



GENERAL PRACTICE
south

Basic Computer Use - Hints & Tips

October 2010

Introduction

This document is intended as a beginners guide to some of the fundamental concepts and terminology encountered when using a personal computer and navigating the internet. It is by no means comprehensive or exhaustive, but is designed to provide some basic assistance to General Practice staff in regard to the technology environment they are most likely to be working in, and the terms they may encounter.

The most widespread configuration in use in General Practice in Southern Tasmania is an IBM compatible, Windows XP workstation, with an internet connection and a Microsoft Outlook based email program, (if any). It is this general working environment that this guide is centered around. This guide does not contain information on clinical software.

Much of the following information is applicable to other Microsoft Operating Systems. Similarly much of the email information can apply to multiple versions of Microsoft's Outlook program.

Please note that some of the screens or information depicted may differ from your system, as a result of user or employer configuration of your practice IT environment.

Contents

Topic	Page
Basic Computer Usage — The Screen	3
— Folders and Drives	4
— Mouse and Keyboard	5
Browsing the World Wide Web using Internet Explorer [®]	6
Google Tips and Internet Jargon	7
Email using Microsoft Outlook [®]	8
Appendix 1 - Windows XP [®] Keyboard Shortcuts	9
Appendix 2 - Medical Director Keyboard Shortcuts	10
Appendix 3 - Pracsoft Keyboard Shortcuts	11
Appendix 4 - Best Practice Keyboard Shortcuts	12

DISCLAIMER: *Whilst every reasonable effort has been made to ensure that the information given in this document is accurate, General Practice South will not accept liability for any injury, loss or damage arising directly or indirectly from any use of or reliance on this information.*

Basic Computer Usage

The Screen

Start Menu:

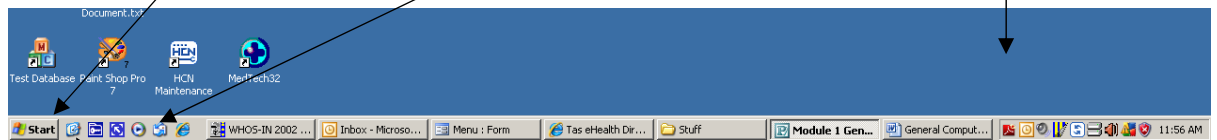
You can access all the programs, and your computer configuration via this button. Some programs also install a shortcut icon here.

Quick-Launch toolbar:

Start these programs with a single click. Add to the Quick Launch programs by dragging an icon from your desktop onto the toolbar.

Desktop:

This is the big area of the screen containing your program icons and any background graphics that are set up.



Show Desktop Icon:

Minimise all open programs by clicking on this.

Taskbar:

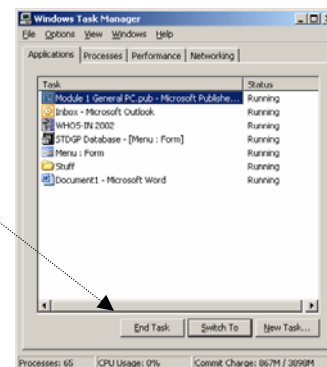
These are the applications that are currently running and can be accessed by a single click.

Notification Area or System Tray:

These icons represent small utilities and services that are currently running on your computer, e.g your anti-virus program, email notification, Microsoft update agents, utilities for adjusting your speaker volume, etc. If needed you can access these services with a double click.

Task Manager:

Right-Click on any free spot on the Taskbar and you can bring up the Task Manager. This shows everything that is currently running on your COMPUTER. You can use the **End Task** button to close a "crashed" program, that you are unable to close in the usual way. These programs will usually show as "Not Responding"



NB: The above represents the layout of a typical Microsoft Windows XP workstation. There may be slight differences in appearance, depending upon the version of Microsoft Windows installed, or any customizations implemented by the user or employer.

