



What's Ahead for HearAid?

HearSoft is committed to the future of HearAid and the next version of HearAid is under development. The new features will include:

- An updated user interface and application architecture to enhance overall performance
- New high performance database connection components
- A MailChimp interface
- Implementation of the new Hearing Services Program fee schedule and associated compliance, claim management and claim checking

Also, on the horizon: HearSoft is in negotiation with WoofSMS/Almani regarding transferring the SMS messaging service to our company

What's New in HearAid 7?

The new program build implements the following user requests, changes and fixes:

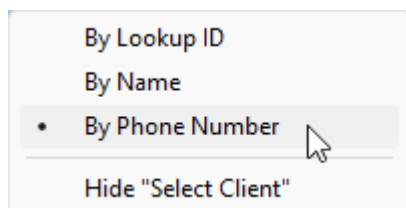
(Build [7.2.2025.1031](#))

1. A new, optional Xero Accounts Interface is available
 - The interface has been designed to avoid repetition of data entry in Xero and HearAid, allowing users to maintain pricing within HearAid and push amounts into Xero, linking them to the appropriate sales account/s
 - When creating invoices HearAid will seamlessly check the Contacts list in Xero and automatically add a client as a new contact when necessary
 - Invoices can be raised from batch processed Accepted Claims, Notes, Tests, Agreements, Claims, Consumables, Device Quotes and Repairs
 - Invoice status can be pre-set in HearAid to be DRAFT (recommended), SUBMITTED, or AUTHORISED. By generating invoices with DRAFT status users can subsequently modify or delete the invoice in Xero
2. The message used when sending clinical reports by email can now be customised
3. Recall code messages can be edited
4. The Import Claims function has been updated to accommodate changes in the HSP Portal claim export file structure and date formats
5. Required content for HSP maintenance agreements and device quotes has been updated again; HSP appears to have modified the content since it was first released
6. The Device list in **Lists|Devices** can now be quickly filtered to show all/active/inactive devices
7. The **Import Devices** function has been updated
8. A **Price Calculator** has been added to **Lists|Devices**

9. In **Client Tests** the behaviour of the Distribution List has been modified: The **Referred By** name is no longer added automatically

(Build 7.1.2025.305 March 2025)

1. A new HSP claim check rule has been added for Replacement items (840, 850): a warning will be issued if a Device Code in the claim does not match the Device Code for the last fitting for that ear code but claims with different devices can be submitted without first turning off claim-checking
2. The new HSP template texts to be implemented by 1 July are in the new \HearSoft\HearAid\Distributed\Reports folders
3. A new option to lookup clients by Phone Number has been added to the **Select Client** menu



The lookup list includes all phone numbers that been entered for a client, including the **Contact Phone** number

4. A new **Dashboard** item has been added to the Program Navigator

The image shows the 'Select Client' menu with the dropdown open, displaying a list of clients. The first client is '1AAA070929' and the second is '1AARDVAARK, Aaron B'. Below the menu is the Program Navigator, which includes a 'Dashboard' icon and a list of categories: Client, Search, Details, Notes, Tests, Audiometry, Speech, Impedance, ABR, ECoG, Agreements, Claims, Consumables, Device Quotes, Documents, Fittings, Loans, Orders, and Outcomes.

The image shows the 'Dashboard' window. It has a title bar 'Dashboard' and a main content area. The first section is 'HSP Claims, Vouchers and Agreements' with a table showing the following data:

Category	Amount
Pending	\$19,073.25
Processing	\$0.00
Unsubmitted	\$22,230.80
Manual	\$0.00
Paid Year To Date	\$296,803.30
Expired Vouchers	194
Expired Agreements	509

The second section is 'Current Client: Mr Aaron B 1Aardvaark' with a table showing the following data:

Category	Value
Voucher Expires	01/01/2028
Agreement Expires	
Last Maintenance Item Claim	25/09/2019
Last Test Claim	09/10/2024
Last Fitting Claim	12/03/2009
Last Adjustment Claim	
Last Appointment Attended	04/01/2019
Next Appointment	
Oldest Outstanding Repair	
Oldest Outstanding Loan	

The Dashboard displays quick summaries of important items for HSP data and the currently selected client, plus up to 4 more items that can be customised for your practice.

