

Praktika TYRO module

User Guide

Mr Harve	TRAIN	ton	Account	# 903699980	1234568000	Member ID	12345678	Expires	5012	
		Tooth #	Surfaces	Note	Total Fee (\$)	Discour	t GST	Benefit,\$	Gap,\$	Resp
tion on	2	23	D		\$100.00	(%)	6 n/a	\$50.00	\$50.00	Code 00
, imite	3	Notes			530.00 Total Fee	5130.00 f RRN 000001005	6 rya DR Total	\$15.00 Benefit \$65.00 Cl Ref <i>®</i> 100	515.00 R Total Ga	00 \$65.00 DR Amount(\$) \$65.00 CR
		Fees \$	130.00 DR			Deposits	\$0.00 CR		Today's	\$65.00 DR
Re	fund		MacBoo	ok Pro		Make	Payment	Claim Be	inefit	Close







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Praktika support:

Telephone: 1300 325 735 Facsimile: 03 9886 8827 Email : support@praktika.com.au Web: praktika.com.au The current User Manual covers the issues concerning the installation, running and troubleshooting of the Praktika TYRO Module that enables Praktika to work with the TYRO terminal.

1. Praktika

Praktika is a Dental Practice Management System software package developed specifically for the Australian dental industry. It follows the SaaS (Software as a Service) Model where both the application and data are supplied over the Internet.

Praktika is a cross platform browser based application, that does not require any specific setup or installation on a client's computer. All it needs to run is a web browser and a broadband Internet connection.

Now Praktika is capable to work with the TYRO terminal.

To start using Praktika with the TYRO terminal no special software module needs to be installed. All you need to do is to have the service enabled in your Praktika's account and pair the terminal to the computer that runs Praktika.

2. TYRO

Tyro Payments is Australia's only independent and fastest growing EFTPOS provider. Tyro HealthPoint solution integrates Health Fund, EFTPOS and Medicare Easyclaim with Practice Management Systems.



3. Glossary of Terms

benefit	Value of rebate authorised by a Health Fund.
cancel	Reverses a transaction processed through the terminal.
card	A membership card issued by the Health Fund or an EFTPOS or credit card, issued by a bank.
claim	After treatment is provided, details are sent electronically via the terminal to the Health Fund.
claim declined	When a Health Fund declines to pay the request a brief response message will print with each declined item and/or claim.
claim receipt	Either the terminal or the associated Practice Management System prints a receipt, which must be signed by the patient to acknowledge services and approve the transfer of payment to the provider.
claim to sale	The terminal facility allowing you to start an EFTPOS transaction using the Gap amount returned from the claim.
clinical code	a digit numeric identifying the body part/primary condition/ diagnostic intervention on which the service was performed.
date (of service)	The date the specific item of service was performed .
fallback	The terminal was unable to contact the bank to process an EFTPOS transaction, but the transaction has been approved/declined and will be sent to the bank with the next transaction.
gap payment	The amount remaining after the Health Fund has approved a benefit or the specified services.
TYRO	The company responsible for the switching of transactions to health funds from the terminal.
issue date	The date the membership card was issued. Those cards with issue dates have them printed on the bottom right-hand corner of the card.
item cost	The amount charged for the given item of service.
item number	Numeric code identifying the type of service performed.
member	A customer of a Health Fund.
patient	iDA member listed on the card which identifies a given patient within a Health Fund membership.
Practice Management System	The PC-based system which allows a transaction to be sent directly to the TYRO terminal.
Praktika	Dental Practice Management Software Package design to automate record keeping at a dental practice
provider	Practitioners who provide Health Services to patients.
provider numbers	eight characters that uniquely identify each individual provider for a specific location. Provider numbers are location specific, so you must have a provider number for each location you wish to practice at.
refund	Refunds a previous EFTPOS or credit approved transaction.
reversal	Reverses an approved transaction on the same day the transaction was processed.
RRN	Receipt reference number
swipe member card	Pass the membership card through the card reader on the TYRO terminal.
tooth number	Two digit FDI numeric identifying the tooth on which the service was performed.

4. Installation of Praktika TYRO Module.

4.1. System Requirements:

Praktika is a platform independed system that can run on any modern operating system, including Microsoft Windows and Mac OS X, et al. Praktika requires the latest Adobe Flash Player, Javascript and cookies enabled in your browsers.

TYRO terminal and service are also platform independent and they can run on Mac OS X, Microsoft Windows and other operating systems.

4.1.1. To install and run TYRO Terminal terminal you need:

- a personal computer with Microsoft Windows or Mac OS X with at least 4GB of RAM
- the Internet connection where you are going to use the TYRO Terminal

4.1.2. Before you install the TYRO Terminal you should have:

- created a merchant account with TYRO
- received your merchant ID from TYRO
- received an email from TYRO with your Merchant Portal password and a link to verify your email address.

If you have not received the email by the time your terminal package arrives, check your spam folder and call Tyro Customer Support on **1300 966 639** to confirm your email address.

4.2. Installation of the TYRO Terminal:

- 4.2.1. Unpack the Terminal
- 4.2.2. Check your terminal package to ensure the following items are included:
 - Tyro EFTPOS terminal
 - Ethernet cable
 - power adapter

If any of the above items are missing, please contact Tyro Customer Support on 1300 966 639.

