

MediTract's Support Care Services offer comprehensive contract management and consultation to hospitals and healthcare organizations of all sizes. Our Client Solutions Advisors can work with you to customize a Support Care Solution to meet the needs and challenges of your organization.



MediTract Support Care Service Platform

Support Care Services provide comprehensive contract management and consulting services to hospitals and healthcare organizations of all sizes. Support Care Services can help your organization meet its goals and objectives pertaining to contract management and database usage, completion of MediTract Initiatives, compliance, quality assurance and more.

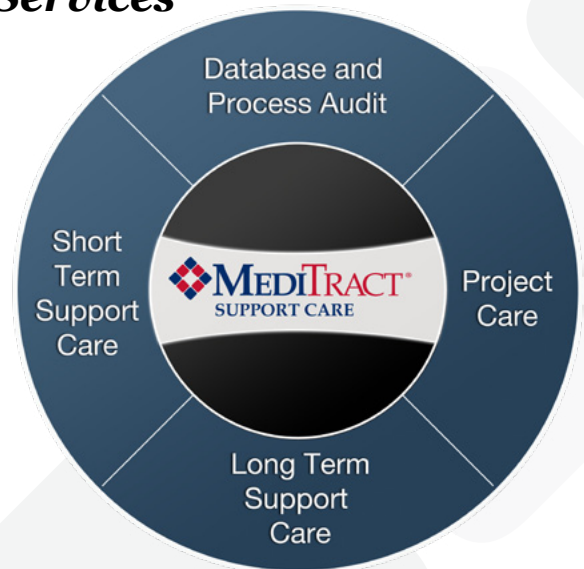
MediTract Support Care Services

We at MediTract are proud to announce the launch of Support Care Services, created to help our clients take full advantage of the MediTract Contract Management Solution. Services offered include database and process auditing and assessment, special project assistance, and short-term and long-term support, all tailored to help your organization meet its goals and objectives and to maximize return on your MediTract investment.

Expertise, Best Practices and Consultation

Our Client Solutions Advisors are experts in all TractManager solutions, including MediTract, PropertyTract for Healthcare, Contract Library, Contract Collaborator, COIDS and TERMS. They participate in HCCA Compliance Academies and other educational programs in healthcare compliance, licensing, regulatory and accrediting requirements and regularly monitor the regulatory sector for trends and best practices.

While working with you to develop a Support Care plan, our Client Solutions Advisors will familiarize themselves with your organization's corporate culture, adhering to corporate and departmental policies and procedures. Throughout our engagement, MediTract Client Solutions Advisors will maintain direct, open communication with TractManager's Executive Management team, ensuring that the highest standard of support is always provided to your organization.



The Four Facets of Support Care Services:

- Database and Process Audit and Assessment
- Short Term Support Care
- Long Term Support Care
- Project Care

Support Care Services were developed to help our clients improve the effectiveness of their operations, streamline their contract management processes and achieve maximum return on their MediTract investment.



MediTract Support Care Service Platform

The Database and Process Audit and Assessment Service is offered as part of MediTract's family of Support Care Services, which provides comprehensive contract management and consulting services to hospitals and healthcare organizations of all sizes. Support Care Services can help your organization meet its goals and objectives pertaining to contract management and database usage, completion of MediTract Initiatives, compliance, quality assurance and more.



The Database and Process Audit Service is offered as part of MediTract Support Care Services. Our Client Solutions Advisors offer consulting services including auditing of databases and processes, developing remediation plans and allocating dedicated support to help your organization improve its effectiveness and achieve maximum return on the MediTract investment.

Database and Process Audit and Assessment Service

We at MediTract are proud to announce the launch of our Database and Process Audit and Assessment Service, part of MediTract Support Care Services. Our knowledgeable Client Solutions Advisors can audit and evaluate your organization's MediTract database use and contract management processes to identify gaps and develop and implement remedial actions to help your organization meet its goals and quality assurance standards.

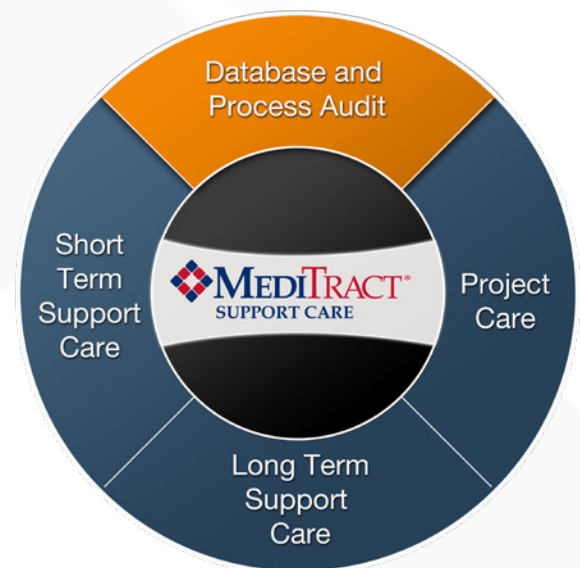
Description of Deliverables

MediTract Client Solutions Advisors can analyze your organization's use of the MediTract database and internal processes, policies and procedures pertaining to contract management. Through this analysis, MediTract can help your organization identify areas in which contracting processes and MediTract database use can be improved upon.

