

Frequently Asked Questions

Why do I need an EHR system?

Because manual, paper based systems are simply too inefficient and expensive to meet the needs of a modern medical practice and the interaction between different practices. It is questionable whether it is even possible for manual systems to meet increasingly onerous reporting and regulatory requirements. The challenge then becomes to find a system that will solve (rather than compound) the problems, quickly and effectively – while also saving money, increasing billings and improving patient care. If these results can also be achieved through a low risk and economical approach, so much better.

Where can an EHR system save me time and money?

It will save material costs in preparing charts. It will save paper storage costs. It will dramatically increase productivity at all levels of the organisation, reducing clerical staff and effort, eliminating mistakes, lost charts and the inefficiencies inherent in manual systems, allowing more patients to be seen and improving patient care. Properly implemented an EHR system will save its cost many times over and increase practice revenues and margins.

For example, based on a recent ROI investigation, CYRAMED is saving one of our customers, a practice with 12 doctors, over \$350,000 per year in real, tangible benefits, with further significant savings anticipated as new ideas and corresponding functionality come on line. CYRAMED is also allowing these doctors to see up to four more patients per day than previously by having everything required always up to date and immediately to hand – nothing lost or missing. And no paperwork to catch up with at the end of the day!

How will the forthcoming HIPAA legislation affect my organization, and how does CYRAMED fit into this?

HIPAA compliancy mandates tight control over patient records, with stiff penalties for breach of compliance. CYRAMED is 100% HIPAA compliant, ensuring that data is always secure and can only be accessed by those with authorization to do so. It also logs all record accesses and acts as your automatic 'Privacy Officer'.

Why does Mountain Medical Technologies offer a monthly payment plan as opposed to selling the software outright?

To break the traditional system procurement mould – characterized by a time-consuming, disruptive and often elusive evaluation process, with no certainty that the right choice is being made from conflicting functionality and cost/benefit claims – to the point of significant risk of total failure in implementing the system finally selected. Our no-commitment monthly payment plan removes the obstacle of major capital (and risky) software commitment and allows you to directly align expense with returns.

CYRAMED is easier than any other system to understand and use (but with no sacrifice in functionality) which also makes it straightforward to assess its suitability for your needs. That done (only one day needed), we will advise you of updates needed to your computer systems (which would be essentially the same whatever system you chose to employ) and once these are in place there will be a day or two (depending on the size of your organization) of installing the system and familiarizing your staff with its use. After that you are ready to start obtaining immediate benefits from the system.

In the (very) unlikely event that you at some later date find CYRAMED somehow not suitable for your needs, nothing is lost because you can immediately cancel the monthly payments without penalty and seek an alternative system – BUT, you are now doing this with a much better understanding of what you actually need and can use the traditional approach to work for you rather than against you. You also have the required computer hardware already in place, ready for immediate installation of an alternate system. So even in these circumstances CYRAMED will have been an 'investment'.

How can you offer this product on a low monthly payment when competitors sell comparable systems for such large sums?

In a word – efficiency.

Firstly, in promoting and selling – we don't engage in the traditional protracted procurement cycle with numerous visits, long surveys, complex presentations, proposals and contract negotiations (where, by the way, the one customer out of

say four that buys also has to pay for the three failed efforts!). We present the facts simply and straightforwardly and leave you to decide.

Secondly, in support. CYRAMED mimics the way you work today so the need to clarify (and re-clarify) obscure computer procedures doesn't exist – however, help with getting the best out of the system is, of course, always available.

Thirdly, we have designed the software to be extremely reliable and wherever possible, self-correcting. It simply doesn't break so another element of usually extensive support requirement is removed.

Fourthly, because our business model reduces administration to an absolute minimum.

Finally, because of the way we do software development – but that's a secret!

Why is there no minimum contract period for CYRAMED?

To make it even easier - a 'non-decision' – for you to adopt CYRAMED in your organization. It's also a measure of our faith in CYRAMED and its ability to meet your needs - because we know that once you have it you will love it and continue to use it.

Our 'no minimum contract period' business philosophy provides you – the customer – with the assurance that we are delivering a system that will meet your needs, because a cancellation is totally counterproductive for us and can only cost us money. If for some reason it doesn't look as if CYRAMED can do the job it is in both our best interests to tell you immediately.

Will I have to pay a maintenance and support fee in addition to the monthly payment costs?

No - the monthly payment covers all software maintenance, support and all future updates. As long as you are our customer, you will have access to the latest versions and any support you require without additional charge. There are no unexpected or hidden charges.

Some doctors feel taken advantage of by the software industry, with high priced systems and no certainty of success -is MMT/CYRAMED somehow different?

Traditional vendors' high prices reflect, apart from anything else, the sheer high cost of doing business in the traditional way, the need to be paid up front in case of failure and the heavy support requirements due to the cumbersome way traditional systems work. Mountain Medical Technologies, Inc. puts the customer in full control with the ability to cancel at any time. It introduces, for the first time, a unique concept of **SHARED SUCCESS: if it doesn't work for you it doesn't work for us**. It is your safeguard that we will continue to stay focussed in satisfying your needs, not just now but as they evolve over time.