4.2.3. Position the terminal

Make sure the terminal is customer-facing and there is enough space around it to allow for the tapping, insertion or swiping of a card.

4.2.4. Network settings

Your terminal will connect to Tyro's transaction processing centre via Ethernet or 3G¹. Visit Tyro's website to make sure your network settings comply with their requirements.

Your terminal will automatically detect if it can connect via Ethernet, but you can also manually configure the IP address. If your terminal cannot connect via Ethernet it will connect via 3G. If neither is possible, consult your IT administrator or call Tyro Customer Support on **1300 966 639**.

4.2.5. Connect

Connect the terminal by plugging one end of the Ethernet cable into the available socket on the terminal base (pic 1) and the other end to a spare port on your modem, router or switch (pic 2). If the terminal does not detect the network, check that the Ethernet cable is correctly plugged in. Also check if there is activity/power on the connection at the router/modem/hub.

¹ Please note that only EFTPOS transactions are available on the 3G connection. Health Fund and Medicare claims are only possible via Ethernet connection.



pic 1

pic 2

4.2.6. Activate

For security reasons, all terminals are shipped in deactivated mode. Once the terminal is connected to a working power source, call Tyro Customer Support to activate. Quote your company's trading name and the serial number located on the terminal base. Once activated, the terminal will display your company name.

4.2.7. Configure

The first time you switch on your terminal, a set-up wizard will assist you with configuration.

The Setup Wizard starts automatically

It can also be run again at any time by pressing Menu > Settings > Network > Setup Wizard (Admin password required).

It will allow you to:

- configure network settings
- administer passwords
- enable refunds, MOTO and cash-outs.

You can change the settings at any time.

4.2.8. Pair with Praktika

Skip this step if you have a standalone terminal. To process Integrated EFTPOS/ Easyclaim, Tyro terminals must be paired with Praktika.²

To pair the terminal, you will need the merchant ID and terminal ID, which will be displayed on the terminal screen. Once successfully paired, the POS name will appear on the terminal screen. If the terminal does not react to a POS/PMS initiated transaction, follow the instructions that appear on Praktika, or call Tyro Customer Support.

a. Check with Praktika administrators that TYRO Service is enabled for your location

b. Login into Praktika (you must "Update Practice Details" permission enabled in your Praktika user account)

c. Click the Tyro Connection Button in the top right corner of the screen

The button also serves as the connection indicator.

If you have **one** TYRO terminal and it is **disconnected** then the button will display:

If you have **one** TYRO terminal and it is **connected** then the button will display:

If you have **multiple** TYRO terminals then the button will display the number

of connected (green) and disconnected (red) terminals:

d. Upon your click on the TYRO connection button the Tyro Terminal Pairing screen will appear.

2 On Windows for Internet Explorer please add "https://iclient.tyro.com" to the list of the trusted sites. page 8







Merchant Name	MID	Terminal Name	TID	Paired	Connected	
dd						Close S

e. Click "ADD" to create a new pairing. You need to pair each TYRO terminal that you want to work with Praktika in your practice.

f. Double click to edit the cells in the Pairings table. Please enter the your "Merchant Name" and some description in the "Terminal Name" (optional). MID and TID will be supplied by Tyro.

Merchant Name	MID	Terminal Name	TID	Paired	Connected	
DentalPtyLtd		Default		false	false	Pair Dele

g. Press "Pair" button to connect to the TYRO terminal.

h. On the Terminal press "Menu" and select "Configuration", enter Admin password and press "OK".



i. Select "Integrated EFTPOS" on the terminal and press "OK", then scroll to "Pair with POS" and press "OK"



j. Enter the shown MID and TID values into the Praktika's Pairing table and then press "Start" on the terminal



		-				1	
Merchant Name	MID	Terminal Name	TID	Paired	Connected		
DentalPtyLtd	722	Default	11	false	false	Pair	Delete
dd						Car	ncel Sav

k. The pairing may take several minutes and if it is successful, it will update the Paired and Connected fields to "true" as well as the indicator on the TYRO connector button will turn green. Now your TYRO terminal is ready to use.

I. Repeat the procedure for every other TYRO terminal you would like to use with Praktika.

4.2.9. Passwords

No default admin password has been assigned to the terminal. During set-up, you will be asked to enter your password. Choose a secure numeric password.

Merchant Name	MID	Terminal Name	TID	Paired	Connected					
Default	722	Default	11	true	false	Pair	Delet			
	TYRO									
		Pairing wa	is successful. P	lease save changes.						
			ок							

No sequences/repetitions are accepted. The admin password is used to:

- modify terminal settings

- set/change passwords for tipping, refunds/voids, etc.

The admin password should only be provided to individuals on

a need-to-know basis. You can change your admin, refund or tipping passwords by going to Menu >Change Passwords.

The terminal will automatically enforce a temporary lock-out after three or more unsuccessful password attempts.

4.2.10. Settlement

By default, each Tyro terminal is configured to automatically settle at midnight (local time). You can change the settlement time:

- on the terminal via Menu > Automatic Settlement > Change
- by calling Customer Support.

4.2.11. Reporting

Transaction and daily reconciliation reports are available on:

- Tyro's Merchant Portal
- the Tyro application in Praktika Reports section
- the Tyro terminal via Menu > Settlement/Reports > Reconciliation Report.