The ultimate goal of the Database and Process Audit Services is to help our client organizations optimize the capabilities of their MediTract System. Audit findings are used to conduct a gap analysis of discrepancies between best practices and an organization's current contracting processes and database use. The gap analysis is then used to provide recommendations for remediation and, when appropriate, to develop a remediation project scope with timelines for completion based on identified goals and initiatives.

Our Process Audit and Assessment Service is conducted in three phases:

- Phase One:** Onsite audit and interviews (typically a two day process)
- Phase Two:** Internal analysis and review of findings/development of recommendations for remediation report
- Phase Three:** Presentation of findings and recommendations for remediation (one day, via WebEx teleconference)





MediTract Support Care Service Platform

Project Care is offered as part of MediTract's family of Support Care Services, providing comprehensive contract management and consulting services to hospitals and healthcare organizations of all sizes. Support Care Services can assist your organization in meeting its goals and objectives pertaining to contract management and database usage, completion of MediTract Initiatives, compliance, quality assurance and more.

MediTract's Project Care offers special project assistance, consultation and project management services to hospitals and healthcare organizations of all sizes. A MediTract Client Solutions Advisor can work with your organization to develop a project plan and manage every aspect of your organization's project.

Project Care Service

We at MediTract are proud to announce the launch of Project Care, a part of our Support Care Services. Our knowledgeable Client Solutions Advisors can assist with managing and overseeing completion of your special project or MediTract Initiative in accordance with your organization's objectives and quality assurance standards.

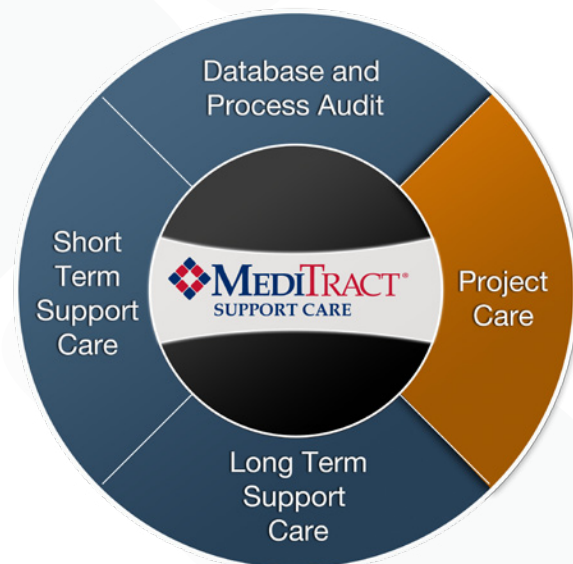
Description of Deliverables

A MediTract professional system administrator will consult with your organization to establish a scope of work and approximate date of completion for your requested project. A dedicated team of MediTract client specialists will then carry out the project in accordance with your objectives and quality assurance standards.

Project Care Service include:

- Participation in MediTract Initiative project teams and assigned work groups
- Additional support during database implementation
- Database review and auditing
- Rollout of new databases, including:
 - Identification, review and re-establishment of database classifications
 - Abstraction of key information from contract files
 - Scan preparation and onsite scanning services
- Database review and auditing
- Development of project plans for database optimization
- Implementation and rollout of additional TractManager Solutions
- Reclassification of contract files

- Database standardization
- Report writing
- Quality assurance and review of term-undefined and expired/auto-renewal contracts
- Maintenance of user list and profiles
- Data transfer and mass loading of contractual information
- Movement of contract files
- Vendor Payable Implementation
- Preparation for COIDS Implementation
- Best Practice recommendations and rollout of Contact Collaborator





MediTract Support Care Service Platform

Long Term Support Care is offered as part of MediTract's family of Support Care Services, providing comprehensive contract management and consulting services to hospitals and healthcare organizations of all sizes. Support Care Services can help your organization meet its goals and objectives pertaining to contract management and database usage, completion of MediTract Initiatives, compliance, quality assurance and more.

MediTract's Long Term Support Care offers long-term contract management and consulting services to hospitals and healthcare organizations of all sizes. A MediTract Client Solutions Advisor can serve your organization as a Professional System Administrator, managing and overseeing every aspect of your MediTract database.

Long Term Support Care Service

We at MediTract are proud to announce the launch of Long Term Support Care, a part of MediTract Support Care Services. Our knowledgeable Client Solutions Advisors can assist in overseeing and managing your organization's MediTract database, keeping your organization's current objectives and initiatives in line with quality assurance standards and long-term goals.

