Response to Request for Information

Meaningful Use EHR Vendors

Prepared For:
eHealthConnecticut

August 18, 2010
McKesson Terms

By opening this proposal package and reviewing the confidential materials included, eHealthConnecticut is agreeing to the following terms:

All information contained in this document and all information provided by McKesson Technologies Inc. and its affiliates (McKesson) shall be strictly protected by eHealthConnecticut, and eHealthConnecticut agrees not to disclose any information without legal requirement or previous written consent by McKesson. Further, all McKesson information shall be used by eHealthConnecticut only for the purpose of evaluating the potential for entering into a contractual relationship between McKesson and eHealthConnecticut. All rights, title and interest in and to the confidential information shall remain the property of McKesson.

McKesson has answered the questions put forth by eHealthConnecticut to the best of its ability as of the date of this response. Software and hardware prices quoted are valid for ninety (90) and sixty (60) days, respectively, from the date of this document.

It is McKesson’s policy not to accept or decline contractual requirements in Proposal documents. McKesson’s legal staff will evaluate each requirement during contract negotiations and will make every effort to develop mutually agreeable terms with eHealthConnecticut. Should eHealthConnecticut request inclusion of this proposal response (or any portion hereof) in any contract, McKesson reserves the right to audit such proposal response and include only those portions of the response which relate to the features/functionality of the purchased software.

Should any of the requirements on the pages of this proposal response contain responses with McKesson’s standard contractual language, these responses should in no way bind McKesson to any contractual requirements prior to negotiations. Notwithstanding anything else in this RFP, McKesson will agree to the Terms and Conditions of the Request for Information only to the extent that they are not additional to or in conflict with the terms and conditions of McKesson’s contracting document. McKesson will also agree to entertain negotiations on those terms additional to and/or in conflict with the contracting document.

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August 16, 2010

eHealthConnecticut
1111 Cromwell Ave, bldg 201
Rocky Hill, CT 06067

Dear eHealthConnecticut Team,

Congratulations on your selection as a Regional Extension Center and thank you for providing McKesson with the opportunity to be considered by eHealthConnecticut as one of your sponsored EHR vendors. We truly appreciate your interest in McKesson, and are looking forward to the opportunity to work together to build a mutually beneficial partnership in Connecticut.

McKesson has created an organization focused solely on Regional Extension Center partnerships and we have made it known to our potential partners that we see this initiative going well beyond just EHR selection and implementation. As confident as we are in our EHR solutions, we are equally as mindful to the fact that this is a long-term agreement between two organizations that share the same ultimate goal of furthering successful and meaningful physician IT adoption both in Connecticut and nationwide. Whether it is assisting you with provider access, the design and deployment of your REC service catalogue, or assistance in the structuring of your organization’s long term sustainability model, we have the resources to help you in reaching your goals.

You may not be aware that more than 100,000 small physician practices across the country depend on McKesson software solutions today to run their practice. We have created that reach by working with a national network of over 200 Value-Added Reseller partners who serve as an extension of the McKesson team. We have discovered the secret to what makes partnerships work and are proud of this unique core competency.

McKesson would like to partner with your organization and share our building blocks for success. Currently, over 600 practices in Connecticut are running our solutions for independent physicians, including Practice Partner, Medisoft and Lytec. Some of those practices are serviced directly by McKesson and others are served by the 3 Value-Added Resellers that reside in Connecticut. We also have 10 McKesson representatives in Connecticut calling on Primary Care Physicians. As you can see, McKesson is well positioned to help you reach and service the physicians in Connecticut.

Lastly, McKesson offers a number of ways to address the affordability of EHR for your practices. From our complete Implementation of Medisoft Clinical for less than $4,500 to our 12-month, 0% interest promotion, McKesson is focused on maximizing value and minimizing disruption for the small primary care provider. When appropriate, we would like to discuss these options with eHealthConnecticut.
Please find our responses to the RFI attached and please note that our response represents three clinical product lines we currently offer; Practice Partner, Medisoft Clinical and Lytec MD. All three solutions are based upon the same EHR, all Solutions are CCHIT Certified, but have different branding and practice management systems. We are very excited about the opportunity to develop and enhance a long-term, mutually beneficial partnership with eHealthConnecticut. Please do not hesitate to contact me with any questions or needs for clarification.

Sincerely,

Derek W. Schoonover  
VP Government and Strategy  
McKesson Corporation  
770 881-3966  
derek.schoonover@mckesson.com
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Top 10 Reasons to work with McKesson as Your Strategic Partner

The Best Choice for your Regional Extension Center

“We were not only looking for a good system, but also for a good company that was responsive to its customers.”
-Mike Maxwell, M.D.
Family Medicine of Port Angeles

“We wanted a fully integrated software system that would allow my practice to operate as efficiently as possible. McKesson’s EHR system has succeeded in this objective.”
-Alan Falkoff, M.D.
High Ridge Family Practice

With countless electronic health record (EHR) vendors vying for your attention, we know it’s getting awfully loud out there. To help tune out the noise, we’ve outlined what to look for in a company and product — and why McKesson is the best choice for your Regional Extension Center. Simply put, we’ve helped thousands of physicians increase productivity and enhance quality of care. We can help you do the same for the physicians in your community.

Here’s how:

1. Experienced, Established, Proven Healthcare Company

McKesson, currently ranked 14th on the FORTUNE 500, is a healthcare services and information technology company that has been in continuous operation for more than 175 years, focused on delivering solutions to primary care physicians for over 35 years. We are committed to providing a certified EHR solution that will enable physicians to achieve meaningful use as evidenced by our track record of CCHIT-certification every year since the inception of the certification process.

2. Reach to Physicians in your Community

McKesson solutions are used by more than 100,000 providers across the country. We offer these solutions directly or through a national network of locally based EHR-certified, Value Added Resellers that deliver training, implementation and support services to physicians in your communities. McKesson also delivers technology solutions to over 50% of the hospitals and 77% of the hospitals over 200 beds throughout the US. A number of these hospitals are already partnering with McKesson to connect the physicians in their communities using our solutions.

3. A Track Record in Supporting Partners

McKesson has years of experience supporting partners that resell and service our solutions in their local communities. Today we have over 200 EHR-certified Value Added Resellers across the country. We have the required infrastructure in place to support partners in a variety of ways including dedicated partner support, education programs on our EHR solutions and implementation methodology, a marketing portal that provides a variety of customizable tools to use with physicians, and much more.
A Better Way to Practice

Advanced Health Care
Arlington, Va.
Two physicians
- Increased average daily visits by 10%
- Increased annual revenue by $40,000 without additional staff
- Made measurable improvements in patient care:
  - Coronary heart disease patients on a lipid-lowering prescription rose from 58% to 95%.
  - Diabetes patients undergoing the microalbumin/creatinine test to evaluate kidney function rose from 4% to 85%.

Cookeville Primary Care Associates
Cookeville, Tenn.
Two physicians
- Hyperlipidemia patients using anti-platelet therapy rose from 32% to 58%.
- Coronary heart disease and stroke patients with their most recent LDL< 100 mg rose from 57% to 71%.
- Atherosclerotic patients with an LDL measurement in the past year rose from 56% to 75%.
- Adult diabetic patients who had a pneumococcal immunization is 80% compared to the national average of 20%.

4. Suite of EHR Solutions featuring Bright Note Technology™

McKesson offers a broad range of EHR and practice management solutions including award-winning Practice Partner®, LyteMD and Medisoft Clinical. Our solutions feature Bright Note Technology which instantly populates all critical data on a patient chart. This dynamic processing technology enables physicians to use their preferred charting style to capture data in a single note and, with one touch, synchronize searchable data across the complete chart.

5. Focus on Quality of Care

McKesson delivers a unique and pioneering concept in practice-based quality improvement and research. Formed in partnership with the Medical University of South Carolina, PPRNet is a practice-based quality improvement and research network that offers quarterly, practice-specific reports that measure clinical performance against parameters in key quality measures.

6. Platform to Connect Physicians to the Outside World

RelayHealth, a McKesson company, delivers an interoperability platform integrated with our EHR solutions for physician practices to securely exchange information with other practices, patients, hospitals, pharmacies, labs, payors and other stakeholders. This increased visibility to patient information across care settings enhances patient safety and is a requirement for meeting “meaningful use” criteria under the American Recovery and Reinvestment Act (ARRA). Our solutions provide the foundation for coordinated care for the communities in your region.

7. Home to a Positive, Collaborative, Thriving User Community

Physicians will join an active community of users who share tips, tricks, ideas, and experiences; a 3,000 member online forum; online template and content sharing; and active customer advisory committees.

8. Unmatched Third-Party Validation – Year after Year

- “Dragon Certified EHR” for Nuance’s Dragon Medical Speech Recognition
- Best EHR and Practice Management System — AC Group 2004-2009 (6th consecutive year)
- American Academy of Family Physicians (AAFP) Survey — High rankings in overall satisfaction, ease of use and functionality, quality of care (2008, 2009)
- Selected to participate in the American College of Physicians (ACP) EHR Partners Program (2008, 2009)
9. An Industry Leader – Active in the Following Organizations

- eHealth Initiative Leadership Council
- Electronic Health Records Vendor Association
- Certification Commission for Healthcare Information Technology (CCHIT)
- HL7 (EHR Standards)
- DOQ - IT Project

10. Affordable Pricing

McKesson offers straightforward, transparent and affordable pricing with flexible financing options.
Request for Information Response
<table>
<thead>
<tr>
<th>VENDOR PROFILE</th>
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<tbody>
<tr>
<td><strong>Name</strong></td>
</tr>
<tr>
<td><strong>Any Previous Names</strong></td>
</tr>
<tr>
<td><strong>Address (Headquarters)</strong></td>
</tr>
<tr>
<td><strong>Main Telephone Number</strong></td>
</tr>
<tr>
<td><strong>Website</strong></td>
</tr>
<tr>
<td><strong>Corporate Status (Publicly Traded, Privately Held, For Profit, Not for Profit)</strong></td>
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</tbody>
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<table>
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<tr>
<th>PARENT COMPANY</th>
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<tbody>
<tr>
<td><strong>Name</strong></td>
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<tr>
<td><strong>Address</strong></td>
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<tr>
<td><strong>Telephone Number</strong></td>
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<tbody>
<tr>
<td><strong>Name</strong></td>
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<tr>
<td><strong>Title</strong></td>
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<tr>
<td><strong>Address</strong></td>
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<tr>
<td><strong>Telephone Number</strong></td>
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<tr>
<td><strong>Email Address:</strong></td>
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<table>
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<tr>
<th>MARKET DATA</th>
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<tbody>
<tr>
<td><strong>1. Number of years as EHR vendor</strong></td>
</tr>
<tr>
<td>Practice Partner, Inc. was originally founded as Physician Micro Systems, Inc. in 1983. In its 24-year history, the company provided consistent leadership in the practice management and electronic medical records industry. It's first software products—scheduling and practice management applications—were installed in 1985, with the industry-leading Patient Records EMR product first released in 1987. The Practice Partner solution encompasses a complete set of clinical and administrative tools designed to enhance all aspects of the modern medical office. The applications are used nationwide by practices of all sizes and specialties, from solo practitioner offices to large, enterprise multi-site clinics.</td>
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</tbody>
</table>
In February 2007, Practice Partner was acquired by McKesson Corporation, a healthcare services and information technology company dedicated to helping its customers deliver high-quality healthcare by reducing costs, streamlining processes, and improving the quality and safety of patient care.

In 2008 Medisoft Clinical and Lytec MD were introduced as integrated PM/EHR applications leveraging the Practice Partner EHR and the existing Practice Management applications. This was done to minimize the practice disruption and cost of introducing the EHR by allowing the practice to keep using the Practice Management system they have been using for years.

2. Total customer sites live and in process to go live

<table>
<thead>
<tr>
<th></th>
<th>PM and EHR – 64,774</th>
<th>EHR – 2,649</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Nationally</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Connecticut</td>
<td>PM and EHR – 632</td>
<td>EHR – 21</td>
</tr>
</tbody>
</table>

3. Breakdown of sites by number of providers (Solo, 2-5, 6-9, >10)

<table>
<thead>
<tr>
<th></th>
<th>Solo EHR – 1,400</th>
<th>2-5 EHR - 926</th>
<th>6-10 EHR - 148</th>
<th>&gt;10 EHR – 175</th>
</tr>
</thead>
</table>

4. Provide the number of installed sites by specialty and size

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Number of sites</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care (Family, Internal, Pediatric, OB/GYN, GP, Multi specialty)</td>
<td>1463 practices ~55%</td>
</tr>
<tr>
<td>Other Specialties</td>
<td></td>
</tr>
<tr>
<td>Cardiology</td>
<td></td>
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<tr>
<td>Chiro</td>
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<tr>
<td>Dermatology</td>
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<tr>
<td>ENT</td>
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<tr>
<td>Endo</td>
<td></td>
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<tr>
<td>Urgent Care</td>
<td></td>
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<tr>
<td>Nephrology</td>
<td></td>
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<tr>
<td>Neurology</td>
<td></td>
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<tr>
<td>Oncology</td>
<td></td>
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<td>Ortho</td>
<td></td>
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<tr>
<td>Podiatry</td>
<td></td>
</tr>
<tr>
<td>Urology</td>
<td></td>
</tr>
<tr>
<td>Other Specialties</td>
<td>1186 practices ~45%</td>
</tr>
</tbody>
</table>

5. How Many “De-Installations in last 36 months?”

McKesson has been in the business of advancing the health of the healthcare system for more than 35 years. In rare situations, McKesson and customers have mutually agreed to alter performance obligations or even terminate a
6. Please describe your relationship(s) with other ONC funded REC’s

McKesson has made an investment to create an organization focused on the needs of the RECs across the country. We are currently executing on a number of programs to help the RECs reach their enrollment targets. One of the most impactful is the use of our existing customers and existing Value Added Resellers. McKesson would like to work with eHealthConnecticut to provide access to our over 600 practices using our solutions today. We would work with you to provide REC value information and can put that in the form of a continuous marketing campaign.

