases for the purpose of providing a stock trading account. This is a management report based on entries through the Stock Order/Delivery Wizard. For statutory accounting and financial reporting purposes the purchase cost will be a matter for the purchases ledger in the accounting system adopted by the practice concerned.</p>
<i>Bad debts</i>	<p>Use the statistic titled Bad Debts Written Off, found in the Financial grouping in Management Statistics.</p>
<i>In-house use</i>	<p>Visual Outcomes reserves a specific invoice type for Clinic Use. From the Front Desk tab in the Navigator, open the Invoice Manager and select the drop down under Invoice Type. Select <i>Clinic Use</i>.</p> <p>This invoice type should be used where the stock or consumable item concerned is managed through VO's inventory management system. Invoices created for stock or consumables used 'in-house' are discounted 100% automatically.</p> <p>The statistic titled 'Clinic In House Consumption' reports the volume and value of items for any date range.</p> <p>Select 'Management Statistics' through the <i>Management</i> tab in the <i>Navigator</i>, then 'Financial' and 'Clinic In House Consumption'</p>
<i>Tax Report</i>	<p>This displays tax paid transactions and reports tax collected over a given time range per Clinic. It can also be broken down by Practitioner.</p> <p>Select 'Management Statistics' through the <i>Management</i> tab in the <i>Navigator</i>, then 'Financial' and 'Tax Report'.</p>
<i>Stock Back Orders</i>	<p>This displays all stock back orders that have not been filled. The waiting times and contact numbers are listed. Select 'Management Statistics' through the <i>Management</i> tab in the <i>Navigator</i> then 'Stock Back Orders Not Filled'.</p>

1.7 Reconciliation Reporting

Reconciliations are for a variety of purposes – whether achieving a split of profits, accounting for receipts, and accounting based on invoices (which may or may not include unpaid and partly-paid invoices). Accounting may be on service invoices only or may be on all invoices.

Practices vary in the way they need to reconcile financial data.

Visual Outcomes provides the data and the tools to match your reconciliations to your objectives.

Transaction Report

Build a transaction report based on date of invoice or based on date of receipt. Refer to Management Report Creation to use the Report Grouping Wizard.

Here is an example based on *date of receipt*. This report is run from Management Reports and comprises the single Management Statistic ‘Transaction report – by date of receipt’ set up in the pivot view.

Staff ID	Clinic Name	Date of Receipt	Client Name	Item	Gross Total
101	Alpha Street	3/18/2009 14:00	BRENN, Bruce	Comprehensive Exam (200)	445.00
				Comprehensive Exam (200)	445.00
				BRENN, Bruce Total	890.00
		3/18/2009 11:00	BARNES, Catherine	Urinal (20 Adjustment (200)	85.00
		3/18/2009 11:00	BARNES, Catherine	Urinal (20 Adjustment (200)	85.00
		3/18/2009 11:00	POULY, Brenda	Standard Consultation (200)	255.00
		3/18/2009 9:00	SHAW, Lawrence	Urinalysis (40	85.00
		3/18/2009 8:00	CLIFFORD, Andrew	Standard Consultation (200)	445.00
	Alpha Street Total				2065.00
	Beta Street	3/18/2009 17:00	HEBERT, Ann	U (19 Message (200)	685.00
		3/18/2009 14:00	MORGAN, PE	U (19 Message (200)	685.00
	Beta Street Total				1370.00
	Gamma Street	3/18/2009 17:00	SPUR, David	CHAS	455.00
		3/18/2009 14:00	BRENN, Bruce	CHAS	455.00
		3/18/2009 8:00	CLIFFORD, Andrew	CHAS	455.00
	Gamma Street Total				1365.00
	Beta Street	3/18/2009 14:00	FUGG, Amanda	CHAS	455.00
		3/18/2009 12:00	ANDERSON, Steve	Walk in visit	455.00
		3/18/2009 11:00	FRANCO, Sandy	CHAS	455.00
	Beta Street Total				1365.00
	Client Total				4825.00
	Gross Total				4825.00

Here's an example based on date of invoice. This report is run from Management Reports and comprises the single Management Statistic ‘Practitioner Invoices’ set up in the pivot view.

Practitioner	Date of Invoice	Client Name	Date	Amount
Dr. Jones	1/10/2010 14:45	POHARA, Anne	1/10/2010 (20)	885.00
	1/10/2010 15:36	POHARA, Anne	1/10/2010 (20)	875.00
	1/10/2010 14:36	POHARA, Anne	1/10/2010 (20)	875.00
	1/10/2010 14:45	POHARA, Anne	1/10/2010 (20)	885.00
Dr. Smith	1/10/2010 12:12	SMITH, Ingrid	Standard Consultation (200)	850.00
	1/10/2010 12:12	SMITH, Ingrid	Standard Consultation (200)	850.00
	1/10/2010 12:12	SMITH, Ingrid	Comprehensive Exam Report Of Podiatry (Consult) (200)	850.00
	1/10/2010 12:12	SMITH, Ingrid	PHOTO X 200	850.00
Dr. Brown	1/10/2010 14:45	BROWN, David	Under-18 Adjustment (200)	65.00
	1/10/2010 14:45	BROWN, David	PHOTO X 200	65.00
	1/10/2010 14:45	BROWN, David	Under-18 Adjustment (200)	65.00
	1/10/2010 14:45	BROWN, David	PHOTO X 200	65.00

Reconciling to Banking

See this example of a report showing details of receipt transactions for the day – match this total to the total of banking points for the day as reported in Banking Reports. This report is run from Management Reports and comprises the single Management Statistic ‘Receipts Analysis – All’ set up in the pivot view.

Receipt ID	Client Name	Status	Date	Amount	Payment Method	Grand Total
20050802	CLIFFORD, Andrew	Cash	9/10/09	1763.00		1763.00
		Public Paid	9/10/09	1176.00		1176.00
CLIFFORD, Andrew Total				2939.00		2939.00
20050803	SAYON, Lorraine	Public Paid	9/10/09	271.60		271.60
		Public Paid	9/10/09	271.60		271.60
SAYON, Lorraine Total				543.20		543.20
20050806	MURPHY, Bruce	Cash	9/10/09	950.00		950.00
		Public Paid	9/10/09	950.00		950.00
MURPHY, Bruce Total				1900.00		1900.00
20050809	MORAN, Peter	Public Paid	9/10/09	1183.00		1183.00
		Public Paid	9/10/09	1183.00		1183.00
MORAN, Peter Total				2366.00		2366.00
20050811	MORAN, Christine	Public Paid	9/10/09	949.50		949.50
		Public Paid	9/10/09	949.50		949.50
MORAN, Christine Total				1899.00		1899.00
20050812	MORAN, Dawn	Public Paid	9/10/09	255.00		255.00
		Public Paid	9/10/09	255.00		255.00
MORAN, Dawn Total				510.00		510.00
Grand Total				12450.00		12450.00

Banking reports

The Banking Wizard permits a preview (with export options) and print of the Banking Report relating to the banking point being undertaken or reviewed after the event. Go through the wizard, selecting the banking point, and at the end you will have the report preview and print options.

