


Patient Satisfaction

"Picis OR Manager has always been a key part of our ability to make the surgical process run smoothly for patients, but adding SmarTrack allowed us to become even more proactive in our communication across clinical teams, patients, families and other caretakers. With more than 450 staff using Picis, we have been able to improve communication between areas, eliminate 30,000 phone calls per year, reduce delays and cancellations, improve access to information – and as a result, significantly improve patient and staff satisfaction. An unexpected benefit of using SmarTrack in the waiting room is that it gives the patient's loved ones a sense of participation in the perioperative process, which reduces anxiety and makes for a more positive experience."

-Alan Duke, Applications Analyst
Skagit Valley Hospital

Skagit Valley Hospital

Mount Vernon, WA

- Eliminated 30,000 phone calls/year
 - Eliminated 275 hours/year of redundant CPT code-lookups
 - Eliminated 30,000 phone calls/year
 - Improved scheduling efficiency of Endoscopy saved 116 hours/year
 - Simplified tracking of patients
 - Improved communications between areas, staff and family members
 - Reduced delayed procedures and cancellations
 - Improved patient and staff satisfaction
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- Community hospital
 - 137 licensed beds
 - Annual OR visits: 5,500
 - >450 active users
 - OR Manager –Live 2003, SmarTrack –Live July, 2008