One of the most effective activities we have been doing with RECs is local evening education events where we invite our existing customers to learn about the services the RECs provide. We have executed these events with TN, OK and have planned events with UT and NV. We are also working with other RECs on their events such as with IA, NE.

7. Additional Comments on Market Data Questions

McKesson has a unique position with the over 100,000 providers using our Practice Management systems across the country. The average practice size is under 2 providers, and we have learned that practices of this size tend to want local service providers that they can build more intimate relationships with that are more affordable and more flexible. It is because of this desire that we make use of over 200 Value Added Resellers across the country to sell, service and support these practices. For additional information, please see our responses to the “Other Issues” section of this document.

PRODUCT INFORMATION

1. Product name and version #

Practice Partner 9.4, Medisoft Clinical V16, Lytec MD 2010.

2. When is your next version release?

Practice Partner Release 9.4 went GA on March 8, 2010. Medisoft Clinical and Lytec MD are based upon the latest release version of Practice Partner. The next release of Practice Partner will be our ARRA release.

3. Is your product a Client Server, ASP or Hosted model? Describe each offering.

Practice Partner Offers both a Client Server and an ASP model.

As a Client-Server model, customers install and support their own servers and can make the...
application available over the internet using either Citrix or Terminal Server. One server may be utilized to manage all aspects of the application, or, separate servers may be implemented, such as Application server, Data Base server, fax servers, image servers, for example.

The Practice Partner ASP is simply another way of accessing and utilizing Practice Partner applications. Instead of installing the software on a dedicated server at the customer site, the software is installed and maintained at the Practice Partner data center in our Seattle office.

4. **Are Clinical Components Integrated?**

   The Practice Partner product line is a complete set of fully integrated clinical tools designed to help the modern medical office operate efficiently, and improve quality of care.

   **a. If yes, list integrated components (e.g. e-prescribing, lab, etc)**

   The integrated components are Patient Records, a leading electronic health records system; Billing, a complete practice financial system; Scheduling, a fast and flexible master scheduler; Order Entry, a comprehensive yet easy-to-use computerized physician order entry system and SureScripts Electronic Prescribing Network Service.

   **b. If no, list non-integrated components**

   N/A

5. **Are Practice Management components integrated?**

   Yes, Practice Partner Practice Management is a complete set of fully integrated administrative tools.

   **a. If yes, list all components.**

   The integrated components are Medical Billing, a comprehensive practice management system; Appointment Scheduler, a sophisticated multi-clinic scheduler; and Zoom our new document management system.

   **b. If no, list non-integrated components**

   N/A

6. **Do you offer a Revenue Cycle Management or Billing Service for your clients?**

   Yes, Practice Partner offers Revenue Cycle management through several different options.

   **a. If yes, please describe**

   McKesson provides a number of revenue cycle management and outsourced billing options. The first is through our McKesson Revenue Management Services (RMS). This organization outsources billing and collections for practices of all size and specialty. We all have outsourced billing through our Value Added Resellers. The Value Added Resellers provide customized billing and collection options that can be tailored in numerous
pricing models with the convenience and confidence of local support. McKesson provides a number of revenue cycle management and outsourced billing options. The first is through our McKesson Revenue Management Services (RMS). This organization outsources billing and collections for practices of all size and specialty. We have also outsourced billing through our Value Added Resellers. The Value Added Resellers provide customize billing and collection options that can be tailored in numerous pricing models with the convenience and confidence of local support.

<table>
<thead>
<tr>
<th>7. Describe your patient portal offerings and plans, if any.</th>
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<tbody>
<tr>
<td>McKesson offers Practice Partner Web View, a patient portal that connects providers with patients and outside healthcare personnel. Using Web View, patients and external providers can logon to view patient chart information such as lab results, progress notes, medications, problems, and more.</td>
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<tr>
<th>CERTIFICATION</th>
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<table>
<thead>
<tr>
<th>1. Is the product CCHIT certified?</th>
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<tr>
<td>Yes. It should also be noted that based on recommendations adopted by the Health IT Policy Committee on July 16 2009, certification of EHRs will be matched more closely to meaningful use criteria under the HITECH provision of the American Recovery and Reinvestment Act of 2009 (ARRA). The certification will be referred to as “HHS certification,” and it will include requirements for security, privacy and interoperability. HHS certification will focus on meeting the functional requirements of the ARRA statute to achieve meaningful use. McKesson is committed to providing solutions that meet the required HHS certification levels necessary for hospital and physician participation in various incentive and legislative programs. Current certification status of McKesson solutions is as follows:</td>
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<table>
<thead>
<tr>
<th>2. Version, Year and Type (Comprehensive or Modular) of CCHIT Certification</th>
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<tr>
<td>McKesson’s Practice Partner solution is certified under the CCHIT Ambulatory Certification program. Practice Partner Releases 9.2.1 and 9.2.2 are both ambulatory CCHIT 2007 certified. Release 9.3 is CCHIT 2008 certified. Medisoft Clinical and Lytec MD are both CCHIT 2008 certified.</td>
</tr>
<tr>
<td>Comprehensive.</td>
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<table>
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<tr>
<th>3. List any other current or planned Certifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>McKesson has evaluated our product capabilities and release levels to help support our customers in their efforts to demonstrate meaningful use of EHR technology. Most of the meaningful use criteria outlined for 2011 – with the exception of those in the areas of reporting and interoperability— are</td>
</tr>
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either already met by the current releases of all our electronic health record (EHR) solutions or require only minor enhancements.

We built our product roadmaps around what we believed would be included in the requirements and have continuously reviewed and adjusted our roadmap based upon the latest requirement information available. We are diligently working to enhance or further develop our EHR solutions to meet the certification criteria for meaningful use of EHR technology.

**MEANINGFUL USE**

1. **Do you offer a “Meaningful Use” Guarantee?**

   Yes, when requested by a customer, McKesson will agree that its Practice Partner, Medisoft Clinical, and Lytec MD will meet the applicable Stage 1 certification criteria established by the ONC for HIT for purposes of determining whether an eligible professional is a meaningful user of certified EHR technology (as defined under ARRA) by January 1, 2011; and if not, we will offer a credit of one month of maintenance fees for each month that the applicable software does not meet the certification criteria (up to a maximum of 12 months) to affected customers who are current in their payment of maintenance fees.

   **a. If yes, describe the level of financial risk you will share with provider customers.**

   Please refer to the response provided above.

2. **Describe your plans and timelines to become “Meaningful Use” Certified by ONC?**

   McKesson has evaluated our product capabilities and release levels to help support our customers in their efforts to demonstrate meaningful use of EHR technology. Most of the meaningful use criteria outlined for 2011 – with the exception of those in the areas of reporting and interoperability – are either already met by the current releases of all our electronic health record (EHR) solutions or require only minor enhancements.

   We built our product roadmaps around what we believed would be included in the requirements and have continuously reviewed and adjusted our roadmap based upon the latest requirement information available. We are diligently working to enhance or further develop our EHR solutions to meet the certification criteria for meaningful use of EHR technology.
HEALTH INFORMATION EXCHANGE (HIE)

1. Describe your HIE capabilities and experience with HIE implementations.

Practice Partner currently works with a number of HIE solutions across the country, and supports local information exchange requirements. We have some of the most advanced integration with industry leaders such as RelayHealth HIE, Axolotl, and Medicity. This HIE integration experience gives us the know-how to not only create the HIE connectivity, but to do so in a way that provides the ideal value to the providers using the exchange. McKesson would be happy to help our customers collaborate with an HIE, and assist them with compliance with information exchange requirements and associated security and privacy guidelines.

2. What HIE connections and interfaces if any are included with your product.

There is service time associated with setting up and training providers to use HIE connectivity. This will vary based upon the connectivity type. McKesson will work with eHealthConnecticut to establish a reasonable price or package for our providers.

eHealthConnecticut HIE technical specifications are found on the eHealthConnecticut website at http://ehealthconnecticut.org/LinkClick.aspx?fileticket=KJSruaC77oo%3d&tabid=111. After reviewing, please comment on your ability to commit to meeting these requirements and in what timeframes. Please be sure to include specific responses regarding patient registration and query (PIX/PDQ) transactions, XDS transactions including Continuity of Care Documents, and BPPC:

Practice Partner currently works with a number of HIE solutions across the country, and supports local information exchange requirements. We have advanced integration with RelayHealth HIE.

Practice Partner supports the capability to export patient summary information in a CCD (Continuity of Care Document) format, which is the industry's de-facto standard for Health Information Exchange. Practice Partner users have the ability to create a CCD with specific information/reports from the patient chart, considering the relevance of the exchange to patient care and balancing the need for exchanging such information with the patient's interest/consent for disclosure of such information.

It is planned with a future release that Practice Partner will be compliant with external HIE systems that implement the XDS IHE repository profile, which enables standardized exchange of patient clinical summaries. Future releases will also include Patient Data Link (PDL), a web-service based set of APIs that enable external systems to query patient summaries (compliant to the CCD standard) from Practice Partner. Practice Partner includes PDQ capabilities and we are currently in process with our PIX support.

Practice Partner does not support any integration with GoogleHealth, or HealthVault. We do support communication with PHR’s that can accept CCD or CCR’s via file, and CCD’s via HIE repository or PDL.
### Pricing and Related Services

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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</thead>
<tbody>
<tr>
<td>1. Are you willing to have us publish your pricing on our website?</td>
<td>Yes</td>
</tr>
<tr>
<td>2. Describe your software pricing in detail, including all components for which a practice may be charged.</td>
<td>Please refer to the pricing matrix for Practice Partner, Medisoft Clinical and Lytec MD included as part of this proposal.</td>
</tr>
<tr>
<td>3. Are you able to offer a discount for customers of the eHealthConnecticut REC?</td>
<td>Yes.</td>
</tr>
<tr>
<td>a. If yes, please describe</td>
<td>McKesson is willing to work with eHealthConnecticut to provide an ideal value for eHealthConnecticut REC customers. This can be as simple as a software discount for participating with eHealthConnecticut, but additional alternatives are available based upon the desire to take advantage of other McKesson Physician Office solutions. These options include EDI transactions via McKesson owned RelayHealth, HIE connectivity and medical office supplies.</td>
</tr>
<tr>
<td>4. Do you bundle or arrange for any other related services such as hardware, network, and ISP purchasing and support?</td>
<td>Yes.</td>
</tr>
<tr>
<td>a. If yes, please describe all such relationships and services</td>
<td>We have a number of options to bundle these services in a single solution. The first option is our preferred partnership with HP. This partnership gives bundled assessments, hardware, support and other services such as networking at a premium price. We also have a network of local Value Added Resellers that will custom tailor these packages.</td>
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### IMPLEMENTATION TRAINING AND SUPPORT

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<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>1. Briefly describe your Implementation Plan. Address issues such as on-site versus website training, workflow analysis, existing data conversion, who is trained, and software and template customization</td>
<td>Please refer to the sample High Level Implementation Plan included in the attachments. McKesson and its VAR partners offer a full life cycle service model: -Initial consulting on IT infrastructure -Setup of infrastructure -Consulting and training of the McKesson solutions -Ongoing support and maintenance (software updates)</td>
</tr>
</tbody>
</table>
Post live optimization services  
Customized post-live consulting

McKesson implements our EHR solutions through a structured series of sessions. In all cases, a set of starter data is included to help the practice get a fast start with the product. First, the practice is taught how to configure and maintain the system, and also how to customize the included clinical documentation templates to meet their workflow needs. Then, the end user training is delivered. End user training can be done either remotely or onsite. This will depend on the package that is purchased by the practice. All activities are centered on enabling the practice to meet meaningful use criteria. Modules like e-Prescribing, order entry, and eligibility checking are all part of the go live process if purchased.