Example	Example Time	Paper	Amount
20054034	12:46:56	XXXXXXXX, Yyyy	\$55.00
Sub Total			\$55.00
Example	Example Time	Paper	Amount
20054050	12:33:58	XXXXXXXX, Yyyy	\$55.00
20054051	12:42:59	XXXXXXXX, Yyyy	\$66.05
20054053	12:41:13	XXXXXXXX, Yyyy	\$23.00
20054056	12:49:28	XXXXXXXX, Yyyy	\$20.20
20054057	13:01:12	XXXXXXXX, Yyyy	\$57.00
Sub Total			\$241.25
Example	Example Time	Paper	Amount
20054053	12:46:23	XXXXXXXX, Yyyy	\$14.80
20054045	13:46:02	XXXXXXXX, Yyyy	\$21.80
Sub Total			\$56.60

The Banking Report can be configured using the following tools:

1. Page separation in printed reports –

In the Domain Manager you can select Payment Method – as each payment method is entered the Bank Group column can be completed. This is a numbering system allowing you to select which payment methods are separated to appear on a separate page in printing mode. In the picture example above, all payment methods are printed consecutively without page breaks. Many practices will wish to keep cash and cheques on a separate page to have hard copy to be delivered to the bank with cash and cheque deposits.

2. Separate Banking Reports for identified practitioners –

In the Personnel Wizard under the 'Practitioner' tab is the option to mark a practitioner as having a separate banking report.

Once the clinic banking report has been run, restart the Banking Wizard and select 'Practitioner Banking Report'. The names of practitioners marked as having separate reports will appear and be selected to run the respective report. Note that the banking report information also appears in the clinic banking report – this is a procedure to produce supplementary reports for practitioners individually.

3. Own Account Banking Reports -

In the Personnel Wizard under the 'Practitioner' tab is the option to mark a practitioner as having own banking.

Selecting this option excludes this practitioner's banking from the clinic banking report produced for the clinic.

A separate banking report for this practitioner can be run provided you have

Stock Trading Account

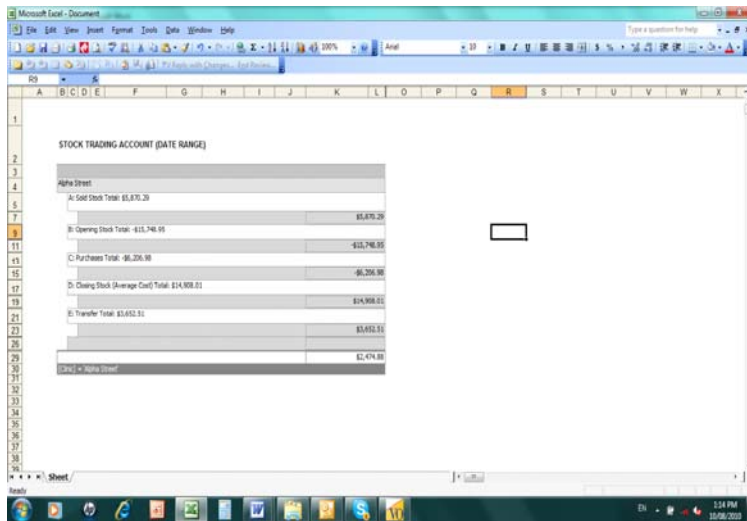
selected separate practitioner banking as above.

This account identifies:

- stock invoiced and purchased during the period selected
- the positions as to stock on hand at the start and at the end of the date range selected
- transfers of stock to other clinics on the same database during the selected period (these become a purchase in the records of the transferee clinic; the transfer is transacted at average cost of the stock on hand in the transferor clinic).

The report calculates a trading profit for the selected period.

In addition the report is useful in reconciling all stock transactions as each of the calculation categories can be expanded out (the report being in a grid format) to show each stock line making up the category.



Practitioner Earnings

There is no single formula upon which earnings of a practice are split amongst the practitioners. It is clearly not practical to dictate a process or formula – rather Visual Outcomes handles the sensible and useful task of providing you with all the data to build reports that reflect the practice financial transactions as best suits the commercial arrangements in place

The following example of a relatively common approach is to demonstrate the type of report that can be built through Visual Outcomes. This report identifies invoices from practitioner services where the service has been delivered and the invoice created and paid in full:

Practitioner	Gamma Clinic	Beta Street Clinic	Alpha Street Clinic	Grand Total
Anthony earnings			\$2,204.00	\$2,204.00
Charles earnings			\$2,342.00	\$2,342.00
Kathryn earnings			\$1,465.00	\$1,465.00
Dr. Robert earnings	\$39,090.00	\$2,760.00	\$776.00	\$42,626.00
Dr. Susan earnings	\$6,914.50	\$12,176.00	\$16,135.00	\$35,225.50
Dr. Robert 1 earnings	\$6,914.50	\$12,176.00	\$16,135.00	\$35,225.50
Dr. Susan earnings	\$1,630.00	\$346.00	\$23,065.00	\$25,041.00
Grand Total	\$26,444.75	\$16,917.00	\$46,743.00	\$90,104.75

Each of these totals per practitioner can be transferred to any form of automated calculator e.g. an Excel spreadsheet template, for the split of earnings to be quantified and reported.

Performance Reporting

Visual Outcomes has easy standard performance reporting. A comprehensive system-driven *Performance Report* is supplemented by the ability to build your own performance reports using the many management statistics available. Remember that Visual Outcomes Support can readily create additional statistical data at your request and at reasonable costs. Please contact helpdesk@visualoutcomes.com with any requests.

FOR THE CLINIC AND PRACTITIONERS

The Performance Report

Access through Navigate – Management – Management Reports – System Reports

Select the date range and the clinic/personnel parameters you wish to report on. This report can be filtered by clinic and/or by practitioner – you can print the report or export it to PDF or many other formats.