5. A performance bottleneck that caused slow swapping between work areas, especially to and from the Calendar and Client Details has been cleared and overall performance has been boosted significantly

- 7Zip compression functions have been added: the Zip file format is limited in its maximum file size, which is a problem when backup up a large number of Documents files. HearAid will automatically choose the .7z file format when needed
- Support has been added for importing Device lists (in the Devices work area) and Claim lists (in the Claims work area) from HSP Portal downloads.

The Claim List import is done from the **Claims** window

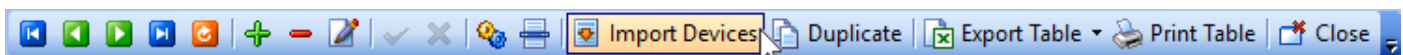


This function is designed to be used for initialising the Claims list in HearAid for clients relocating from another provider. Imported claims are marked as **Paid** but the Amounts are set to \$0.00 so claim reporting is not distorted, and Practitioner, Site and Authorised Person information is empty. The items are coloured dark green to differentiate them from claims generated in HearAid.

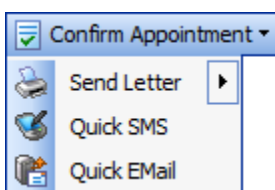
Important Note: The HSP claim export file does not include any client identifying data such as a voucher number or name, so it is essential that you select the correct client *first*, before importing the claims

HSP Claims			
Service Date	09/10/2024	Service Date	Item
Item	800	09/10/2024	800
Site		08/04/2020	800
Practitioner		23/10/2019	820
Item Amount	\$0.00	25/09/2019	700
Item Tax	\$0.00	23/03/2009	640
Item Total	\$0.00	10/02/2009	600
Manual Claim	<input type="checkbox"/>	10/02/2009	610
Claim Has Been Paid By HSP	<input checked="" type="checkbox"/>		

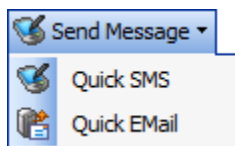
The Device list download from HSP is an Excel file, so users must convert it to CSV format before it can be imported (open the file in Excel then use File|Save As to save to CSV format). Only devices from Suppliers listed in **Lists|Suppliers** will be imported and the Supplier name must **exactly** match the name used by HSP.



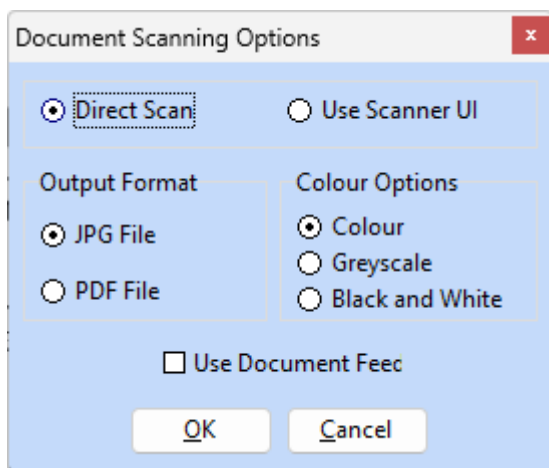
8. Clients can receive Appointments confirmations by letter, SMS (if you have subscribed to WoofSMS/SMS Advantage) or email. Once the appointment has been saved and/or selected you can choose your confirmation method from the **Confirm Appointment** menu



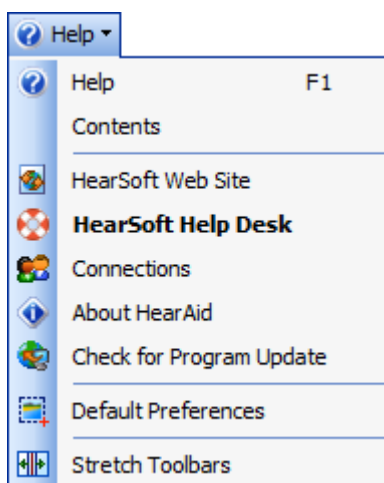
9. A **Send Message** function has been added to the **Client Details** toolbar. This function will allow you to quickly send an email or SMS to the currently selected client using the email address/mobile phone number in the client record



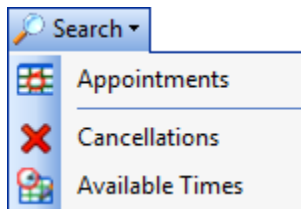
10. Inserting images into Notes, Clinical Reports and the Editor has been reinstated; all images are converted to WMF format as they are pasted into the editor
11. Scanning functions have been updated to allow direct communication with the scanner and avoiding the manufacturer user interfaces, overcoming some technical scanning issues for some scanners. As a consequence, the scanning options dialog has been changed



