



# The Leading Edge

A Newsletter for Users of ExitCare®



A publication of ExitCare, LLC

Volume 3, Quarter 1, 2008

## In this issue . . .

### ExitCare News

New Software Partner  
ExitCare has Moved!

### Partner News

Healthcare Management  
Systems, Inc.

### Product News

New and Revised  
Documents  
Reminder of Version 7  
and MS-SQL  
New features Version 7

### Employee News

John Kroger  
Kim Jerome  
Chad Hallaway

### Contact Information

ExitCare Support  
800-694-6669, ext 2

ExitCare Sales  
800-694-6669, ext 1

This newsletter is a 2008 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 6.8 (only new and modified documents) has been released. Version 7 with the MS-SQL database structure is being released now.

## ExitCare, LLC announces partnership with Healthcare Management Systems, Inc.

Press Release: February 26, 2008

**Nashville, Tenn.** – Healthcare Management Systems, Inc.® (HMS) announced today that they have partnered with **ExitCare, LLC**, to bring their patient education information into HMS's more than 500 customer facilities nationwide. HMS is one of the nation's leading information technology systems companies focused on the community hospital marketplace.

"We are very excited about this partnership with **ExitCare**. By incorporating ExitCare's patient education documents into **HMS clinical applications**, we are enhancing our customers' ability to communicate effectively with their patients to improve compliance and safety," stated Tom Stephenson, President and Chief Executive Officer of HMS. "It is important that we provide our customers with the best content solutions available. The ExitCare information system will be integrated within our Clinical View and Patient Care Documentation solutions and ready for the market by May 2008."

"**ExitCare, LLC** is dedicated to providing best-of-breed patient education and discharge instructions to the medical professional that improves the communication between healthcare providers and their patients," said Richard Thompson, EVP of **ExitCare, LLC**. "We are excited to be working with HMS because they are a recognized leader in the community hospital marketplace," he says. Thompson adds, "The healthcare market wants an integrated solution that will save time as well as provide a comprehensive solution."

For more information about HMS, see their website at <http://www.hmstn.com/>. For more information about ExitCare, see our website at [www.ExitCare.com](http://www.ExitCare.com).

## ExitCare, LLC has Moved!

Due to our continued growth and popularity with both Direct Customers and our Software Business Partners, ExitCare has moved to larger accommodations just a couple of blocks from our previous location (effective March 28, 2008). Our new office location provides much needed additional space, more office functionality, and more Internet bandwidth to better serve all of our Customers now and into the future.

Our phone numbers will remain the same, but our new physical and mailing address is:

ExitCare, LLC  
8519 Eagle Point Boulevard  
Suite 105  
Lake Elmo, MN 55042

## Partner News

More info at <http://www.exitcare.com/partners.html>

### Healthcare Management Systems, Inc. (HMS)

ExitCare is pleased to announce a new healthcare software partner, HMS. See article on page one of this newsletter for more information.

---

## Product Update News

### ***Reminder of ExitCare version 7.0 and MS-SQL, scheduled for April 2008***

ExitCare Version 7.0, the release of ExitCare accompanied by this newsletter, has an almost identical User Interface (UI). However, the database upon which it is built is Microsoft SQL, the current highest standard in the healthcare industry. Among other advantages, this new release performs faster and provides a more stable database and program to our large base of Users. All ExitCare Customers are strongly encouraged to update to this new version as soon as possible. However, to ease the challenges some organizations may experience with this update to SQL, we will continue to support Versions 6.7 and 6.8 through 2008.

Information previously provided and also included with the release provides some technical details about the use of MS SQL. Be sure to contact ExitCare Technical Support for assistance in making this move.

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

With ExitCare version 7.0 we are releasing 42 new English titles, 6 new Spanish translations, 2 new Portuguese translations, 1 new Tagalog translation, 1 new Vietnamese translation, 30 new Bosnian translations, and 25 new Haitian-Creole translations.

We have also included about 50 revised English titles with this release.

### ***New Features in ExitCare version 7.0***

Microsoft SQL Database Structure – See above.

Security System, Reset User Passwords – New security system right grantable for resetting a User's password but no other security system rights.

Drug Default Setups – User created defaults (as opposed to those supplied with the software) show up in the default drug list in a red font color.

NDC Numbers – Software Partners that launch ExitCare from their own application can send ExitCare NDC numbers for drug selections.

## Employee News

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

We have added a new Medical Literacy Editor,

**John Kroger.** John has great editing experience and knowledge. He is a key part of the Document Management process within ExitCare, and will be working closely with Robyn Carley, Rick Redalen and Gary Flashner, as well as over thirty document reviewers (physicians, nurses, and other medical specialists). John can be reached by email at [JohnK@ExitCare.com](mailto:JohnK@ExitCare.com). *Welcome John!*



**Kim Jerome** has joined ExitCare as the Customer Support Representative 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 [KimJ@ExitCare.com](mailto:KimJ@ExitCare.com), or by phone at 651-379-0476. *Welcome Kim!*



**Chad Hallaway**, formerly the Customer Service Rep for the Midwest and Western regions, has moved into the Customer Support Representative role for the software business partners of ExitCare. He can still be contacted at [ChadH@ExitCare.com](mailto:ChadH@ExitCare.com). *NOTE: His direct phone number has changed to: 651-379-0518. Congratulations, Chad!*

---

## Training Reminder

There are several options for ongoing training for ExitCare Users. These include:

- A downloadable 3 minute video on very basic usage.
- A downloadable 35 minute video on basic usage with some detail and context.
- An in-service CD that contains about 2 hours of material, segmented into topics, each with a comprehension quiz attached.
- Live, online training at any level, provided by our expert staff.
- On-site training available at a very reasonable cost.

For further information, ask your Customer Service Representative or email us at [CustomerService@ExitCare.com](mailto:CustomerService@ExitCare.com).

***Patient Education is not an extra task ... it's the one thing you do that makes all your other interventions work!***