What is displayed (for the selected date range):

REVENUE : <i>Total \$ invoiced</i>	the total (including taxes) of invoiced amounts for services, stock and other, reported by practitioner.
<i>Forward appointments</i>	a chart showing the number of forward bookings by week for each practitioner .
VOLUME: <i>Total number invoiced</i>	a chart showing the total number of visits invoiced – by practitioner.
<i>New clients</i>	a chart showing, by practitioner, the number of clients who had their first visit to this practitioner type.
<i>Cancellations and no shows</i>	a chart showing the number of cancellations and no shows by practitioner.

<i>Average Fee</i>	<p>Remember to look to the Management Statistic 'Cancellations' (under Performance heading) to analyse cancellation reasons and to 'Cancellations Analysis' (under Client Groups heading) to identify the names of clients who cancelled.</p> <p>a chart showing, by practitioner, the average fee charged for the selected period on service invoices, stock sales and other invoices.</p>
RETENTION:	
<i>Retention statistics</i>	<p>a report designed to view how each practitioner is holding and growing the practice. Read the guide notes on the report carefully. You may want to rerun the Performance Report using different date ranges.</p> <p>The report adds the number of distinct (i.e. multiple visits by a single client are eliminated) by looking to double the period of the date range immediately before the date range (e.g. if you have set the date range as the month of April, the number of clients added will be those who attended this practitioner between 1 February and 31 March).</p> <p>The report then shows:</p> <p>the percentage of that number who have attended this practitioner during the date range (April, in the example);</p> <p>the percentage who have attended the clinic seeing any practitioner whether the original one or another; and</p> <p>the percentage who have a forward appointment now (real time as you run the Performance Report).</p>

1.8 Outcomes at a Glance

Outcomes at a Glance is a dashboard that comes into view when you log on to Visual Outcomes (subject to the by-pass setting explained under Settings).

It can also be viewed from View menu in the top tool bar.

The dashboard is real time every time it is run.

What it shows depends on the current user's security level. Those with administrator rights (CEO or Practice Manager security level) will see data relating to all practitioners. Practitioners and staff will only see data pertaining to themselves.

Use this report for clinic management:

- management overview of the day's appointments
- management overview of money owed by clients
- management overview of clients without a forward appointment

- performance review of practitioners' new clients – compares daily averages of new clients over the past 3 months
- practitioner performance review, daily or weekly, of client visit numbers – compare averages including past 3 months and forward.

NOTE – it is very useful for a practitioner to watch the bar charts in, say, Weekly Appointments Booked. The more the right hand bars are higher than the left hand bars the better the growth in the practice –for growth target reinforcement as you log on to Visual Outcomes, keep an eye on the bars.

1.9 Performance Statistics

Visual Outcomes provides a number of useful statistics relating to performance measurement. These can be viewed individually within Management Statistics or grouped to form a report using the Report Grouping Wizard.

There are additional statistics available from the VO Shop (refer to <http://www.visualoutcomes.com/shop/>). These are explained further under Advanced Performance Reporting.

Standard inclusions under Management Statistics – Performance include:

Appointment Activity – a review of no-shows, cancellations, emergency (same day booking) and re-schedules.

Average Client Visit Analysis – USE THE PIVOT VIEW – shows for each practitioner the average number of times individual clients visited during the date range

Number Analysis - Initial visits

Number Analysis – Client Visits

Plans - Appointment Service Volumes – in relation to pre-paid plans, view for each practitioner the number of completed services and the number of forward booked appointments for each service.

Service Receipt Comparison – compare for each practitioner the number of different service types delivered to clients during the date range.

These are explained here to give you a guide to the statistics available. For a complete list and descriptions go to 'Appendix 2 – Visual Outcomes Statistics'.

2. Management Reports

2.1 The Finance Summary

Access through Navigator – Management – Management Reports – System Reports

Select the date range and the clinic parameters you wish. This report can be filtered by clinic – you can export the report to PDF or many other formats and you can print off.

What is displayed (for the selected date range):

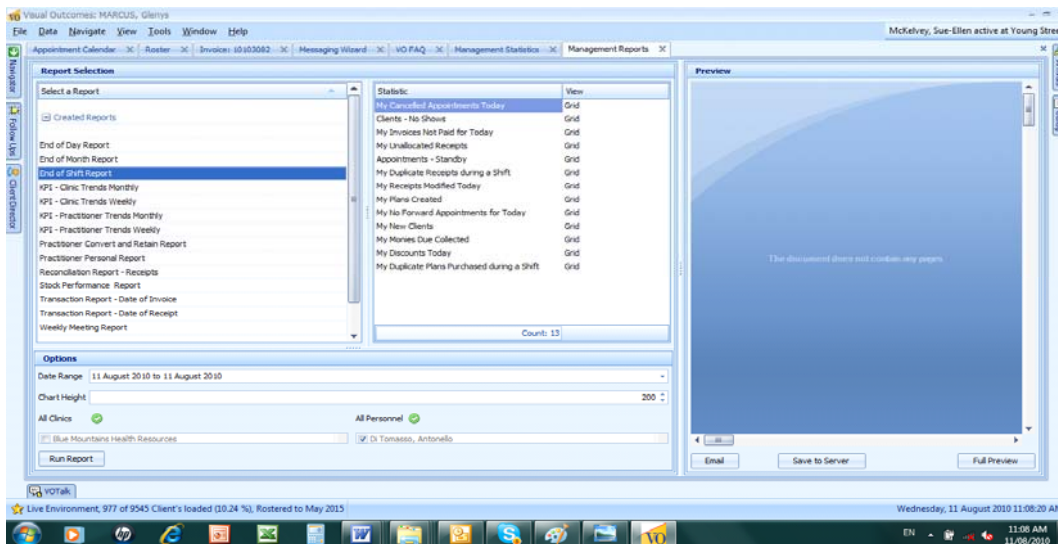
<i>Receipts</i>	actual receipts for the clinic(s) broken down by payment method.
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<i>Services invoiced</i>	total of service invoiced broken down by practitioner type
<i>Taxes</i>	total tax collected broken down by invoice type
<i>Stock</i>	sales invoiced as individual stock lines and as stock bundles (which are identified)
<i>Debtors</i>	total of unpaid invoices at the end of the date range and the amount that is past 30 days overdue
<i>Creditors</i>	total of credit balances at the end of the date range – pre-paid plan credit is broken out and the movement during the date range is shown
<i>Forward Appointments</i>	The number and dollar value of forward appointments booked – grouped in 7 day rests and showing the next 5 periods
<i>Discounts</i>	The dollar value of discounts broken down by invoice type.