Quick Tips

Terminal Services In a Terminal Services environment, you log on twice, once to the computer in front of you, (the "local" machine) and then to the main computer or "server". In this setup, it is as if you are sitting in front of the server itself. So the Desktop, and any icons, folders, or drives that you see, are actually on the main computer, and not the one you are sitting in front of. You can however, minimise the server screen, and view the desktop and drives of your local computer.

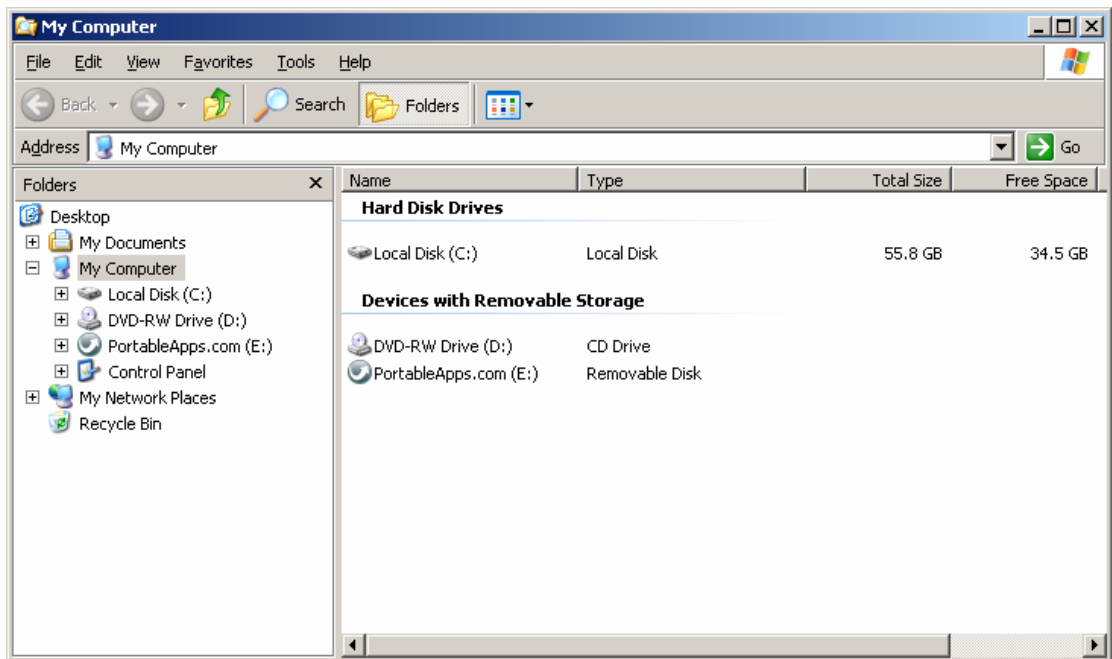
NB. Some key combinations will work differently in a Terminal Server environment.

Save Save Save. If you are working on a large document, save it often. It takes almost no time and saves much heartache if your computer "crashes".

Save As. If you want to create a document from another document. Open the original and under the **File** menu, select **Save As**, specifying a new file name. This will close the original file untouched, and give you an exact copy of the document to work on.

Basic Computer Usage

Folders/Drives



Desktop is a special folder that contains all the files and icons that you see on your computer desktop. If you save a file to this folder, it will appear on your computer desktop along with your icons. If multiple people have logins at a computer, they will each have their own Desktop folder.

My Documents is another special folder that is set up as a default location for all your personal documents and files. If multiple people have logins at a computer, they will each have their own My Documents folder, and will be unable to see other people's.

(A:) If you have a floppy disk drive on your computer, it will show as **(A:)**

(C:) This is the hard disk of the computer that sits on your desk. It contains all of the files, folders, icons, and shortcuts mentioned above, and all programs installed on your computer. In a home situation you will save all your files here, (probably in **My Documents**). In a work situation you won't save any important work here, as it is not backed up regularly.