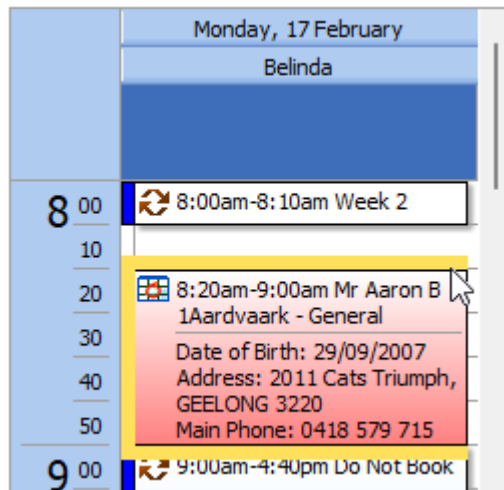
12. Further work has been done to improve email functionality, based on using MAPI and the Windows messaging subsystem, to improve speed and simplify setup. Users can still set up email connections manually, but the MAPI approach means that users can preview and send emails from their installed email clients such as Outlook and Thunderbird. Implementation is as simple as un-ticking the **Use Internal Mail Client** option in **Tools | Options | Email**
13. Remote assistance has changed from LogMeInRescue to HelpDesk by RemotePC and displays as the **HearSoft Help Desk** Help menu item



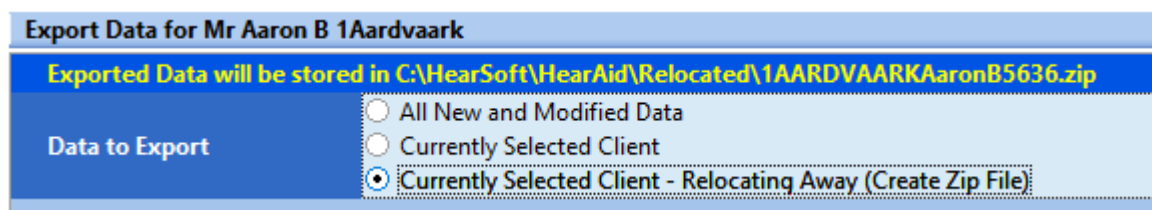
14. The slide-out docking panel on the right of the Calendar window has been removed and all Calendar Search functions have been moved to the **Search** menu on the Calendar toolbar



- The currently selected Event/Appointment in the Calendar is now highlighted with a yellow box, to assist identifying which event has been selected



- The **Export** function has an added option for preparing a zip file for a relocating client



The export file contains an automatically generated **Client Summary.pdf** file along with database data extracted in XML file format, and copies of all linked Documents. If the client is relocating to you from a practice that also uses HearAid then their data can be directly imported into HearAid using the **Administrator | Import** function.

- When Public holidays are added to the calendar from Lists | Special Days they will be set with the work-hours time range to ensure they will display correctly if the Calendar Option **Show All Day Events in Sheet** is set

Further information of these changes is detailed in the on-line HearAid Help.

(Build 7.1.2023.10 October 2023)

- The HearAid database backend has been updated to Firebird 3 for improved performance and to remove the problem with Windows updates uninstalling the Firebird 1.5 service. This is a major, paid upgrade for users who have not already installed version 7.0.2023.6, and will require assistance from HearSoft for the update installation and database conversion
- The database upgrade includes a new set of tables and processes to automatically store copies of data records within the database before extracting the data to a zip file in the Client Archive folder. This additional backup layer will ensure client data can be quickly recovered in the event of it being accidentally removed. Data stored in the DELETED_ tables can be recovered using Administrator | Recover on the Program Navigator
- Enhanced claim-checking processes to accommodate the latest compliance advice from HSP. This process has become more important due to known errors with the HSP Claim processing system leading to claim recoveries

e.g. it is possible to have a claim for a refitting item approved even when a client has never had an initial fitting. HearAid lists any errors with a claim in the Claim Check panel

Total Cost to Client	\$50.80
+ e-Claim	
+ Identifiers	
- Claim Check	
Claim Check Warnings & Errors	There does not appear to be a Device Quote matching the device/s linked to this claim that was SIGNED by the client within 3 months prior to the Fitting Date/s!

and you will not be able to send a claim to pending if there are any errors or warnings listed.

