

Corepoint Health Expands Customer Service with Newly Launched Web-based, Interactive User Community

Corepoint Health continues to lead in delivering exceptional customer support with enhanced relationship management and new offerings to facilitate user interaction and knowledge sharing

PLANO, Texas, August 27, 2009 – Corepoint Health enhances its customer-centered approach with a newly introduced interactive, on-line user community and expanded coverage to support customers in their day-to-day interface development activities.

“Corepoint Health delivers exceptional customer service. With these new offerings, we can expand our interaction with their integration support professionals as well as with other Corepoint Health users. We now have broader access to Corepoint Health’s support resources as we continue to build on our [HL7](#) and healthcare interoperability initiatives,” said Chris Gilbert, CIO, TRA Medical Imaging.

Gilbert added, “Corepoint Integration Engine consistently delivers in meeting our workflow and [healthcare integration](#) requirements. Beyond the solid software is a knowledgeable and responsive team. With the addition of the Corepoint Health User Community, we are now able to exchange ideas and best practices with other users. This is a powerful formula to meet increasing interface and connectivity demands. ”

The Corepoint Health User Community includes the following features:

- **User Forum** – a place for users to exchange integration best practices, post questions on approaches, and interact with other Corepoint Health users.
- **Knowledgebase** – a searchable, organized library of product information, sample approaches, and insightful information.
- **Recorded Product Tutorials** – viewable information on how to use specific product features, an effective reinforcement and add-on to product training classes.

“I’m excited to see the addition of a user forum because it gives me another resource to gather ideas and solve problems. I can trade architecture ideas, share troubleshooting solutions and tips or tricks that I find useful with other customers. I think it will be indispensable as it grows!” stated Michael Murphy, Interface Architect, Aultman Health Foundation.

Customers using Corepoint Health’s products are gaining new efficiencies and realizing greater effectiveness in their [healthcare interoperability](#) and operational initiatives. Many [customer case studies](#) are available on the Solutions pages of the Corepoint Health website.

“A central principle of Corepoint Health is to develop strong relationships with our customers built on mutual respect and collaboration. We are very committed to this principle each and every day,” stated Phil Guy, CEO, Corepoint Health. “We believe our expanded coverage and launch of the Corepoint Health User Community are additional proof points of our

commitment to customer service and a reinforcement of our goals of building solutions that solve health IT challenges in a simple, robust manner.”

About Corepoint Health:

Corepoint Health solutions deliver interoperability for healthcare organizations and simplify the complexities of healthcare data through practical software applications, consulting and training. Our innovative and proven software solutions leverage [clinical data flow](#) efficiently for a diverse group of healthcare entities including hospitals, imaging centers, laboratories, clinics and healthcare vendors. This next generation approach to healthcare data and streamlined workflow is where Corepoint Health specializes in helping customers discover the power of integration. www.corepointhealth.com

For current healthcare interfacing insights, please visit the [Corepoint Health IT Blog](#).

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