2.2 End of Shift Report

Navigate – Management – Management Reports – find End of Shift Report

This is a Visual Outcomes report that allows the front desk team to review activity during the shift and resolve any anomalies before the day's end. The report is generally exclusive to the logged-on front desk person.

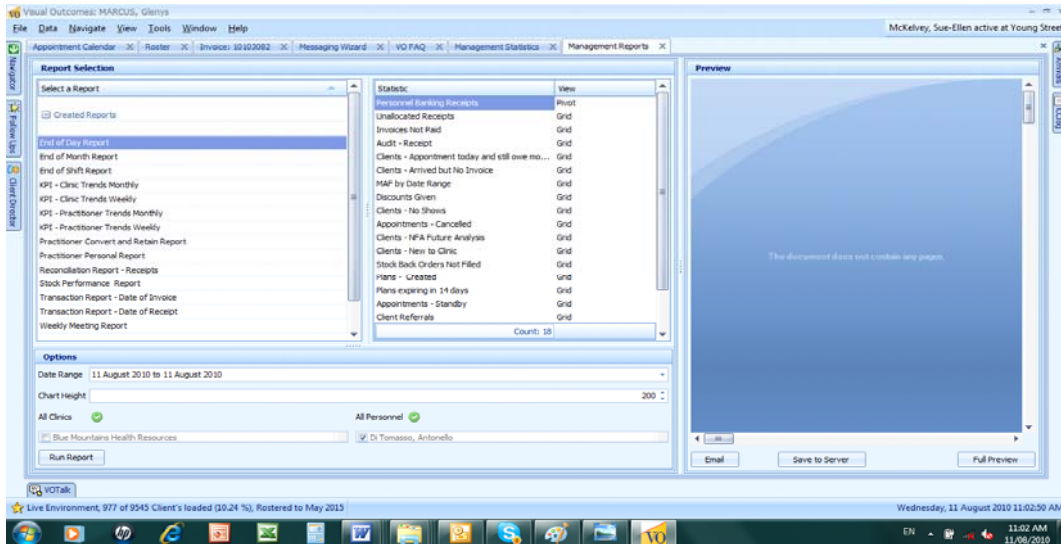


2.3 End of Day Report

Navigate– Management – Management Reports – find End of Day Report

This report allows the practice manager to review the day's activities across all clinics and all personnel. Anomalies and issues can be quickly addressed before the end of the day or at the start of the next day.

This report can be automatically emailed to your selected email address at the end of each day. The CEO can insert the relevant email address into the Setting (refer 'Settings') titled *EndofDayEmail* in one or more PCs that will be operated by the front desk team on the last shift for the day. A closing duty will be to open the File menu in the main tool bar – select Reports – select email – select End of Day Report and send – the report is automated and is not visible to the front desk without specific security access.



2.4 Weekly and Monthly reports

These can be constructed using the *Report Grouping Wizard*.

A typical End of Month report may extend statistics that are custom delivered through the System reports – Financial Summary, Performance Report and Stock Report.

3. Front Desk Reports

3.1 The Performance Report

Access through Navigate – Management – Management Reports – System Reports

The Performance Report is principally focussed on practitioners but also reports on activities of the front desk and support team.

The pie charts show statistics that are useful in goal setting and management discussion:

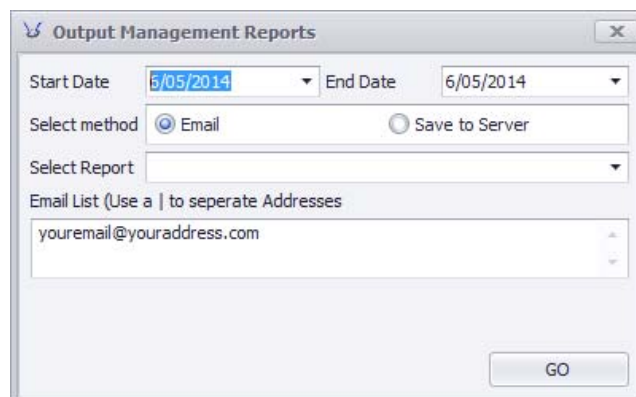
Remember that the charts reflect the position real time as you run the Performance Report. So the data measures as at 'today' and is in relation to client visits during the selected date range.

<i>Forward Appointments</i>	How many clients left with and without a forward appointment? Then look to the bar chart headed Forward Appointments – here you see the same statistics identifying the staff logged on during the period under review.
<i>Contact details</i>	How many of these clients have contact details in the system – SMS (mobile number), e-mail and contact address?
<i>Keywords</i>	How many of these clients have a 'keyword'. Keywords are designed for use in either marketing campaigns or research programs to attach a characteristic to the client to include them in a particular cohort of interest to the clinic.
<i>Referrals</i>	What was the mix of referral sources arising during the date range

3.2 Management Reports from the File Menu

In the latest version, Management Reports may be run within a **single dialog box**.

- Run Management Reports by going to File - Reports - Management Reports
- Enter Start Date and End Date for the report required to run from the dropdown menu
- Then select where report is to go - which output method - Email or Save to Server
- If you choose Email, you can now specify more than one email address to have that report sent by separating the addresses using a pipe symbol ' | '



If you choose **Save to Server** the document will be saved to the directory specified in your settings.

3.3 Outstanding Invoices

The Invoice Transactions Report runs for multiple clients:

- Go to **File - Reports - Outstanding Invoices**.

The **Invoice Transactions Report** can be run for specific Payer Types:

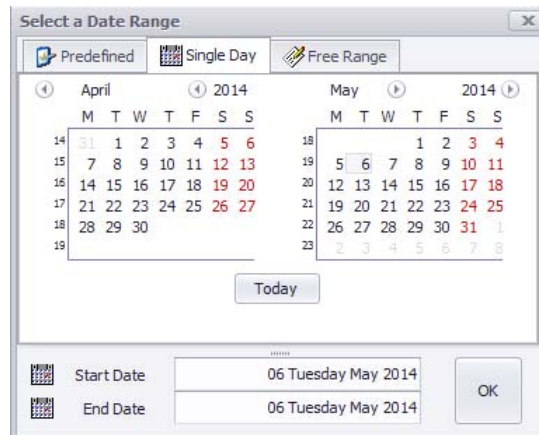
Client is the Payer

External Payer or Other Client is the Payer, or

All Outstanding (all Payers)



Next, the user will be prompted to specify a date range:



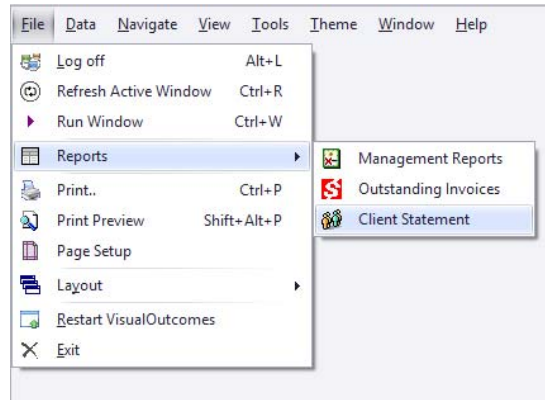
3.4 Client Statement

The Client Statement is a comprehensive patient-centric financial document that offers detailed information around all invoices and receipts for a specified period of time. This includes:

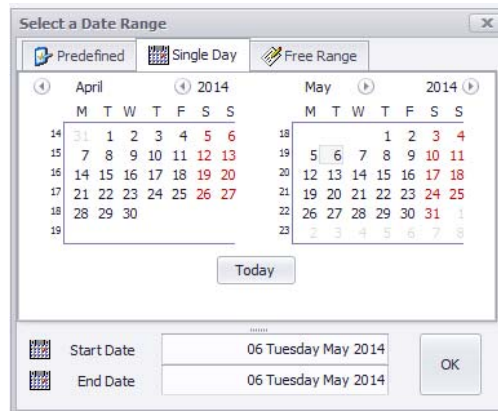
- Every invoice by item and item charges
- Every receipt by client or by external payer for each invoice
- Client and External Payer opening and closing balances
- Amounts received that are not attached to an Invoice or Charge

To run the Client Statement for multiple clients:

- Go to **File - Reports - Client Statement**

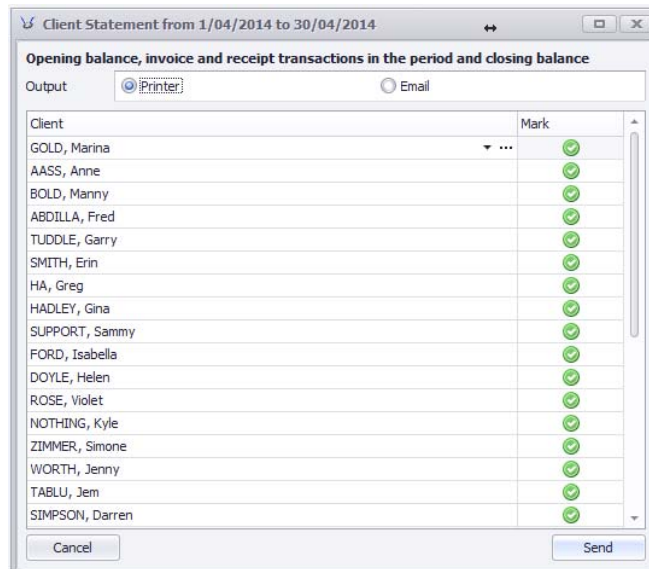


You will then be prompted to specify a date range that the Client Statement will cover:



Next, select the output of the Client Statement between:

'Printer' – this option will send the marked client's Client Statement directly the default printer as configured on your Windows login.



'Email' – You may send the Client Statement as a .pdf document to the specified email address for the patient, found on the Client Wizard. Here you may edit the default **Email Subject** and

Email Message. Nothing will be actioned for those clients in the list that do not have an email address.

Client Statement from 1/04/2014 to 30/04/2014

Opening balance, invoice and receipt transactions in the period and closing balance

Output: Printer Email

Email Subject: Client Statement from 1/04/2014 to 30/04/2014

Email Message: Please find attached PDF document

Client	Email	Mark
GOLD, Marina		✓
AASS, Anne	vosupport@visualoutcomes.com	✓
BOLD, Manny	testy@test.com	✓
ABDILLA, Fred		✓
TUDDLE, Garry		✓
SMITH, Erin		✓
HA, Greg		✓
HADLEY, Gina	vosupport@visualoutcomes.com.au	✓
SUPPORT, Sammy	sam.best@visualoutcomes.com	✓
FORD, Isabella	vosupport@visualoutcomes.com.au	✓
DOYLE, Helen		✓
ROSE, Violet		✓
NOTHING, Kyle		✓
ZIMMER, Simone	vosupport@visualoutcomes.com.au	✓
WORTH, Jennv		✓

Buttons: Cancel, Send

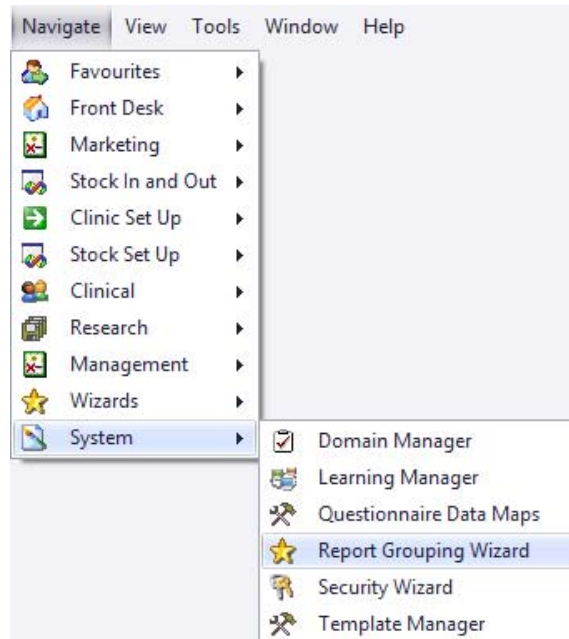
Each **Client Statement**, whether it is printed by a printer or emailed directly to the client will be logged under the **Print Log** tab of the individual client’s **Client Financial** window.