If you prefer to also have the various warning/error messages display individually as the claim is checked, you can turn on Show Claim Check Warnings in Tools|Options|Hearing Services Program

Options and Settings	
+ General	
+ Database & Analysis	
- Hearing Services Program	
Hearing Services On-line URL	https://industry.hearingservice
Default Provider Number/Code	0106453
Monaural Maintenance Item	700
Binaural Maintenance Item	710
3-FAHL Criterion (dB)	0
HFA Criterion (dB)	0
Show Claim Check Warnings	<input type="checkbox"/>
Show e-Claim Summaries	<input checked="" type="checkbox"/>

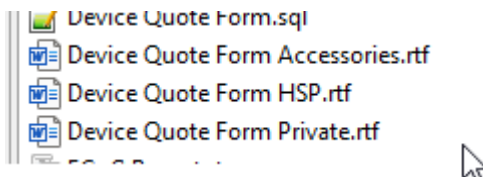
4. The most important new claim-checking features are:
 - a. All fitting claim items must be linked to a Device Quote.
 - b. That Device Quote must be dated within 3 months of the fitting dates *and be for the same devices listed on the claim*
 - c. The Device Quote must have the Client Signed date entered
 - d. Claims for lost/DBR devices must also have the date of the Statutory Declaration or the letter from the supplier confirming the device is DBR entered in Declaration Date

HSP Claims	
Service Date	20/10/2023
Item	840
Site	Goulburn Valley Hearing Clinic
Practitioner	
Item Amount	\$76.25
Item Tax	\$0.00
Item Total	\$76.25
Declaration Signed	
Manual Claim	<input type="checkbox"/>
Claim Has Been Paid By HSP	<input type="checkbox"/>
Devices	
Linked to Device Quote	26/09/2023
Left Ear	
Device Code	

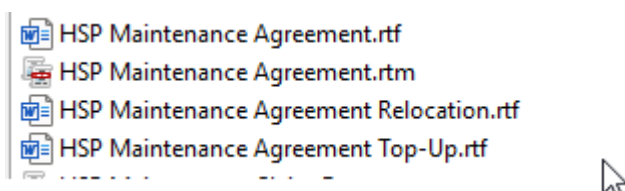
e. The Declaration Date must be on or before the Fitting Date

- Device Quote and Maintenance Agreement functionality has been modified to incorporate the latest Hearing Services Program guidance allowing providers to have different terms and conditions for top-up and relocating clients, and implements the HSP template modifications. These terms and conditions can be individually customised if required.

There are new report templates for printing Device Quotes and Maintenance Agreements. The T&C content for Quotes and Maintenance can be extended by adding RTF documents with your preferred content into the \HearSoft\HearAod\Reports\Forms folder. Device quote files MUST start with Device Quote Form in the file name



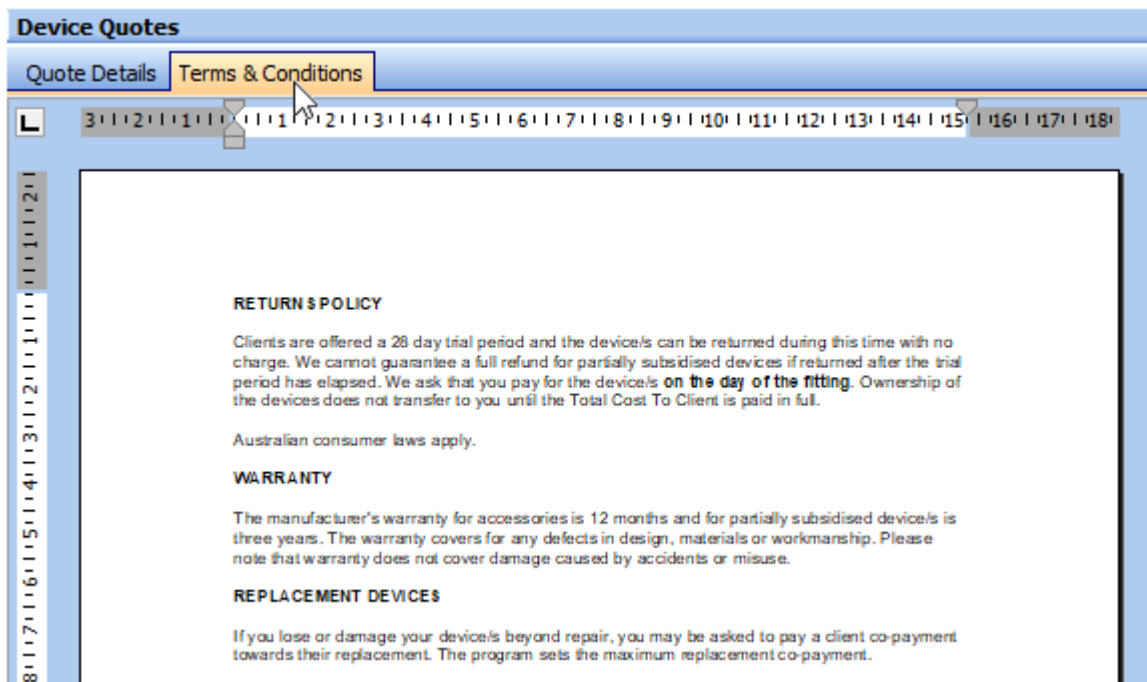
and similarly for Maintenance Agreements, the RTF file name MUST start with HSP Maintenance Agreement



