



## **Corporate Backgrounder**

### **Microsys Computing, Inc.: Perfecting Practice Management Software**

***Today, 1,800 Physician Practices Rely on MicroMD® from Microsys***

**BOARDMAN, Ohio – November 2005** – According to the Medical Group Management Association, the ten largest physician group practices in the U.S. employ an average of 2,650 full-time equivalent physicians. In terms of size, these massive physician groups are the exception that proves the rule. Indeed, only 7 percent of the nation's physicians are in groups of 50 or more physicians. Regardless of size, all physician groups strive for practice excellence: the best care at the best level of service for their patients. To realize this goal, they must attain optimal practice efficiency and effectiveness. Therefore, they need a robust, reliable and affordable practice management system from a dependable IT partner they can trust.

But healthcare IT vendors seem to come and go. With mergers and acquisitions, their management teams keep getting re-shuffled. And so many companies these days outsource product development and customer support overseas. How can physicians and practice administrators know who really stands behind their products? Who can they count on today, tomorrow and over the years ahead? Microsys Computing, Inc. ([www.micromd.net](http://www.micromd.net)).

#### **Longevity and Stability**

Since 1982, Microsys has pursued one mission with a singular commitment: perfecting practice management software. Operating for 23 years under the same ownership, Microsys develops and supports its award-winning MicroMD® practice management system right at its national headquarters in Northeast Ohio, which includes a state-of-the-art training facility that accommodates up to 100 people. The company's dedicated team of seasoned professionals, with an average of 16 years of experience, manages centralized training and support. Local hardware and software installation, data conversion, on-site training and telephonic support are also available from an established network of 60 value-added resellers (VARs) in 37 states.

#### **MicroMD: Full-featured, Reliable, Scaleable**

MicroMD is a powerful, versatile and full-featured solution that streamlines and automates essential medical office operations (patient accounts, scheduling, insurance and billing, and managerial and financial reporting). With more than two decades of development, refinements and enhancements, MicroMD has proven to be a solid and reliable solution – as reflected in its consistently top rankings by KLAS ([www.healthcomputing.com](http://www.healthcomputing.com)), a research and consulting firm specializing in reporting on the performance of healthcare information technology vendors.

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In addition to the basic tools that physicians and practice administrators expect in any practice management system, MicroMD offers a full range of extra elements as standard features, including capitation tracking and HIPAA privacy alerts. Moreover, electronic data interchange (EDI) capabilities are built into MicroMD for eligibility and benefits verification, claims submission, claims status inquiries and tracking, and remittance processing.

Developed with Sybase<sup>®</sup> SQL Anywhere<sup>®</sup>, a true relational database, and leveraging the networking power of Microsoft<sup>®</sup> Windows<sup>®</sup>, with its client-server design, MicroMD scales to support growing medical practices and allows interoperability with a wide variety of third-party applications. For those practices ready to build upon the solid foundation of its business process applications, MicroMD integrates with proven electronic medical record systems.

### **The Xpres Suite: The Added Power of Mobile Computing**

The MicroMD Xpres Suite now brings the freedom, convenience and productivity of mobile computing to physicians and their patients. The Xpres Suite components:

- MicroMD PocketXpres<sup>™</sup> offers essential features of MicroMD on any Pocket PC device compatible with Microsoft<sup>®</sup> Windows CE;
- MicroMD TabletXpres<sup>™</sup> is a full-function, portable MicroMD solution for Tablet PCs and is ideal for use anytime, anywhere with Wi-Fi connectivity; and
- MicroMD PatientXpres<sup>™</sup> gives patients real-time, secure and controlled access to their health information.

Thus, physicians using MicroMD in their offices can also securely input and obtain information anywhere served by a Wi-Fi network and thereby increase their productivity. Plus, since today's patients are more informed and engaged than ever before, enabling them to securely access their own information gives physician groups a decided competitive advantage.

### **Proven Performance, Loyal Customers**

More than 1,800 physician practices, spanning 40 different medical and surgical specialties, have improved their efficiency and effectiveness with MicroMD. Over the years, 95 percent of the practices that have chosen MicroMD have stayed with MicroMD, enabling Microsys to achieve a remarkable level of customer satisfaction and loyalty. Any IT company can make claims about its products. Microsys believes in letting its customers speak for themselves:

#### **The Best Choice**

*"We selected MicroMD as our practice management solution after an extensive national search. On each crucial product point in our final selection process (price, client references, longevity in the market, scope of functionality in the base product, product support, and ease of use), MicroMD was by far the best choice for our practice."*

John Long, practice administrator  
Diabetes & Endocrinology Associates, Decatur, Ga.

**Affordable, Effective**

*“MicroMD was selected by our team because it was judged fastest to install, exceeded functionality and usability requirements, and cost 25 percent less than other options based on a three-year analysis of license, maintenance and support costs... We have reduced our support staff to provider ratio from 4.5 to 2.6.”*

Dewayne Oberlander, executive director  
Columbia Medical Practice, Columbia, Md.

**Increased Productivity**

*“We’ve hired no additional administrative staff in spite of 30 percent to 35 percent growth in business volume since the MicroMD installation. And we have reduced our receivables by a full 20 percent. This benefit alone more than paid for the system.”*

Rita Lopez, R.N., practice administrator  
Blood & Cancer Center, Canfield, Ohio

**User-friendly, Full-featured**

*“We have found MicroMD to be intuitive and workflow-oriented. Most features considered options in our previous system are standard in MicroMD and easy to use... Being able to split sequences when all charges are not paid by an insurer was an enhancement we envisioned and requested. When we learned about this and other new features of version 5.0, we were even more convinced that we had made a wise choice in selecting MicroMD as our practice management software.”*

Polly Walgren, M.B.A., F.A.C.M.P.E., practice administrator  
Midwest Orthopaedic & Neurological Specialists, Sycamore, Ill.

**Reliable System, Consistent Improvements**

*“MicroMD remains as reliable and progressive a system as it was when we first purchased it five and a half years ago. Updates are consistent and steady.”*

Sherry Sarvis, practice manager  
The Center for Orthopedic Surgery, Inc., Garfield Heights, Ohio

**Scheduling Improved, Revenue Increased**

*“The appointment scheduler and reporting with MicroMD have dramatically reduced our two daily enemies here – wasted time and scheduling mistakes. The improved communication between the front office and providers allows us to see our high volume of appointments and still maintain control of our day. We have dramatically reduced late, no-show, missed and cancelled appointments, which has allowed us to improve efficiency and boost revenue.”*

Joe Jimenez, M.D.  
St. Vincent’s Primary Care, Trinidad, Colo.

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