<table>
<thead>
<tr>
<th>2. Provide the normal length of implementation by practice size (solo, 2-5, 6-9, &gt;10)</th>
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<tbody>
<tr>
<td>Typically, the size of the practice does not impact the length of the implementation process.</td>
</tr>
<tr>
<td>Please refer to the sample High Level Implementation Plan included in the attachments. Standard implementation time is 90-120 days for complete configuration, implementation, training, and go-live.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Describe your ongoing support post implementation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Practice Partner Technical Support hours are Monday through Friday from 5:00 a.m.–5:00 p.m. PST (coinciding with 7 a.m. to 7 p.m. Central time). After hours software support is available to customers who have a 24 x 7 support contract. Customers can also choose to access 24 x7 support by providing a credit card number and paying an hourly rate for case-by-case incidences.</td>
</tr>
<tr>
<td>Customers with a Technical Support contract may contact Technical Support via phone, e-mail, Customer Support Web Site, or fax. Technical Support uses a sophisticated remote diagnostics tool to access your system for troubleshooting. All that is required is an Internet connection.</td>
</tr>
<tr>
<td>Customers may review the status of outstanding problems on the customer support website. Enhancements can be viewed on the customer support website and can be downloaded as well. Quarterly Updates for our Clinical Tools and Formularies are also available. We also have launched a support survey for customers to complete after receiving support from our support department.</td>
</tr>
</tbody>
</table>
### 4. Describe your training and support pricing structure.

In the attached Pricing Matrix you will see the breakdown for our McKesson Direct Implementation services, which include training and support. Implementation can be provided directly from McKesson or via a Value Added Reseller, and the Value Added Reseller Pricing can be different based upon the type of local service a customer wants bundled.

Our general approach with implementation services and training is based on the total number of hours times a rate per hour. This does change based upon the use of onsite resources versus remote resources.

Support and maintenance pricing is based upon a percentage of the software total for Practice Partner and fixed fee per provider loosely based upon the Practice Partner maintenance fees.

Please refer to the Pricing matrix included with this proposal for more details.

### OTHER ISSUES

<table>
<thead>
<tr>
<th>1. Do you utilize other companies or services in the process of bringing a process through the implementation and go live process?</th>
<th>Yes. We offer implementation services and ongoing support directly from McKesson as well as indirectly through our Value Added Resellers. We manage a network of over 200 Value Added Resellers that provide flexibility and exceptional value for local service and support for small practices.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. What is your current “wait time” to begin an installation in Connecticut?</td>
<td>Some local Value Added Resellers can begin immediately. Directly through McKesson we are about 6-8 weeks out.</td>
</tr>
<tr>
<td>3. Are you willing to help sponsor eHealthCT REC promotional activities and conferences?</td>
<td>Yes</td>
</tr>
<tr>
<td>a. If yes, describe</td>
<td>McKesson is interested in working with eHealthConnecticut on any number of promotional activities including, but not limited to, participation in eHealthConnecticut events, local McKesson Events, Local Tradeshows such as MGMA, ride along efforts with our local sales representatives, Web-based co-marketing, promotions, direct mail, and telemarketing.</td>
</tr>
<tr>
<td>4. Any other information you would like to provide?</td>
<td>McKesson, is a large, diverse, and resource rich organization. We are prepared to engage with eHealthConnecticut in a number of unique ways</td>
</tr>
</tbody>
</table>
outlined below. We are also willing to work with eHealthConnecticut in an open and flexible manner focused on the Providers and their Patients.

1. Dedicated Resources for RECs and eHealthConnecticut REC
   a. Governance and Relationship Management
      McKesson has established a dedicated team focused on the REC effort. This team will help establish a single relationship manager at the executive level for governance, project oversight and continuous improvement purposes. We have for decades managed large, complex Health Care IT engagements with the highest level of personal attention. We will leverage this high touch model for our REC engagements.
   b. REC Education and Certification
      McKesson has established a number of education and certification programs for our Value Added Reseller Partners and end users. These programs can be leveraged by the REC in their current fashion, or custom programs can be put together. We are currently developing a custom approach to REC education that focuses on speed and quality of data input and retrieval. With this focus the RECs can get the critical application information needed without spending days in the classroom.
   c. Local Sales, Service and Support
      McKesson has over 100,000 Providers using our Practice Management and EHR solutions. The overwhelming majority of the providers are in the small practice (1-2 providers) space. We have been able to sell, service and support these providers through our local presence. We believe that local presence is critical to the initial and continued success of these small practices. They generally lack the IT infrastructure, knowledge or time to spend on these types of projects. Therefore they look to local, affordable, trouble-free solutions. McKesson uses a network of over 200 Value Added Resellers to provide this High Value set of solutions and services. These Value Added Resellers live and work in the communities in which they support. They also offer flexibility, innovation and a breadth of services beyond a classic EHR software vendor. Everything from networking, bill services, telecom setup, custom develop and practice consulting are available through our Value Added Resellers.
      One or more of our Value Added Resellers could be partnered with eHealthConnecticut to ensure the local, consistent presence focused on your success is being delivered.
   d. Successful Execution of Similar Models
      McKesson has worked within our existing install
base of hundreds of hospitals to develop McKesson Physician Alliance Programs. These programs enable hospitals to engage their affiliated physicians with the use of our EHR solutions, our connectivity solutions and our Value Added Reseller network. We will engage a hospital to help build a strategy that often involves the hospital outsourcing the sales, marketing, implementation and support of the solution to McKesson and our Value Added Resellers. This approach has been met with wild success as it allows the hospital to focus on their core competencies, while McKesson helps them improve the capability of the practice and connect their community. One example is our relationship with Eisenhower Medical Center in Palm Springs, CA. Within 9 months of the program’s start, 30% of the affiliated practices had agreed to use our Practice Partner, Medisoft Clinical or Lytec MD EHR.

2. Leverage of Existing Install Base
   a. Medisoft/Lytec Practice Management
      McKesson’s install base of practice management customers is vast in small, primary care practices. We have over 600 Practices in Connecticut. We have been working with a number of RECs to help provide access to these practices with various methods. For our existing Medisoft and Lytec Practice Management customers we offer an easy and affordable upgrade path to EHR. This upgrade path solution is referred to as Medisoft Clinical and Lytec MD. These certified, combined PM/EHR solutions leverage the certified Practice Partner EHR and existing Practice Management system.
   b. Existing Hospital Relationships
      McKesson has hospital relationships in Connecticut. These hospital relationships can also be leveraged to help meet provider targets and help connect the CT practices.
   c. Existing EHR
      McKesson’s install base of practice management and hospital customers is also complimented with approximated 10,000 existing EHR providers nationwide. These practices will be looking to McKesson and the RECs for help in getting to meaningful use. A strong partnership would include bringing these existing customers to eHealthConnecticut.

3. Leverage of Health Care Diversity
   McKesson as the largest and oldest Health Care Company in the U.S. serves small primary care providers in a number of other ways. Below you will see some potential areas where a relationship with eHealthConnecticut and McKesson may
provide additional value to providers and the mission of both eHealthConnecticut and McKesson.

a. EDI
McKesson owns one of the largest EDI clearing house solutions in the U.S. Through RelayHealth we process 1.8B financial transactions across with a combined value of over $1Trillion in billed charges. These transactions include Claims, Remittances, Eligibility, Authorization and Claim status. Leveraging this capability may be an opportunity to add value to both the practice and eHealthConnecticut sustainability model.

b. Medical/Surgical Supplies
McKesson has over 500 Medical/Surgical representatives working with 40,000 practices predominantly in small primary care offices across the U.S. These representatives service practice needs for everything from consumable practice supplies to a full lab setup, to Practice Management and EHR Software and services. Leveraging this capability may be an opportunity to add value to both the practice and eHealthConnecticut sustainability model.

c. Quality Tools and Consulting
McKesson Health Solutions (MHS) is one of the largest software and service providers for Payors. With solutions like InterQual, A product used by 41 QIOS, and the MHS Disease Management services, McKesson has extensive experience in health quality management. Leveraging this capability may be an opportunity to add value to both the practice and eHealthConnecticut sustainability model.

4. McKesson EHR and Connectivity Solutions
a. Bright Note Technology – Fast and Easy
Practice Partner, Medisoft Clinical and Lytec MD make use of Bright Note Technology. This tool is built into the EHR Solutions to allow providers to quickly enter data the way they are accustomed, while getting the benefits of discrete data recording. As the provider creates the note, heavy “click” drop down menus and other templates are not required and the system is intelligent enough to extract the data and store in the appropriate discrete data fields.

b. HIE Connectivity
Practice Partner, Medisoft Clinical and Lytec MD boast have the most advanced connectivity with many HIE vendors and systems. This connectivity allows our providers a high level of integration which can improve ease of accessing HIE information.

c. PPRNET – Clinical Data Repository
<table>
<thead>
<tr>
<th>PPRNET is an anonymized Clinical Data Repository focused on improving the quality of care. Providers are giving by producing quality reporting and benchmarking these reports against the total population and peers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Additional Reasons to Partner with McKesson We have attached in the executive summary our top reasons for Partnering with McKesson. Our size and reach balanced with our intimate approach for the small practice give us a very unique model for doing business.</td>
</tr>
</tbody>
</table>
## Pricing Estimates for New Customers - Practice Partner, Lytec MD, Medisoft Clinical

<table>
<thead>
<tr>
<th>Service</th>
<th>1 Provider</th>
<th>2 Providers</th>
<th>3 Providers</th>
<th>ASP per Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EHR Software</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Practice Partner EHR $1,156</td>
<td>Practice Partner EHR $2,296</td>
<td>Practice Partner EHR $3,599</td>
<td>Practice Partner EHR $4,956</td>
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<tr>
<td>Medisoft Clinical $3,405</td>
<td>Medisoft Clinical $7,762</td>
<td>Medisoft Clinical $11,100</td>
<td>Medisoft Clinical $16,500</td>
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<tr>
<td>Lytec MD $3,800</td>
<td>Lytec MD $7,900</td>
<td>Lytec MD $11,200</td>
<td>Lytec MD $15,500</td>
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</tr>
<tr>
<td><strong>Add PM</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Practice Partner PM $2,350</td>
<td>Practice Partner PM $4,700</td>
<td>Practice Partner PM $8,000</td>
<td>Practice Partner PM $12,350</td>
<td></td>
</tr>
<tr>
<td>Medisoft Clinical PM $1,025</td>
<td>Medisoft Clinical PM $2,050</td>
<td>Medisoft Clinical PM $3,075</td>
<td>Medisoft Clinical PM $5,100</td>
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<tr>
<td>Lytec MD PM $2,500</td>
<td>Lytec MD PM $5,000</td>
<td>Lytec MD PM $7,500</td>
<td>Lytec MD PM $10,000</td>
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</tr>
<tr>
<td><strong>Core Implementation and Training</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Practice Partner $12,229</td>
<td>Total Practice Partner $18,386</td>
<td>Total Practice Partner $23,543</td>
<td>Practice Partner EHR $400/month</td>
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<tr>
<td>Medisoft Clinical $8,000</td>
<td>Medisoft Clinical $12,000</td>
<td>Medisoft Clinical $16,000</td>
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<tr>
<td>Lytec MD $9,600</td>
<td>Lytec MD $13,600</td>
<td>Lytec MD $17,600</td>
<td>Lytec MD $23,600</td>
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<tr>
<td><strong>Add PM</strong></td>
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<tr>
<td>Practice Partner PM $4,252</td>
<td>Practice Partner PM $6,504</td>
<td>Practice Partner PM $8,756</td>
<td>Practice Partner PM $12,000</td>
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<tr>
<td>Medisoft Clinical PM $2,075</td>
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<td>Medisoft Clinical PM $4,175</td>
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<tr>
<td>Lytec MD PM $2,500</td>
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<td>Lytec MD PM $7,500</td>
<td>Lytec MD PM $10,000</td>
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<tr>
<td><strong>Core Implementation and Training</strong></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Practice Partner $21,260</td>
<td>Total Practice Partner $29,500</td>
<td>Total Practice Partner $37,750</td>
<td>Practice Partner EHR $400/month</td>
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<tr>
<td>Medisoft Clinical $17,025</td>
<td>Medisoft Clinical $24,030</td>
<td>Medisoft Clinical $31,075</td>
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<tr>
<td>Lytec MD $21,500</td>
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<td>Lytec MD $35,500</td>
<td>Lytec MD $42,500</td>
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<tr>
<td><strong>PM Software</strong></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Practice Partner PM $4,700</td>
<td>Practice Partner PM $7,050</td>
<td>Practice Partner PM $9,400</td>
<td>Practice Partner PM $11,750</td>
<td></td>
</tr>
<tr>
<td>Medisoft Clinical PM $2,075</td>
<td>Medisoft Clinical PM $3,125</td>
<td>Medisoft Clinical PM $4,175</td>
<td>Medisoft Clinical PM $5,225</td>
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</tr>
<tr>
<td>Lytec MD PM $2,500</td>
<td>Lytec MD PM $5,000</td>
<td>Lytec MD PM $7,500</td>
<td>Lytec MD PM $10,000</td>
<td></td>
</tr>
<tr>
<td><strong>PM Software</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Practice Partner $42,520</td>
<td>Total Practice Partner $59,750</td>
<td>Total Practice Partner $77,000</td>
<td>Practice Partner PM $100/month</td>
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</tr>
<tr>
<td>Medisoft Clinical $34,050</td>
<td>Medisoft Clinical $41,080</td>
<td>Medisoft Clinical $48,115</td>
<td>Medisoft Clinical $55,140</td>
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</tr>
<tr>
<td>Lytec MD $40,500</td>
<td>Lytec MD $47,530</td>
<td>Lytec MD $54,565</td>
<td>Lytec MD $61,600</td>
<td></td>
</tr>
<tr>
<td><strong>Core Implementation and Training</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Practice Partner Software Maintenance and Support - Included</td>
<td>Total Practice Partner Software Maintenance and Support - Included</td>
<td>Total Practice Partner Software Maintenance and Support - Included</td>
<td>Included</td>
<td></td>
</tr>
<tr>
<td>Medisoft Clinical Software Maintenance and Support - $1,200</td>
<td>Medisoft Clinical Software Maintenance and Support - $1,800</td>
<td>Medisoft Clinical Software Maintenance and Support - $2,400</td>
<td>Included</td>
<td></td>
</tr>
<tr>
<td>Lytec MD Software Maintenance and Support - $1,800</td>
<td>Lytec MD Software Maintenance and Support - $2,400</td>
<td>Lytec MD Software Maintenance and Support - $3,000</td>
<td>Included</td>
<td></td>
</tr>
<tr>
<td><strong>PM Software</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Practice Partner Software Maintenance and Support - $17,950</td>
<td>Total Practice Partner Software Maintenance and Support - $23,975</td>
<td>Total Practice Partner Software Maintenance and Support - $30,000</td>
<td>Included</td>
<td></td>
</tr>
<tr>
<td>Medisoft Clinical Software Maintenance and Support - $12,500</td>
<td>Medisoft Clinical Software Maintenance and Support - $18,525</td>
<td>Medisoft Clinical Software Maintenance and Support - $24,550</td>
<td>Included</td>
<td></td>
</tr>
<tr>
<td>Lytec MD Software Maintenance and Support - $5,450</td>
<td>Lytec MD Software Maintenance and Support - $7,450</td>
<td>Lytec MD Software Maintenance and Support - $9,450</td>
<td>Included</td>
<td></td>
</tr>
<tr>
<td><strong>Server HW</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$3,200</td>
<td>$3,200</td>
<td>$3,200</td>
<td>$3,200</td>
<td>$3,200</td>
</tr>
<tr>
<td><strong>Client HW</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$4,000</td>
<td>$4,000</td>
<td>$4,000</td>
<td>$4,000</td>
<td>$4,000</td>
</tr>
<tr>
<td><strong>Other HW - Scanner, Networking</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$1,100</td>
<td>$1,100</td>
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<td>$1,100</td>
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</tr>
<tr>
<td><strong>Internet Access</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>$600</td>
<td>$1,200</td>
<td>$1,200</td>
<td>$1,200</td>
<td>$1,200</td>
</tr>
<tr>
<td><strong>All prices and packages are best estimates and subject to change at any time without notice</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Attachment A.

