



AVANTA[®]
MEDICAL INFORMATION SYSTEMS

FAX

MARCH 31, 2004

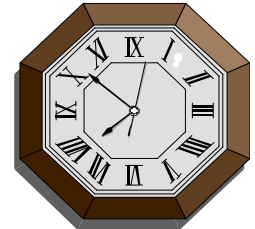
Avanta Telephone Support: *Enhanced*

One of the defining qualities that enables the Avanta system to be the premier medical practice management system is our unlimited customer support. Based on your existing software and hardware agreements with us, we are available to answer your questions, address your needs, and provide solutions for your practice. Please encourage your staff to call us to take advantage of the valuable resources provided by our Avanta support team, such as software support, hardware support, free seminars, and system updates. We are always happy to help.

As part of our continuing efforts to provide our clients with better service, we have reintroduced the receptionist position. This new morning receptionist model will allow us to expand our phone support through the lunch hours. Previously, between the lunch hours of 12:30 and 1:45 pm, your calls were answered by our voice mail system, which allowed you to page Avanta staff members in the event of a hardware or software emergency. Although this feature is still available for after hour emergencies, we have further enhanced our premier support and eliminated the closed lunch hour.

Starting April 1, 2004, Avanta phone support will no longer be closed for lunch. We will be available during normal business hours, Monday through Friday, 8.30 am to 5:30 pm. And, in the case of an emergency, a software or hardware team member can be paged 24 hours a day. Just another advantage of being with the team that sets the standard in customer service.

Daylight Saving Time



The main purpose of Daylight Saving Time (called "Summer Time" in many places in the world) is to make better use of daylight. We change our clocks during the summer months to move an hour of daylight from the morning to the evening, thus saving energy. Your Avanta UNIX system will save you energy by automatically adjusting itself for Daylight Saving Time. This will happen on April 4th at 2:00 am.

Moving, Remodeling, or Expanding Your Office?

Avanta asks that you please do not move or switch office equipment, such as terminals, keyboards, and printers. Doing so, without Avanta's assistance may cause problems that are difficult for us to diagnose, as we may not have all the information regarding how the equipment was moved or disconnected.

If you are experiencing difficulty with or are planning to move computer equipment related to your Avanta system, please call us. Several clients have recently experienced unnecessary downtime because they or a third party attempted to disconnect, move, or reconnect their hardware. Please call Chip at Avanta with advance notice so we can schedule to assist your office with your hardware needs. It's an easy first step to avoiding any hardware headaches.

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