

Optomate Q&A



What is Optomate?

Optomate is an Optical Practice Management System, first used in Victoria in 1982. The system was acquired by Melbourne-based software company Monkey Software in 1998. The system incorporates modules for front desk POS, patient recalls, spectacle and contact lens jobbing, stock control, appointments, marketing, consultation test room notes, third party institution tracking and management reports. In other words, Optomate manages all aspects of an optical practice.

Who is Monkey Software?

Monkey Software is an Australian owned and operated Software Company based in Melbourne. Optomate is our core product. We employ full time computer programming and support staff and have offices in Sydney, Perth and Auckland.

What are Optomate's hardware requirements?

We recommend that Optomate is run on an Intel-based Pentium processor, preferably using the Windows XP Professional operating system with 512MB RAM. Optomate will run on lower end machines however and is compatible with Windows 95, 98, 98SE, ME, NT, 2000, XP, 2003 and Vista. Optomate will also run under the new x64-bit Windows operating system and 64-bit processors.

Can Optomate run on a Local Area Network?

Yes, Optomate is a true 32-bit Windows application so will run on a LAN. Your PC's require 100Mbps network cards and cable with a 100Mbps hub to run on a LAN. Wireless networking is supported however run slower than cabled networks so we recommend using cabled networks where possible. For faster network performance you can use Gigabit network cards and hub.

Can Optomate run on a Wide Area Network?

Yes, Optomate comes in a multi-branch edition enabling practices to run a centralised database that allows as many remote sites as you wish to connect to the one database. Windows Server edition operating system or Cytrix Metaframe operating system is required to drive the central server. High speed ADSL lines are also required to run a WAN.

Does Optomate track your GST?

Yes, Optomate tracks and reports on the two methods of GST, both the Accrual and Cash basis. If your business uses the accrual method then GST is calculated on a patient account or stock arrival invoice at the time of entry, regardless of whether or not a payment has been processed. If your business uses the cash method then GST is calculated on a patient account or stock arrival invoice only on the portion of the payment made at the time.

How does Optomate process Medicare claiming?

Optomate seamlessly links with Medicare Australia's Online Medicare Claiming facility. This means that you can batch and send your bulk-billed Medicare claims daily. Within 24 hours Optomate will notify you of any accounts that have been rejected so you can make adjustments. Within 2-3 days the money for the batch is directly deposited in your business account. You can also claim individual schedule billed accounts online.

Can Optomate send and receive SMS?

Optomate has in-built SMS functionality and tracks all incoming and outgoing SMS internally ie. no need for a mobile telephone. You can send appointment confirmation SMS to your patients which they can reply to confirming whether they will be attending. The Optomate appointment book is updated live. You can also send group marketing SMS and job pick up reminder SMS.

How does Optomate aid in the processing of Health Fund claims?

Optomate links directly with the HICAPS Health Fund terminal. This means that during the patient billing process, Optomate will send the Health Fund codes applicable to that account directly into the HICAPS machine so no manual entry is required. All you have to do is swipe the patients Health Fund card.

Does Optomate link with other industry systems?

Yes, Optomate currently can send job information for lens ordering directly to Rx.Connect from Zeiss, Winlinx from Essilor, Hoyalog from Hoya, Optivision from Ted O'Neill's Lab, Remote Orders from Perkins Optical, Optilink from Opticare and the Prescription Safety Glasses website ordering system. The Optomate system can also call up patient records in digital imaging systems, namely, iPix and VK2 Kowa from Designs for Vision, Medmont Studio from Medmont, ImageMaker from BOC Instruments, Digital Healthcare and PCT 110 Optopol from Optimed and ARC from Briot Weco. Other digital imaging systems such as the Nikon Image Capture system are supported through a generic link. Optomate can also draw refraction information from Nidek, Nikon, Topcon and Rodenstock Refractor Heads.

What does Optomate cost?

There are different versions of Optomate. The Consulting Only Edition (no stock control) retails for \$4,400. The Dispensing Only Edition (no consulting) retails for \$5,500. The Comprehensive Edition retails for \$6,600. All pricing including GST, on-site installation, on-site staff training and 12 months of software maintenance covering the practice for 24/7 Help Desk and access to software updates. The license fee also allows you to run Optomate on as many PC's as you wish at that location. After the initial 12 months period the annual software maintenance fee is \$500, \$600 or \$700 including GST depending on the version you are running. Software updates are downloaded from our website.