

Medical Dispatch 4.0

User Manual

Med-Media, Inc.

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System Requirements for Medical Dispatch 4

Server Requirements (minimum)

*Windows XP Professional, Vista Business, Vista Ultimate, Vista Enterprise, or Server2003

AND

*MS SQL SERVER 2005

WITH

*500MB Available Hard Disk Space

*1GB RAM

*Internet Connection

Workstation Requirements (minimum)

*Windows XP Professional, Vista Business, Vista Ultimate, or Vista Enterprise

AND

*200MB Available Hard Disk Space

*512MB RAM

LAYOUT OF WINDOWS

Window Manipulation

Users are able to customize their windows to show different windows. Five windows are available for users to modify in ways to maximize their needs. Windows are able to be shown or hidden, maximized, or snapped into places.

Available windows are:

- Calls (Transports)
- Trip Calendar
- Inservice Units
- Unit Scheduler
- Selected Call Info

There must be at least one window visible at all times.

Users can click the top of each window and drag it into various positions. When being dragged to an appropriate position, the window will show a gray outlined box of where it will snap to. If the gray box is not shown, it is unable to be snapped in that position. If the window is left there, it will be a free-floating window.

Windows are also able to be shown in a tab-like format. Simply drag the new window over the current window until the gray box appears. The gray box will show the tabbed outline.

To remove a window, click the Red X in the top right of the window. If the window is in a tabbed view, users must click the window and drag it out of the tabbed view so that the red X will appear. Click the red X to remove the window.

FIELDS

TASKS

CALENDAR:

Starting from the top left, users are able to select the Calendar. This enables users to look for future schedule Calls.

NEW CALL:

This selection allows the user to input a new non-emergency call for a patient transfer. The user can also access this quickly by using the keyboard shortcut **F2**.

QUICK CALL:

This selection allows the user to input a new emergency call for a patient transfer. The user can also access this quickly by using a keyboard shortcut **CTRL-F2**.

NEW WINDOWS

TRIP CALENDAR

Users can utilize this selection to view scheduled calls for any particular day.

CALLS

This selection shows the calls for the selected day. Dispatchers are able to perform the necessary tasks to dispatch and cancel any pending calls from this screen. (This is the bottom half of the screen shot titled “Home Screen”).

INSERVICE UNITS

Inservice Units enable users to control the units of the company. Users are able to “activate” or “deactivate” units as needed. (This is the top left window in the “Home Screen”.) *Optional: Units are able to be paged via the paging system via the Inservice Units screen. To do this, simply highlight the unit needing to be paged and click the Page button at the top of the window. Complete the form as necessary and send the page.*

SCHEDULED UNITS

Scheduled Units allow the users of Medical Dispatch to view the Units currently scheduled and what they are scheduled for.

SELECTED CALL INFO

Selected Call Info is the screen that displays the details of a call that is selected from the **CALLS** window. (This is the top right window of the “Home Screen”).

Tools

UNIT SCHEDULER

The Unit Scheduler allows users to schedule units and crew. **This is an administrator option only.**

SEARCH

The Search window allows users of Medical Dispatch to search for a specific call. There are multiple fields to search from.

REPETITIVE TRANSPORT MANAGER

The repetitive Transport Manager enables users to “Push” repeat calls. The repeat call is first created via the New Call option. Users then search for that repeat call and “Push” the trips through the scheduling system. This automatically schedules the repeat trips. **This is an administrator option only.**

MD4 CONFIGURATION

MD4 Configuration allows managers to configure the program. This is where settings for Paging, StatusTRAK, Medical Necessity, License, etc are set. **This is an administrator option only.**

DATABASE ADMINISTRATOR

Database Administrator allows managers to add records to the database. Records could be Dr's Offices, Names, Hospitals, Units, Dialysis Centers, etc. **This is an administrator option only.**

USER MANAGER

User Manager enables managers to administrate user accounts of the Medical Dispatch system. **This is a manager options only.**

PAGER (optional)

Pager allows pagers to be added to the system and groups to be added and edited in the system as well. Pagers can either be assigned to an employee or a unit. Groups can be added to the system as well. **This is an administrator option only.**

REPORT DESIGNER

Report Designer allows users to easily create custom reports using the Fast Reports system. **This is an administrator option only.**

EXPORT (optional)

Export enables the system to export the trips so that they can be billed for. Managers are able to set up the system with certain billing software titles to automatically bill for calls as they are completed.