4. Management Report Creation

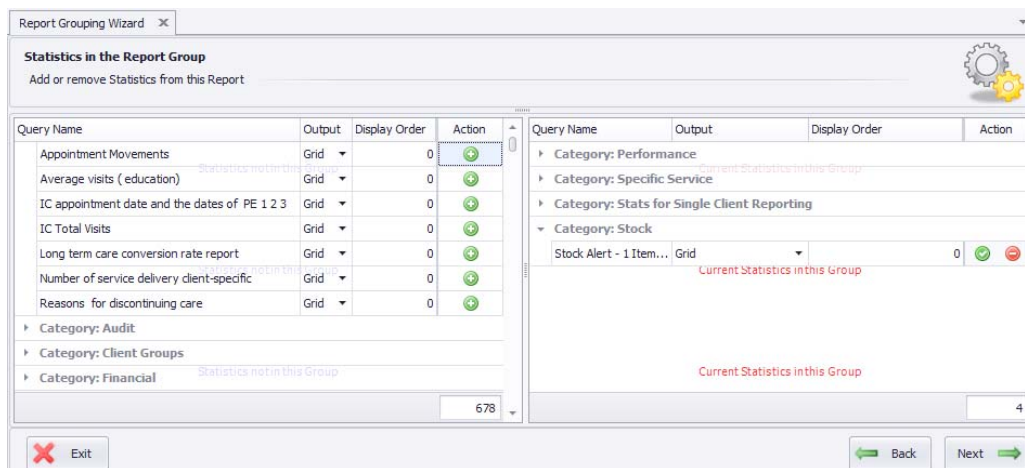
Report Grouping Wizard

The *Report Grouping Wizard* is a management tool allowing creation of Management Reports which combine statistical information drawn from the database:

- Select the 'Report Grouping Wizard' through the *System* tab in the *Navigate* menu;



- Select 'Create New Report Grouping' then click 'Next';
- Type in a 'Batch Name' in the Batch Name text box then click 'Next';
- Progressively select the statistics required in the report from the left pane;



- Drop down the menu on each statistics group and then decide if the report should output in a 'grid' format, a 'pivot' format or a 'chart' format;
- Action the statistic to the right pane;
- Click 'Next' and 'Finish' to end the Wizard.

To preview the report:

- Go to 'Management Reports' through the *Management* tab in the *Navigator*;
- Select the Report and its required parameters:
 - 'Date Range';
 - 'Clinics';
 - 'Practitioners';
- 'Run Report'.

To change a statistic in an existing report:

- Go to Report Grouping Wizard
- Select 'Use an existing Report Grouping' – click Next
- Select the 'Report Group Statistics' tab
- On the right, find the statistic you need to change and 'action' it back to the left using the '-'
- Click Next and Finish the wizard
- Go into Management – Management Statistics
- Find the Statistic you need to update in the list, run the statistic, arrange into the view you need for the report then Save
- Go to Data – Refresh Entire Data Cache
- Go to Report Grouping Wizard again
- Select 'Use an existing Report Grouping' – click Next
- Select the 'Report Group Statistics' tab
- Find the new saved version of the Statistic you need to include in the report and 'action' it to the right using the '+'
- Save and Finish the wizard
- Go to Data – Refresh Entire Data Cache
- Go to Management – Management Reports to preview your report.

5. Audit, Financial and Performance Reporting

5.1 Audit

Visual Outcomes allows authorised users to audit selected areas of the program:

- Identify what happened, when it happened and who made it happen;
- Track and analyse issues raised by management or by clients;
- Review the performance of individual Visual Outcomes users in the practice where errors are occurring. Errors in operating Visual Outcomes or actions outside clinic protocols can be tracked, analysed and resolved.

Remember that security authorisations set through the *Security Wizard* will dictate which personnel can review audit functions.

Areas of Visual Outcomes that are audited:

Activity on the Appointment Calendar;
Personnel Roster – including exceptions;
Personnel Service Roster – including exceptions;
All financial entries:

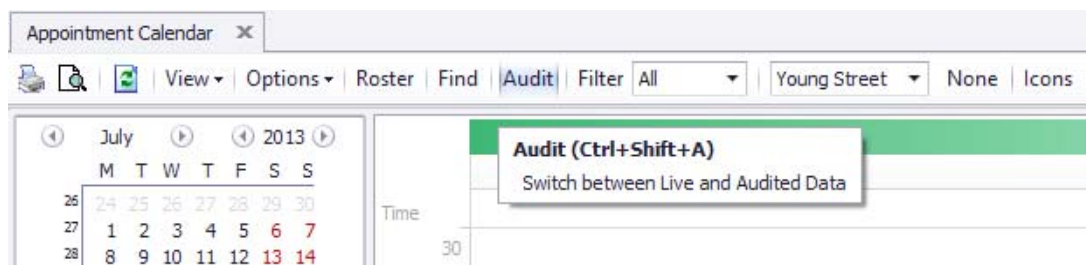
- invoices – services, stock and other;
- receipts;
- credit;
- discounts
- plan sales;
- refunds;
- pricing – services, stock;

Log on and log off;

Opening the till;

Client Wizard – Mandatory Data page.

5.2 The Appointment Calendar

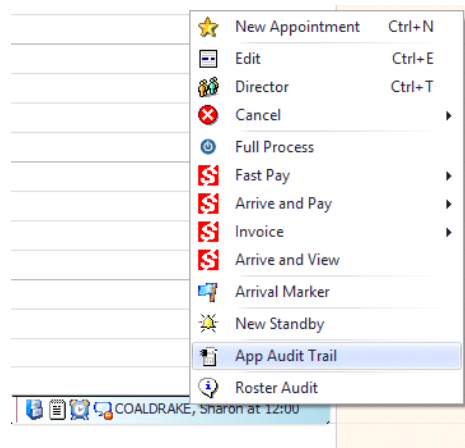


- The *Appointment Calendar* can be visually audited by selecting the audit icon.
- The 'Audit' view of the *Appointment Calendar* shows a history of dealing with each appointment. The tool tip provides detail:
- Double click on the appointment to view a full history of what happened to the appointment, when it happened and who was logged on to the computer at the time it happened.

Appointment Audit				
Client	Practitioner		Modified	
Time	Service	Clinic	User	Action
LYNDON, Timothy			01 May 2013 11:21:15 AM	
11 July 2013 8:15:00...	Standard Con...	Young Street	Lucy1	Created

You can also access the full history:

- By right clicking the appointment on the *Appointment Calendar*;
- Select 'App Audit Trail'.



Of course, if you are auditing a cancellation of an appointment the appointment itself will no longer be displayed on the *Appointment Calendar*.

All Other Audit Functions

All other audit functions are reviewed through *Management Statistics*:

- Go to Navigate – Management – Management Statistics.

The 'Audit' section of *Management Statistics* can be opened out to see an index of audit reports that can be set by date range.

Audited actions are generally described as 'Created', 'Deleted' or 'Updated'.

6. Grids, Pivots and Charts

Grids are used extensively in Visual Outcomes, particularly in Management Statistics. Pivots and Charts are specifically used in Management Statistics.

The following notes introduce them adequately for normal use and reference.

PLEASE REFER to 'APPENDIX - GRIDS PIVOTS AND CHARTS' for a detailed advanced description of these interfaces.