Sample Implementation Plan
<table>
<thead>
<tr>
<th>Timeline (Assumes Contract signed/HW ordered)</th>
<th>Visit purpose</th>
<th>Resources</th>
<th>Onsite or Remote</th>
<th>Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assess and Design Phase</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 1</td>
<td><strong>Kickoff /Application Training</strong></td>
<td>PM, IC, Client Project Team</td>
<td>Onsite</td>
<td>Day 1 Kickoff/Walk through/Demo Day 2 Application Training Day 2 Application Training Day 3 Workflow discussions, review current state workflow</td>
</tr>
<tr>
<td>Week 1</td>
<td>Technical System Overview</td>
<td>TE, Client Project Team</td>
<td>Remote</td>
<td>Technical Engineer</td>
</tr>
<tr>
<td>Week 2</td>
<td>Build Preparation</td>
<td>Client Project Team</td>
<td>Remote</td>
<td>Customer completes data gathering form</td>
</tr>
<tr>
<td><strong>Build Phase</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 4</td>
<td>Template design</td>
<td>IC, Client Project Team</td>
<td>Remote</td>
<td>Template Design discussion</td>
</tr>
<tr>
<td>Week 5</td>
<td><strong>Configuration Training</strong></td>
<td>IC, Client Project Team</td>
<td>Onsite</td>
<td>Day 1 Admin/PR/OE Day 2 Admin/PR/OE Day 3 ePrescribing Day 3 Template build</td>
</tr>
<tr>
<td></td>
<td>Patient Records Templates, ePrescribing, Future Workflow</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 6</td>
<td></td>
<td>Client Project Team</td>
<td></td>
<td>Application Build</td>
</tr>
<tr>
<td>Week 7</td>
<td><strong>Build Check</strong></td>
<td>IC, Client Project Team</td>
<td>Remote</td>
<td>Follow-up on config build / customer build</td>
</tr>
<tr>
<td>Week 8</td>
<td></td>
<td>Client Project Team</td>
<td></td>
<td>Application Build</td>
</tr>
<tr>
<td>Week 9</td>
<td><strong>Build Check</strong></td>
<td>IC, Client Project Team</td>
<td>Onsite</td>
<td>Day 1 Build Check Day 2 Review Test Plans Day 2 Review Training Plan Day 3 ePrescribing config</td>
</tr>
<tr>
<td></td>
<td>Testing Prep/ePrescribing Config/Back Loading Prep</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 10</td>
<td></td>
<td>Client Project Team</td>
<td></td>
<td>Application Build</td>
</tr>
<tr>
<td>Week 11</td>
<td></td>
<td>Client Project Team</td>
<td></td>
<td>Application Build</td>
</tr>
<tr>
<td>Week 12</td>
<td><strong>Config/ Build validation</strong></td>
<td>IC, Client Project Team</td>
<td>Remote</td>
<td>conf call to validate and signoff on config</td>
</tr>
<tr>
<td>Week 13</td>
<td>End-User Training Preparation</td>
<td>IC, Client Project Team</td>
<td>Remote</td>
<td>review end user documentation and prep them to do EUT</td>
</tr>
<tr>
<td><strong>Test phase</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 14</td>
<td><strong>System Testing</strong></td>
<td>IC, TE, Client Project Team, Optional Super-User</td>
<td>Remote</td>
<td>integration, interface, functional, See Test Approach.doc</td>
</tr>
<tr>
<td><strong>Training Phase</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 15</td>
<td>End-User Training Preparation/ Back Loading Begins</td>
<td>Client Project Team</td>
<td></td>
<td>Client begins with go-live week and then continue with a rolling two window schedule</td>
</tr>
<tr>
<td>Week 16</td>
<td><strong>End user Training</strong></td>
<td>IC, Client Project Team</td>
<td>Onsite</td>
<td>End User training-pilot site Role based</td>
</tr>
<tr>
<td></td>
<td>Practice Partner</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 17</td>
<td>Continue Backloading</td>
<td>Client Project Team</td>
<td></td>
<td>continue with a rolling two window of the schedule</td>
</tr>
<tr>
<td><strong>Go-live Phase</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 18</td>
<td><strong>Go Live</strong></td>
<td>IC, PM, Client Project Team, TE - Remote</td>
<td>Onsite</td>
<td>Go Live Support</td>
</tr>
<tr>
<td><strong>Post Live / Transition to Support Phase</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 19</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 20</td>
<td>2 Week Follow-up Visit</td>
<td>IC, Client Project Team</td>
<td>Onsite</td>
<td>Enhance workflow</td>
</tr>
<tr>
<td>Week 22</td>
<td>4 Week follow-up</td>
<td></td>
<td>Remote</td>
<td>Enhance workflow</td>
</tr>
<tr>
<td>Week 24</td>
<td>6 Week follow-up</td>
<td>IC, Client Project Team</td>
<td>Onsite</td>
<td>Enhance workflow</td>
</tr>
<tr>
<td>Week 27</td>
<td>8 Week follow-up</td>
<td>IC, Client Project Team</td>
<td>Onsite</td>
<td>Transition to support</td>
</tr>
</tbody>
</table>
Attachment B.

System Requirements
Practice Partner 9.4

System Requirements
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Glossary

Thin Client Workstation

A thin client workstation refers to a device whose purpose is to connect to a thin client server. This can be a workstation, tablet or a purpose-built thin client device such as a Wyse Terminal. The Practice Partner application software is installed on a thin client server. Information that passes across the network from the end-user is keystrokes, mouse movements, and screen images.

Application Server

All customers will have an application server. This server is where the Practice Partner application folder resides. The Practice Partner network services are also installed on this server. For customers using the c-tree Server database type, this is where your database files will reside.

Database Server

Customers running Oracle or SQL for their database type will also have a database server. This server runs the RDBMS software and is where the majority of the patient data will be stored. This is in addition to an application server, as the application server will still be required to house the application folder.

Thin Client Server

A thin client server is a shared resource that runs applications, as opposed to having the software installed locally on PCs. It provides advantages in ease of management and potentially cost savings in software licenses and client hardware. For large organizations, there may be several thin client servers in the network. Thin client servers can use Terminal Services by itself or also run the Citrix software. Use of Terminal Servers and/or Citrix is referred to as thin client server technology. Thin client servers are used when users are connecting from remote locations (through a WAN or broadband) or through a wireless connection. Thin client servers can also be used on a LAN to simplify administration. Please make note of the thin client server limitations at the end of this document.

Standard Workstation

A standard workstation may also be referred to as a fat client, or thick client. The Practice Partner software is installed on the computer itself. Standard Workstations must be on a LAN to the database server (and application server, if applicable).

Application Folder

Every Practice Partner installation has an application folder. This folder contains (but is not limited to): configuration files, client software installation files, interface files, temporary files, and unless specifically configured otherwise, image files.
Recommended Configurations

Below are the McKesson Practice Partner infrastructure recommendations. These recommendations are based on a mix of industry standard technologies and proven experience of our customers. These recommendations are also based on the minimum requirements listed in this document. Adding additional resources to some equipment may change the recommended configuration.

These recommendations are for production environments only. Additional infrastructure requirements may be necessary for reporting, failover, testing or training environments.

Please note that recommendations are based on a maximum of 5 concurrent Practice Partner sessions per provider. For customers with multiple databases, the number of providers is calculated per database instance.

Also note that these requirements are specific to Practice Partner 9.4. Although we try to anticipate future hardware and software needs and compatibilities, recommended/required configurations may change with future versions so please be sure to consult the documentation appropriate to the version you are installing or upgrading to.

1-10 Providers (c-tree Server)

- An application server is required.
- Thin client server technology is required for users connecting remotely (from home, over a WAN, through a VPN, etc.) or through wireless devices.
- A separate thin client server is required if the total number of thin client users exceeds 10.

10-15 Providers (c-tree Server, Microsoft SQL 2005, or Microsoft SQL 2008)

- An application server is required.
- A database server is required for Microsoft SQL.
- Thin client server technology is required for users connecting remotely (from home, over a WAN, through a VPN, etc.) or through wireless devices.
- A separate thin client server is required if the total number of thin client users exceeds 10.

15-20 Providers (Microsoft SQL 2005, Microsoft SQL 2008, or Oracle 11g Standard One)

- An application server is required.
- A database server is required.
- Thin client server technology is required for users connecting remotely (from home, over a WAN, through a VPN, etc.) or through wireless devices.
- A separate thin client server is required if the total number of thin client users exceeds 10.
20+ Providers (Oracle 11g Standard One)

- An application server is required.
- A database server is required.
- Thin client server technology is required for users connecting remotely (from home, over a WAN, through a VPN, etc.) or through wireless devices.
- A separate thin client server is required if the total number of thin client users exceeds 10.

Optional Servers

Interface Workstation/Server

Customers will often have interfaces to external systems, such as laboratories. Depending on the configuration of the customer and the number of interfaces that will be run, an interface workstation or server may be recommended.

Fax Server

For smaller customers, the fax board may be installed on one of the existing servers in the environment, typically the application server. For larger customers doing significant volume of faxing, a separate fax server may be required. This server cannot be virtualized.

Web View Server

If you are using the Web View product, you must also have a separate server to run the web services. This must be its own server and cannot have patient data on it as the server must be configured to reside in the network's DMZ or have an encrypted tunnel to the internet to facilitate web traffic.
Supported Operating Systems

- Small Business Server products are not supported
- For database servers and thin client servers, 64-bit operating systems are strongly recommended due to the ability to use additional RAM
- Any operating system not listed should be considered not supported
- Unless otherwise specified, 32 and 64 bit server operating systems are supported
- Home operating systems are not supported

Application Server

- Windows Server 2003 R2
- Windows Server 2008
  - Windows Server 2008 R2 is not supported

Database Server

- Windows Server 2003 R2
- Windows Server 2008
  - Windows Server 2008 R2 is not supported
- UNIX (Oracle database only)

Thin Client Server

- Windows Server 2003 R2
- Windows Server 2008
  - Windows Server 2008 R2 is not supported
  - RemoteApp feature is not supported
- Citrix MetaFrame 4.5

Web View Server

- Windows Server 2003 R2

Interface Workstation

- Windows XP Professional
- Windows Vista Business

Interface Server

- Windows Server 2003 R2
Fax Server

- Windows Server 2003 R2

Standard Workstation/Laptop/Tablet

- Windows XP Professional
- Windows Vista Business
- Windows XP Tablet Edition

Thin Client Workstation/Laptop/Tablet

Since thin client workstations, laptops and tablets do not run any Practice Partner software, any operating system capable of running the appropriate thin client software is acceptable.

Some thin client devices come with a limited amount of on-device storage. Practice Partner has not been tested to run in this configuration and there will very likely be problems. Thin client devices that will be accessing Practice Partner must do so through a thin client server.
Third-Party Software Compatibility

McKesson Practice Partner sells several third-party software solutions that integrate with the Practice Partner software. Customers may already own this software or can purchase it through other vendors. To ensure proper operation, below is a list of the specific software versions that are compatible with 9.4.

