![MEDITAB]

Intelligent Medical Software (IMS) 12 is a CCHIT Certified 08 Ambulatory EHR

CCHIT CERTIFIED 08
Ambulatory EHR ®

Practice Profile

Specialties:
Asthma in urban inner-city children and Pediatrics

Software Replaced:
Medical Manager

Office Locations:
Oakland, CA
East Oakland, CA

About Dr. Michael LeNoir

CEO of the Ethnic Health America Network • Director of the Bay Area Multicultural Clinical Research and Prevention Center • President of the Ethnic Health Institute at Summit Medical Center • Chairperson of the Allergy & Asthma initiative as a member of the National Medical Association • Selected as one of the 50 most positive physicians in America and named one of the Nations Top 100 Black Physicians by Black Enterprise magazine (Aug. 2001) • Selected as Citizen of the Year in Oakland, CA • One of the 66 best physicians in the San Francisco East Bay in Oakland Magazine • Associate Clinical Professor in Pediatrics, University of California San Francisco teaching medical students and residents for over 20 years—much of that time as the Chief of Allergy at San Francisco General Hospital • Served as the consultant in Occupational Allergy to Northern California Occupational Health Clinic and to the 6th Army Area

"[Our previous software] was always a quagmire. Getting support was difficult and, as a physician, I never felt that I had any control over my practice's dynamics. Intelligent Medical Software™ (IMS) allows me to review physician and patient activity from anywhere and stay on top of management issues."

Dr. Michael LeNoir, M.D., Physician and Practice Owner

The Office of
Dr. Michael A. LeNoir

Dr. LeNoir needed to find a solution that would be a great value and solve his practices' issues. Employees using the old software still weren't comfortable using it even after seven months—with one staff member "wasting time walking to the front desk asking questions every five minutes." Even tasks as simple as locating insurance cards for patients were wasting valuable time. Excessive downtime when implementing the new solution was unacceptable.

Business Challenge

The practice of Dr. Michael LeNoir had begun to adopt the traits of his practice management software at the time—"a quagmire" of an application in his words which left him never feeling completely aware of, or in control of, everything happening at his two Bay Area offices.

Problems included a lack of support from the software vendor, a slow learning curve with the product, under-utilized staff spending too much time manually pulling and filing paper charts, "out of control" office supply costs, a lack of accountability and tracking of staff, tedious scheduling, poor handling of prescriptions, faxes and printing, plus laborious visit documentation and long wait times for patients.

The Solution—Meditab's IMS for Allergists

- Noticeably faster filing/retrieval of electronic files and charts—reducing the 50 hours per week previously spent by staff members
- Ability to operate with 1 fewer staff member saving money due to increased efficiency
- A sense of regained control via easy monitoring of physicians, staff and patients from within IMS using Activity Reports and other tools
- Better organization and accountability—reducing patients' number one complaint—having cut wait times down from 40–60 minutes to 16 minutes

Money Saved on Staff

When a front desk employee spontan-
eously left, IMS enabled the office not to
hire a replacement, resulting in tens of
thousands in savings

Savings in Paper-Chart Costs

- Label-maker Tape: $976
- Paper: $300
- Purchased Clinical Docs.: $1,862
- Receipt Book: $288
- Fax Toner: $2,376
- Charts and Tabs: $2,621
- Dividers: $134

ANNUAL TOTAL= $8,558

Patient Satisfaction

"The most prominent complaints from
patients were the wait times; when we
made the move from Medical Manager
to IMS, our wait times decreased
significantly from 40–60 minutes to
less than 16 minutes.

IMS visit note documentation is also
much better. We have been able to cut
out many tedious tasks and use the
staff for more useful activities."

—Denise LeNoir, Nurse Practicioner

The Results—In Their Own Words

*"The reports that are instantaneously available to me are very helpful for
reallocating resources to meet the needs of various aspects of my practice.
I feel more in control with IMS."*

Dr. Michael LeNoir, M.D., Physician and Practice Owner

*"IMS is much easier to use. I had worked with [our previous software] for seven
months and still felt uncomfortable. After I had been using IMS for only a month, I
felt more comfortable than I ever did with [our previous software]."*

Kendra Hearne, Medical Assistant

*"It's great to have a system customized to meet our needs. [Our previous software]
could never do what IMS does. What I really like is that it saves us time through
better organization. I also like the environment of accountability that it creates
among staff members because our actions are recorded in the system."*

Doris Gee, Physician Assistant

*"IMS really speeds up the check-in process. I like being able to handle multiple
tasks like faxing and processing prescriptions from my desk without having to run
around. The system's multiple options make me feel like I can run the whole office
without having to leave my desk, and I definitely have less paperwork to do."*

Asmara Puckett, Front Office

*"Now we're able to handle prescriptions better, fax or print from one location and
view lab results in one place. I'm glad we no longer have to search for charts or call
labs to be re-faxed; we wasted a lot of time doing that."*

Elizabeth Lopez, Medical Assistant

About Meditab Software, Inc.

Meditab Software, Inc. is changing the face of healthcare around the globe. Before the age of twenty,
the company founder had completed 6 years of college—reflecting the drive and dedication that
continue to define Meditab today. The company was created in 1998 by collaborating with premier
software developers and practicing physicians with the goal to provide an innovative suite of intelligent,
integrated and intuitive software solutions supporting the primary process of
healthcare delivery.

Meditab's revolutionary software solutions connect physicians, patients, labs, pharmacies and long-
term care facilities nationwide. Providers are empowered with key knowledge that enhances the way
they conduct business and serve their clients. Meditab's software solutions include: Intelligent Medical
Software (IMS) v12, Intelligent Pharmacy Software (IPS) and Intelligent Radiology Management Software
(IRMS). With any one of Meditab's integrated solutions, saving time and money becomes second nature
and service continues to be the number one priority.