4.2.12. Refunds

The refund function must be enabled for you to be able to process refunds. The card holder must be present and you will need the refund password. To refund a transaction, go to Menu>Transactions>Refund.

- Enter admin password, press OK
- Enter the value and press OK
- Then swipe or insert the card as per a normal transaction.

Give the cardholder a copy of the receipt and retain the merchant receipt as proof of the transaction.

5.1. Making Payments and Claims through TYRO Terminal with Praktika

You can send transactions from Praktika to TYRO, receive and display the results of claims and payments. You can do it from the Appointment screen.

5.1.1. Working with TYRO from the Appointment screen.

5.1.1.a. Click on an Appointment in the Scheduler screen to add procedures.



5.1.1.b. Click on the "+" button to add procedures to appointment.

Appointment Details					×
Date 21/12/2015 Time from 9:15 AM	to 10:45 AM			Provider	Dr Simon Walterso
Duration 90 Recommended Duration:	Health Fund:	Medibank FeeSchedule: praktika(shared)		Created by	Dentist (11) on 16/12/2015
	Mrs Young Mary (07)5645 3412 0491 570 110				PATIENT FILE
Appointment Procedures					
+ Edit PPD	Tooth # Surfaces Note	Du	ration Cost	Standard Fee Discount (%)	GST Total Fee
+					
Balances: Total \$0.00 CR	Fees \$0.00 CR	Deposits	\$0.00 CR	т	his Appointment \$0.00 CF
					A
Delete Appointment Send SMS	Phone Call	king 🔒 DYMO Appointment Card			🔆 Complete
Patient Response	Treatment Type	on 1 v Icon 2 v	Audit Copy		😮 Close 🛛 🐼 OK

5.1.1.c. Select a required Fee Schedule from the Current Fee Schedule drop down box. Select a procedure from the list or by type in an ADA code in the Context input box, .

urrent Fe	e Schedule	praktika(sh	ared)	▼ Sh	now only frequent	procedure	S				
ategory					Extended Search						
			• Or by	Enter Item code or p	procedure descrip	otion					
Code 🔺	Description				Scheduled Fee	GST					
000	Any work iter	n without charge	1		\$0.00 n/a						
001	Failed to atter	nd appointment	or late cancellation fee		\$133.00	?	_ [
011	Comprehensiv	ve oral examinat	ion		\$57.00	?					
012	Periodic oral e	examination			\$45.00	n/a					
013	Oral examination	tion limited			\$40.00	n/a	- 1				
014	Consultation				\$25.00 ?						
015	Consultation	extended (30 mi		\$45.00	?	- 1					
016	Consultation	by referral			\$40.00	?					
Tooth No	_	Surfaces	B	Cost Duration (minut	(\$) es)	\$0.	00 30				
		Surfaces	L	Scheduled Fee	(\$)	\$57.	00				
				Discount (%)	0	%				
otes				Total Fee((\$)	\$57.	00				
					GST i	inclusive					
				1 v timor							

5.1.1.d. Added procedures turn up in the Treatment Plan screen

5.1.1.e. Make sure that check boxes next to the procedures you want to add to the Appointment are selected and click "OK" button.