STATUSTRAK (optional)

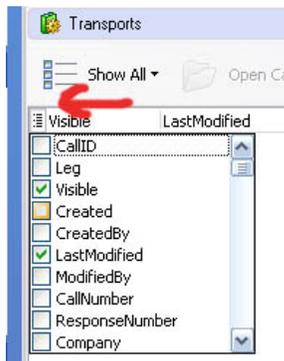
StatusTRAK, when purchased with Medical Dispatch, enables dispatchers to track the location of the units in real time via purchased Global Positioning equipment.

WINDOWS

CALLS/TRANSPORTS WINDOW

This window is likely to be the most commonly used feature for dispatchers. For this reason, it is highly customizable.

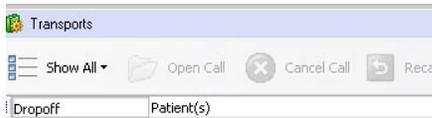
Columns can be removed or added. Columns can also be stretched or squeezed.



To add a column, click the top left button in the menu bar. It will drop a list down that can be selected from. Many fields that are reported about a call can be shown via this method. Place a check mark in the box to the left of the field to show it as a column. Likewise, remove a checkmark to remove a field from view.

Note the if you click a column and drag it into the window area, you will see a black 'X' in it. If let go in this position, it will remove the column from the window entirely. See the screenshot

below.



To manipulate a column, click the right side of the column (where the mouse pointer changes) and drag it in or out as needed.



Columns are also able to be filtered. An example would be to show only calls being transported to ABC Hospital. Click the destination column and a list of destinations will appear. Select ABC Hospital. Now only calls going to ABC Hospital will be shown. NOTE: To view all calls, simply click the filtered menu (Destinations in this example) and click ALL.

The calls window can be adjusted to show calls ahead and back of the current system time. Simply RIGHT CLICK in any available white area and click FILTER. Set the number of hours ahead to see and the number of hours behind the current time. Click SAVE to apply the settings or click CANCEL to return to the main window without saving.

Tools

The only available options for non-administrator accounts under Tools is “Search, StatusTRAK (if purchased), and Export (if purchased).

Search allows users to define fields similar to the CALLS Window but with an expanded date range. The results are also able to be printed.

Administrator User options include Unit Scheduler, Repetitive Transport Manager, MD4 Configuration, Database Administrator, User Manager, Report Designer.

Database Administrator

Proper Database Maintenance: The Database Manager allows users to edit, enter, and delete numerous frequently used items. It is highly recommended to not delete any items from the databases. This helps keep data integrity. For Example, if you delete Insurance company XYZ and later add them back, it may affect your ability to run reports on patients with XYZ Insurance due to having two entries in the database at different times. Further, if XYZ insurance changes its name, it should be edited to its new name. This allows the report feature to run as expected. Note that editing any data here will not affect previously entered calls.

Tables

Call Priority – The Call Priority table holds the names and levels of priorities given to calls. Levels are relative, a higher level is a higher priority. Level zero will be seen as a call on hold. Level one is a regular priority. Two or greater is considered elevated.

Call Types – Call Types allow you to categorize calls. The ability to schedule a return trip may be enabled or disabled based on call type.

Companies – The Company table holds your list of companies.

FIPS Codes – FIPS Codes table holds minor geographic areas, and their corresponding FIPS code used in government information systems. The data in this table usually will be imported from an official data source rather than edited directly.

Insurance – The Insurance table holds the list of insurance payors.

Location Categories – The Location Category table holds the names of the categories you may place locations in for grouping and reporting purposes. In example, there are Dialysis Centers, Doctors Offices, Hospitals, etc.

Locations – The Location table is your dispatch center's address book. It contains the name and address of the facilities you frequent, saving having to reenter the information on each call. If selecting the location type 'Generic', it will not require pertinent fields such as the specific address.

Patients – The Patient table is the master list of patient records. Information will be copied from here when creating a new call.

Persons – The Person table holds your list of employees who staff vehicles.

