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## QUEUE & A

### What is that Autoarchive thing that keeps popping up in Microsoft Outlook?

(applies to Microsoft Office Outlook 2003)

Your Microsoft Outlook mailbox grows as you create and receive items. To keep it manageable, you need another place to store (archive) the old items that are important but not frequently used. You also need a way to move those old items automatically to the archive location and to discard items whose content has expired and is no longer valid. AutoArchive takes care of these processes for you.

AutoArchive is on by default and runs automatically at scheduled intervals, clearing out old and expired items from folders. Old items are those that reach the archiving age you specify, and may include such things as the original e-mail you received with the goals for a project you're assigned to. Expired items are mail and meeting items whose content is no longer valid after a certain date. Although an expiration date is optional, you can define it at the time you create the item or at a later date. When the item expires, it's unavailable and has a strike-out mark through it. [For more information go to Microsoft's Office website at http://microsoft.com/outlook.](http://microsoft.com/outlook) ■

## THE BLEEDING EDGE

One of today's hottest technology buzz words is UNIFIED COMMUNICATIONS which is the marriage of data networks and your phone system. Last year Ben and I completed the required training to become a Cisco SMB Specialized Partner. This certification means we are certified by Cisco in the hardware that we provide and we are qualified to sell the Cisco Smart Business Communications System. We chose Cisco because they have been a pioneer in Voice over IP (VoIP) technology, are a market leader and provide a premium, reliable product. We have installed the SBCS in our new office as well as at a Olsen Ag in Monmouth and we will gladly take time to demonstrate how it can improve your communications. [For more information, visit our www.tobeycs.com or call Kevin at 503-371-7737.](http://www.tobeycs.com) ■

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## HELP US NAME OUR NEWSLETTER!

As many of you know the folks at Tobey Consulting Service are pretty fair techs (and great guys) but together we have the creative genius of the computers we support. Hence lies a problem, what do us geeky guys call our newsletter? The best we could come up with was "Tech Notes". Sigh...give me a break! So in an effort to spice up the newsletter and have some fun at the same time we are giving you an opportunity to name this rag ... I mean fine quality journal.

Submit your name for our newsletter by March 20 and you may **win an IPOD SHUFFLE**. This contest is open to all readers and the winning entry will be chosen before the release of the next newsletter. [Email those titles to kevin@tobeycs.com](mailto:kevin@tobeycs.com) and maybe you will be rockin' on your new IPOD. ■

## PATIENT RECORDS GO DIGITAL

Salem Rehabilitation Associates (SRA) has served Salem for more than 28 years specializing in occupational medicine. The team of five doctors are supported by a staff of 11 including receptionists, intake specialists, billing and records specialist and an office manager who takes care of the team and the business dealings of the office. Up until last year this person was Jeannie Nemecek. Even though she is no longer at SRA, what Jeannie, the doctors and the staff accomplished at SRA revolutionized the way SRA does business.

In 1992 SRA invested in a patient billing package to automate their medical billing process. For 15 years, they relied upon a DOS based package running on a Novell Netware network. During Jeannie's watch, SRA upgraded their billing package and added an Electronic Medical Records (EMR) in order to minimize paper, make all patient information available to the doctors at all three of their locations, and improve and speed patient care.

Salem Rehab chose to run their practice on the Nextgen delivered by Mid Valley IPA (MVIPA). MVIPA delivers this application using Software As A Service model (SAaS). MVIPA hosts the Nextgen Billing and EMR packages on their servers in their data center and delivers them to the SRA and several other clinics in the Mid Willamette Valley using Citrix Meta Server.

Jeannie not only had to deal with a new billing and EMR package but she also needed to upgrade her network infrastructure in order to run Nextgen and make sure the entire system conformed to HIPAA medical records privacy requirements. Add to this the training of staff and doctors and transparently transitioning processes and records as to not confuse patients. Jeannie had one big job.

In order to move this project forward, Jeannie and the doctors of Salem Rehab engaged Tobey Consulting Service. Kevin Tobey at Tobey Consulting has a long history with Salem Rehab going back to the early 1990's. He eagerly agreed to provide the network infrastructure needed to connect to the MVIPA network and NextGen application. Salem Rehab entrusted the infrastructure project needs to Tobey Consulting because of the long standing relationship and the history of great customer service and trust built over time. According to Jeannie, Kevin was "positive, helpful, honest, and never made me feel inferior or stupid for not being computer savvy." [Read the entire story at www.tobeycs.com/newsletter.](http://www.tobeycs.com/newsletter) ■



## SWIFTCARE NETWORK AUDIT

To introduce you to our SwiftCare Network Support service, we'd like to offer you a FREE on site, 27-Point Problem Prevention Audit performed by one of our senior technicians.

For more information check out our web site at [www.tobeycs.com/audit](http://www.tobeycs.com/audit).

Visit us @www.tobeycs.com and at our new Salem office location at 528 Cottage St. NE, Suite 300. We are excited about being downtown (with parking available). As soon as the dust settles, we will organize an open house.

Tobey Consulting Service, Inc.  
528 Cottage St. NE, Suite 300  
Salem, OR 97301



**COMPANY HISTORY**

Tobey Consulting Service was founded in 2001 by Kevin Tobey out of the ashes of the 2001 Tech bubble burst. We understand how important your network is to you, and your customers that depend on you. That's why we want you to be comfortable calling us for help and glad to see us when we come through your door.

**CONTACT US**

Kevin Tobey (Sales) .....971-239-1339 / kevin@tobeycs.com  
 Ben Waldon (Field Engineering).....503-239-0591 / ben@tobeycs.com  
 Dave Brown (NOC Manger).....971-239-1341 / dave@tobeycs.com  
 Help Desk .....971-239-1338 / support@tobeycs.com  
 Billing Questions – Cecelia Tobey .....971-239-1340 / cecelia@tobeycs.com

**OUR VENDOR PARTNERS**



*Need help?*  
 Call our Help Desk at 971-239-1338  
 or email support@tobeycs.com

**SMALL OFFICE PHONE SYSTEMS:  
 BASIC AND AFFORDABLE**

Small office phone system technology delivers so much more today than just a dial tone.

Today, a small office phone system is increasingly part of a converged network—an Internet Protocol (IP) network that seamlessly ties together voice, data, video conferencing, wireless, instant messaging, and other business-critical communications tools and applications.

A small office phone system on a converged network makes basic as well as sophisticated business communications more affordable, whether it's for a small business or a small office that's part of a larger company.

**How an IP-Based Small Office Phone System Saves Money**

- There's only one network to manage, which is less expensive and more efficient than managing separate networks.
- Long distance charges are less as national and international calls are placed on your data network at extremely low rates.
- Less cost to move or change a phone extension.
- You'll save time, and therefore money, when adding a new site or a new employee.

**Additional Benefits**

- Ease of use: for employees, an IP network-based phone system can

be as easy to use as a traditional landline phone, yet offer far more features and capabilities.

- Anywhere access: your system is available to employees anywhere they have a broadband Internet connection—helping to improve productivity and collaborations which helps speed decision-making.
- Improved customer service: callers are less likely to get ensnared in voicemail menus or put on hold, which can help improve customer loyalty—and profits. Visit the Cisco website at [www.cisco.com/go/sbcs](http://www.cisco.com/go/sbcs) to get more information. ■