If the ICD-9 Codes are not showing when you use the "Tools -Services - Create ICD-10 Mappings" in Medisoft:

Have all users Exit Medisoft to run the "**ClearICD10Utility".**

Sample; If the DX codes look like this; Need to run the ClearICD10Utility
New in version 19, SP1 with the Hot Fix

Has ICD-9 Codes in the ICD-10 Fields.

The Tools – ICD-10 Mappings Tool will not work on these codes until they are cleared.

To run the **ClearICD10Utility** program

First have all users exit Medisoft & Office Hours for the practice that you will be fixing.

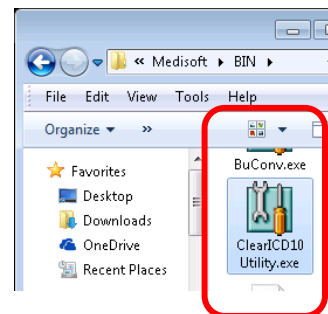Go to the folder named Bin –

Usually located at: C:\Medisoft\Bin

Or on XP computers it might be located at: C:\Program Files\Medisoft\Bin

Then find the file named **ClearICD10Utility**

Double click on the file named **ClearICD10Utility**

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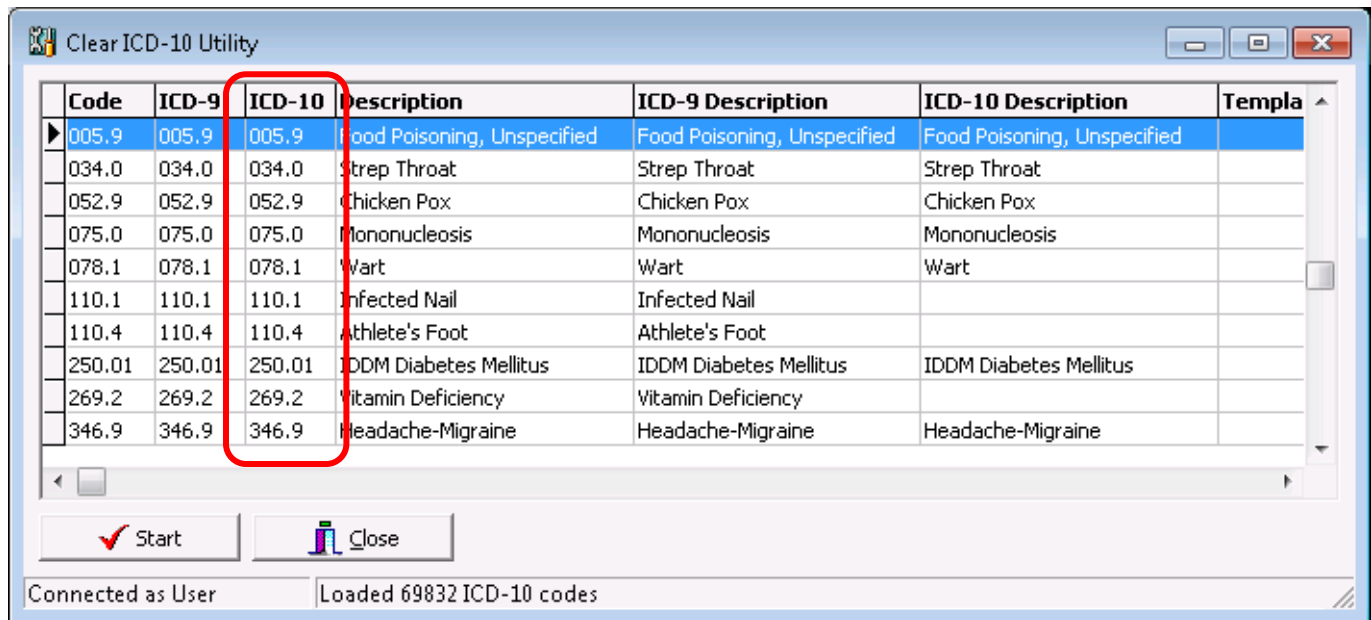Phone: 708-468-4070 - Fax: 708-468-4073 Website: *www.ihctech.com*

Running the Clear ICD-10 utility

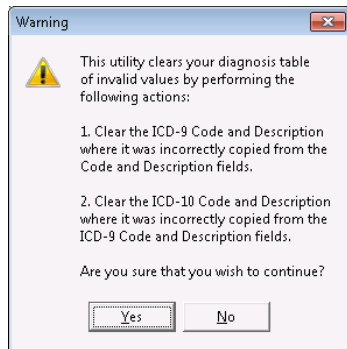This utility clears your diagnosis table of invalid values by performing the following actions:

• Clearing the ICD-9 Code & Description where it was incorrectly copied from the Code & Description fields
• Clearing the ICD-10 Code & Description where it was incorrectly copied from the ICD-9 Code & Description fields

Double-click ClearICD10utility.exe. The Open Practice screen appears.

On the Clear ICD-10 Utility screen you will see a grid of matching codes. Notice that the values in the ICD-9 and ICD-10 columns are the same. The values in the ICD-10 column are invalid and must be cleared.

Click the Start button. You will see a progress bar and then a warning screen appears.

  Click the Yes button.

The Clear ICD-10 Utility screen appears when the process is complete. Click the Close button.

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If you are on Version 19 Medisoft and you do not have the "ClearICD10Utility" program:

Then verify your version of Medisoft.

In Medisoft on each computer – click on Help – About Medisoft.
Look at the Version # it should be Version 19 SP1 (19.1.3.**38**)

Note: There should be a 38 at the end!

If it is Version 19 SP1 (19.1.2.**29**) - this has a 29 at the end;
Then you need the Hot Fix update for Version 19, SP-1

If you do not have the Service Pack 1 (SP-1)

Then you will need Both the Service Pack 1 (SP-1) and the Hot Fix update for Version 19,

Make sure that you have installed the Hot fix update on all computers.

When done, your Medisoft Version will be Version 19 SP1 (19.1.3.**38**)

You can go to our website for this update, go to: **www.ihctech.com**

In the middle of the page near the middle click on: **Updates to Version 19 Medisoft**

Under the section:
Service Pack 1 Update for Version 19 Medisoft

There are instructions and links here.

Note; If you are doing the SP-1 update, this will perform a data conversion after opening Medisoft.

If you already have the SP-1 and you are only doing the Hot Fix update, no conversion is done