	Treatment plan for Mrs	Young, Mary											
Note Note Decision Code Secreta Decision Decision Decision Secreta Decision Decision Secreta Decision Secreta Decision Decision Secreta Decision Decision <th< th=""><th>Treatment Comp</th><th>pleted Treatmen</th><th>t</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></th<>	Treatment Comp	pleted Treatmen	t										
Note Note Data Appoint Code Description Toth Toth State Note Duration Code Second 30 min M G 6322 Adhesive restoration two surfaces posterior tooth - d 24 D8 0 0 0.000 532.000 313.00 M G 0.01 Comprehensive oral scamination 14 D8 0 0.000 537.000 313.00 V G 0.01 Comprehensive oral scamination 14 D8 Image: Comprehensive oral scamination 15 Image: Comprehensive oral scamination 14 D8 Image: Comprehensive oral scamination 14 D8 Image: Comprehensive oral scamination 15 Image: Comprehensive oral scamination Image: Compr	Accepted Treatment												
Vision Selecte Det Appointed Code Description Tooth Surface Note Duration Code Fee (s) 3 mm Image: selected in the subscription toom subscripticon toom subscription toom subscription toom subscripti	+ - Edit												
Image: borner back back back back back back back back	Visit	Selected	Date Appointed	Code	Description		Tooth#	Surface	Note Dur	ration	Cost	Fee (\$)	
2e min 518.00 $\below\below512512Able low extration two surfaces postrior tools 424DB00$10.00$13.00$181.00\below0.10Comprehensive oral examination00.10Comprehensive oral examination3090.00$57.00\below\below\below\below\below\below\below\below\below\below$57.00$57.00\below\below\below\below\below\below\below\below$57.00$57.00Property in the substruction of the substruction of examination\below\below\below\below$57.00$57.00Property in the substruction to substruction of examination\below\below\below\below\below$57.00$57.00Property in the substruction to substruction of examination\below\below\below\below\below$57.00$57.00Property in the substruction to substruction of examinationProperty in the substruction of examinationProperty in the substruction of examinationProperty in the substruction to substruction of examinationProperty in the substruction of examination\below\below\below\below\below\below\below\below\below\below\below\below\below\below\below\below\below\below\below\$					====> Drag procedure here to create	te new visit <==					\$0.00		
888.0030 <th col<="" th=""><th>30 min</th><th>\checkmark</th><th></th><th>532</th><th>Adhesive restoration two surfaces p</th><th>oosterior tooth - d</th><th>24</th><th>DB</th><th></th><th>0</th><th>\$0.00</th><th>\$124.00</th></th>	<th>30 min</th> <th>\checkmark</th> <th></th> <th>532</th> <th>Adhesive restoration two surfaces p</th> <th>oosterior tooth - d</th> <th>24</th> <th>DB</th> <th></th> <th>0</th> <th>\$0.00</th> <th>\$124.00</th>	30 min	\checkmark		532	Adhesive restoration two surfaces p	oosterior tooth - d	24	DB		0	\$0.00	\$124.00
# Interview Second Code Description Tool# Surfaces Nate Duration Fee # Status Code Description Code Surfaces Nate Duration Fee Image: Surface status Imag	\$181.00	v		011	Comprehensive oral examination					30	\$0.00	\$57.00	
Image: Sequence of each of the secure of													
Property Textment See patient Quests for deals Totol # Surfaces Note Duration Fee # Status Code Description Totol # Surfaces Note Duration Fee # Status Code Description Totol # Surfaces Note Duration Fee # Status Code Description Code Description Fee													
Image: Status Code Description Tooth# Surfaces Note Duration Fee Image: Status Code Description Tooth# Surfaces Note Duration Fee Image: Status Code Description Tooth# Surfaces Note Duration Fee Image: Status Code Description Tooth# Surfaces Note Code C													
Propertiment Sector Tooth# Surfaces Note Duration Fee # Status Cod Description Tooth# Surfaces Note Duration Fee Image: Sector Control													
# Interpretent Sector Status Code Description Tooth# Surfaces Note Duration Fee # Status Code Description Tooth# Surfaces Note Duration Fee Interpretent Interpret													
Proposed Treatment Sequence workstoredeals Image: Code Description Tooth# Surfaces Note Duration Image: Code Description Image: Code Image: C													
Image: Status Code Description Tooth# Surfaces Note Duration Fee Image: Status Code Description Tooth# Surfaces Note Duration Fee Image: Status Code Description Tooth# Surfaces Note Duration Fee Image: Status Code Description Image: Status													
Proposed Treatment See patient Quetes for details Tooth M Surfaces Note Duration Fee M Status Code Description Tooth M Surfaces Note Duration Fee Image: Status													
Image: Second													
Image: Second Secon													
Image: Note with the second of the secon													
Properties the second vectories Status Code Description Tooth# Surfaces Note Duration Fee Image: Second vectories Image: Second v													
# Status Code Description Tooth# Surfaces Note Duration Fee I <th>Proposed Treatment</th> <th>See patient Quo</th> <th>tes for details</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>Total</th> <th>\$181.00 DR</th>	Proposed Treatment	See patient Quo	tes for details								Total	\$181.00 DR	
Markan Image: State	# Status	Code	Description			Tooth# S	urfaces	Note		Durat	tion	Fee	
 Print 													
Print													
Print													
Print													
Print													
Print													
Print													
Print													
A Print													
	🚔 Print										Cancel	• Сок	

5.1.1.f. Click on the "Complete" button to complete the appointment.

Appoi	ntment Details										×
Date	21/12/20	15 Time from 9:15 AM to	10:45 AM						Provider	Dr Si	mon Walterso
Dura	tion 90	Recommended Duration: 30			Health Fund: Medibank FeeSchedule: praktika(shar	ed)			Created by	Dentist	(11) on 16/12/2015
					Mrs Young Mary (07)5645 3412 0491 570 110						CLINICAL NOTES
App	Edit	cedures									
#	Code	Description	Tooth #	Surfaces	Note	Duration	Cost	Standard Fee	Discount (%)	GST	Total Fee
1	011	Comprehensive oral examination				30	\$0.00	\$57.00	0%	n/a	\$57.00
2	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		0	\$0.00	\$124.00	0%	n/a	\$124.00
Bala	nces: Tot	tal \$0.00 CR	Fee	\$0.00 CR	De	posits \$0.00 CR			This	Appointr	nent \$181.00 DR
+											•
De	ete Appointmo	ent SMS		Phone Call	Autoclave Tracking		-			<i>\</i>	Complete
Pati	ent Kespons	· ·	freatment	Туре	Icon 1 V Icon 2	Audit	Сору			Cance	OK OK



5.1.1.h. If Patient Recall has not yet been set, either set it or cancel (click "Close") to do it later.

et Recall for Mrs Young, Mary				
Set Recall Method	 Telephone 	⊖ SMS	Email	 Letter by Mail
Days since last completed appoint	ntment 0	Next A	ppointment Date	e -
Recall for Mrs Young, Mary is no	ot set			
Set Next Recall Type	6 months		▼]	186 🛉 days
Set Next Recall Date	24/06/2016			
				۵
			whatever	
			0	

5.1.1.i. You can also add Clinical Notes or cancel the screen and do it later.