(D:) or (E:) This is typically your DVD or CD ROM Drive. If your computer has a second hard drive then it will probably be **(D:)** with your DVD/CD drive being **(E:)**

Removable Drive(s) These will be any USB drive(s) plugged into your computer. These devices are sometimes called "flash drives" or "thumb drives" and generally occupy the next available letter after your DVD/CD drive.

NB Any letters higher than this will usually only be in a work environment, and will represent drives on your network file server. This is where important work should be saved, as these drives are backed up regularly.

(H:) If you work in a very large practice, you may have your own private **(H)** Home directory on the server

(P:) This is a common example of a shared Network Drive. It is on the server and can be usually accessed by everybody. Typically it will contain shared documents and manuals.

Control Panel From here you can access a lot of your computer's configuration information, including connected printers

My Network Places This is where you can browse and see what other computers are on the network. (You generally do not need to go here.)

Recycle Bin This is where your deleted files go. If you have made a mistake you can retrieve files from here. There is also an icon for this on your desktop.

Basic Computer Usage

Mouse

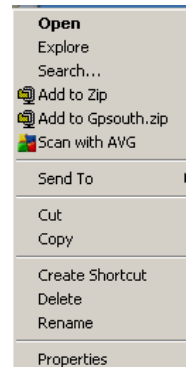
Single Left Click on a web hyperlink, a menu option, a program icon or an icon on your taskbar, (usually right at the bottom of your screen)

Double Left Click on a desktop icon, or a file that you want to open.

Left Click—Drag (clicking and holding the mouse button down, and then moving the mouse.) Do this on the scroll bars showing at the right and/or bottom of the screen and you can quickly move through a large document or web page. Use this technique on a file or icon and you can move it to a new location. Do this on the Blue Bar at the top of a window and you can move it around the screen.

Right Click, a wealth of functionality at your fingertips, consider the following examples:

NB: Always try Right-Clicking if you can't find how to do something.



Right Click...Send To...Desktop. on any file or folder anywhere on your system and you can create a shortcut to it on your desktop.

Right Click...Send To...Mail Recipient. on a file and a new email window will be generated with the file included as an attachment

Right Click...Copy, on selected text or file(s) and your selection will be copied to temporary memory, ready to be pasted into another location(s).

Right Click...Cut, on selected text or file(s) and your selection will be deleted and copied to temporary memory, ready to be pasted into another location(s).

Right Click...Paste, once you have copied or cut something, you can use this to paste into the new location. Once you have copied something you can paste it multiple times.

Right Click...Properties, on a file to find out how big it is, when it was created and when it was last modified.

Right Click...Properties, on your computer desktop to change the screen resolution or your background picture.

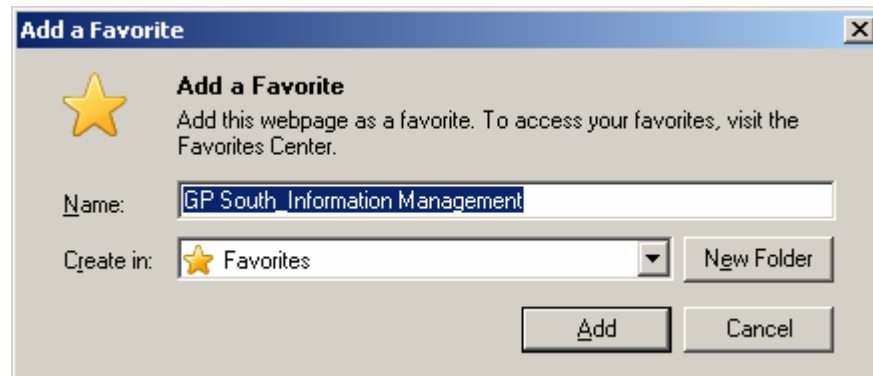
NB: The following key combinations are very handy