Response Modes – Response Modes indicate how a unit responded to a call, or transported a patient.

Service Areas – The Service Area table holds descriptive names for geographic areas defined by you. Locations belong to a Service Area.

Service Levels – Service Level indicates the maximum level of service a vehicle may provide. An Example would be that a BLS unit cannot perform the duties of an ALS call. However, an ALS unit can perform the necessary functions of a BLS call.

Skill Levels – Skill Levels (or certifications) indicate which persons may fill roles on a unit.

Transport Codes – Transport Codes are predefined reason's for transport.

Vehicles – The vehicle table holds your list of transport vehicles.

MD4 Configuration

MD4 Configuration is a utility in which managers can edit some of the key features of Medical Dispatch 4. Other than editing license information, managers can enable trucks

to be dispatched on more than one call at a time, enable Medical Necessity and make it required or even optional, edit field names, Paging, and StatusTRAK.

License – This is where a company can edit their registration information. Note that this should never be edited without contacting Med-Media Technical Support first.

Call Options

Field Labels – This is where the field labels (listed at the top of the Call Window) can be edited.

Call Numbers – Call number formatting can be edited here. Note that it can be configured to assign call numbers at different points in the progress of a call. Options include: At first keypress, When saving, When dispatched, When responding. Further, Call Numbers can be keyed by either the Call Date or Current Date. The formatting can be edited at the bottom of the form. Drop the Key Format box down to select from either YYYY, YY, YYMM, or YYMMDD. Edit the Digits field to provide the suffix portion of the Call Number. Digits can range from 3-9. Be aware when choosing the format so that the system has enough calls to assign for your company needs.

Medical Necessity – Medical Necessity can be enabled or disabled in this field. Further, if enabled, Medical Necessity can be either allowed or disallowed for editing. If “Make Questions Optional” is checked, any Medical Necessity field can be left blank for the call to be completed.

Repetitive Transports

Repetitive transports can be enabled for all users. Typically, this is a manager only option by default.

Server Options – Transports can be scheduled in advanced by up to 1 year. Default is 60 days. To be able to “Push” the calls to the server via Repetitive Transport Manager, the option “Enable Server Side Scheduling” MUST be checked. The email address field is for a future purpose only.

Paging

Reg. Key is a field that should only be editing after contacting Med-Media Technical Support. If an email address is entered in the Return Address field, any pages that are undeliverable will be returned to this address. This helps in awareness if your paging service is having technical problems.

Mapping

Reg. Key is a field that should only be editing after contacting Med-Media Technical Support. Under StatusTRAK, enter your iTrak login information. Polling Interval should not be set to less than 30 seconds. iTrak requires their written approval for polling intervals to be less than 30 seconds.

Search

The search feature is a powerful tool similar to that of a report. Columns are able to be removed or selected in the same manner as the Call Window. If the far left button in the Column Title bar, the columns can be selected or deselected. Columns can also be filtered upon by clicking the title of the column.

To Run a Search

Select a start date and end date and click refresh. The results will appear below. You can click the chart tab to graph your results in various chart types. Click the chart tab and then click the chart type in the far right of the window. By default this is Column Diagram. Select from the list of other chart types for the display.

After getting the results desired, users can view the print preview by selecting Preview Results. If desired to print the results immediately, simply click Print Results.

Unit Scheduler

Unit scheduler is where units are scheduled. When scheduling a unit, enter the times that the unit should be scheduled. In the next window, select the Unit to be scheduled. Select the Service Level. Note that the Service Level selection alters which level of Providers need to be scheduled for the unit. These requirements can be edited in the Database Manager>Service Levels.

NOTE: If an asterisk (*) is next to the Unit or Person, they are already scheduled at some point throughout this new shift. Please adjust accordingly.

To cancel a unit, simply highlight the unit to be cancelled and click Cancel Unit.

Note the calendar in the top right of the Unit Scheduler window. If the date is in **BOLD**, there is at least one unit scheduled for that date.