Note Type: O General O Clinical Treatment Notes from Appointment of 21/12/2015 Proc 011 Comprehensive and examination #24 (00) Proc 532 Adhesive restoration two surfaces posterior tooth - direct #24 (00) Proc 532 Adhesive restoration two surfaces of the surface	5
reatment Notes from Appointment of 21/12/2015 roc 011 Comprehensive one examination #24 [DB] Proc 532 Adhesive restoration two surfaces posterior tooth - direct	
18 65 65 6	23 24 25 25 26 26 26 26 26 26 26 27 26 26 28 28 28 28 28 28 28 28 28 28
	75 (2) 38 74 (2) 37 5 (2) 36 (2) 35
	34

5.1.1.j. In the Appointment screen, click on "TYRO" button to start transaction processes using a TYRO Terminal

ppointm	ent Details											×
Date 2	1/12/2015	5 Time from 9:15 AM to 10:45 AM									Provider Dr Simon V	Valterso 🔹
1	•	Mrs Young, M (07)5645 3412	ary	0491 570 11	<u>.0</u>						*	PATIENT FILE
		Health Fund: Me	dibank Fee S	Schedule: prai	(tika(shared)							
#	Code	Description	Tooth #	Surfaces	Note	Cost	Discount	GST	Total Fee	Benefit	Gap	Resp Code
1	011	Comprehensive oral examination				\$0.00	0%	n/a	\$57.00			
2	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		\$0.00	0%	n/a	\$124.00			
>aymer + -	nts & Adjustn Combine	nents ad Pay							Tax In	voice # 002965	Total : Mrs Yo	\$181.00 DR
Date		Description		Notes			RRN			Ref#	A	mount(\$)
Palano	aci Totol	\$181.00 PP	e \$181.00 D			-		Donacita	±0.00 CP		This Appointment 6	191.00 DP
+	. 10(3)		, , , , , , , , , , , , , , , , , , , 	X				Deposits				× 31.00 PK
UnCom	plete P	rint Tax Invoice Email		Autoclave Tra	acking Icon :	. .	Icon 2	•	Audit Copy		Close	О К
		/	X									



5.1.2. Making a Claim Benefit from the Appointment Window

5.1.2.a. Make sure the correct merchant - Terminal is selected in the drop down box.

-										Merchan	t - Terminal Defi	ault - Default	•
*	Patient	Provider	Code	Description	Tooth #	Surfaces	Note	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	Mary	SW(0554191A)	532	Adhesive restoration two surfaces posterior	24	DB		0%	n/a	\$124.00			
2	Mary	SW(0554191A)	011	Comprehensive oral examination				0%	n/a	\$57.00			
								-	Total Fees \$	181.00 DR To	otal Benefit \$0.00	CR Total Gap	\$181.00
												To Pay:	\$181.00
Date	2	Description		Notes			RRN			Ref#		A	mount(
Ca	ncel Claimed Be	enefit	Refund				M	ledicare Easy Clair	n	Make Payment	Clain	n Benefit	Close
			Ĺ				/	Ĵ	/				
Ca	ncellati	on of	Re	efund of EFTPOS	Me	dicare	Claim		Mak	e an EFTP	POS Cla	aim benef	it
cla	aimed b	enefit	pa	ayment					рауі	ment			
	5.1	1.2.b. Cli En	ick Cla ter or	im Benefit button. confirm Patient's nun	nber or	the ca	rd			Claim B	enefit	5	

ease connin	n patient numbers as on their h	lealth Fund cards:
#	Patient	Patient#
1	Mrs Young, Mary	2



5.1.2.c. Swipe the card in the TYRO Terminal While the claim is being made. You will see a "waiting" cursor, which will return to its normal state, once the claim is completed.



5.1.2.d. If the card swipe was successful, the result of the claim will be printed out by the terminal and it will also be displayed in the Appointment screen.

HealthPoint Clai	m	- t a 1
Total claim amount: Total claim items: Service type:	\$181.00 2 D	K
	Claim assessed. Gap \$28.50	
	ACCEPT	

The benefit amount, the gap amount and the response codes are displayed in the table (highlighted with green) as well as the transaction details including the reference numbers and the total claim amount.

										Merchant -	Terminal Defaul	- Default	Ŧ
#	Patient	Provider	Code	Description	Tooth #	Surfaces	Note	Discount	GST	Total Fee	Benefit	Gap	Resp Code
1	Mary	SW(2147661H)	532	Adhesive restoration two surfaces p tooth - direct	posterior 24	DB		0%	n/a	\$124.00	\$124.00	\$0.00	0000
2	Mary	SW(2147661H)	011	Comprehensive oral examination				0%	n/a	\$57.00	\$28.50	\$28.50	0000
								То	tal Fees \$1	81.00 DR Total	Benefit \$152.50 C	R Total Gap	\$28.50 D
												To Pay:	\$28.50 D
Date	e	Description		1	Notes		RRN			Ref#		Ar	nount(\$
	21/12/2015	Health Fund C	laim	1	TYRO Claim TX#:ee948b6a959c274 35815 TM#:3063081	lfa63aef1d18	356785				103410	\$15	52.50 CR

5.1.2.e. Click the "Close" button to close the screen to get back to the Appointment screen or continue to process EFTPOS payments (click "Make Payment" button for that) or perform other claims.