Keystrokes

- Ctrl -A** Selects all the text in a document
- Ctrl -C** Copies all selected text or selected file(s)
- Ctrl -X** Deletes all selected text or selected file(s)
- Ctrl -V** Pastes all copied or deleted text or selected file(s) to a new location
- Ctrl -B** Makes any selected text **Bold**.
- Ctrl -I** Makes any selected text *Italic*.
- Ctrl -U** Makes any selected text Underlined.
- Ctrl -F** Brings up a "Find" search box in many applications
- Ctrl -S** Saves the document you are working on in most applications.
- Ctrl -Z** Undoes your last action in many applications..
- Ctrl -Esc** Brings up the Windows start Menu
- Ctrl-Alt-Del** Brings up a window that lets you log off, shut down or securely lock your computer
- Alt -F –** Accesses the "File" menu in most applications.
- Alt-Tab** Brings up a list of currently running programs. Hold the **Alt** Key down and tap the **Tab** key, and you can cycle through the programs you are running.
- Windows –D** Minimises all your open windows and shows your Desktop.

Assorted Tips

Use Favourites. Organise your favourite web sites by creating sub-folders in your Favourites. From the **Favourites** menu or icon, select *Organise Favourites. New Folder*. Here you can create named folders and drag your existing favourites into them. You can add the web page you are viewing as a favourite by pressing **Ctrl-D**, or by going to the Favourites menu/icon and selecting *Add Favourite*.



Take your Favourites with you. You can save your favourites to a small file and take it with you to install on another computer. Go to the **File** Menu and select *Import Export...Export Favourites*. You will be prompted for a location to save your favourites file. This file can then be taken to another computer, and loaded by going to the **File** Menu and selecting *Import Export...Import Favourites*.

Set your Home Page. Load the page you want to keep as your home page, (www.gpsouth.com.au would be a good choice!). Go to the **Tools** menu, and select *Internet Options...General..* and click on *Use Current*. Now this page will always be opened when you start Internet Explorer.

Go Back If you have recently been on a web page, and are having trouble finding it again, press **Ctrl-H**. This will bring up your recent browsing history, find the page and click on it to go there. Press **Ctrl-H** again to hide the History screen.

Go Back and Forwards. Use the two arrows at the top left of your screen to scroll between the pages you have been viewing during the current browsing session.

Go Forward but keep your Spot. If you want to stay on the current page, but also follow a link from it, just **Right-Click** on the hyperlink and select *Open in New Tab* or *Open in New Window*.

Place the web page on your desktop. If you want a shortcut on your Desktop to a place on the internet you can **Right-Click** on a link and select *Copy Shortcut*, and then **Right-Click** on your desktop and choose *Paste shortcut*. Alternately you can have the web page open, reduce the size of the window, and click and drag the web address from the **location bar** to your desktop.

Refresh the Page. Depending on your browser settings, you may be looking at a previously downloaded web page, and not the most recent version. To force your web browser to get the most up to date version of the page, hit the **F5** key. Note, even this may not work optimally in DHHS sites.

Enlarge the text. If you are struggling to read a web page, go to the **View** menu and select *Text Size*. From here you can increase or decrease the size of text on the page. You can also generate a page refresh from the **View** menu.

Search the Page. You probably have a Search box in the top right hand corner of your web browser. If you click the downward facing arrow next to the box, you can choose *Search in Page*. Just type in the word you are looking for, click on the magnifying glass, and the current page will be searched.

Read your Screen. Sometimes a page will not load or only partially load. This may be due to one of Microsoft's security tools, blocking something on the page. This information is often highlighted in an extra menu bar at the top of the page. If you click the bar you are usually given an option to ignore the warning and fully load the page.

Lose the http://. If you have to manually type an address into the Address Bar, don't worry about the first part of the link, i.e. <http://>. Modern browsers can ascertain the relevant site, without this.

Browsing the World Wide Web using Internet Explorer ©

Google Tips

Google is a calculator. Type in your sum and hit the search button. E.g. $16/8=2$ $16*8=128$. Google can also perform currency calculations and other conversions.