- Dragon Naturally Speaking 9.5 and 10.0
- ZetaFax 2009
- Midmark ECG 8.1
- Midmark Spirometer 8.1
Hardware Requirements

The hardware requirements listed below are designed to allow customers flexibility in their deployment of Practice Partner. For specific formulas in determining how much hard drive space you need, please see the “Disk Storage Requirements” section.

The below requirements are for the Practice Partner software only. If you decide to run additional services (for example, DNS or Active Directory on your application server, or Microsoft Office on your thin client server) you will need to add additional CPUs and/or RAM.

Application Server

<table>
<thead>
<tr>
<th>Component</th>
<th>Minimum Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU (Processor)</td>
<td>Intel Dual Core Xeon 2.0GHz</td>
</tr>
<tr>
<td>RAM (Memory)</td>
<td>4GB</td>
</tr>
<tr>
<td>Storage Array Type</td>
<td>RAID-5 or SAN</td>
</tr>
<tr>
<td>Optical Drive</td>
<td>DVD-ROM</td>
</tr>
<tr>
<td>Network Card (NIC)</td>
<td>1Gbps</td>
</tr>
</tbody>
</table>

For smaller customers, the above specifications will support up to 10 thin client users and the Practice Partner application folder.

Database Server (SQL or Oracle)

<table>
<thead>
<tr>
<th>Component</th>
<th>Minimum Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU (Processor)</td>
<td>Dual Intel Quad Core Xeon 2.0GHz</td>
</tr>
<tr>
<td>RAM (Memory)</td>
<td>8GB (16GB for 300-1000 users, 32GB for 1000+ users)</td>
</tr>
<tr>
<td>Storage Array Type</td>
<td>RAID-1 and RAID-10 or SAN</td>
</tr>
<tr>
<td>Optical Drive</td>
<td>DVD-ROM</td>
</tr>
<tr>
<td>Network Card (NIC)</td>
<td>1Gbps</td>
</tr>
</tbody>
</table>

Oracle and SQL servers require multiple RAID arrays. One array is for the database files, the other is for either transaction logs (SQL) or archive logs/redo logs (Oracle). A third array is recommended for the operating system.

Sample database server (less than 300 users)

- 2 x Quad Core Intel Xeon 2.5GHz
- 8GB RAM
- 2 x 73GB SAS RAID-1 (Operating System and Logs)
- 2 x 146GB SAS RAID-1 (Logs and Pagefile)
- 4 x 300GB SAS RAID-10 (Database Files)
Thin Client Server

<table>
<thead>
<tr>
<th>Component</th>
<th>Minimum Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU (Processor)</td>
<td>Intel Dual Core Xeon 2.5GHz</td>
</tr>
<tr>
<td>RAM (Memory)</td>
<td>4GB</td>
</tr>
<tr>
<td>Optical Drive</td>
<td>DVD-ROM</td>
</tr>
<tr>
<td>Network Card (NIC)</td>
<td>1Gbps</td>
</tr>
</tbody>
</table>

Thin client servers are designed to support 25 sessions of Practice Partner only. For each additional 25 sessions of Practice Partner, add 4GB of RAM and 2 more CPU cores.

Web View Server

<table>
<thead>
<tr>
<th>Component</th>
<th>Minimum Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU (Processor)</td>
<td>Intel Dual Core 2.0GHz</td>
</tr>
<tr>
<td>RAM (Memory)</td>
<td>2GB</td>
</tr>
<tr>
<td>Optical Drive</td>
<td>DVD-ROM</td>
</tr>
<tr>
<td>Network Card (NIC)</td>
<td>1Gbps</td>
</tr>
</tbody>
</table>

Thin Client Workstation/Laptop/Tablet

<table>
<thead>
<tr>
<th>Component</th>
<th>Minimum Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU (Processor)</td>
<td>Intel Dual Core 1.6GHz (1.0 for Tablets)</td>
</tr>
<tr>
<td>RAM (Memory)</td>
<td>2GB</td>
</tr>
<tr>
<td>Network Card (NIC)</td>
<td>100Mbps (or 802.11g for wireless)</td>
</tr>
<tr>
<td>Video Resolution</td>
<td>1024x768 (1200x800 for widescreen displays)</td>
</tr>
</tbody>
</table>

Interface Computers

Interface Workstation

<table>
<thead>
<tr>
<th>Component</th>
<th>Minimum Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU (Processor)</td>
<td>Intel Core 2 Duo 2.0GHz</td>
</tr>
<tr>
<td>RAM (Memory)</td>
<td>2GB for Windows XP, 4GB for Windows Vista</td>
</tr>
<tr>
<td>Optical Drive</td>
<td>DVD-ROM</td>
</tr>
<tr>
<td>Network Card (NIC)</td>
<td>1Gbps</td>
</tr>
</tbody>
</table>
Interface Server

<table>
<thead>
<tr>
<th>Component</th>
<th>Minimum Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU (Processor)</td>
<td>Intel Dual Core Xeon 2.0GHz</td>
</tr>
<tr>
<td>RAM (Memory)</td>
<td>2GB</td>
</tr>
<tr>
<td>Optical Drive</td>
<td>DVD-ROM</td>
</tr>
<tr>
<td>Network Card (NIC)</td>
<td>1Gbps</td>
</tr>
</tbody>
</table>

Interface servers are necessary when running over 10 total interfaces. Additional CPUs or RAM are necessary for more interfaces to be run.

- For up to 9 interfaces, use an interface workstation
- For 10+ interfaces, use an interface server

Standard Workstation/Laptop (Fat Client Configuration)

<table>
<thead>
<tr>
<th>Component</th>
<th>Minimum Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU (Processor)</td>
<td>Intel Core 2 Duo 1.6GHz</td>
</tr>
<tr>
<td>RAM (Memory)</td>
<td>2GB for Windows XP, 4GB for Windows Vista</td>
</tr>
<tr>
<td>Network Card (NIC)</td>
<td>100 Mbps</td>
</tr>
<tr>
<td>Video Resolution</td>
<td>1024x768 (1200x800 for widescreen displays)</td>
</tr>
</tbody>
</table>
## Disk Storage Requirements

<table>
<thead>
<tr>
<th>Disk Component</th>
<th>Recommended Storage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Practice Partner installation</td>
<td>60GB</td>
</tr>
<tr>
<td>Black and white imaging</td>
<td>2GB per provider per year</td>
</tr>
<tr>
<td>Color imaging</td>
<td>5GB per provider per year</td>
</tr>
<tr>
<td>Database growth</td>
<td>2GB per provider per year</td>
</tr>
</tbody>
</table>

### Notes

- For large multi-provider/specialty single-database installations, more and more data becomes shared between providers so the total amount of space is not linear. **For 50+ providers in a single database, please allocate 1GB per provider per year for black and white imaging and 1GB per provider per year for database growth.**

- No single formula can account for every circumstance. If you will be doing an extraordinary amount of scanning (for example, full patient charts for every patient in your clinic), please discuss your storage needs with our support team.

- Oracle and SQL database types need additional storage for transaction logs, archive logs, and/or multiplexed redo logs. This section only covers storage needed for Practice Partner application data.
Storage Examples

Below are a couple of examples of how much storage to allocate when building out your Practice Partner infrastructure. If you have any questions or concerns, please contact our support team to discuss your specific needs.

**Example #1**

3 year server life expectancy
50 providers
SQL database type
Black and white imaging

60GB of space for base Practice Partner installation (on application server)
150GB of space for SQL database files (on SQL server)
150GB of space for scanned images (can be on application server or separate storage device)

**Example #2**

3 year server life expectancy
3 providers
c-tree Server database type
Black and white imaging

60GB of space for base Practice Partner installation (on application server)
18GB of space for c-tree Server database files (on application server)
18GB of space for scanned images (can be on application server or separate storage device)
Peripheral

Printers
McKesson Practice Partner recommends TCP/IP-enabled, PCL5-compatible printers.

For customers using thin client technology, use of the Uniprint software is recommended. More information can be found at http://www.uniprint.net.

Recommended Models
- HP P2035N (for light duty work, such as prescriptions)
- HP P4515N (for medium to heavy duty work, such as charts and reporting)

Scanners
McKesson Practice Partner requires TWAIN-compatible scanners. Please ensure any scanner that you purchase includes the necessary TWAIN driver software for use with the scanner.

For customers using thin client technology, use of the Remote Scan software is recommended. More information can be found at http://www.remote-scan.com.

Recommended Models
- HP ScanJet 5000
- Fujitsu 6130

Fax Board
For small clinics, the fax board can be installed on the application server or a thin client server. For customers that do a larger amount of faxing, a dedicated fax server is recommended.

Recommended Models
- Brooktrout TR1034 Series
Practice Partner Best Practices

REQUIRED

• The Practice Partner application folder must be on its own logical partition.
  • The logical drive on your application server must be a drive letter that is not reserved by any workstation (P: is the recommended drive letter).
  • The drive letter where the application folder resides on the application server must be available to be mapped on each and every Practice Partner computer.
  • **Backups are not optional, they are required.** A tape rotation with periodic offsite backups is recommended.
  • McKesson Practice Partner does not install, support or maintain backup solutions. This is completely the responsibility of the customer.
  • McKesson Practice Partner cannot be held responsible for data loss incurred due to incomplete or corrupt backups.
• Anti-virus must be installed with the McKesson Practice Partner recommended configurations.
  • The application folder (PPART) and client folder (PRWIN) must be excluded from real-time/on-access scanning. Scheduled scans when users are not in the system are recommended.
  • Trend Micro and CA eTrust are unapproved anti-virus solutions that may cause instability in the Practice Partner application.
• Customers utilizing the Oracle or SQL database platforms must have qualified DBA services. This can either be a full-time employee of the organization or contracted. McKesson does offer a variety of DBA service solutions as additional service contract fees.
• The use of teamed network interface cards (NICs) is not supported at this time.
• Practice Partner requires a domain/Active Directory infrastructure
• NTFS is required due to the necessity to set file permissions

RECOMMENDED

• The Windows pagefile should be on its own disk controller and should be two times the amount of RAM in the machine.
• DNS should be on the same subnet as the Practice Partner servers.
• Hardware from experienced and trusted vendors (HP, Dell, IBM) is highly recommended. **White-box servers are strongly discouraged.**
• Provision enough space on your operating system partition for growth. McKesson Practice Partner recommends 32GB+ for your operating system partition.
• Customers should have a hardware-level firewall protecting their network.
Special Considerations

Clustering
Practice Partner currently does not support clustering. The application server cannot be clustered.

Oracle or SQL servers may be able to be clustered. This is an untested platform and it is the responsibility of the IT personnel to implement, maintain and, if necessary, remove from the environment if it is found to be problematic.

Virtual Machines
McKesson supports the use of virtual servers to run the Practice Partner application. Virtual servers should only be implemented by IT staff familiar in their implementation, configuration and administration. Hardware resources allocated to virtual servers should be equal to the resources required for physical hardware. Database servers running Oracle or Microsoft SQL are not recommended to be virtualized. McKesson recommends VMWare vSphere 4.0 or higher or Microsoft Hyper-V for hypervisors.

Workstation virtualization (such as VMWare View) is currently being evaluated and is not currently supported with Practice Partner.

Thin Client Server Limitations
Use of a thin client server has certain limitations. These limitations are discussed below. If you have any questions about these limitations, please contact our support team.

Midmark ECG
The Midmark ECG is supported in a stand-alone environment meaning that you create and save results using Midmark’s software. You can then export the results from Midmark and import them into Practice Partner’s database. By assigning the Patient ID’s in the Midmark software, Practice Partner will automatically import the report into the appropriate patient chart. In order for this configuration to function, the workstations must have a serial port; some tablet PCs do not have a serial port and therefore would not work. If the computer doesn’t have a serial port you can purchase a Midmark Serial to USB adaptor.

Midmark Spirometer
The Midmark Spirometer is supported and can be used in real time. To use the Spirometer in real time you must have the serial version of the Spirometer and the workstations must have a serial port; some tablet PCs do not have a serial port and therefore would not work. If the computer doesn’t have a serial port you can purchase a Midmark Serial to USB adaptor.

Dragon NaturallySpeaking
You can use the Dragon speech recognition product in a thin client environment. You must install Dragon locally. Using the “show dictation box” feature in Dragon, you can dictate directly into Practice Partner running on the thin client server. Note that certain integration features are not compatible and do not function, but this method does allow for speech recognition capabilities within Patient Records.
**Single-User and Advanced**

**Minimum Workstation System Requirements**

Pentium III, 500 MHz (minimum) or higher processor, 500 MB available hard disk space, 512 MB RAM, 32-Bit color display (minimum screen display of 1024x768), Windows XP Professional SP3 or higher 32-Bit, Windows Vista Business SP1 or higher 32-Bit.

**NOTE**: You must meet the minimum system requirements for your operating system. If you are using any operating system other than Windows XP, refer to the minimum operating system requirements published by Microsoft. Windows XP Home not supported.