5.1.3. Making an EFTPOS (Debit or Credit Cards) Payment from the Appointment Window

5.1.3.a. Click "Make Payment" button in TYRO Terminal Payment Processing window.



5.1.3.b. Select a payment type: Cheque, Savings or Credit and the amount to be paid. Click "OK" button. Please note that the card selection

Please select an account:	
Cheque Savings • Cro	edit
Amount: 28.50	
Cancel	OK

5.1.3.c. Upon the terminal prompt, swipe the EFTPOS card and either enter the PIN number or print out a docket for a patient to sign. The terminal as well as the computer with the connected terminal will prompt you what action must follow depending on the type of payment chosen.

Purchase Amount:	\$28.50	K
Swipe / Insert Card	I. Purchase \$28.50	
		面 Cancel Transaction
Purchase		4.1
Amount:	\$28.50	K
Processing transact	ion - please wait	

Purchase		<u> </u>
Amount:	\$28.50	K
	APPROVED. Print customer copy?	
	YES NO	
		Cancel Transaction

Cancel Transaction

Date	21/12/2015	Time from	n 9:15 A l	M to 10:45 AM										Provider Dr S	imon Wa	alterso
YRO Te	erminal Payments Pr	ocessing														
												Mer	chant - Terminal	Default - Default		
#	Patient	Provider	Code	Description		Tooth #	Surfaces	Note		Discount	GST	Total Fee	e _▼ Ber	efit	Gap	Resp
1	Mary	SW(2147661H)	532	Adhesive restoration two surfaces tooth - direct	s posterior	24	DB			0%	n/a	\$124.0	0 \$124	.00	\$0.00	0000
2	Mary	SW(2147661H)	011	Comprehensive oral examination						0%	n/a	\$57.0	\$28	.50 .50	28.50	0000
										То	tal Fees \$1	181.00 DR	Total Benefit \$1	52.50 CR To	tal Gap \$	\$28.50 D
															To Pay	: \$0.00 C
Date	•	Description			Notes				RRN			Re	f#		Am	iount(\$
	21/12/2015	Credit card			TYRO Payn TX#:54885	nent RRN:54 50	8850123505	;	548850123	3505			103-	\$11	\$2	8.50 CR
	21/12/2015	Health Fund Cl	aim		TYRO Clain TX#:ee948 35815 TM#	n 8b6a959c274 *:3063081	lfa63aef1d18	356785					103	\$10	\$15	2.50 CR
Ca	ncel Claimed Ber	nefit	Refund						Medicare	e Easy Claim	1	Make Pavm	ent	Claim Benefit	í	Close

5.1.3.d. The Praktika screen will reflect the transaction details once it is successfully processed.

Note: EFTPOS payments normally attract a surcharge, which is also reflected in the transactions table as a separate entry.

Cancellation of a TYRO Claimed Benefit 5.1.4.

5.1.4.a. To cancel a TYRO claimed benefit click "Cancel Claimed Benefit" in the Praktika Terminal Processing Window.



5.1.4.b. If you are in the Appointment window, first select a transaction you need to cancel and click "-" button above the Transactions table

5		Mrs Young, M (07)5645 3412 Health Fund: Mer	ary dibank Fee :	0491 570 11	<u>0</u> (tika(shared)						<u>تنا</u> • ⁄ رو	PATIENT
point	ment Procedu	res										
#	Code	Description	Tooth #	Surfaces	Note	Cost	Discount (%)	GST	Total Fee	e Benefit	Gap	Re
1	532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		\$0.00	0%	n/a	\$124.00	\$124.00	\$0.00	00
2	011	Comprehensive oral examination				\$0.00	0%	n/a	\$57.00	\$28.50	\$28.50	00
					_							
ymen	Combined	Pay A HICAPS TY TYRO									Total \$	\$181
									Tax I	nvoice # 002965	Mrs You	ung, M
ate		Description		Notes			RRN		Tax I	nvoice # 002965	Mrs You Amo	ung, Mi
ate 21	1/12/2015	Description Cash Refund		Notes			RRN		Tax I	nvoice # 002965 Ref# 103412	Mrs You Amo \$3	ount 0001
ate 21 21	1/12/2015 1/12/2015	Description Cash Refund Credit card		Notes TYRO Paymer TX#:548850	nt RRN:548850123	3505	RRN 54885012350	05	Tax I	nvoice # 002965 Ref# 103412 103411	Mrs You Amu \$3 \$28	ount 0.00 3.50
ate 21 21 21	1/12/2015 1/12/2015 1/12/2015	Description Cash Refund Credit card Health Fund Claim		Notes TYRO Paymer TX#:548850 TYRO Claim TX#:ee948b6	nt RRN:548850123 a959c274fa63aef1	3505 1d1856	RRN 54885012350	05	Tax I	nvoice # 002965 Ref# 103412 103411 103410	Mrs You Amu \$3 \$28 \$152	ount 8.00 8.50 2.50
ate 21 21 21 21 21	L/12/2015 L/12/2015 L/12/2015 L/12/2015	Description Cash Refund Credit card Health Fund Claim 3.00 DR Fees	\$3.00 DR	Notes TYRO Paymer TX#:548850 TYRO Claim TX#:ee948b6	nt RRN:548850123 a959c274fa63aef1	3505 1d1856	RRN 54885012350	D5 Deposits \$	Tax I 0.00 CR	nvoice # 002965 Ref# 103412 103411 103410	Mrs You Amu \$3 \$28 \$152 This Appointmen	ount 6.00 8.50 2.50 1.50 1.50
ate 21 21 21 21 Iance	1/12/2015 1/12/2015 1/12/2015 es: Total \$	Description Cash Refund Credit card Health Fund Claim 3.00 DR Fees	\$3.00 DR	Notes TYRO Paymer TX#:548850 TYRO Claim TX#:ee948b6	nt RRN:548850123 ia959c274fa63aef1	3505 1d1856	RRN 54885012350	D5 Deposits \$	Tax I 0.00 CR	nvoice # 002965 Ref# 103412 103411 103410	Mrs You Amu \$3 \$28 \$152 This Appointmen	ount 3.00 [3.50 (2.50 (at \$3 .)
ate 21 21 21 21 Iance	1/12/2015 1/12/2015 1/12/2015 es: Total \$	Description Cash Refund Credit card Health Fund Claim 3.00 DR Fees	\$3.00 DR	Notes TYRO Paymer TX#:548850 TYRO Claim TX#:ee948b6	ıt RRN:548850123 a959c274fa63aef1	3505 1d1856	RRN 5488501235(D5 Deposits \$	Tax 1	nvoice # 002965 Ref# 103412 103411 103410	Mrs You Arm \$3 \$28 \$152 This Appointmen	ung, M ount 3.00 I 3.50 (2.50 (tt \$3.
ate 21 21 lance	L/12/2015 L/12/2015 L/12/2015	Description Cash Refund Credit card Health Fund Claim	\$3.00 DR	Notes TYRO Paymer TX#:548850 TYRO Claim TX#:ee948b6	tt RRN:548850123 a959c274fa63aef1	3505	RRN 54885012350	Deposits \$	Tax 1	nvoice # 002965 Ref# 103412 103411 103410	Mrs You Amm \$3 \$28 \$152 This Appointmen	ung, M 3.00 3.50 2.50 tt \$3.