Description of Deliverables

A MediTract Client Solutions Advisor can consult with you to develop a Long Term Support Care program tailored to your organization's overall goals, objectives and initiatives. Your organization would receive a comprehensive statement of work detailing a scope of services to be performed by your MediTract Professional Administrator, including a description of activities and responsibilities, monthly allotment of support hours, and onsite and offsite work schedules.

Services provided by the MediTract Professional System Administrator include:

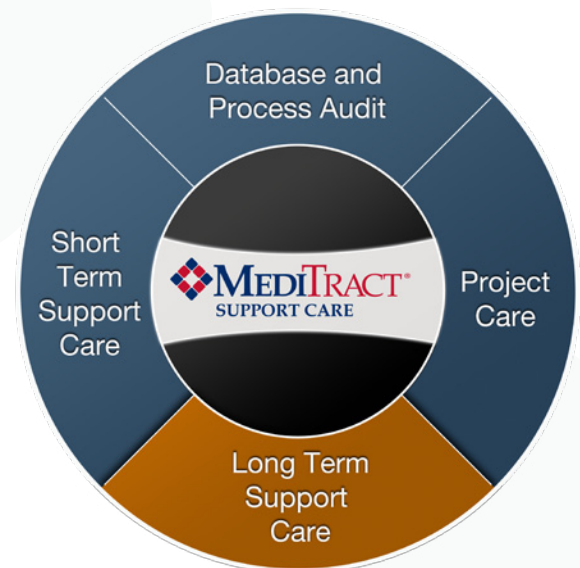
- Consultation on MediTract Best Practices, Initiatives and recommendations for remediation
- Database review, analysis and optimization planning
- A single point of contact for users, providing technical support and database management assistance
- Database maintenance and administrative services, including;
 - Report writing
 - Maintenance of user list and profiles
 - Training and education

Database maintenance and administrative services (cont.)

- Preparation of a presentation and training materials
- Implementation and rollout of additional TractManager Solutions
- Project planning, management and completion
- Scan preparation and onsite scanning services

Three Customized Levels of Support:

Our Long Term Support Care is offered in three levels: Gold, Silver and Bronze. A MediTract Client Solutions Advisor can consult with you to determine which level of Long Term Support Care would best serve your organization.





MediTract Support Care Service Platform

Short Term Support Care is offered as part of MediTract's family of Support Care Services, providing comprehensive contract management and consulting services to hospitals and healthcare organizations of all sizes. Support Care Services can help your organization meet its goals and objectives pertaining to contract management and database usage, completion of MediTract Initiatives, compliance, quality assurance and more.

MediTract's Short Term Support Care offers temporary contract management and consulting services to hospitals and healthcare organizations of all sizes. A MediTract Client Solutions Advisor can serve your organization as a temporary Professional System Administrator, minimizing interruption to your organization's contracting processes and database management in the absence of a database administrator.

Short Term Support Care Service

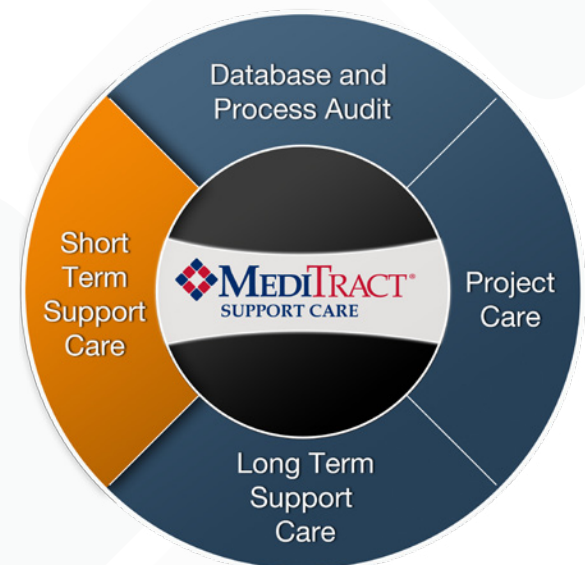
We at MediTract are proud to announce the launch of Short Term Support Care, a part of MediTract Support Care Services. One of our knowledgeable Client Solutions Advisors can assist in overseeing and managing your organization's MediTract database during the absence or interruption of the contract management position, as well as provide temporary support and consultation services for implementation and rollout of additional TractManager Solutions and MediTract Initiatives.

Description of Deliverables

A MediTract Client Solutions Advisor can quickly develop a Short Term Support Care program and statement of work tailored to meet the immediate needs and objectives of your organization.

Short Term Support Care can assist your organization by providing:

- Temporary staffing services during absence or interruption in the contract management position
- Additional support during initial implementation of the MediTract database
- Rollout and implementation of the database to other areas of the organization
- Supplemental assistance during implementation of additional MediTract Solutions
- Project management and temporary assistance with completing MediTract Initiatives
- Transitional support and training of new hires



MediTract's Professional System Administrators will consult with your organization to create a Short Term Support Care Program to meet the immediate needs of your organization.