Repetitive Transport Manager

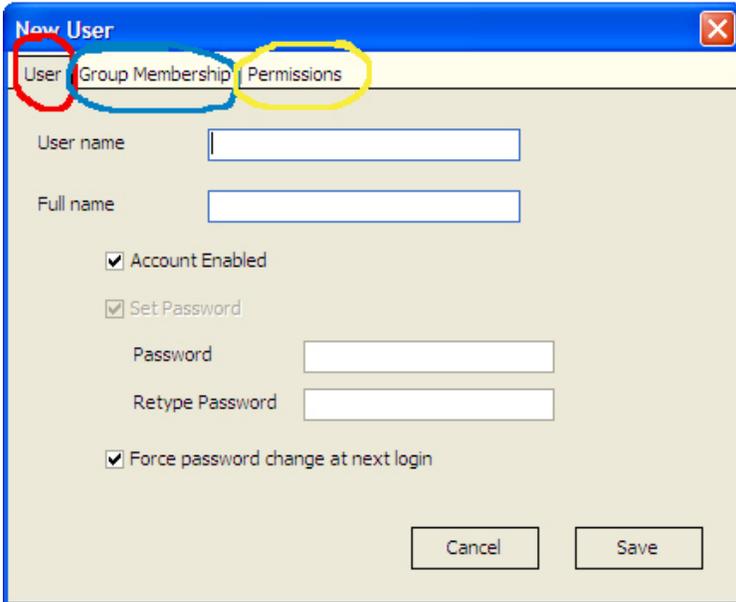
After a call is entered using the repeat function, it needs to be pushed through using the Repetitive Transport Manager. Pushing the call is the same as scheduling all of the future calls. If the call is in as a repeat call, it will display here. To schedule the calls, select the call. Select the date that the calls should be scheduled through. Click Push to have the system automatically schedule every call from now through the date selected.

Likewise, if a person no longer needs transports due to change in situation (death, no longer a customer, etc), simply edit the repeat calls. Remove the check marks for the days that the person is scheduled (i.e. Monday, Wednesday, Friday) and Push it through. The system will then unschedule the remaining trips.

User Manager

Select *User Manager* from *Tools* menu.

Select *New* to create new user; select *Edit* to edit user names and permissions. When *User* window appears create/edit user in the *User* tab. Select user group in *Group Membership* tab.



To grant administrator rights to the user select *Grant Administrator level access to this user* in *Permissions* tab. Click *Save* to save your settings or click *Cancel* to exit without saving.

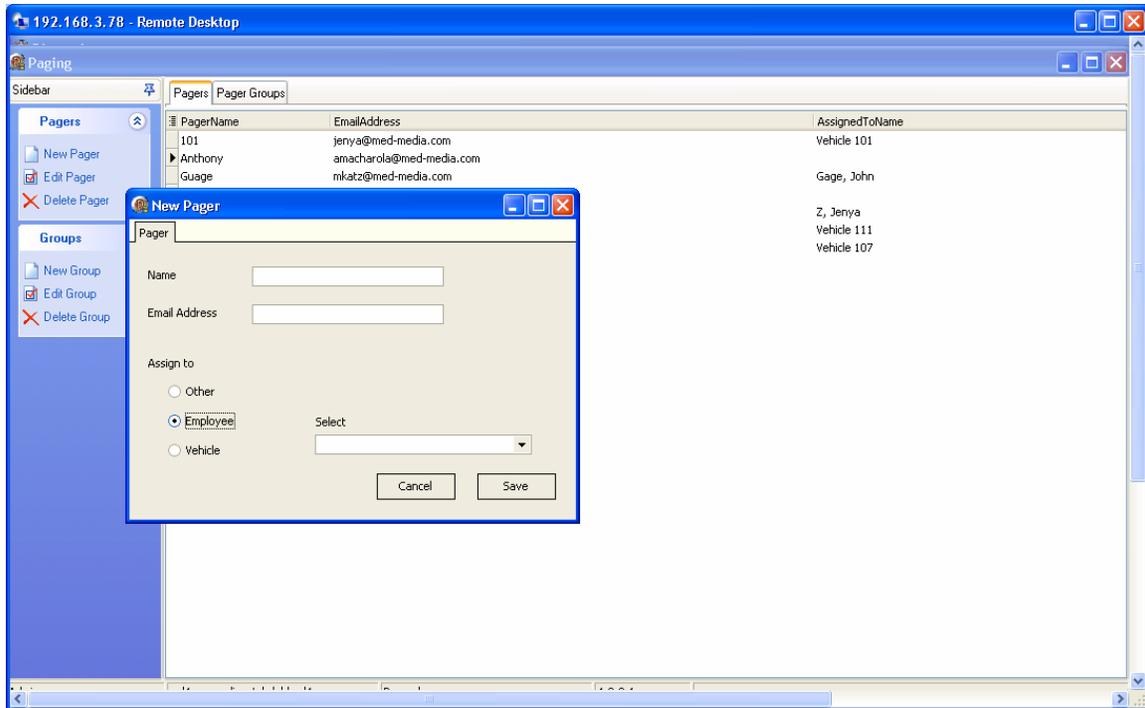
Administrator rights will allow user to make any changes to database and configurations of MD4.