YRO	Terminal Claim	Cancellations And Re	funds										
The	se listed en	tries were proc	cessed a	s a combined transaction	1 - They can only	be cancelle	l or re	funded all toge	ether				
										Merchant	- Terminal	Default - Default	•
#	Patient	Provider	Code	Description	Tooth #	Surfaces I	lote	Discount (%)	GST	Total Fee	Bene	fit Gap	Resp Code
1	Mary	SW(2147661H)	011	Comprehensive oral examinat	tion			0%	n/a	\$57.00	\$28.	50 \$28.50	0000
2	Mary	SW(2147661H)	532	Adhesive restoration two surf posterior tooth - direct	faces 24	DB		0%	n/a	\$124.00	\$124.0	00 \$0.00	0000
										Total Fees	\$181.00 DR	Total Benefit \$	152.50 C
Da	te	Description			Notes		R	RN		Ref#	ŧ	Ar	nount(\$
	21/12/2015	Health Fund	Claim		TYRO Claim TX#:ee948b6a959	c274fa63aef1	d1				1034	10 \$15	52.50 CR

	85678535815 TM#:3063081	
		Total Payments \$152 50 CB
Manual Reversal Cancel All Listed Benefit Transactions	Refund All Listed Payments	Close



5.1.4.d. Swipe the patient's health fund cars at the prompt.





5.1.4.e. After the successful transaction the cancelled claim will be displayed in the transaction table as TYRO Reversal

Appoir	ntment Details												×
Date	21/12/2015	Time from 9:1	5 AM to 10:45 AM									Provider Dr Simon	Walterso +
11			Mrs Young, M (07)5645 3412 Health Fund: Me	lary <u>1</u> dibank Fee	0491 570 1 Schedule: pra	10 aktika(share	ed)					*	PATIENT FILE
Appo	ointment Procedur	es											
#	Code	Code Description Tooth #			Surfaces	Note	Cost	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	532	Adhesive restoration two surfaces posterior 24 tooth - direct			DB		\$0.00	0%	n/a	\$124.00			Ê
Payn	nents & Adjustmer	nts					=	***				Total	\$181.00 DR
+	- Combined I	Pay 🕂 HICAPS	TYRO							Tax	Invoice # 002965	Mrs Y	oung, Mary 🛛 🔻
Dat	te •	Description			Notes			RRN			Ref#	Amount(\$)	
	21/12/2015	2/2015 Health Fund Claim Reversal for ref# 103410				TYRO Claim Reversal TX#:undefined TM#:3063081					103413* \$		52.50 DR
	21/12/2015	2015 Health Fund Claim				TYRO Claim TX#:ee948b6a959c274fa63aef1d1856 78535815 TM#:3063081					103410 \$1		52.50 CR
	21/12/2015	Credit card			TYRO Payme	ent RRN:548	8850123505	548850123505			103411	\$2	28.50 CR
Bala	nces: Total \$1	55.50 DR	Fee	es \$155.50 I	DR		_		Deposit	s \$0.00 CR		This Appointment	\$155.50 DR
+													
UnC	Complete 🔒 Print	t Tax Invoice Email			Autoclave T	racking	on 1	• Icon 2	•	Audit Copy		Close	📀 ок