Use Quotes. Search more effectively by putting quotes around a search phrase, e.g. "Tower of London"

Exclude things. Use a minus sign to exclude certain pages from a search, e.g. *Bass -fish* would find pages containing the word Bass, excluding ones that mentioned fish.

Specify a site. Use the site parameter to search on a specific site. e.g. The following search string "*template site:gpsouth.com.au*" would search www.gpsouth.com.au for the word "template".

Specify a Time. Under Google's *More Search Tools* option, you can specify what timeframes you want for your information search. e.g. Only pages updated in the last month.

Use Google Maps. Brilliant free technology for finding how to get to anywhere. You can specify starting and finishing locations, and Google will give you full directions and even calculate how long it will take you to get there, driving or walking. You will find a good example of this functionality at the GPSouth website.

Internet Lingo

Some common words you may hear.

Broadband: An internet connection that is always "on". In the early life of the internet, connectivity was established through "Dial Up" modems, whereby you would connect and disconnect between internet sessions.

Browser: Any program used to access the World Wide Web (WWW). Usually Internet Explorer or Firefox, but there are others.

Cookie: A cookie is information that a Web site puts on your hard disk, in the shape of a very small file so that it can remember something about you at a later time. Commonly they are used to track your activity at a given website, so that site advertising can be tailored to your interests.

Download: The act of transferring a file from another location, to your computer, generally via the internet.

FAQ: (Frequently Asked Questions). Information presented in a Question and answer format, answering the most common questions on a given subject.

Fire Wall: A protection device or program that shields your computer from unauthorised or malicious internet users. Most Modems contain an inbuilt firewall, and Microsoft provides an inbuilt firewall program with Windows.

Hotmail: An email account that you can access and use through a web browser from any internet connected computer in the world. Bigpond, Yahoo, Google and others provide similar email services.

Intranet: Is a private in-house internet system, for the access of internal users only. Large employers often have these as a means of sharing documents, policies etc.

ISP (Internet Service Provider): This is the organisation that provides your access to the Internet. Local examples are Telstra Bigpond, Eftel, Netspace, but there are many others.

Modem: Is the name of the device that connects to the internet. A modem can be attached to just one computer or many computers.

Network: Any group of computers that are connected in some way. Almost all practices have a network.

PDF: (Portable Document Format) The most common document format on the internet. To read PDF files you need to have the free Adobe Reader © program installed on your computer. It is available via the internet.

Phishing: The practice of fraudulently luring users to a bogus website, with the aim of extracting personal account and password information.

Search Engine: is an internet site designed to help you find things on the WWW. e.g. www.google.com

Spam: Unsolicited email containing advertising, or as part of a scam. Spam is the scourge of the internet, with almost 90% of all emails being spam. Also gave rise to **SPIT** (Spam over Internet Telephony)

Spyware: A program secretly installed on your computer, via a website or an email. Used to monitor your internet habits, or to collect and transmit your personal details.

WWW (World Wide Web) This is the visible face of the internet, and is interchangeable with the word Internet.

Email using Microsoft Outlook ©

Distribution Lists

Create when you regularly email a consistent group of people

From the **File** Menu, Select *New...Distribution List*

Select Members from your Contact Lists or add them manually.

Name the list accordingly

When you want to email the group, select the group rather than an individual.

NB: If you are using Outlook Express, the steps are:

Click on the *Addresses* button

Click on the *New Button*

Select *New Group*

Attachments

A useful way of sending documents, or photo's to somebody.

To attach a file, compose a new email and then either click on the paperclip icon or chose **Insert...File** from the menu. Then browse to where you have the file saved, choose the file and click on Insert. If you want to select multiple files to attach, hold down the Ctrl key.

NB: Holding down the Ctrl key so you can select multiple items with your mouse is a common technique that can be used in many computer programs. Similarly holding down the Shift Key and clicking the first and last item in a group is an easy way to select the whole group.

