

MedInformatix Newsletter

July 1, 2003

Volume 1, Issue 1

Lead Story Headline

New Release V525.DOC
Coming Soon!

Support Enhancement

MI Interactive

MedInformatix, Inc. is excited to introduce a new and extremely valuable tool from WebInteractive. MI Interactive is a Web-based, real-time remote support tool that provides a simple way for our technical professionals to quickly manage and resolve any problems you are experiencing via the internet.

Setting Up a Support

Session

To set up a service request, you simply call or email us saying you need help and give us your email address. We will send you an email with the necessary link to the MI Interactive Support Service. When you click on the link in the e-mail message you will connect to the MI Web Interactive Support Service and automatically load the necessary

components to interact online with one of our support personnel.

While online, with your permission, our support staff can use MI Interactive to:

- Communicate with you in real-time via voice or keyboard chat (voice requires sound card/microphone).
- View your screen and monitor activity.
- Illustrate and annotate problems for you using an online whiteboard.
- Upload your files for analysis, or download software patches.
- Diagnose problems more accurately using remote access to your desktop.
- Broadcast commands to your browser over the Internet.
- Troubleshoot in real time while you observe the process.

- Demonstrate new features.

This form of help-desk use also provides an excellent opportunity for training and development. Your staff can learn a great deal when our support representative access your desktop and demonstrate solutions and workarounds while they look on. It is a very efficient use of time and provides faster, more effective service.

Security

Security is vital to all Web-based systems. With MI Interactive the support representative has unprecedented access to your computer however, it is important to remember that MI Interactive leaves the ultimate control in your hands and at anytime you can retake control of the mouse and keyboard or end the MI Interactive session altogether. The initiation of the online sessions and access to your desktop always requires your permission.

This new feature makes resolving problems faster and easier than ever before!

Secondary Story Headline

Upgrading Existing

Software

"Hotfixes.doc" is an MS WORD file that lists updates, changes or program fixes we have made to our existing software. As clients you can have immediate access to the "Hotfixes" lists made for any version of our software that you are

currently using. Each version has its own HOT-FIX.DOC file and all of these files are available from our web site.

Please go to the following web address where you can download the latest files that you need.

www.medinformatix.com/technotes/

Once you are in this web page, you have to select the version of MedInformatix software that you are using to download the appropriate files.

Should you have any problems with the download or require further information please email

roman@medinformatix.com or call our support staff (310) 348-7367.

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Future Issues:

- Enhanced Customer Support
- Software Updates
- New Developments
- Training Specials
- Staff Appointments
- Press Releases
- Compliance
- Meeting Industry Standards
- Quality Service
- Case Studies

Did You Know?

The Healthcare Industry is one of the most conservative in its spending on IT investments, lagging behind education, government, insurance and the financial sector. The average health-care information technology budget is only about 2% of company revenues compared to 8% or above in other industries.

The adoption of IT products and services continues to rise in other fields because they are cost effective and their benefits have been more readily recognized and acknowledged. IT products improve the proliferation, productivity and profitability of these businesses and allow them to reach new heights of customer services, transaction volumes and revenues.

The healthcare field is only just embracing these benefits on a larger scale and the companies with the vision and foresight to move with the IT revolution will benefit most in the future.