5.1.5. Refunding an EFTPOS payment made with TYRO Terminal

5.1.5.a. If you are in the Appointment window, first select a transaction you need to cancel and click "-" button above the Transactions table

21/12/2015	5 Time from 9:15 AM to 10:45 AM	1								Provider Dr Simon	Walters
	Mrs Young, M	lary									PATIENT F
\$	(07)5645 3412 Health Fund: Me	dibank Fee	Schedule: pra	<u>.10</u> aktika(shared)						+)	CLINICAL N
intment Proced	lures	1									
Code	Description	Tooth #	Surfaces	Note	Cost	Discount (%)	GST	Total Fee	e Benefit	Gap	Resp Code
532	Adhesive restoration two surfaces posterior tooth - direct	24	DB		\$0.00	0%	n/a	\$124.00			
ents & Adjustn	nents				=					Total	\$181.
- Combine	HICAPS NTRO							Тах	Invoice # 002965	Mrs 1	Young, Ma
e	Description		Notes RRN				Ref#			Amount(\$	
21/12/2015	Health Fund Claim Reversal for ref# 1034	10	TYRO Claim Reversal TX#:undefined TM#:3063081						103413*	\$152.50 DR	
21/12/2015	Health Fund Claim		TYRO Claim TX#:ee948b6a959c274fa63aef1d1856 78535815 TM#:3063081						103410	\$1	52.50 0
21/12/2015	Credit card		TYRO Payme	ent RRN:54885	50123505	548850123	505		103411	\$3	28.50 0
nces: Total	\$155.50 DR Fee	es \$155.50 C	DR		-		Deposi	ts \$0.00 CR		This Appointment	t \$155 .

5.1.5.b. In the TYRO screen select an EFTPOS payment you want to refund. (it is selected by default if you came to this screen from the appointment window) and click "Refund " button.

										Merchant - 1	Terminal	Default - Default	•	
#	Patient	Provider	Code	Description	Tooth	# Surfaces	Note	Discount (%)	GST	Total Fee	Benef	it Gap	Resp Code	
1	Mary	SW(2147661H)	011	Comprehensive oral examination	n			0%	n/a	\$57.00				
2	Mary	SW(2147661H)	532	Adhesive restoration two surface posterior tooth - direct	ces 24	DB		0%	n/a	\$124.00				
										Total Fees	\$181.00 DR	Total Benefit	\$0.00 CI	
Dat	te	Description		N	Notes			N		Ref#		Am	Amount(\$	
2	21/12/2015	Credit card	Credit card			TYRO Payment RRN:548850123505 TX#:548850			548850123505			1 \$28	.50 CR	

5.1.5.c. Click "OK" button if you want to refund the payment in the popup window.



5.1.5.d. On the TYRO Terminal there shall appear a screen prompting you to enter your Refund password. (it is the Admin password supplied by TYRO)



5.1.5.e. Swipe the patient's health fund card at the prompt and follow the terminal's instructions



Ma	Refund			den a	
ed	Amount:	\$28.50		- KA	
mt		APPROVED. Print cu	ustomer copy?		
					Mercha
ript		YES	NO		Total Fo
reh					\$57.00
sive					\$124.00
	DE				
	REI			Cancel Transaction	

Appoint	tment Details											×
Date	21/12/2015	Time from 9:15 AM to 10:45 AM									Provider Dr Simon	walterso 🔹
-		Mrs Young, M (07)5645 3412	lary	<u>0491 570 1</u>	10							PATIENT FILE
2	1	Health Fund: Me	dibank Fee	e Schedule: pra	aktika(shared)					Ċ	CLINICAL NOTES
Appoi	ntment Procedu	res										
#	Code Description Tooth #			ooth # Surfaces N	Note	Cost	Discount (%)	GST	Total Fee	Benefit	Gap	Resp Code
1	532 Adhesive restoration two surfaces posterior 24 tooth - direct		24	DB		\$0.00	0%	n/a	\$124.00			▲ ⊒
-	arr					=					Tabal	¢181.00.00
Payin	- Combined								Tav	Invoice # 002865	Iotal	\$181.00 DR
Date				Notor			DDN		184	Pof#	Pils A	mount(¢)
Duc	21/12/2015 Credit card				TYRO Payment RRN:548850123505			505		103411	\$28.50 CR	
	21/12/2015 Health Fund Claim Reversal for ref# 103410				TX#:548850 TYRO Claim Reversal TX#:undefined					103413*	\$152.50 DR	
	21/12/2015 Credit and Deversal for rof# 102411				TM#:3063081			020		103/1/*	÷	28 50 DB
	21/12/2015			RRN:548850	0123505 TX#	:548851	540051105	525				20.50 DR
Ralar	Total S	184.00 DR	¢184.00	DP.	‡			Denes	te \$0.00 CP		This Appointment	¢194.00 DP
Helen	Ices: Total \$	184.00 DR Fet	s \$184.00	DR				Depos	its \$0.00 CR		This Appointmen	t \$184.00 DR
UnCo	mplete 🔒 Prin	Email		Autoclave T	racking	1	• Icon 2	•	Audit Copy		🔞 Close	📀 ок

5.2. Error Handling

In case a particular TYRO transaction or a set was not processed, you will be prompted with the Error processing TYRO claim window. A possible cause of error will be displayed in the Note section. Correct the condition that may have caused the error and resubmit the claim or payment.