To create/edit group select *New* to create new group; select *Edit* to edit group names and permissions.

When *Group* window appears (almost same as *User* window) create/edit group in the *User* tab. Select members of the group in the *Group Membership* tab. To grant administrator rights to the users of the group select *Grant Administrator level access to this group* in *Permissions* tab. Click *Save* to save your settings or click *Cancel* to exit without saving.

Paging

Setting up paging is extremely simple. First, login as an administrator to Medical Dispatch. Choose Paging from the left menu. Note that this option only shows up if you have purchased the paging module from Med-Media.



Adding a Pager

To add a Pager, click New Pager. Enter a Name for the pager in the Name field. Generally, this is the employee name or the rig that the pager is assigned to.

Next, enter the email address of the pager. Typically this is in the format of [XXXXXXXXXX@YYYYY.MMM](#) where the X's represent the 10 digit pager number, Y's represent the domain of the paging company (att, vtext, etc.) and the M's represent either COM or NET. An example pager email address would be [7175558200@vtext.net](#). If you are unsure as to what your email address would be for the pager, please contact your Pager Service Provider. Med-Media Technical Support will not know what your correct Pager Email Address is.

Finally, Choose what you want the pager assigned to. Choices are Other, Employee, or Vehicle. When choosing Employee, Select Employee and then click the drop down menu for an employee list to select from. If choosing a Vehicle, click the Vehicle radio button and then click the drop down menu to select the Vehicle. Lastly, click Save to save the pager or Cancel to cancel the addition and return.

Editing a Pager

To edit a pager, select it from the list and then click Edit Pager. Make changes as needed and click Save to save the pager changes or click Cancel to cancel the changes and return to the Pager Window.

Pager Groups

To add, edit, or delete pager groups, first click the Pager Groups tab. To add a group, click New Group. To edit a group, select the group from the window first, then click Edit Group from the left side menu.

Adding groups and editing them are similar and simple. When adding a group, first, give the group a name. Click the Group Members tab and place a check mark in the boxes next to the pagers for the pagers you want added to this group. Similarly, when editing a group, to remove members, remove the check next to the members you want removed by clicking the check box.

Save any changes by clicking Save or cancel changes by clicking Cancel.

To delete a group, select the group from the list and click Delete Group.

Export

The export feature, when purchased from Med-Media, enables the system to export trip data for billing. Exports can be done manually, or with the proper setup, can be done automatically when calls are completed.

For manual exports, simply click the Export button from the left Tools menu. Set the first date and the last date. Select the type of output file next. Options for this include Native CSV, Sweet Billing, and AIM Billing. The file will be created and saved to the file path specified when you click Start. To cancel, click Cancel.

To change the output path, click File>Configure Path for Current File. Make the change and click OK or cancel.

Setting up Data Exchange

Data Exchange is the automated export system for billing in Medical Dispatch. To set this option, click File>Configure Data Exchange.

Place a check in the checkbox that says Data Exchange Enabled. In the Data Path field, either browse to the data path or type in the path manually that you wish to have the export go to.

Note for AIM Billing with the import module, this path should be the AIM WinData Path\Import

Select the file type next. Click OK to save changes or Cancel to cancel.

StatusTRAK

StatusTRAK is the add-on module to Medical Dispatch that when purchased with a qualifying service provided by [iTrak](#), provides live GPS assisted tracking of the vehicles.