You can also attach a file to an email by simply Right-Clicking on the file and choosing *Send To...Mail Recipient*. This will result in a new email window being opened up with the file already attached. From here simply select the recipient and type in your message.

NB: Right-Clicking is also a common technique that is used in many computer programs. It will usually bring up a shortcut menu of the things you most commonly want to do in that situation. So if you are stuck, try Right-Clicking on an item, or on the area you are working in.

Attachment Tips

Be aware of file sizes. Really big files (movies etc), may cause a problem at the receiving end. Some Email users have a maximum file size that they are able to accept.

Be aware of what programs the email recipient has. For example, If you send an Access database file to somebody without Access, they won't be able to open it.

Don't open attachments from unknown or suspicious sources. If you don't recognise the person who sent you the email don't take the risk of opening the attachment. It could be a virus, or a utility that sends away your personal details. Banks never send you web-links with instructions to input your password.

NB: 90% of emails are either unsolicited advertising, malicious programs or links.

Other Email Tips

Create sub folders under your inbox for emails you want to keep. We all work differently, but a minimal amount of email in the inbox helps ensure nothing gets missed. To do this Right-Click on your inbox and select *New Folder*. Name the folder and then drag the appropriate emails into it.

Create an email Signature. Go to **Tools..Options...Mail Format..Signature**, and create an email footer that will automatically be included on every email. Show your name, title, phone number and email, for example.

NB: In Outlook Express use **Tools..Options...Signature**

Use Calendar and Tasks to organise things and set yourself reminders.

Use Email Forwarding to send an email you have previously sent to another person. e.g you send a long email to person A, and then realise you want to also send to Person B. Just open the original email and from the toolbar select **Forward**, then specify Person B's email address.

You can also access *Forward* from the **Actions** menu, as well as *Resend*, which as the name implies resends the email to the original recipient.

Mail Boxes have Column Headings for Sender, Date, Subject etc. Click on any of these column headings to sort the messages accordingly.

Etiquette and More

DON'T SHOUT. Typing in all uppercase in email is generally considered aggressive, so use lower case. Case in email addresses isn't a factor, use lower case and you will be fine.

USE Bcc. If you are sending to a large list of people, it is polite not to send everybody's email address to those that you are sending to. Put the addresses into the **Bcc** field rather than the **To:** field. You may have to make this field visible by going to the **View** menu, and clicking the *Bcc* field, or the *All Headers* option if you are using Outlook Express.

Appendix 1 - Windows XP © Keyboard Shortcuts

CTRL+C	(Copy)
CTRL+X	(Cut)
CTRL+V	(Paste)
CTRL+Z	(Undo)
DELETE	(Delete)
SHIFT+DELETE	(Delete the selected item permanently without placing the item in the Recycle Bin)
CTRL while dragging an item	(Copy the selected item)
CTRL+SHIFT while dragging file	(Create a shortcut to the selected item)
F2 key	(Rename the selected item)
CTRL+RIGHT ARROW	(Move the insertion point to the beginning of the next word)
CTRL+LEFT ARROW	(Move the insertion point to the beginning of the previous word)
CTRL+DOWN ARROW	(Move the insertion point to the beginning of the next paragraph)
CTRL+UP ARROW	(Move the insertion point to the beginning of the previous paragraph)
CTRL+SHIFT with any arrow key	(Highlight a block of text)
SHIFT with any arrow key	(Select more than one item in a window or on the desktop, or select text in a document)
CTRL+A	(Select all)
F3 key	(Search for a file or a folder)
ALT+ENTER	(View the properties for the selected item)
ALT+F4	(Close the active item, or quit the active program)
ALT+ENTER	(Display the properties of the selected object)
ALT+SPACEBAR	(Open the shortcut menu for the active window)
CTRL+F4	(Close the active document in programs that enable you to have multiple documents open)
ALT+TAB	(Switch between the open items)
ALT+ESC	(Cycle through items in the order that they had been opened)
F6 key	(Cycle through the screen elements in a window or on the desktop)
F4 key	(Display the Address bar list in My Computer or Windows Explorer)
SHIFT+F10	(Display the shortcut menu for the selected item)
ALT+SPACEBAR	(Display the System menu for the active window)
CTRL+ESC	(Display the Start menu)
ALT+Underlined letter in a menu	(Display the corresponding menu)
F10 key	(Activate the menu bar in the active program)
RIGHT ARROW	(Open the next menu to the right, or open a submenu)
LEFT ARROW	(Open the next menu to the left, or close a submenu)
F5 key	(Update the active window)
BACKSPACE	(View the folder one level up in My Computer or Windows Explorer)
ESC	(Cancel the current task)
CTRL+SHIFT+ESC	(Open Task Manager)
SHIFT when you insert a CD	(Prevent the CD-ROM from automatically playing)

