



The Leading Edge

A Newsletter for Users of ExitCare®



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Contact Information

ExitCare Support
800-694-6669, ext 2

ExitCare Sales
800-694-6669, ext 1

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Version 6.7 is available! See handout called "New in ExitCare 6.7" for complete listing of what is new.

ExitCare Gains New VP of Medical Content

As part of ExitCare, LLC's ongoing commitment to continually improving its content to best meet the needs of medical professionals, we are pleased to announce that **Gary Flashner, MD**, has joined the ExitCare content development team as the Vice President for Medical Content. Gary joins Dr. Rick Redalen and a large cadre of medical reviewers. He brings a number of years of experience to the team as both a practicing Emergency Physician and an author of physician-focused content for Lancet Technology, Inc., Trigram Technology, and Eclipsys Corporation. Dr. Flashner is residency trained and Board Certified in Family Medicine. His practice experience included 7 years as both a primary care and emergency physician followed by 13 years devoted strictly to hospital-based emergency medicine. Gary can be reached by e-mail at GaryF@ExitCare.com, or by cell phone at 714-742-9420. *Welcome Dr. Gary Flashner!*

Product Update News

Fingerprint Reader

ExitCare version 6.7 has successfully tested the use of a Windows compatible fingerprint reader. This functionality allows a User to log into the ExitCare application without typing a User Name or Password, but instead with the simple press of a finger or thumb on the device. This can increase speed and efficiency for general use when logging into ExitCare, and especially when a medication prescriber needs to quickly log into ExitCare to modify prescriptions that have triggered allergy alerts, or to approve scripts for printing.

Fingerprint reader hardware and software are not supplied by ExitCare, but such systems are commonly available. It is recommended that facilities interested in this technology strongly consider using a networked system if there will be a significant number of computers using ExitCare in this way. Otherwise, for one or just a small number of computers, non-networked fingerprint readers may work well. Any hardware and software for this should be carefully evaluated before a purchase commitment is made. For more information contact ExitCare Technical Support.

Reminder of Release Schedule Change

We are modifying our release cycle to provide for semi-annual releases of program changes (new features and changed features), March and September, but are maintaining a quarterly release schedule for content (new titles, revised content, new language titles), March, June, September, and December. So, for example, the release issued with this edition of *The Leading Edge* newsletter is a document update (plus some program bug fixes). Be sure to send your document requests (new title requests and suggested changes to content) to Robyn Carley at Documents@ExitCare.com.

New and Revised Titles

We are releasing 77 new English titles, 14 new Spanish translations, 59 new Bosnian translations, and 36 new Haitian-Creole translations. We have also included 88 revised English titles with this release. Notable among these new and revised titles are 34 new and 10 revised titles related to pediatric care, including 19 new pediatric "wellness checkup" titles and 17 new CDC vaccine titles.

Partner News

More info at www.exitcare.com/html/software_partners.html

Check back here for New Partner Information in the next edition of this newsletter.

Employee News

In addition to the hiring of Dr. Gary Flashner, ExitCare is pleased to announce the addition of a new Level 1 Technical Support Representative, **Marquita Lee**. Marquita has great experience and knowledge in technical support. She is working on the front line of tech support, and will often be the first person callers reach. Marquita's direct phone extension is 515, but it is best to reach her at 800-694-6669, ext 2. Her e-mail address is MarquitaL@ExitCare.com.
Welcome Marquita!



Nyia Thao has moved to the lead Quality Assurance role in ExitCare. Nyia was formerly in a Technical Support position, and will continue to provide Level 2 support as needed. He can still be contacted at NyiaT@ExitCare.com. *Congratulations Nyia!*

Robyn Carley, formerly the ExitCare Document Management Specialist, has been promoted to the position of Manager, Document Content. Robyn has been working with ExitCare documents since 2004. As our entire document creation and management process has evolved, Robyn's duties and responsibilities have continued to increase, including managing the overall document process as well as the Document Translators, Medical Reviewers and Medical Literacy Editors. She can be reached via e-mail at RobynC@ExitCare.com.
Congratulations Robyn!

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.

Just for Fun . . .



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SHARE YOUR SUCCESS WITH US!

This e-mail excerpt is from a new Customer sharing their initial experiences of using ExitCare.

"I cannot tell you how much I have enjoyed watching the ED nurses as they explore EXITCARE. The younger, more computer literate ones have just taken off exploring all the things it offers. Some of the others are a little slow but when they see the instructions they are in a hurry to get to the computer. This morning I heard a whooping and went out of the office, you know what it was? A group of them had discovered the screen that told people at what temperature they should be rechecked! I suppose you could say it doesn't take much to amuse a real ER nurse - a little chocolate, someone with old underwear, foreign bodies. Thank you again for your patience. Our docs are a bit slow to get started but they are showing interest and we have had good feedback from some local pharmacists. Keep in touch."

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

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