If you select a template from the drop-down list then that content will be loaded and stored with the data record

Device Quotes	
Quote Details Terms & Conditions	
Quote Date	26/09/2023
Quote Type	Hearing Services Program
Quote Structure	Binaural ± Accessories
Terms & Conditions Template	Device Quote Form HSP.rtf
Include Maintenance Fee?	Device Quote Form Accessories.rtf
Include Replacement Fee?	Device Quote Form HSP.rtf
Planned Fitting Date	Device Quote Form Private.rtf
Left Device	Right Device

If you want to you can actually tailor the T&Cs even further for individual clients by clicking on the Terms & Conditions tab and editing the content:



The Device Quote print-out has changed to reflect the new HSP Template. Cost will be \$0.00 for fully-subsidised devices; warranty Period rows will only display on HSP quotes for partially-subsidised devices:

Goulburn Valley Hearing Clinic

Goulburn Valley Hearing Clinic Pty Ltd 50 613 201 942
55 Edward St., Shepparton 3630
(03) 5821 6600
reception@gvhearingclinic.com
www.gvhearingclinic.com

Hearing Services Program Device Quote

Client Name	Voucher Number	Issue Date
Mr Aaron B 1Aardvaark	1234567890-01012022	26/09/2023

Service Provider Name
Goulburn Valley Hearing Clinic Pty Ltd

This quote outlines relevant information including costs related to recommended device/s and does not commit you to the purchase of the hearing device/s. This quote is valid for 28 days.

Items	Details	Cost
<i>Right Device</i>	Intuis M 4.1 BTE B530SIE	\$0.00
<i>Left Device</i>	Pure 1X Charge & Go (Warranty: 48 Months) BTE B408SIE	\$610.00
<i>Accessories</i>	Charger Inductive Set (Warranty: 12 Months)	\$0.00
<i>Maintenance Agreement Fee</i>		\$50.80
Total Device Cost (GST-Included)		\$660.80
<i>Other Discounts and Rebates</i>		(\$0.00)
Total Deductions		(\$0.00)
Total Cost To Client (Total Device Cost – Total Deductions)		\$660.80

Government Subsidy Amounts (Included to indicate the value of the devices being fitted and maintained):




















- Australian Government Hearing Services Program Device Subsidies (Total)	\$1,035.40
- Australian Government Hearing Services Program Maintenance Subsidy	\$218.50

Please read and accept the Terms & Conditions on the next page

As you can see, the Government Subsidy amounts have been moved to the bottom of the form and the items listed show the actual amount the client will pay. This is much more logical than previously!

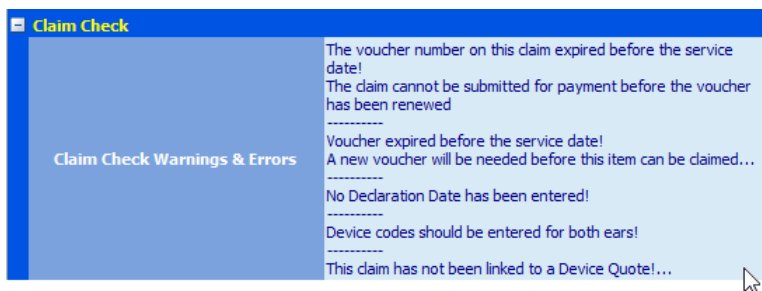
As with previous versions, all RTF templates can be modified in Tools|Editor.