**** Keystrokes sourced from Microsoft Support website**

Appendix 2 - Medical Director Keyboard Shortcuts

Main Window

F1	Help
F2	Open Patients
F4	Import Investigation Results
F5	Check Investigation Results
F6	MDref
F7	Log off
F8	Letter Writer
F9	Batch Print
F12	Product Information
CTRL + K	Address Book
CTRL + T	Patient Education

Progress Notes

CTRL + SHIFT + A	Append
CTRL + SHIFT + C	Clear Search
CTRL + SHIFT + N	Comment
CTRL + SHIFT + D	Diagram
CTRL + SHIFT + E	Examination
CTRL + SHIFT + H	History
CTRL + SHIFT + G	Management
CTRL + SHIFT + M	Medicare
CTRL + SHIFT + O	Procedure
CTRL + SHIFT + R	Reason
CTRL + SHIFT + W	Review
CTRL + SHIFT + S	Search

Clinical Window

F1	Help
F2	Open Patients
F3	Add New Item
F4	Recall
F5	Check Investigation Results
F6	MDref
F7	Allergies and Warnings
F8	Letter Writer
F9	Print Progress Note
F10	Edit Patient Details
F12	Product Information
ALT + A	Assessment Menu
ALT + B	Obstetrics
ALT + C	Clinical Menu
ALT + D	Documents
ALT + E	Edit Menu
ALT + F	File Menu
ALT + G	Progress Notes
ALT + H	Past History
ALT + I	Immunisations
ALT + M	MDPlus menu (if installed)
ALT + L	Letters tab
ALT + M	Pap Smears
ALT + O	Old Scripts
ALT + P	Patient Menu
ALT + R	Resources Menu
ALT + S	Summaries Menu
ALT + T	Tools Menu
ALT + U	Results tab
ALT + W	Window Menu
ALT + X	Current Medications
ALT + Y	Summary
ALT + F2	Opens a second patient.
ALT + F4	Close Program
CTRL + T	Patient Education Browser
CTRL + K	Address Book
CTRL + D	Edit Patient Details
CTRL + P	Print
CTRL + F1	Prescribe Flu Vaccine
CTRL + F2	Adds patient if not linked to a billing package
CTRL + F3	Prescribe Favourites
CTRL + F4	Close Patient
CTRL + ALT + B	Opens the BP Monitor
CTRL + ALT + C	Cardiovascular Risk
CTRL + ALT + E	Echo Cardiograph
CTRL + ALT + G	Opens the Blood Glucose Monitor
CTRL + ALT + I	INR Record
CTRL + ALT + L	Lock MD
CTRL + ALT + R	Respiratory Function
CTRL + ALT + T	Tool Box
CTRL + ALT + W	Weight
CTRL + Z	Undo last action
SHIFT + F1	'What is This?' Tool - tip Help Menu
SHIFT + F2	Add Patient to Existing Family
SHIFT + F3	Prescribe Drug Protocol
SHIFT + F4	Pathology Request
SHIFT + F5	Print Patient Health Summary
SHIFT + F12	Consumer Medications Information