Grids

A grid can be thought of as a table or spreadsheet. In most cases a grid is “read-only” and has no impact on the data it represents.

Because a Grid can contain vast quantities of data, Visual Outcomes allows you to customise the layout in several possible ways. ‘Right click’ a column header to activate a special menu.

Grid Example

Time Frame	Start Time	Sequence	Client	Service	Practitioner	Clinic	Package	Paid	MAF
Future	28 Wed February 2007 13:00	15	DUFFY, Steven	Standard Consultation	Dr. Mark Sargeant	Alpha Clinic	PAYG	Not Paid	No
Future	23 Fri February 2007 13:00	14	DUFFY, Steven	Standard Consultation	Dr. Mark Sargeant	Alpha Clinic	PAYG	Not Paid	No
Future	22 Thu February 2007 12:45	13	DUFFY, Steven	Standard Consultation	Dr. Mark Sargeant	Alpha Clinic	PAYG	Not Paid	No
Future	21 Wed February 2007 13:00	12	DUFFY, Steven	Standard Consultation	Dr. Mark Sargeant	Alpha Clinic	PAYG	Not Paid	No
Future	20 Tue February 2007 13:15	11	DUFFY, Steven	Standard Consultation	Dr. Mark Sargeant	Alpha Clinic	PAYG	Not Paid	No
Future	19 Mon February 2007 13:00	9	DUFFY, Steven	Standard Consultation	Dr. Mark Sargeant	Alpha Clinic	PAYG	Paid	No

Order of the Columns

By using a ‘drag and drop’ technique, you can arrange the columns at will. Group by any header you choose – drag the header to the grouping panel. Choose a secondary grouping also if you wish.

Collapse and Expand

Right click in the group header band and select the option to collapse all groups or to expand all groups.

Columns in view

Right click on any header – from the menu window select ‘Column Chooser’. Drag and drop any column header into the column chooser window – it is simply a storage place from which you can drag back any header when you wish.

This facility is very helpful when printing a grid as you can present only the information needed for the immediate purpose.

Create

Columns may be sorted ascending or descending by simply clicking the column header. A small icon will display representing the current direction;

You can also activate a Column menu that contains sorting options by right-clicking on it;

It is possible to have multiple Columns sorted simultaneously by clicking a Column header with the SHIFT key depressed.



Saving the layout of a grid

Some grids, e.g. management statistics, allow you to configure and save the layout of the grid. Once you have set up the layout of a grid in the way you want it, click the 'Save' option in the tool bar. This will save the layout as-is when reopened.

You can still vary the layout for a particular view and export or print that temporary view but the next reopen will present your default view.

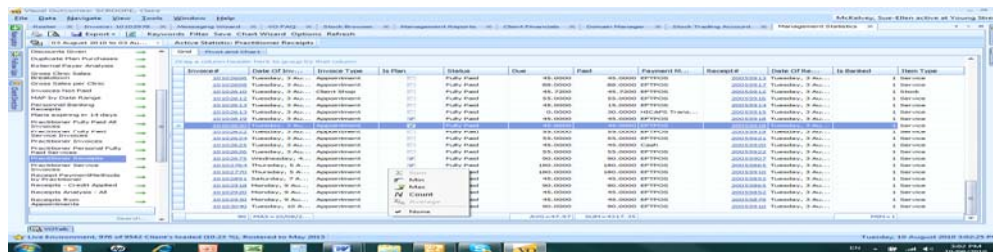
Printing and Exporting

An export option is shown on the tool bar. This option will export the entire dataset on the grid even if you have reconfigured the grid presentation for the immediate purpose.

If you want to print or export a more configured view of the data, first configure what you wish to print/export – go to Print Preview on the tool bar. Once in Print Preview, configure the page set up etc as you wish, then find the export option in the tool bar in the same Print Preview window. Use the drop down arrow to select the export format.

Calculate

Right click on the footer bar of the grid to see calculation options.



Pivots

A Pivot is an interactive element that summarises performance data and metrics. Visual Outcomes uses this element primarily in the *Management Statistics* window.

There are four primary sections to a pivot:

Data Column Header:

This section provides horizontal display of data elements.

Row Column Header:

This section provides vertical display of data elements.

Value Column Header:

This section provides the actual value being analysed;

In most cases this causes either a summation or count of the value elements.

Available Data Columns:

Displays a list of columns that are not currently in use on the *pivot*;

You can use any of these data columns in the three positions described above using a 'drag and drop' technique.

This element provides full customisation capabilities:

Filtering:

Using the same technique as the Grid, all data columns can be filtered.

Column Order:

Using the same technique as the Grid, all data columns can be dragged and dropped to a new location.

Data Column Position:

Depending on the data set, the position of the columns can be changed from column, row or value header. This enables unique views of the data sample and provides automatic summation.

Sorting:

Using the same technique as the Grid, all data columns can be sorted.

Printing and Exporting

Using the same technique as the Grid.

Saving the layout

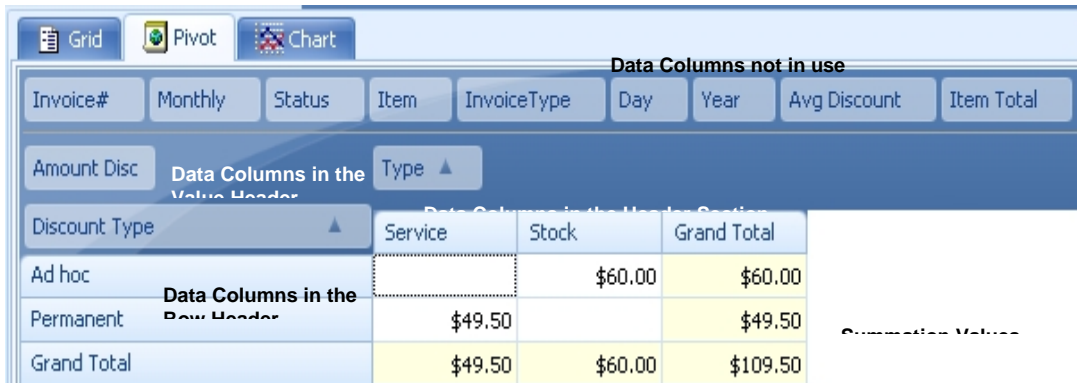
Using the same technique as the Grid.

Collapse and Expand

Using the same technique as the Grid.

