



Custom Alert Request

Each practice using TheraOffice is unique in the way it treats patients to the way it manages its practice. Hands On Technology Inc. has taken great care of creating a standard set of alerts for general practices, however we realize the uniqueness of each practice. TheraOffice has the ability to create and import custom alerts per facility. Because of the complexities of custom alert generation and the expensive tools needed to create them, Hands On Technology Inc.'s Professional Service and consulting department can aid in the creation and customization of alerts, which allows clinicians to treat patients, all proactively manage their practice with customized alerts.

How Does It Work?

1. Complete the attached form and fax it back to Hands On Technology Inc. directly.
2. Hands On Technology Inc's Professional Services team will review the request and determine feasibility and the amount of time needed to complete the alert.
3. A written proposal will be either emailed or faxed back once completed.
4. Review the proposal, if satisfied the signed proposal is faxed back to Hands On Technology Inc.
5. Upon receiving the signed proposal, Hands On Technology Inc.'s Professional Services will begin work on the alert.
6. Once complete, a Hands On Technology Inc. Professional Services developer will contact the facility and transfer the files via the internet or via CD.
7. Alert will be tested for accuracy.

What is an alert?

An alert is a notification that will appear in a certain area of the software that will notify the staff member a particular patients account needs to be addressed. These alerts can be created to notify upon the creation of a new appointment, check-in of a patient, or accessing the patients account. In order for an alert to fire it will compared to three different pre-determined values, a green, yellow, and red value.

How Much Does It Cost?

Each custom alert may be different, some may take minutes while some may take hours to complete. Because of this a formal proposal with a fixed price will be sent after evaluation of the attached form. Pricing structure is as follows:

Change	Price
Change to an existing alert.	\$35.00
Create a new alert.	\$75.00
Other	\$75 / hr.

How Do I Get Started?

Complete the form below and please fax it back to us at: (630) 455-1865.



Phone 630.455.1863 Fax: 630.455.1865



Facility Information:

Facility Name: _____

Contact Name: _____

Phone #: () -

Fax #: () -

Email: _____

Alert Information:

Alert Title: _____

(If alert is a modification of a pre-existing alert, please indicate exact existing alerts name)

Alert Explanation: _____

Alert Settings:

Application: *(alert will be displayed in)*

Schedule Accounting Documentation

Application Section: *(alert will be displayed in)*

New Appointment Check in Appointment Patient Navigator

Value Returned: *(describe area/ location of value located in software)*

Module: _____

Description: _____

Green Value: *(alert should not be shown)* _____

Yellow Value: *(alert warning will be shown)* _____

Red Value: *(alert overdue/exceeded will be shown)* _____ Stop action if red Yes No

Complete the form below and please fax it back to us at: (630) 455-1865.



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