



# The Leading Edge



A Newsletter for Users of ExitCare®

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Volume 3, Quarter 2, 2008

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**Contact Information**  
ExitCare Tech Support  
800-694-6669, ext 2

ExitCare Sales  
800-694-6669, ext 1

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Version 7 with the MS-SQL database structure is the current release. Version 6.8 will continue to be supported only through 2008.

## ExitCare Program Updates now Downloadable

Starting with ExitCare version 7.0, quarterly updates to the ExitCare program and contents will be automatic. Workstations running ExitCare and connected to the web will see "Web Updates Available. Click for more information." at the bottom of the program window. New program features, new content, new Rx forms and bug fixes are some of the updates that will be made available.

To access the ExitCare Internet Update download service, the workstation must have access to the Internet, and the ExitCare user logged in must have appropriate ExitCare Security System rights to perform this task. *Also please note* that clicking on that Status Bar option leads you to a dialog box with a button labeled: "Download and install updates." **This option will both download and install the update.** There are not separate download and install functions. **As always, installing ExitCare updates shuts down all ExitCare programs running on workstations.** For more information contact ExitCare Technical Support or your ExitCare Customer Support Representative.

Exitcare has greatly expanded our internet bandwidth to insure fast and reliable transfers of all updates. Additionally this new bandwidth provides a more robust connection to customers who use ExitCare-Web (running ExitCare on our servers). Regular file downloads, all web-based training sessions, all web-based technical support sessions will be faster and more reliable.

Because of this expanded capability to update ExitCare we will no longer send out quarterly CD's that update ExitCare. Instead an annual CD will be sent in March.

## ExitCare, LLC has Moved!

Just a reminder that our new mailing address is:  
ExitCare, LLC  
8519 Eagle Point Boulevard, Suite 105  
Lake Elmo, MN 55042

## Partner News

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

Four more medical software companies have partnered with ExitCare! More information is available on the medical wire services via press releases, and on the ExitCare website (link provided above).

**Hill-Rom** has selected the ExitCare patient education system to augment their NaviCare WatchChild solution in the Labor and Delivery market. By integrating the hundreds of ExitCare Labor and Delivery topics enhanced with color illustrations, Hill-Rom is providing an important tool to aid communication between clinicians and patients and their family members. Go to [www.Hill-Rom.com](http://www.Hill-Rom.com) for more information.

*(Partner News continued on next page...)*

## Partner News

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

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### ECDS/Empower

ExitCare is pleased to announce a new healthcare software partner, ECDS/Empower. ECDS will incorporate ExitCare patient education content, including the many language offerings, into their extremely easy-to-use Empower EDIS. For more information go to [www.ecdsempower.com](http://www.ecdsempower.com).

### Practice Velocity, LLC

Practice Velocity, the largest provider of EMR and PM solutions for Urgent Care Centers, in more than 500 UCC's and in 44 States, has selected ExitCare content as its patient education and discharge information solution. For more information go to [www.practicevelocity.com](http://www.practicevelocity.com).

### MedLink, Inc.

ExitCare software will be integrated into the MedLink Total Revenue Solution to provide the best-of-breed patient education solution to its many users which have been served by MedLink since 1987! For more information go to [www.medlink.net](http://www.medlink.net).

## Product Update News

### **Reminder of ExitCare version 7.0 and MS-SQL**

With the release of ExitCare Version 7.0 in the first half of 2008, please remember that all ExitCare Customers are strongly encouraged to update to this new version as soon as possible. We will continue to support Version 6.8 through 2008.

### **New and Revised Titles in Version 7.0, Q2**

With ExitCare version 7.0 in Quarter 2, we are releasing 45 new English titles and 12 new Spanish translations.

We have also modified about 90 English documents with this release. These are listed in our "Title List Changes/Modifications June 2008" document.

## Employee News

ExitCare is pleased to announce the addition of these 2 new employees!

We have added a new Technical Support Rep, **Ryan Marinello**. Ryan has great experience and knowledge in technical support. He is working on the front line of tech support and will often be the first person callers reach by phone. Ryan's direct phone extension is 484, but it is best to



reach him at 800-694-6669, ext 2. His direct e-mail address is [RyanM@ExitCare.com](mailto:RyanM@ExitCare.com). Welcome Ryan!

**Mary Olson** has joined ExitCare as the Western Sales Manager (for the Midwest and Western Regions). She has excellent customer support experience and is eager to act as the Customer Advocate inside of ExitCare for her customers! She can be reached at [MaryO@ExitCare.com](mailto:MaryO@ExitCare.com), or by phone at 800-694-6669, ext 479. Welcome Mary!



## Just for Fun . . .



"WE'RE PLAYIN' DOCTOR, MOM. EVERYBODY SITS HERE IN THE WAITIN' ROOM FOR A LONG TIME WHILE I WRITE UP THEIR BILLS."

Dennis the Menace © North America Syndicate  
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## SHARE YOUR SUCCESS WITH US!

"ExitCare has been extremely helpful to meet our patient education needs. The nurses find it a great resource as a supplement to the education they provide to the patients and their families. It is easy to use, meets our bilingual patients' needs and has a vast library of topics. It is a great investment and assists in providing quality care and in meeting regulatory requirements."

*Fay Spragley, DNP, APN, BC, CCRN  
Clinical Coordinator, Medical/Surgical Unit  
Palisades Medical Center, North Bergen, NJ*

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.