Pivot Example

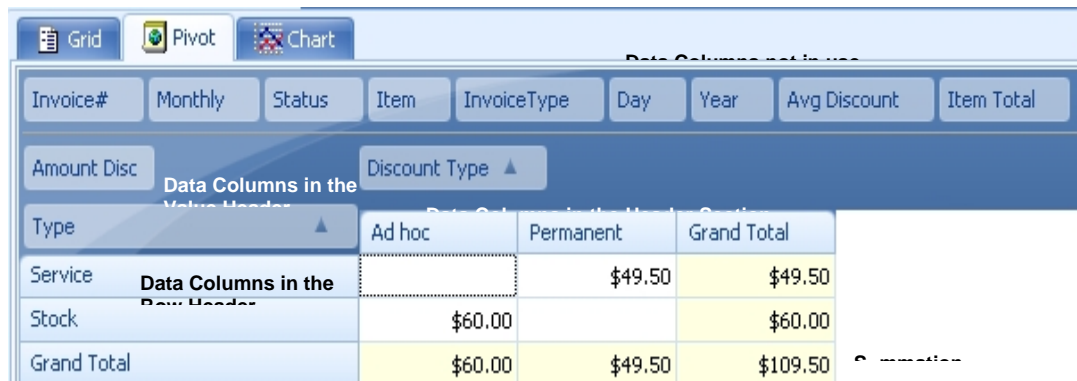
A Basic Pivot:



The screenshot shows a Pivot table interface with the following data:

Discount Type	Service	Stock	Grand Total
Ad hoc		\$60.00	\$60.00
Permanent	\$49.50		\$49.50
Grand Total	\$49.50	\$60.00	\$109.50

The same Pivot after column re-positioning:



The screenshot shows the same Pivot table after column re-positioning, with the following data:

Type	Ad hoc	Permanent	Grand Total
Service		\$49.50	\$49.50
Stock	\$60.00		\$60.00
Grand Total	\$60.00	\$49.50	\$109.50

Saving the layout of a pivot

Pivots allow you to configure and save the layout of the pivot. Once you have set up the layout of a pivot in the way you want it, click on the 'Save' option in the tool bar. This will save the layout as is when reopened.

You can still vary the layout for a particular view and export or print that temporary view but the next reopen will present your default view.

Printing and Exporting

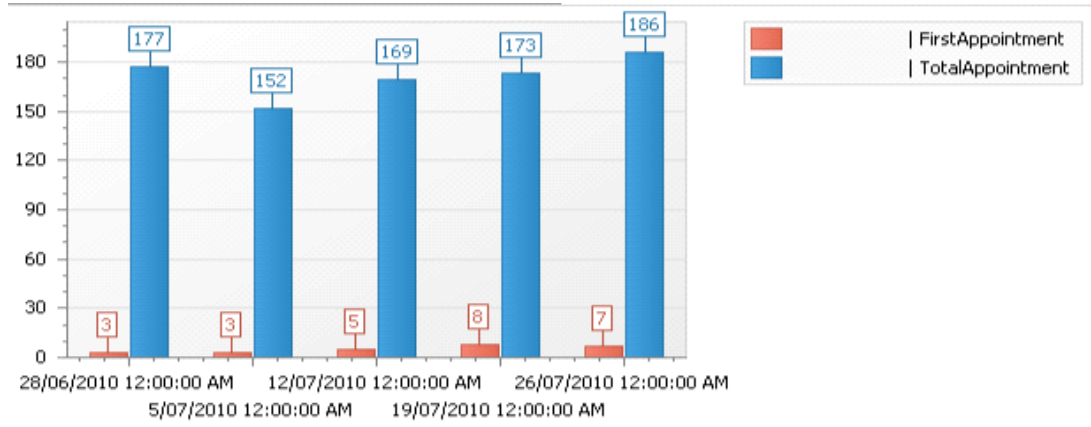
An export option is shown on the tool bar. This option will export the entire data sets on the pivot even if you have reconfigured the presentation for the immediate purpose.

If you wish to print or wish to export a more configured view of the data, first configure the view you wish to print/export – go to Print Preview on the tool bar. Once in Print Preview, configure the page set up etc as you wish, then find the export option in the tool bar on the Print Preview window. Use the drop down arrow to select the export format.

Charts

Charts are automatically generated in Management Statistics when there is relevant data in the Pivot view.

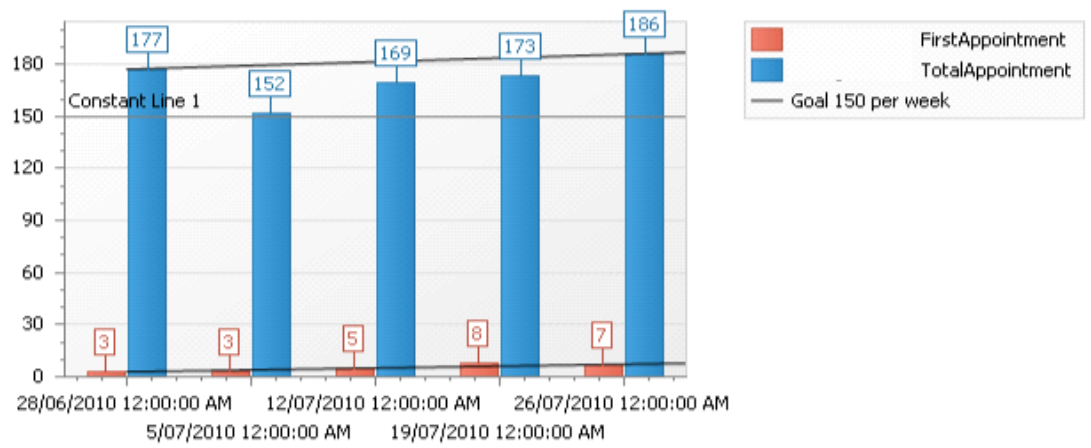
An example:



The data presented in the chart view is always driven by the data in the Pivot view. So changing the data layout in the Pivot view will cause a consistent change to the chart presentation.

In the tool bar above the Pivot and Chart view is the 'Chart Wizard'. This gives the user control over the style and presentation of charts. **The Chart Wizard user information is presented in detail in the 'Appendix – Grids Pivots and Charts'.** Refer to this appendix if you are an advanced user wishing to configure charts through the extensive options available in the Chart Wizard.

Here is the same chart showing trend lines and also a target or goal line



Saving the layout of a chart

Charts allow you to configure and save the layout of the chart. Once you have set up the layout of a chart in the way you want it, click on the 'Save' option in the tool bar. This will save the layout as is when reopened.

You can still vary the layout for a particular view and export or print that temporary view but the next reopen will present your default view.