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Total Satisfaction Platform (TSP)

As the backbone for its service program, Patient Portal utilizes its Total Satisfaction Platform (TSP):

The Patient Portal TSP includes three key elements:

- A customized Hospital Welcome Channel with modules
- An integrated communication system platform
- An information dashboard capturing key information

Key Benefits & Features:

- Providing the patient with the ability to speak with a customer service representative 24 x 7
- Provides improved payment options
- Allows the tracking and reporting of useful information for the Hospital
- Provide support to nurses to by handling non-medical issues
- Remote activation and deactivation of service minimizing patient disruption
- Streamlined service call support is enabled

Total Satisfaction

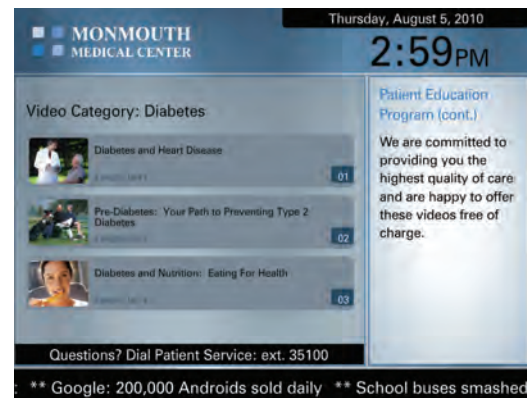
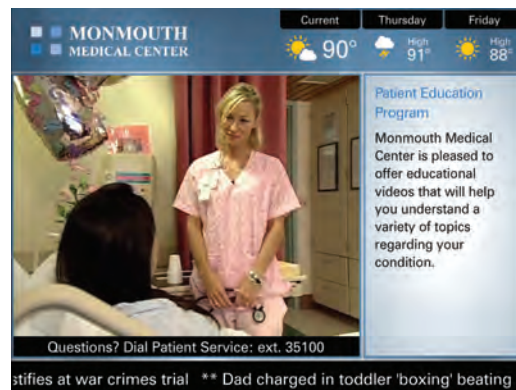


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Welcome Channel

The Welcome Channel is our digital signage communication platform that displays customized information on monitors and televisions throughout the Hospital property. There is a version designed to communicate with the broad audience and a version specific for application in a patient room.

This tool allows the Hospital to improve the quality and frequency of communication with all of the important audiences with design capabilities to specifically benefit patients.



Key Benefits & Features:

- Hospital Customization - Hospital logo (static/animated) and brand; key messages in video and text format; date/time/temperature; Multiple RSS feed options
- Flexible modules including Patient Education and Media
- Ease of installation and maintenance



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Customer Care Communication Center

The second integral element of Total Satisfaction Platform is our Customer Care Communication Center. Support to patients is provided through our employee operated interactive call center, directly accessible using a four digit number.

Key Benefits & Features:

- Immediate patient activation, with live operation employee staffed call center assistance 24/7
- Provide multi-lingual, professionally-trained operators with complete knowledge of hospital's needs
- Multiple billing options for patient including credit card, automated check service, or charge to home telephone bill.
- Detailed Hospital Activity Reports (documented as voice recording and in paper)
- Revenue Management (Higher collection level, lowest chargeback rate in industry -less than .003%)
- Validate patient information (e.g.: address)
- Easily integrated and helps with discharge process flow
- Timely commission payment



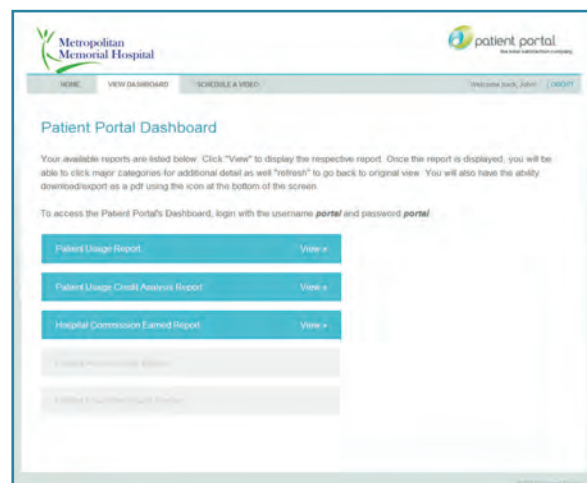


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Dashboard Reporting Tool

In order to provide the Hospital with useful information that can impact decisions we developed a web accessible dashboard tool. This tool allows the Hospital to access our data base and selectively report and visualize patient and usage information that is relevant to improved decision making.

This information is available on a real-time basis accessible through a secure log on process through our extranet site. The system also allows flexibility in reporting, printing and distributing the information.



Key Benefits & Features:

- Real-time reports of data associated with the services provided by us
- Provides information summaries as well as drill-down to details
- Visually interactive reports
- User friendly navigation with one interface to access multiple reports
- Customized reports based on requirement
- Transparency with regard to the entire program