



# The Leading Edge



A Newsletter for Users of ExitCare®

A publication of ExitCare, LLC

Volume 4, Quarter 1, 2009

## In this issue . . .

### ExitCare News

*New Product Intros:  
Family Health Tracker™  
ExitCare OnCall™*

### Partner News

*Opus healthcare  
Solutions, Inc.*

### Product News

*Canadian-French  
V7 Upgrade Reminder  
Document Updates*

### Employee News

*Beth Morris, RN  
Kara Richert  
Ron Van Rossum  
Steve Johnson*

### Share Your Success

*Don't Practice Naked*

### Contact Information

ExitCare Tech Support  
800-694-6669, ext 2

ExitCare Sales  
800-694-6669, ext 1

*This newsletter is a 2009  
copyrighted publication  
of ExitCare, LLC,  
providers of the  
ExitCare® suite of  
products. For comments,  
suggestions, additions,  
or corrections contact  
[Chuck@ExitCare.com](mailto:Chuck@ExitCare.com).*

Version 7.0/1 with the MS-SQL database structure is the current release. Version 6.8 will continue to be supported only for a limited time.

## New Products: Family Health Tracker™ and ExitCare OnCall™

ExitCare, LLC is excited to introduce two new products at the HIMSS Exhibition in Chicago in April, 2009. These products provide a way for our clinical customers to both provide consistent quality patient education from their own websites (ExitCare OnCall™), as well as provide a personal health record (PHR) option for their patients use which can also generate revenue to the clinical provider (Family Health Tracker™).



### FAMILY HEALTH TRACKER™ (FHT)

This innovative PHR (Personal Health Record) is designed to be "patient centered". This secure site allows patients' to take control of the management of their own health and that of other family members. FHT stays with the individual patient, regardless of changes in their employment, insurance, or health care provider. From any open Internet connection, they can securely:

- Track variables such as temperature, blood pressure, blood sugar, height, weight, immunization status, etc.
- Manage medications, including drug interactions, allergies, and schedules, print consumer drug information sheets, and print out their own medication lists for health care provider use
- Manage and track medical expenses
- Receive reminders for scheduled medical or dental events
- Be reminded of age-specific health issues (child immunizations, age-related diagnostics, etc.)
- Create reports of records, expenses, immunizations, etc.
- Access a library of trusted health information
- Provide physician or other emergency access to their records
- Phase Two of FHT will begin to provide interfacing with EMR's so that hospital and clinic records can be included in each patient's FHT personal health record.

FHT can be offered by health care providers to their patient population for a small annual fee which guarantees privacy, no ads, and much more. The site is hosted by ExitCare, LLC and **revenues from subscriptions are shared with the health care provider**. This is a great way to provide additional benefits to your patient population while increasing your revenue stream.

### ExitCare OnCall™

ExitCare OnCall is an extension of ExitCare and can be used by any facility to provide quality patient educational materials to consumers via the facility's website. Whenever users view or print educational information, your facility's customized "header" is printed on the top of the document, supporting your brand in your market.

The ExitCare content is delivered in an IFrame by ExitCare servers for use on your own website. The only maintenance you have to do is provide a link on your website and providing your standard website page template frame to display the ExitCare content. ExitCare maintains the database and all content updates.

Pricing is based on a small annual maintenance fee plus a small per document fee for documents that your patients view or print, so you only pay for what your patient consumer base uses.

Call our Sales number (800-694-6669, ext 1) to sign up or for more information.

## Partner News

More info at [www.ExitCare.com/partners.html](http://www.ExitCare.com/partners.html)

### Opus Healthcare Solutions, Inc.

*"Patient focused. Business minded."*

Opus delivers sophisticated, easy-to-use, and highly adaptable Web-based applications to today's cost-conscious and patient-focused hospital systems, physician group practices, and reference laboratories. The wide-ranging *OpusClinicalSuite*<sup>®</sup> includes clinical documentation, order management, clinical data repository, physician web access, laboratory data management, and more — all built on an efficient, flexible, and secure Web architecture. The Opus mission is to help healthcare organizations implement advanced information technology solutions that contribute to physician, nurse, and patient satisfaction. They have partnered with ExitCare to provide the best patient education solutions available. *Welcome Opus!*

## Product Update News

### **NEW LANGUAGE:** Canadian-French

We are introducing our first Canadian-French translated topics (242 so far) with the Q1 release!

### **Reminder of ExitCare version 7.x and MS-SQL**

With the release of ExitCare Version 7.x in 2008, all ExitCare Customers need to update to this new version as soon as possible to take advantage of new program features and new and revised documents. *We will continue to support Version 6.8 only for a limited time.* Customer Service and Tech Support Reps are available to assist with this transition — just give us a call!

### ***New & Revised Titles in Q1 2009 Release***

With the ExitCare document release for Q1, we are releasing 38 new English titles, 54 new Spanish translations, and 242 **Canadian-French** translations. We have also reviewed, updated and revised almost 600 English documents with this release. These are listed in our "Title List Changes/Modifications March 2009" document, which is posted on our website.

## Employee News

ExitCare is pleased to announce the addition of these 3 new employees, plus news about another!

**Kara Reichert** has joined ExitCare as the Customer Service Representative for the southeastern United States. Kara has extensive customer service experience, including working with Hill-Rom's healthcare customers. She can be reached at [KaraR@ExitCare.com](mailto:KaraR@ExitCare.com), or by phone at 800-694-6669, ext 575. *Welcome Kara!*



**Ron Van Rossum** has joined ExitCare as the Lead Client Trainer and Support Materials Editor. Ron's work history includes scientific and technical information research, writing and dissemination, as well as teaching math and science. He can be reached at [RonVR@ExitCare.com](mailto:RonVR@ExitCare.com), or by phone at 800-694-6669, ext 574. *Welcome Ron!*



**Steve Johnson**, formerly the Customer Service Representative for the southeastern United States **has been promoted to the position of Customer Service Manager** for that department. He is also the Customer Service Representative for many of ExitCare's Software Partners. See the Customer Service page of the ExitCare website for more information. *Congratulations, Steve!*

ExitCare is pleased to announce the addition of another Medical Literacy Editor, **Beth Morris, RN.**

Beth has joined ExitCare as a Medical Literacy Editor for pediatric, cardiology, and nurse-patient education topics. Beth has much hospital experience, and worked recently at the St. Paul Children's Hospital. She has experience in all crossroads of patient education, including at bedside, as a manager, consultant and trainer. Beth will be working closely with Robyn Carley and the Document Management Team, and including nearly fifty document reviewers (physicians, nurses, and other medical specialists). She can be reached at 800-694-6669, ext 573, or at [BethM@ExitCare.com](mailto:BethM@ExitCare.com). *Welcome Beth!*



## SHARE YOUR SUCCESS WITH US!

*E-mail sent June 2008*

Hi,

I have been so impressed with the ExitCare system that I purchased my own subscription to use in hospitals that don't already have it. I feel like I'm practicing naked without it. Their slogan says it all. *(Editor's Note: See "slogan" at bottom of page.)*

Thanks,  
Gregory West, M.D., Kentucky  
*Help of the helpless, abide with us all*

If you have a story or comment to share, please contact the Editor ([chuck@exitcare.com](mailto:chuck@exitcare.com)) for consideration for use in *The Leading Edge* newsletter.