Reports

Creating reports in Medical Dispatch 4 now features a report wizard option. Follow the following steps to start a report:

- Click Report Designer from the left side Tools menu
- Click File>New>Standard Report Wizard
- Select the dataset if populated, otherwise, click New Table
- Under Choose Connection Type, select ADO Table.
- For Choose the Table Name, select dbo.mdCall.
- Click OK
- Click Next
- Select and add the fields desired.
- Arrange the field if desired by selecting the field in the right column and click the up/down arrows as desired.
- Click Next
- Click Next through the final few tabs by choosing the options desired
- Click Finish

You can save your report by clicking File>Save As. Be sure to save the report in the Custom folder so that it can be easily brought up via Medical Dispatch.

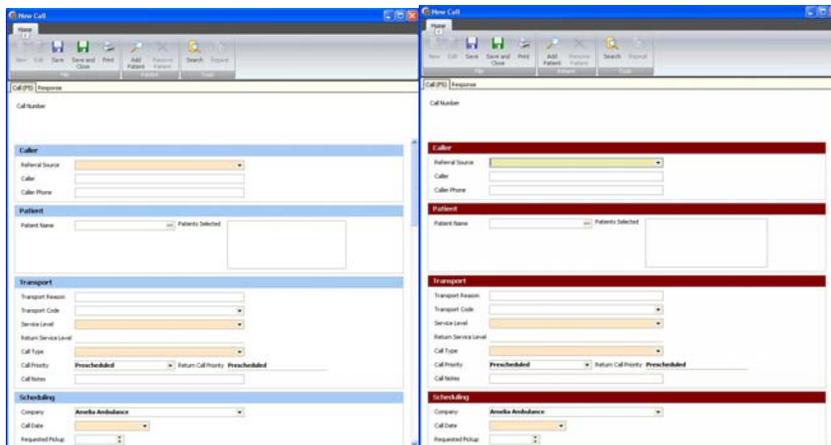
To preview your report, click File>Preview.

Some reports called Canned Reports have already been generated for you. These reports are accessible from the Reports menu in the main Medical Dispatch window.

Creating a New Call

First, for a regular New Call, select New Call or hit F2 on your keyboard. For an Emergency New Call, click Quick Call or hit CTRL-F2 on your keyboard.

This will open up a new window. Please notice the differences between the call windows.



New Call Window

New Quick Call Window

The regular call window has blue subject bars. The Quick call has red subject bars in it.

The current selected or focused field shades in a yellow color, helping users to quickly identify where they are in the call.

To select a patient that already exists, click the Patient Button as shown here:

The screenshot shows a form with two main sections: 'Caller' and 'Patient'. The 'Caller' section includes fields for 'Referral Source', 'Caller', and 'Caller Phone'. The 'Patient' section includes a 'Patient Name' field which is highlighted in yellow. To the right of the 'Patient Name' field is a button with three dots and the text 'Patients Selected'. A red arrow points to this button. There is also a '...' symbol to the right of the 'Referral Source' field.

Next, Type in the search criteria, in this example we used the first few letters of the last name. (See Red Box 1)

Next, select the appropriate person (See Red Box 2)

Finally, Click “Select Patient” from the bottom of the screen. (See Red Box 3).