** Keystrokes sourced from HCN Support documentation.

Appendix 3 - Pracsoft Keyboard Shortcuts

Types of Appointment

Ctrl + P	Procedures
Ctrl + V	Vaccination
Ctrl + B	Obstetrics
Ctrl + T	Blood Test
Ctrl + U	Acupuncture
Ctrl + E	Emergency
Ctrl + D	Dressing
Ctrl + S	Script
Ctrl + F	Blood Test Fasting
Ctrl + O	Ordinary Appointment
Ctrl + L	Blood Pressure
Ctrl + H	Home Visit
Ctrl + M	Pap Smear
Ctrl + X	Custom Type "X"
Ctrl + Y	Custom Type "Y"
Ctrl + Z	Custom Type "Z"

Appointment Book

F11	Next Day
F12	Next Week
F8	Next 4 Weeks
F9	Today's Date
F2	Find a Patient's Appointment
Ctrl + W	Add Patient to Waiting Room
Ctrl + I	Open Patient in Medical Director
Ctrl + Ins	Cut
Shift + Del	Delete range of appointments (in one column)
Shift + Ins	Paste
CTRL + G	Gone
Ctrl + A	Add a "Fit In" Appointment

Record a Visit

F12	Display Receipt Information
Ctrl + S	Search For Item Number
Ctrl + N	Add Visit For Same Patient
Alt + S	Save, No Print
Alt + P	Print Receipt

General

F1	Help
F6	Add New Patient
Ctrl + L	Log Off
Ctrl + R	Refresh

Waiting Room

F2	Find a Patient
F3	Add Patient to Waiting Room
F5	Record a Visit
F7	View Patient Details

** Keystrokes sourced from HCN Support documentation.

Appendix 4 - Best Practice Keyboard Shortcuts

Main Menu

F1	Help Library
F2	Open Patient
F3	Inbox
F4	Word Processor
F5	Refresh
F6	To Do List
F7	Log off/Cancel Access
F8	Internal Messenger
F9	Batch Print
F10	View Patients
F11	Contacts
F12	Product Information

Patient Menu

F1	Help Library
F2	Open Patient
F3	Add New
F4	Word Processor
F5	Refresh
F6	To Do List
F7	Edit Patient Allergies
F8	Internal Messenger
F9	Print
F10	Edit Patient Details
F11	Contacts
F12	Product Information

Patient Tree View

Ctrl-Alt-T	Today's notes
Ctrl-Alt-V	Past visits
Ctrl-Alt-X	Current Rx
Ctrl-Alt-H	History
Ctrl-Alt-I	Immunisations
Ctrl-Alt-R	Investigation Reports
Ctrl-Alt-C	Correspondence Out
Ctrl-Alt-N	Correspondence In
Ctrl-Alt-P	Past prescriptions
Ctrl-Alt-O	Observations
Ctrl-Alt-F	Family/Social
Ctrl-Alt-Y	Obstetric
Ctrl-Alt-S	Pap smears
Ctrl-Alt-E	EPC
Ctrl-Alt-A	Health assessments
Ctrl-Alt-L	Care plans
Ctrl-Alt-M	Medication reviews
Ctrl-Alt-D	Diabetes cycle of care

Appointments

F1	Help Library
F2	Find Appointment
F3	New Appointment
F4	Arrive Patient
F5	Refresh
F6	Create Account
F7	Process Payment
F8	Internal Messenger
F9	Print Day Sheet
F10	Account History
F11	Contacts
F12	Waiting Room
CTRL+O	New Appointment
CTRL+W	Arrive Patient
CTRL+F4	Close

Waiting Room

F1	Help Library
F2	Start Visit
F3	Add to Waiting Room
F4	View notes
F5	Refresh
F6	Create Account
F7	Process Payment
F8	Internal Messenger
F9	
F10	Account History
F11	Contacts
F12	Appointment Book

**** Keystrokes sourced from Best Practice Support documentation.**