**Recommended Workstation System Requirements**

Pentium 4, 2.6 GHz (minimum) or higher processor, 1GB of available hard disk space, 1 GB of RAM for Windows Vista 32-Bit and Windows 7 32-Bit; 2 GB of RAM for Windows Vista 64-Bit and Windows 7 64-Bit, 32-Bit color display (minimum screen display of 1024x768), Windows Vista Business SP1 or higher 32-bit or 64-Bit, Windows 7 (Professional or Ultimate) 32-Bit or 64-Bit, Windows XP Professional SP3 or higher 32-Bit.

**Network Professional**

**Minimum Workstation System Requirements**

Pentium III, 500 MHz (minimum) or higher processor, 500 MB available hard disk space, 512 MB RAM, 32-Bit color display (minimum screen display of 1024x768), active internet connection, Windows XP Professional SP3 or higher 32-Bit, Windows Vista Business SP1 or higher 32-Bit.

**NOTE**: You must meet the minimum system requirements for your operating system. If you are using any operating system other than Windows XP, refer to the minimum operating system requirements published by Microsoft. Windows XP Home not supported.

**Recommended Workstation System Requirements**

Pentium 4, 2.6 GHz (minimum) or higher processor, 1GB of available hard disk space, 1 GB of RAM for Windows Vista 32-Bit and Windows 7 32-Bit; 2 GB of RAM for Windows Vista 64-Bit and Windows 7 64-Bit, 32-Bit color display (minimum screen display of 1024x768), active internet connection, Windows Vista Business SP1 or higher 32-Bit or 64-Bit, Windows 7 (Professional or Ultimate) 32-Bit or 64-Bit, Windows XP Professional SP3 or higher 32-Bit.

**Server System Requirements**

Pentium 4, 2.6 GHz (minimum) or higher processor, 2 GB of available hard disk space, 2 GB of RAM, 16+ color display, Windows 2003 Server SP2 or higher 32-Bit or Windows 2008 Server 32-Bit or 64-Bit (Recommended).
Medisoft Clinical

Minimum System Requirements
the server with at least 4 GB of RAM; a second, dedicated hard drive (the second hard drive needs to be
named P: and have two folders named ppart and License which are used for installing the product);
Database Platform: c-tree Server version 7.12 * - (Standard) for Windows NT/2000/XP; and Windows XP
SP3 or higher 32-Bit, or Windows Vista Business SP1 or higher 32-Bit for the client. Also runs on
Windows 2008 Server 32-Bit or 64-Bit **.

* When running Medisoft Clinical with Windows Server 2008 64-Bit, you must turn off the Windows UAC
feature (requirement of c-tree Server).

** Medisoft Clinical does not support the Remote Application feature in Windows Server 2008.
Windows 2008 Server 32-Bit.

Medisoft Clinical Recommended Hardware Requirements

NOTE: for small practices (1 to 25 users) using a single server
Single Processor: Dual core 2.0 GHz+ or Quad core 1.8GHz+, RAM: 4 GB, System Drive: 32 GB or
higher, Data Drive: RAID-5, Network Card: 1 Gbps, Optical Drive (DVD): Required, Tape Backup: VXA,
DLT or LTO (large enough to backup entire Medisoft Clinical folder), Video: 1024x768, UPS (Battery):
1500VA or higher.

Quick View: Medisoft v16 Supported Operating Systems

NOTE: Medisoft v16 is a 32-Bit application, and on a supported 64-Bit platform, the application
will run in a 32-Bit mode.

<table>
<thead>
<tr>
<th>OPERATING SYSTEM</th>
<th>SERVER</th>
<th>WORKSTATION</th>
<th>DATABASE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Version of Medisoft v16</td>
<td>Version of Medisoft v16</td>
<td>Version of Advantage</td>
</tr>
<tr>
<td></td>
<td>Network Professional</td>
<td>Single-User or Advanced</td>
<td>Network Professional</td>
</tr>
<tr>
<td>Windows Server 2003 32-Bit</td>
<td>Y</td>
<td>N/A</td>
<td>Y</td>
</tr>
<tr>
<td>Windows Server 2008 32-Bit</td>
<td>Y</td>
<td>N/A</td>
<td>Y</td>
</tr>
<tr>
<td>Windows Server 2008 64-Bit</td>
<td>Y</td>
<td>N/A</td>
<td>Y</td>
</tr>
<tr>
<td>Windows Vista Business 32-Bit</td>
<td>N/A</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>Windows Vista Business 64-Bit</td>
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<td>Y</td>
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<tr>
<td>Windows XP Professional 32-Bit</td>
<td>N/A</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Windows 7 Professional 32-Bit</td>
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<td>Windows 7 Ultimate 32-Bit</td>
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<tr>
<td>Windows 7 Ultimate 64-Bit</td>
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<td>Y</td>
<td>Y</td>
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</table>
Quick View: Medisoft Clinical Supported Operating Systems

<table>
<thead>
<tr>
<th>OPERATING SYSTEM</th>
<th>SERVER</th>
<th>WORKSTATION</th>
<th>DATABASE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Version of Medisoft v16</td>
<td>Version of Medisoft v16</td>
<td>Version of c-tree Server</td>
</tr>
<tr>
<td></td>
<td>Medisoft Clinical with Medisoft Network Professional</td>
<td>Medisoft Clinical with Medisoft Network Professional</td>
<td>7.12 Standard</td>
</tr>
<tr>
<td>Windows Server 2003 32-Bit</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Windows Server 2008 32-Bit</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Windows Server 2008 64-Bit</td>
<td>Y*</td>
<td>Y**</td>
<td>Y</td>
</tr>
<tr>
<td>Windows Vista Business 32-Bit</td>
<td>N/A</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Windows Vista Business 64-Bit</td>
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<td>N</td>
<td>NA</td>
</tr>
<tr>
<td>Windows XP Professional 32-Bit</td>
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<td>Y</td>
<td>Y</td>
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<tr>
<td>Windows 7 Professional 32-Bit</td>
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<tr>
<td>Windows 7 Ultimate 32-Bit</td>
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<td>NA</td>
</tr>
<tr>
<td>Windows 7 Ultimate 64-Bit</td>
<td>N/A</td>
<td>N</td>
<td>NA</td>
</tr>
</tbody>
</table>

* Medisoft Clinical does not support the Remote Application feature in Windows Server 2008 64-Bit.

** When running Medisoft Clinical with Windows Server 2008, you must turn off the Windows UAC feature (requirement of c-tree Server).
Lytec 2010 Single-User Hardware and Software Requirements

**Workstation System Requirements - Recommended**
Equivalent to Pentium 4, 2.0 GHz (minimum) or higher processor, 4GB of available hard disk space, 2GB RAM, 32bit color display (minimum screen display of 1024x768), DVD drive (required to install the software).

**Workstation Operating System - Required**
Windows XP Professional SP3 or higher, Windows Vista Business SP1 or higher.

**Internet - Recommended**
High-speed Cable, DSL, Satellite internet service.

Lytec 2010 Professional or Multi-User Hardware and Software Requirements

**Workstation System Requirements - Recommended**
Equivalent to Pentium 4, 2.0 GHz (minimum) or higher processor, 4GB of available hard disk space, 2GB RAM, 32bit color display (minimum screen display of 1024x768), DVD drive (required to install the software).

**Workstation Operating System - Required**
Windows XP Professional SP3 or higher (Note: Window XP Professional SP3 is required if the workstation and the server are installed on the same computer), Windows Vista Business SP1 or higher.

**Server System Requirements - Recommended**
Equivalent to Pentium 4, 2.6 GHz (minimum) or higher processor, 6GB of available hard drive space, 4GB RAM, 32bit color display (minimum screen display of 1024x768), DVD drive (required to install the software).

**Server Operating System - Required**
Multi-User/ Professional: Windows XP Professional SP3 or higher, Windows Vista Business SP1 or higher.

**Network - Recommended**
Gigabit full-duplex 10/100/1000 Ethernet router/switch using CAT5e (or CAT6) Ethernet cable. Consult with a licensed network vendor for proper wiring for your business computing environment. Wireless networks are not recommended. If a wireless network is the only option we suggest, at the minimum, an 802.11G wireless network.

**Internet - Recommended**
High-speed Cable, DSL, Satellite internet service.
Lytec 2010 Client/Server Hardware and Software Requirements

NOTE: The requirements for Lytec MD documented in the next section include several key elements that supersede or are in addition to the requirements for Lytec 2010 Client/Server. Review this section of the documentation carefully; the different requirements for Lytec MD are in italic text.

Workstation System Requirements - Recommended
Equivalent to Pentium 4, 2.0 GHz (minimum) or higher processor, 4GB of available hard disk space, 2GB RAM, 32bit color display (minimum screen display of 1024x768), DVD drive (required to install the software).

Workstation Operating System - Required
Windows XP Professional SP3 or higher, Windows Vista Business SP1 or higher.

Server System Requirements - Recommended
Equivalent to Pentium 4, 2.6 GHz (minimum) or higher processor, 6GB of available hard drive space, 4GB RAM, 32bit color display (minimum screen display of 1024x768), DVD drive (required to install the software).

Server Operating System - Required
Client/Server: Windows 2003 Server (Enterprise or Standard editions) with latest service packs, Windows 2008 Server (Standard) in either 32-bit or 64-bit.

Network - Recommended
Gigabit full-duplex 10/100/1000 Ethernet router/switch using CAT5e (or CAT6) Ethernet cable. Consult with a licensed network vendor for proper wiring for your business computing environment. Wireless networks are not recommended. If a wireless network is the only option we suggest, at the minimum, an 802.11G wireless network.

Internet - Recommended
High-speed Cable, DSL, Satellite internet service.

Lytec MD Hardware and Software Requirements
Equivalent to Pentium 4, 2.6 GHz (minimum) or higher processor (recommended), 4 GB of RAM (minimum), DVD drive (required to install the software). Dedicated hard drive or partition (P:\Drive) for data (recommended).
Lytec MD 9.3.2 (ships with Lytec 2010), Windows 2003 Server Standard edition for the server. Also runs on Windows 2008 Server (Standard) in either 32-bit or 64-bit. Database Platform: SQL Server 2005 Standard edition (included with Lytec Client Server);

Windows XP SP3 or higher or Windows Vista (32-bit) Business SP1 or higher for the client.
Attachment C.

Product Literature
The power to improve productivity.
The power to improve quality of care.
The power to improve healthcare.

You have the power to perform.
A Better Way to Practice

The Practice Partner® system’s award-winning, fully integrated electronic medical record (EMR) and practice management software helps you do more for your patients with less effort. At work at thousands of practices nationwide, the Practice Partner system from McKesson helps practices of all sizes and specialties improve their quality of care and their bottom-line productivity.

The Practice Partner system includes these powerful applications, which are available individually or together:

- Practice Partner® Patient Records
- Practice Partner® Medical Billing
- Practice Partner® Appointment Scheduler
- Practice Partner® Practice Partner® Practice Partner® Practice Partner®

The Power to Improve Productivity

Practice Partner software helps practices realize both increased revenue (through increased patient volume, improved coding and pay-for-performance reimbursement) and reduction in costs (through labor, material savings, improved work flow and chart access). Here are a few ways your practice can become more productive:

- Unique note-centric design automatically updates the entire chart from the note, including everything from problem list and vital signs, to allergies and medications
- Documentation tools adapt to the provider’s preference, not the other way around, and offer a choice of data-entry methods:
  - Templates, speech recognition, transcription, digital pen, dictation and Web-based patient data entry
  - Dashboards provide rapid access to schedules, task lists, messages, results, overdue orders and other relevant information
  - Sophisticated coding advisor analyzes notes for Evaluation and Management codes for primary and specialty care using 1995 and 1997 Centers for Medicare and Medicaid Services (CMS) documentation guidelines to maximize coding based on documentation
  - Automated electronic encounter form eliminates paper superbills so the billing clerk can review and post charges with a few keystrokes

The Power to Advance the Quality of Care

Whether it is avoiding an adverse reaction to a medication or helping to prevent or detect a disease in its earliest stages, the Practice Partner system delivers the tools needed to help you improve the quality of care. These tools include patient-specific reminders; point-of-care, evidence-based content; disease-specific flow charts; and population-based reports.

- Extensive health maintenance templates, including age/sex, and user-configurable disease and medication protocols enhance patient care
- Sophisticated discrete data capture allows more flexible, detailed clinical reporting
- Extensive drug interaction, drug/allergy, drug/disease,
Certifications and Awards

- Certification Commission for Healthcare Information Technology (CCHIT)*
- CCHIT + Child Health*
- SureScripts®
- RxHub®
- Best EMR Software — TEPR™ (three consecutive years)
- Best EMR Software — AC Group (five consecutive years)
- Best Integrated System — InvestMed
- Top IT Products — InfoWorld

* CCHIT-certified® product for versions for Ambulatory EMR 2006, 2007 and 2008 listed on CCHIT Web site; Certified for CCHIT + Child Health 2008 (1st year offered)

The Power to Profit from Experience

Practice Partner has an established customer base of more than 25,000 users, an award-winning design, and decades of experience to help your practice.