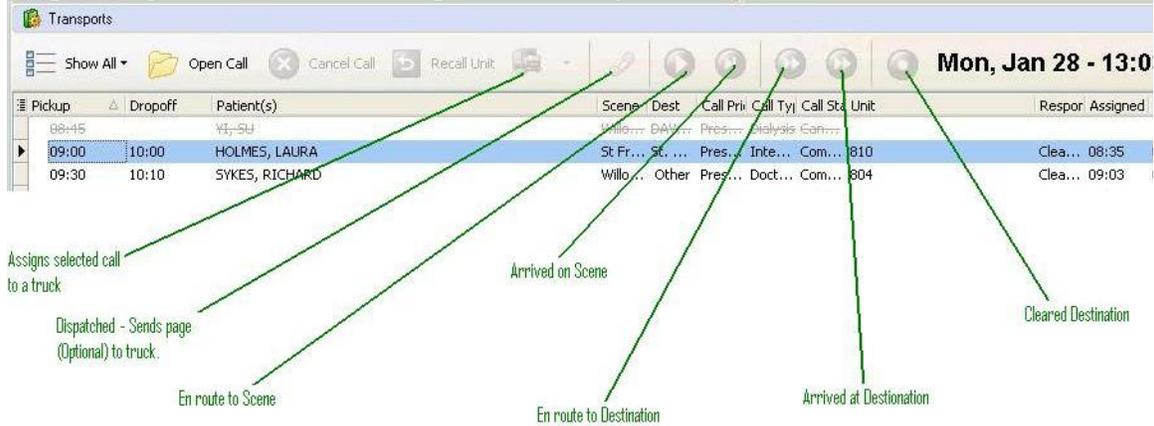
The screenshot shows a dialog box titled 'Find or Create Patient'. It has three main sections: 'Search', 'Search Results', and 'Selected Details'.
1. The 'Search' section has input fields for 'Last Name' (containing 'Rums'), 'First Name', 'Middle Name', 'DOB', and 'SSN'. A 'New Patient' button is at the bottom. A red box labeled '1' highlights the 'Last Name' field.
2. The 'Search Results' section contains a table with columns: PatientID, Name, Address, and DOB. One result is shown: PatientID 5, Name Rumsfeld, Donald, Address 414 Tudor Ln, Youngstown OH 44512, DOB 1/17/1922. A red box labeled '2' highlights this row.
3. The 'Selected Details' section shows the details for the selected patient: Name Rumsfeld, Donald; Address 414 Tudor Ln, Youngstown OH 44512; DOB 1/17/1922; SSN 233399877. A 'Select Patient' button is at the bottom, highlighted with a red box labeled '3'.

Regardless of which type of new call the user selects, they have required fields that they must fill in prior to saving the call. The required fields are shaded in red. Please note that the required fields may change depending on the users selections while entering a new call.

Once the call is saved, it gets queued up for the day it is entered for. Dispatchers will then be able to see it in their Call window for the day of the transfer.

How to Dispatch a Call

Dispatching a call in Medical Dispatch is as easy as a few clicks.



In the Transports window, Select the call that needs dispatched, Assign it to a unit by clicking the Assign button.

Going down the line, if you click the Dispatched button, it will send a page at to the crew (with the optional paging module).

The next buttons you have are the En route to Scene, Arrived at Scene, En Route to Destination, and Arrived at Destination. By simply clicking on the button, it will input the current system time in for the call.

Finally, it is important that the call be cleared by clicking the Cleared Destination button. This releases the crew so that they will be able to be assigned another call. The call will then also disappear from the Transports window.

Contacting Med-Media Technical Support

Support Hours (Mon-Fri):

Core/Engineering: 9:00AM-5:00PM EST

Extended Live Support: 8:00AM-12:00AM (Mid.) EST

Emergency Support Available 24/7

Phone

717-657-8200, Option 1

Email

techsupport@med-media.com

Online

<http://www.med-media.com/support/index.shtml> then click Online Chat Support

Mailing Address

Med-Media, Inc.

6301 Grayson Road - MS 113

Harrisburg, PA 17111

Office Location

4930 Ritter Road

Suite 101

Mechanicsburg, PA 17055

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Upon cancellation of your CAL and Service Agreement you may request delivery of your data in a Med-Media determined machine-readable format. This request must be made within thirty (30) days of cancellation and you must provide payment for shipping, handling and media costs.

Permitted Use. The Software may be used only in connection with your business (i.e. may not be used to offer services for remuneration to third parties) and may not be used for any other purpose. Any other use is unauthorized and constitutes a breach of this Agreement.

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Modifications and Additions: You may not modify the Software or includes it in any other software program

Use of Software Product for High Risk Activities: The Software is not fault-tolerant and is not designed, manufactured or intended for use in conjunction with on-line control equipment in hazardous environments requiring fail-safe performance, such as in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, direct life support machines, or weapons systems ("High Risk Activities") in which the failure of the Software could lead directly to death, personal injury, or severe physical or environmental damage. Med-Media specifically disclaims any express or implied warranty of fitness for High Risk Activities.