- Document storage has been further refined to automatically correct image type errors and to convert non-jpeg images (bitmap, png and metafile) into jpeg files as they are loaded, and to correct PDF incompatibilities from scanned documents
- Refined device cost calculation in Device Quotes to handle binaural devices which include a CROS microphone
- Changes to the Program Navigator, adding a new Administrator node and moving functions requiring SYSDBA or ADMINISTRATOR privileges to that node. The Administrator node is only visible to users logged in with the appropriate privileges

- ▼  Tools
 -  Browse
 -  Export
 -  Import
 -  Synchronise
 -  Merge
 -  Editor
 -  Spreadsheets
 -  XML Tables
 -  Default Preferences
 -  Options
- ▼  Administrator
 -  Security
 -  Backup
 -  Restore
 -  Recover
 -  Default Values
 -  Column Attributes
 -  Purge Logs

(Build 7.0.2023.6 June 2023)

1. iCalendar Import has been modified to cater for users importing .ics files generated from other applications (e.g. on-line booking systems) to prevent duplication of appointments; when the export has been generated from HearAid, calendar labels will also be imported
2. The Document preview pane is coloured according to Client Type if the preview is of a document stored in the database, otherwise it is pale blue
3. All client import/export/archiving functions have been updated to ensure all documents linked to a client are (a) included in the zipped data and (2) removed from the Documents folder when a client is deleted. Tools|Export can be used to export the currently-selected client's data and Documents to a zip file that can be used to send electronic records to HSP for audit purposes
4. A new Warranty Period field has been added to Device Quotes to ensure compliance with HSP Device Quote requirements; this number will be automatically retrieved from the Devices record. The Device Quote template has been modified to include Warranty periods
5. Claim checking before saving or before sending to Pending now logs any errors and displays them in the Claim record



6. There has been an extensive review of the published claiming rules for each item and checks have been added as needed, most notably:
 - a. *Added a new claim checking rule:* looks for a Device Quote dated on or before Fitting/Service date for ALL fitting items, including device replacements
 - b. *Added new claim checking rule:* a new field, DECLARATION_DATE has been added to the CLAIMS table to allow users to add the signature date of a Statutory Declaration or Confirmation of DBR document to the claim record. The Declaration Date is then used to check that the Fitting and Service dates on replacement item claims are not earlier than the date on the Declaration document

HSP Claims	
Service Date	21/03/2023
Item	850
Site	Goulburn Valley Hearing Clinic
Practitioner	Symons, Lindsay
Item Amount	\$108.00
Item Tax	\$0.00
Item Total	\$108.00
Declaration Signed	
Manual Claim	<input checked="" type="checkbox"/>
Paid	<input type="checkbox"/>
Devices	
Linked to Device Quote	
Left Ear	
Device Code	

- c. *Extended existing rules:* all items are checked for voucher currency at service/device fitting dates; all items maintenance involving maintenance are checked for a current maintenance agreement on the date of service

7. Claim checking before saving or before sending to Pending now logs any errors and displays them in the Claim record

HSP Claims	
Service Date	04/06/2023
Item	800
Site	Goulburn Valley Hearing Clinic
Practitioner	Symons, Lindsay
Item Amount	\$147.95
Item Tax	\$0.00
Item Total	\$147.95
Manual Claim	<input type="checkbox"/>
Paid	<input type="checkbox"/>

Devices

Claim Declaration

e-Claim

Identifiers

Claim Check

Claim Check Warnings & Errors

The voucher number on this claim expired before the service date!
The claim cannot be submitted for payment before the voucher has been renewed

Voucher expired before the service date!
A new voucher will be needed before this item can be claimed...