- A trusted partner, McKesson provides two responsive support centers in the United States in different time zones to assist you regardless of where you are located.
- McKesson constantly strives to deliver customers the latest in technology with advanced software tools, database platforms, Web technologies and hardware capabilities.
- You will join an active community of users who share tips, tricks, ideas and experience; a 3,000-member online customer forum; online template and content sharing; and active customer advisory committees.

drug/diagnosis checking, formularies, cost and dosage information facilitate medication management.

- Integrated order entry manages and tracks the status of all orders.
- Embedded evidence-based content provide critical information at the point of care.
- Access to the Practice Partner Research Network (PPRNet), a pioneering practice-based quality improvement and research network, provides sophisticated quality reports.

Practice Partner Patient Records is organized in electronic file folders, similar to a paper chart, to make it easy to navigate and use.
PRACTICE PARTNER PATIENT RECORDS
The Practice Partner Patient Records application provides a host of innovative tools to improve both office and clinical efficiency, while helping to improve quality of care.

Unique Design Makes Patient Documentation More Efficient
The system’s unique note-centric design means that physicians can enter data into the note (e.g., problems, medications, vitals, health maintenance and lab results) and automatically update the complete chart without jumping from screen to screen.

Delivers Tools to Help You Manage Your Day
- View information in one place from the provider dashboard — from messages to new results to the provider’s schedule
- Electronic prescribing (via SureScripts® and RxHub®) speeds workflow and improves patient safety
- Quickly see all overdue orders and track each order by patient, status and expected time for a result to return. Incoming results automatically update order status
- Review bins enable quick review of notes, documents and lab results

Delivers Tools to Help Improve Quality
- Built-in, evidence-based content and reminders embedded in progress notes
- Electronic prescription writing with drug interaction, drug/allergy, drug/disease, drug/diagnosis checking, and drug dose advice
- Health maintenance protocols based on age, sex, disease, medications or other conditions specific to the patient. Includes hundreds of disease and medication protocols
- Reminders appear when you schedule a visit, open the chart and at the point of care in the progress note

PRACTICE PARTNER MEDICAL BILLING
Practice Partner Medical Billing is a comprehensive practice management tool that improves the financial health of physician practices with an extensive set of features designed to efficiently manage today’s complex business requirements.

Reduces the Complexity and Simplifies the Billing Process
- Open multiple patient ledgers simultaneously
- Decrease data entry with electronic remittance and electronic encounter forms
- Automate payment posting with electronic remittance and automatically calculate adjustments and patient payment portion
- Create groups of up to thirty procedures commonly performed together and use a single code to automatically post charges

A Better Way to Practice
Advanced Health Care
Arlington, Va.
- Two physicians
- Increased average daily visits by 10%
- Increased annual revenue by $40,000 without additional staff
- Made measurable improvements in patient care:
  - Coronary heart disease patients on a lipid-lowering prescription increased from 58% to 95%
  - Diabetes patients undergoing the microalbumin/creatinine test to evaluate kidney function increased from 4% to 85%
**Improve Cash Flow and Collections**
- Reduce claim rejections with a real-time coding wizard that checks claims as they are posted for compliance with insurance rules
- Submit electronic claims and payments and track progress of each insurance claim online through the Practice Partner Clearinghouse, powered by RelayHealth®
- Store images of EOBs and link to payments
- Use the sophisticated collection module to manage to-dos and automate patient and insurance follow-up
- Easily track cases, co-pays and insurance authorizations
- Alert schedulers about billing issues, including collections status and other reminders
- Drill down to patient accounts directly from the interactive accounts receivable screen with just one click
- Produce a wide variety of reports including: accounts receivable aging, insurance payment comparables, RVUs by procedure/provider, insurance receivables, analysis of procedure and diagnosis codes posted, and cash receipts

**Flexible Appointment Setting**
- Gain ultimate flexibility with customizable on-screen columns, slots of any length, support for wave scheduling, double booking (with rules), customized daily calendars, customizable statuses
- Schedule group appointments
- Use on-call scheduling
- Support resource, provider and room scheduling or combinations
- View waitlists, including automatic Web waitlist requests

**Manage Your Practice More Efficiently**
- Gain multi-user access — many users can share the same schedule screen at once (warns about double booking)
- Track patient location and time waiting (with configurable alerts)
- Easily post co-pays during check-in
- Produce comprehensive management reports including productivity analysis, no-show and canceled appointments, missing progress notes, and patient reminders and follow-up
- Automatically create progress notes documenting missed or canceled appointments when used with the Practice Partner Patient Records application

**Improve Workflow and Efficiency**
- View items and tasks that require your attention in the operator dashboard, including messages, electronic encounter forms, to-do notes and status of delinquent accounts
- Quickly search and find guarantor and patient information — by name, ID, social security number, insurance and alternative IDs, telephone numbers, and more
- Configure posting screens, modify payment screens to match columns on EOBs
- Easily track ledger posting work for a particular time period or user-defined “batch”
- Print work summary for reconciliation purpose
- Create multiple fee schedules by provider and insurance carrier

**PRACTICE PARTNER APPOINTMENT SCHEDULER**
The Practice Partner Appointment Scheduler application provides a flexible solution for today’s scheduling needs.

**Intelligent Design**
- Visually search for slots using daily, two-day, weekly, monthly providers in and provider group views
- Automatically find appointments using criteria such as next available, date range, time of day, day of week, appointment length, appointment type, resources, rooms, and provider preferences
- Easily schedule a patient’s appointments with multiple providers, following a team protocol if desired. Schedule repeating appointments from a single screen

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The Power to Connect

Connects Clinics and Centers
Urology San Antonio, Texas
- 25 providers, six clinics, one surgery center and a central billing office
- $144,000 annual savings in labor costs
- $360,000 annual revenue increase from coding efficiencies
- Increase in daily visits

CONNECTING THE PRACTICE
Practice Partner pulls your practice together with system- and feature-level integration that maximizes efficiency, minimizes errors and optimizes return on investment. The Practice Partner system features:

- A single database for records, billing and scheduling that creates seamless information sharing
- An electronic encounter form generated by the note or orders that speeds billing and prevents lost charges
- A scheduling screen that shows at a glance integrated alerts (patient and guarantor), overall financials, co-pays, real-time eligibility, and overdue health maintenance as appointments are made
- Integrated messaging that improves interoffice communication and collaboration, while extending to patients and external physicians and providers
- A billing application that greatly decreases data entry through electronic remittance and electronic encounter forms

- A scheduling application that automatically creates no-show progress notes, tracks visit counts for cases, and posts co-pays during check-in

Connecting the Community

Today’s practices need to be connected to the wider community. Practice Partner can connect you to hospitals, laboratories, radiologists, pharmacies, insurance carriers, colleagues, patients and much more.

Send orders and receive results, all electronically. Exchange clinical data with the hospital. Send prescriptions electronically and receive refill requests electronically. Exchange clinical data with colleagues outside your practice and ease the referral process. Get real-time insurance eligibility information, including formularies.

McKesson has deployed thousands of interfaces to all types of information systems. We offer support for well-established standards such as HL7, CCR, CCD, NCPDP SCRIPT, and others.

Connecting with Your Patients

Patients can connect online to self-register, check-in, request appointments, see future appointments, lab results and current medications, or even provide the HPI for a visit.

The Practice Partner system also offers patients an electronic method to begin completing their medical history prior to the encounter. Accessed either from a waiting room computer or over the Web from the patient’s home, patients respond to multiple-choice questions that are automatically passed to Practice Partner.

Physicians can then quickly review the information and save time on both visit documentation and the visit itself.

FIND OUT MORE TODAY

If you are ready to learn more about how McKesson can give your practice the power to improve productivity and quality of care, contact McKesson at 1.800.770.7674 or visit us online at www.mckesson.com/practicepartner.

Practice Partner Research Network

For the more than 700 providers participating in the Practice Partner Research Network (PPRNet), the data in Practice Partner Patient Records has become a critical tool in identifying quality of care improvements. Formed in partnership with the Medical University of South Carolina, PPRNet is a practice-based quality improvement and research network that offers quarterly, practice-specific reports that measure clinical performance against parameters in the areas of diabetes, cardiovascular disease, cancer screening, immunizations, infectious disease, mental health, substance abuse, obesity and inappropriate Rx prescribing.
ABOUT McKesson Corporation

McKesson Corporation, currently ranked 18th on the FORTUNE 500, is a healthcare services and healthcare information technology company dedicated to helping its customers deliver high-quality healthcare by reducing costs, streamlining processes and improving the quality and safety of patient care. McKesson is the longest-operating company in healthcare today, marking its 175th anniversary this year. Over the course of its history, McKesson has grown by providing pharmaceutical and medical-surgical supply management across the spectrum of care; healthcare information technology for hospitals, physicians, homecare and payors; hospital and retail pharmacy automation; and services for manufacturers and payors designed to improve outcomes for patients. For more information, visit us at www.mckesson.com.

McKesson Provider Technologies
5995 Windward Parkway
Alpharetta, GA 30005

www.mckesson.com/practicepartner
1.800.770.7674
A complete practice solution that delivers maximum value.
At a price that smaller practices can afford.

The electronic medical record (EMR) component of Medisoft Clinical is a proven EMR that has helped thousands of practices like yours provide exceptional quality of care while improving financial performance.

Maximize efficiency
Unlike other EMRs, Medisoft Clinical features a unique note-centric design that allows physicians to complete the entire chart from the progress note. Any information you add to the note — such as medications, vital sign results or lab results — automatically update the entire chart, all from the note.

Documentation tools adapt to the providers’ style and offer a choice of data entry methods including:
- templates
- speech recognition
- transcription
- digital pen
- dictation
- Web-based patient data entry

A provider dashboard lets you view all critical information — including messages, incoming results and a daily patient schedule — in one place. In addition, a review bin provides at-a-glance viewing of notes, documents and lab results.

Physicians also are able to quickly see overdue orders and track each order by patient, status and expected time for a result to return. In addition, incoming results automatically update order status.

Enhance quality
Medisoft Clinical offers easy access to the information you need to ensure exceptional care. An extensive knowledge base includes:
- Web-based access to hundreds of disease and medication protocols
- a broad range of progress note templates covering both primary care and specialty topics
- guidelines for diagnosis and treatment
- health maintenance protocols based on age, sex, disease, medications or other conditions specific to the patient

Ensure safety
Electronic prescribing (via SureScripts® and RxHub®) improves patient safety and speeds new prescription and refill workflow. Physicians and other providers use thousands of prescription templates and a comprehensive database of drug costs and checks — drug interaction, drug/allergy, drug/disease, drug/diagnosis — in addition to proactive dose advice.

Physician tools
- Analyze the note with a sophisticated coding advisor for Evaluation and Management codes using both the 1995 and 1997 CMS Documentation Guidelines to optimize coding based on documentation.
- Load transcribed text and populate the entire chart including the problem list, medication list, medical histories and vital signs. Partially dictate a visit and have the transcribed text automatically go to the correct place in the note.
- Import and export chart summary data using CCD or CCR formats. Communicate with other practices’ EMRs or with the patient’s personal health record (PHR).
- When importing data, choose which chart sections to update while still keeping an entire copy of the imported document.
- Customize chart viewing by physician to allow provider and specialty specific views for charts, chart summaries and flow charts.

Learn more about Medisoft Clinical at www.medisoft.com.
At a price that smaller practices can afford.

Chances are your practice currently uses McKesson's Medisoft® practice management (PM) system or another solution to automate your scheduling, billing and accounts receivable processes. It's time to take the next step. By adding an electronic medical record (EMR) like the one in Medisoft Clinical, you can ultimately replace all paper in your practice to achieve maximum office efficiency, improve financial performance and enhance quality of care.

Introducing Medisoft Clinical — A complete PM/EMR solution

With the latest Medisoft release, McKesson now offers Medisoft Clinical, a complete practice management/electronic medical record (PM/EMR) solution that works seamlessly together to minimize practice disruption.

Medisoft Clinical combines the practice management features of Medisoft v15 with a fully functional EMR at a price point geared to smaller physician practices like yours. With Medisoft Clinical, you get the latest in practice automation without a lot of hassle and at a price you can afford.

Experience the best of both worlds with a combined PM/EMR solution that works seamlessly together to minimize practice disruption.

Integrating an EMR with your practice management system can provide thousands of practices like yours provide exceptional quality of care while improving financial performance.

Maximize efficiency

The electronic medical record (EMR) component of Medisoft Clinical is a proven EMR that has helped thousands of practices achieve maximum office efficiency, improve financial performance and enhance quality of care.

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Physician tools

- Analyze the note with a sophisticated coding advisor for Evaluation and Management codes
- Overall care summary
- Search for disease, diagnosis, body system, body part, drug, allergy, procedure or other codes
- View Rx/refill status and recommended drugs

Learn more about Medisoft Clinical at www.medisoft.com.

Chances are your practice currently uses McKesson’s Medisoft® practice management (PM) system or another solution to automate your scheduling, billing and accounts receivable processes. It’s time to take the next step. By adding an electronic medical record (EMR) like the one in Medisoft Clinical, you can ultimately replace all paper in your practice to achieve maximum office efficiency, improve financial performance and enhance quality of care.
A complete practice solution that delivers maximum value.
Lytec MD from McKesson combines the practice management (PM) features of Lytec 2010 with a proven CCHIT Ambulatory 2008 certified electronic health record (EHR) that has helped thousands of practices improve quality of care and financial performance. Lytec MD provides a clinical upgrade path to current users of Lytec. As a result, Lytec users minimize practice disruption by keeping the PM they know and adding the EHR that will take them to the next level of practice automation.