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Audit, Testing and Research Rights. Client records shall be maintained in accordance with the Privacy Act of 1974 (Public Law 93-579), Freedom of Information Act, and the Health Insurance Portability and Accountability Act of 1996(HIPAA). In accordance to the aforementioned acts, Med-Media reserves the right to, at any time pursuant of the Service Agreement and CAL purchase, to audit your submitted records and to conduct testing on those records to improve the Software. You have provided Med-Media a perpetual right to use non-protected health information for research, homeland surveillance and without restriction or limitation upon other use.

Prior Agreements. This Agreement is the complete and exclusive agreement between you and Med-Media relating to the Software and supersedes any proposal or prior agreement, oral or written, and any other communications relating to the subject mater of this Agreement. No variation of the terms of this Agreement or any different terms will be enforceable against Med-Media unless Med-Media gives its express consent, including and express waiver of the terms of this Agreement, in writing signed by an officer of Med-Media.

Warranty of Software: Med-Media represents and warrants that it has full ownership right of (or the right to license) the Software, free of all liens and encumbrances and that it has full authority to grant the licenses to the Software as contemplated by this Agreement. Med-Media warrants for a period of NINETY (90) DAYS from the date of the purchase that the Software will execute its programming instructions

when properly installed on the personal computer or workstation indicated on this package. Med-Media does not warrant that the operation of the Software will be uninterrupted or error free nor that it fully conforms to any specifications therefore. In the event that this Software fails to execute its programming instructions during the warranty period, your sole and exclusive remedy shall be to return the diskette(s) or tape cartridge(s) ("media") to Med-Media for replacement. Should Med-Media be unable to replace the media within a reasonable amount of time, your alternate remedy shall be a refund of the purchase price upon return of the Software and all copies thereof.

Limited Warranty of Media: Med-Media warrants the media upon which this product is recorded to be free from defects in materials and workmanship under normal use for a period of NINETY (90) DAYS from the date of purchase. In the event any media prove to be defective during the warranty period, your sole and exclusive remedy shall be to return media to Med-Media for replacement. Should Med-Media be unable to replace media within a reasonable amount of time, your alternate remedy shall be a refund of the purchase price upon return of the product and all copies.

Notice of Warranty Claims: You must notify Med-Media in writing of any warranty claim not later than thirty (30) days after the expiration of the warranty period.

Limitation of Warranty: Notwithstanding anything to the contrary contained herein, Med-Media makes no other express warranty, whether written or oral with respect to this product. **ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS HEREBY DISCLAIMED.**

Exclusive Remedies. The remedies provided above are your sole and exclusive remedies. **YOU ACKNOWLEDGE THAT IN NO EVENT SHALL MED-MEDIA BE LIABLE TO YOU, YOUR EMPLOYEES OR ANY THIRD PARTY FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGE OR LOSS OF ANY NATURE (INCLUDING LOSS OF PROFITS) WHETHER BASED ON WARRANTY, CONTRACT, TORT, OR ANY OTHER LEGAL THEORY, EVEN IF MED-MEDIA HAS BEEN NOTIFIED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES OR LOSS. ANY LIABILITY OF MED-MEDIA UNDER THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNT OF INITIAL SERVICE/LICENSE FEES THERETOFORE PAID TO MED-MEDIA FROM YOU.**

Non-Competition. You shall not use the Software to offer services for remuneration to any other party. Any such use shall automatically constitute a revocation of the license granted herein. This AGREEMENT will be governed by the laws of the Commonwealth of Pennsylvania, without reference to conflict of laws principles. In any dispute arising out of this AGREEMENT, you and Med-Media each consent to the exclusive personal jurisdiction and venue in the State and Federal courts within Dauphin County, Pennsylvania.

Notices. Any notice given under this Agreement shall be given to the following:

Med-Media, Inc.
6301 Grayson Road
MS 113
Harrisburg, PA 17111
Attn: Customer Service

General.

- A. This Agreement may be amended or provisions waived only by another writing signed by an authorized representative of each of the parties.
- B. If Med-Media fails to enforce any term or condition of this Agreement on one occasion, such failure to enforce on that one occasion shall not prevent enforcement on any other occasion.
- C. All rights and remedies conferred by this Agreement or by law are cumulative and may be exercised singularly or concurrently.
- D. If any provision of this Agreement is held invalid by any law or regulation of any government or by any court, such invalidity shall not affect the enforceability of other provisions herein.