The Claim Check section will be clear if there are no errors or warnings for the claim

8. Removed the "Link to Claim" buttons from the Orders toolbar; linking an Order to a Claim can be done by selecting the claim from the "Link to Claim Item" box in the Client Billing section of the Orders window

Orders	
Date Ordered	
Linked to Device Quote	
Supplier	
Order Type	
Practitioner	

9. Changed business flow: Claims, Orders and Fittings can import device details from Quotes; Fittings can be created from quotes (similar to creating Fittings from Orders). Fittings can still be created automatically from Claims. Serial Numbers can be entered in Orders and will be carried over to Fitting records
10. Added optional PDF encryption for documents printed to PDF from Print Preview; all ReportBuilder templates can have encryption activated or deactivated for PDF exports, so Client Summary has it on as default, with default password HearSoft. A different password can be set in Options|General|PDF & Zip File Encryption Password

Short Clinical Report

Print | [Icons] | 1 | [Icons]

e-Mail To: Client Other [Dropdown] Send e-Mail Preview ☒ Encrypt PDF

Close Encrypt PDF

Goulburn Valley Hearing Clinic

Goulburn Valley Hearing Clinic Pty Ltd 50 613 201 942
55 Edward St., Shepparton 3630

HearAid Options & Settings	
General	
Use Password Security	<input type="checkbox"/>
Auto-Create Fittings From Claims	<input checked="" type="checkbox"/>
Auto-Update Practitioner in Client Details	<input type="checkbox"/>
Close Program After Idle Time (Minutes)	0
Constrain PTA/Speech Charts	<input checked="" type="checkbox"/>
Default to Full Clinical Report	<input type="checkbox"/>
Email & SMS Appointment Reminders (Days)	1
Highlight Mandatory Fields	<input checked="" type="checkbox"/>
Left-Align Checkboxes	<input checked="" type="checkbox"/>
Max. Length of Recently-Selected Clients List	10
Mandatory "Location" in Client Details	<input type="checkbox"/>
Maximum Number of Open Work-Areas	10
"Pay To" Message	Please make your cheque payable to HearSoft Pty Ltd
PDF & Zip File Encryption Password	mynewpassword
Purge Log entries older than (Default Weeks)	12

(The password is masked for all users other than the SYSDBA)

11. Added NavBar customisation via Office View (SYSDBA and HEARSOFT users only)

- Further refined Auto Maintenance Claims to adjust service date to the next agreement date if there was no agreement current on the anniversary of the original service date
- A table update modifies the CALENDAR_AA trigger to add extra detail about deleted appointments in the process log

Process Log for Last 7 Days			
TABLE NAME			
PRIMA RY KEY	DML EVENT	CHANGE D BY	CHANGE LOG
TABLE NAME : CALENDAR			
158055	DELETE	SYSDBA	MR AARON B 1AARDVAARK - NONE DELETED FROM DATABASE RESOURCE_PK: 67344 EVENT_START: 2023-03-21 08:15:00.0000
158055	NEW	SYSDBA	MR AARON B 1AARDVAARK - NONE ADDED TO DATABASE

14. Fixed tab order and username case in the Log In dialog at program start-up
15. Corrected an error where the maintenance co-payment fee was not being retrieved automatically for individually-created maintenance item claims
16. Corrected an error where user was being prompted about charge a maintenance fee for relocating clients
17. Corrected an error printing agreement and claim forms for individual clients if there is more than one provider and one of those has no provider number entered
18. Updated password encryption: Tools|Options|General|Use Password will need a password reset after installing the update
19. Modified Tools|Options|EMail functionality and modified automatic email server parameters for Gmail and Outlook ; Application Passwords can be used directly and other mail servers can be entered manually as previously.

Click on the relevant link for instructions for obtaining Application passwords for [Gmail](#) and [Outlook](#)

HearAid Options & Settings	
<div> <div>General</div> <div>Database & Analysis</div> <div>Hearing Services Program</div> <div>Calendar</div> <div>EMail</div> </div>	
Outgoing Server (SMTP)	<input type="radio"/> Gmail <input type="radio"/> Outlook <input checked="" type="radio"/> Other
Use Internal Mail Client	<input checked="" type="checkbox"/>
Host/Mail Server	mail.gvhearingclinic.com
Port	25
Authentication Type	Default
Use TLS	None
SSL Method	SSLv23
User ID	admin@gvhearingclinic.com
Password	*****
"Reply To" Address	reception@gvhearingclinic.com

HearAid Options & Settings	
<div> <div>General</div> <div>Database & Analysis</div> <div>Hearing Services Program</div> <div>Calendar</div> <div>EMail</div> </div>	
Outgoing Server (SMTP)	<input checked="" type="radio"/> Gmail <input type="radio"/> Outlook <input type="radio"/> Other
User ID	admin@gvhearingclinic.com
Password	*****
"Reply To" Address	reception@gvhearingclinic.com