**Unique Design Makes Patient Documentation More Efficient**

Lytec MD features Bright Note Technology inside, which is a dynamic processing engine that allows physicians to complete the entire chart from a single note. When the note is completed, one touch sends searchable patient data instantly across the chart.

Bright Note Technology uses dot codes to help complete the single screen note and then synchronize discrete and reportable data to the appropriate folders within the electronic chart. As a result, physicians and staff have quick access to information to facilitate clinical care reporting, help optimize reimbursements and generate pay-for-performance data.

Finally, because Lytec MD looks like a paper patient chart and uses physicians’ preferred charting style, it helps physicians feel more comfortable with using an EHR to care for their patients.

See back to learn how Bright Note Technology, the provider dashboard and the reporting features of Lytec MD will help your office improve efficiency and enhance health outcomes.
One Touch Sets
Everything in Motion

Bright Note Technology

Using a provider’s preferred data entry method including templates, speech recognition, transcription, digital pen, dictation and Web-based patient data entry, Bright Note Technology enables physicians to complete the patient chart from a single progress note. When the physician saves the note, searchable data automatically populates the various areas of the chart. Blue indicators show that information is contained in a particular tab.

Provider Dashboard

A provider dashboard allows physicians to view all critical information – including messages, incoming results and a daily patient schedule – all in one place. In addition, a review bin provides at-a-glance viewing of interoffice messages, notes, documents and lab results.

Reporting

Searchable patient data is automatically generated to help quickly produce meaningful clinical care reporting. The reporting capabilities of Lytec MD help position users to qualify for incentives designed to encourage the adoption of EHRs, including pay-for-performance, Medicare ePrescribing and those built into the American Recovery and Reinvestment Act.

Attachment D.

Case Studies
Westshore Family Medicine
Improving the Bottom Line in a Group Practice

As part of an electronic health record (EHR) pilot project, Westshore Family Medicine proved that indeed, electronic health records were better than paper charts. Above and beyond simply replacing the chart, Westshore was able to prove that an EHR has the capability to reduce costs by improving efficiency, while at the same time improving patient care. After implementation, Westshore was able to reduce numerous costs associated with inefficiencies and substantially increase the number of patients receiving recommended preventive services.

Results

- Transcription time reduced by 33%
- Decreased staffing needs from 3.5 staff per full-time provider to 2.5
- Dramatically increased number of patients getting preventive procedures

The EHR system has reduced costs, reduced stress and improved patient care.

Critical Issues

- Too much staff time dedicated to filing paper charts
- Lengthy dictation/transcription turnaround time
- Excessive pharmacy costs
- Need to track and administer preventive care services

Challenges

In 1995, Westshore was the site of a pilot project to determine if an EHR could replace the paper chart — so they went shopping for an EHR. Westshore wasn’t certain of what the outcome would hold, but was forward-looking and up for the challenge. According to Dr. Michael Banka, “We wanted to make our lives easier and improve patient care.”

Answers

Westshore did a thorough search of the EHR systems available and decided on the Practice Partner® Patient Records medical office software system because of its ease of use, Dr. Banka confirms. Practice Partner Patient Records not only replaced the paper charts but also allowed the staff to work more efficiently.

Pharmacy costs have also been reduced. When writing a prescription with Practice Partner Patient Records, the physician can easily check on the cost of a drug and, when alternatives are available, prescribe the least expensive.
Case Study

“We wanted to make our lives easier and improve patient care. We did a thorough search of the EHRs available and decided on the Practice Partner® Patient Records system because of its ease of use.”

Dr. Michael Banka, M.D.

Typically, health maintenance organizations (HMOs) allocate a certain dollar amount per prescription. At Westshore, pharmacy costs average about $2 per member, per month less than the allocation; similar practices without an EHR are about $4 over. Multiplied by 8,000 patients, the savings are considerable.

Practice Partner Patient Records is also an effective tool for improving patient care and enhancing revenues. When the patient record is accessed during an office visit, a reminder about recommended preventive services (such as immunizations and mammograms) pops up on the screen for the physician and patient to discuss.

The impact Practice Partner Patient Records makes in the number of patients getting preventive procedures can be dramatic. In Muskegon County, only 40% of women who should be getting mammograms get them. Among Westshore patients, the figure is 78%.

More children are getting their immunizations, too. “We did a comparison between our office and another office without an EHR to see what percentage of kids had received their immunizations at age two,” reported Dr. Banka, “37% of their kids and 94% of ours had been immunized. Only four kids in our office didn’t have their shots. The patients were all updated by the end of the day.”

What does the future hold for Westshore? Practice Partner Patient Records is still providing opportunities for increased efficiency and savings. For example, all Westshore patients requiring hospitalization are admitted to one of the local hospitals, and every week 700 pages of reports were received from the hospital. It took one full-time staff person to scan all those reports into the patient records.

Scanning reports is now a thing of the past. A health record interface has been established with the hospital and, in the future, reports will be downloaded into the patient record electronically.
Managing quality improvements in chronic disease treatment is a challenge for any physician practice, but even more so in a family practice residency where much of the clinical staff includes residents in constant transition. To improve the continuity of care provided by its three-office family medicine residency, Washington Hospital implemented a fully integrated electronic health record (EHR) from McKesson, overhauled processes within the practice, and enlisted support from a research network to benchmark quality measures. The transformation has helped the residency enhance patient care and benefit from a regional pay-for-performance program, increasing annual revenue by $50,000.

**Challenges**

Because it hosts a training program for residents, Washington Hospital's clinical staff is always changing. In fact, patients are not seen by their regular doctor 40% of the time, resulting in missed opportunities for managing chronic diseases. Continuity of care was further inhibited by the practice's use of paper records. With three residency sites separated by 20 miles, it was difficult for residents to evaluate patients in the hospital without the information in their records. And when patients moved from office to office, record transfer was a problem.

**Answers**

Washington Hospital selected McKesson’s Practice Partner® Patient Records, Practice Partner® Medical Billing and Practice Partner® Appointment Scheduler solutions. (Practice Partner version 9.2 from McKesson is a CCHIT CertifiedSM product for CCHIT Ambulatory EHR 2006 and 2007.) This integrated system streamlines office management and gives physicians access to patient data anywhere, anytime.

“Practice Partner has become a regular part of our physicians’ daily care of patients,” explains Jeff Minteer, M.D., associate residency director, Washington Hospital. “McKesson’s system gives our training physicians the ability to access information in multiple settings — from one of our offices, the hospital or home.”

Dr. Minteer extended the practice’s use of the EHR when Highmark, one of Washington Hospital’s largest payors, instituted a pay-for-performance program based on quality improvement measures. The incentives ranged from $3 to $9 per visit, depending on the practice’s performance against the measures. Dr. Minteer chose to focus on a disease management initiative for diabetics, a significant portion of the practice’s patient population.

Using the Practice Partner EHR in conjunction with historical population and patient data
“McKesson has given us a step toward a longitudinal patient record that is helping us resolve the segmentation of healthcare.”

Jeff Minteer, M.D.
Associate Residency Director
Washington Hospital

compiled by Practice Partner Research Network (PPRNet), Washington Hospital identified the diabetic patients at highest risk for complications and measured the effectiveness of its new process changes.

Two major process changes were instituted. The first identified diabetic patients when they came in for an office visit. Staff created a workflow chart in the Practice Partner solution with a diabetic-specific flowsheet that was completed prior to the patient’s visit. When the patient arrived for the visit, the resident would know the patient was diabetic and could order any necessary lab work.

The second process change established outbound communication for preventive care. Nurses were trained as diabetes educators and communicated with the diabetic patients through e-mail messages and mailings to help ensure they scheduled and completed their visits.

“Already having an EHR in place was crucial for instituting a disease management program,” Dr. Minteer explains. “Our EHR provides accurate clinical information extracted directly from the chart — and that information is available to multiple members of the healthcare team.”

Results
Washington Hospital achieved substantial improvements in clinical outcomes among its diabetic patient population. Prior to the disease management initiative, Washington scored three points greater than the median and zero at benchmark (defined as 90th percentile of performance) on 13 diabetes-specific measures when compared against its peer group within a national research organization (PPRNet). After the process changes, the hospital scored nine points greater than the median and four points greater than the benchmark against the same peer group.

Washington Hospital’s financial performance also skyrocketed. Prior to the new processes, the residency received Highmark’s lowest level of quality bonus. After the new processes, the bonus increased to the highest level, resulting in additional annual revenue of $50,000. The financial gain enabled the practice to hire another nurse to run the disease management program.

“McKesson has given us a step toward a longitudinal patient record that’s helping us resolve the segmentation of healthcare,” says Dr. Minteer. “We have better control and access to data and can evaluate practice patterns, improve pay-for-performance activities and lessen errors with electronic reminders.”

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Norco Medical Group
Using Practice Partner to thrive in a capitated market

Norco Medical Group, a primary care practice located in Southern California is thriving in a strongly capitated market. A big part of their success in a tough market was their decision to purchase Practice Partner’s integrated electronic health record (EHR) and practice management system. “Practice Partner has been instrumental in the growth and productivity of our practice. I am not sure how we practiced without it,” said Norco’s founder and current medical director, Dr. Robert Nelson. The practice recently received a bonus of over $1MM from their IPA due to utilization management efficiencies.

Like many physician entrepreneurs, Dr. Nelson started small, putting his shingle out as solo practitioner in 1998. He had the advantage of assistance from his physician father. His group practice started when medical staff from a local independent physician association that had just gone out of business, asked to join his group. “It seemed to make sense at the time,” recalls Dr. Nelson. “I was pretty certain that we could keep everyone busy.” Norco has now grown to a 22 provider group that is the largest primary care practice in the town of Corona, CA. (population ~150,000).

Answers
Norco did a dual implementation of Practice Partner’s electronic health record and practice management system. “Practice Partner sent specialized staff for each application,” said Dr. Nelson, “which was great for us and our people. It really helped us learn the product.”

To assist in the transition from paper to electronic health records. “It was obvious to me that it would be really difficult to manage a multi-site practice if everyone was on paper.” It was also clear to Dr. Nelson that in a heavy managed care environment the ability to track and manage utilization would be critical.

They formed an EHR selection committee and after extensive demonstrations and due diligence, they selected Practice Partner. Dr. Nelson was impressed by Practice Partner’s long affiliation with the American Academy of Family Practice (AAFP) and the product’s combination of affordability and feature richness. “We felt that Practice Partner had all the features we needed now at a reasonable price, but still had the ability to grow with the practice,” noted Dr. Nelson.

Challenges
With the addition of new providers, the practice opened a second site and also added an urgent care practice to its operations. As the practice grew Dr. Nelson realized that it would be essential to transition from paper to electronic health records.

Norco Medical Group
Primary Care
A 22 provider primary care practice
30,000+ active patients

Solution Spotlight
– Practice Partner® Patient Records
– Practice Partner® Appointment Scheduler
– Practice Partner® Medical Billing
– Practice Partner Interfaces to Quest and LabCorp

Critical Issues
– Managing the implementation of a growing multi-location practice
– Maximizing efficiencies and productivity in a heavy managed care environment
– Revenue growth to support expanded provider base

Results
– Revenue growth averaging 20% per year
– $1.3MM bonus for effective utilization management
– Receive higher Medicare reimbursement through HCC program

At a Glance
Organization
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To assist in the transition from paper to EHR, providers were given the paper chart in combination with Practice Partner during their first
EHR visit. They flagged any paper chart components they wanted transferred to the EHR (i.e. recent labs and other test reports). These items were scanned and “filed” in the patient’s electronic chart. All new data was entered into the EHR. A move to a new facility—where there deliberately was no chart room planned—helped accelerate the transition. “We found that some providers would use the paper chart as a crutch. After the move, they realized that they really didn’t need a paper chart.” Dr. Nelson recalls that there was a learning curve as providers got used to using a computer as part of patient care—but that the practice responded quickly with things running smoothly within 6 months of live use.

Results
The project has been a winner for Norco. “It has really helped us improve overall efficiency and productivity as well as quality of care” says Dr. Nelson. “All the information you need is there when the patient is in front of you. The quality of the notes and care reminders help us do a better job and make it easier to document in a more complete way—which is very useful from a reimbursement perspective.”

The patients have noticed as well. “The patients associate an EHR with higher quality,” Dr. Nelson observed.

Since implementing the EHR, Norco has had excellent financial success, with revenue growth averaging 20% a year. They have used the EHR to help them take advantage of Medicare’s HCC (hierarchical class coding) program, in which providers receive differential reimbursement based on the condition of the patient.

Additionally, the EHR has also supported their participation in utilization management (UM) programs sponsored by their local IPA for their capitated patients. Recently the IPA awarded the group with a utilization management bonus of over $1MM.

Dr. Nelson is also excited about other potential incentive programs. “We receive all our lab results automatically through an interface and the information is directly linked to the patient’s preventative care profile. This kind of data is just what we need for pay for performance programs that are tracking items such as HgA1c.”

Bob Nelson, MD
Founder and Medical Director
Norco Medical Group
Attachment E.

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