AVANTA FAX
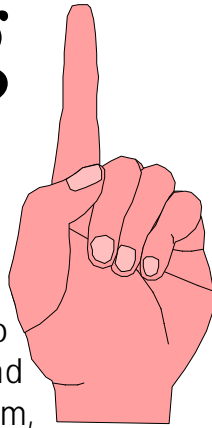## MEDICAL INFORMATION SYSTEMS

May 9th, 2000

Backing Up!

Although your Avanta system is usually programmed to automatically back up and verify each morning at 2:00 a.m, there are still a few steps that must be taken to ensure backup reliability and data safety.

Backup tapes should be changed daily with a minimum rotation of five tapes. If you are currently rotating less than five tapes, you run a higher risk of losing your data due to a series of unchecked bad backups. Tapes should also be stored in a cool, dry place and away from any magnetic fields to ensure longevity.

There should also be at least one backup tape off-site at any given time. If something were to happen to your office (earthquake, theft, fire, etc...), your entire patient data base could potentially be lost. The best way to handle this is to take the latest backup home daily, or at least weekly.

Most importantly, check your backup and verification results screen daily! This is done by selecting [B] Back-Up System Data from the Home Screen, [2] Check Results of Last Backup, then [1] Check Last Nightly Backup. You should see "Beginning Save From .....", "Save Complete-No Errors....", "Beginning Verify From...", and "Verify Complete-No Errors..." If you see anything other than this, please call Avanta immediately.

Support Availability

Avanta's office hours are 8:30 a.m. to 5:30 p.m. (closed for lunch from 12:30 p.m. to 1:45 p.m.) and the support staff is available 24 hours a day, 7 days a week for emergencies. If you have an emergency, call the regular Avanta phone number and ask the answering service to contact someone in support.

User Seminar News

Thanks to all those who attended Avanta's Group Builder seminar and made it a success. The next half-day seminar will be held on June 27th, 28th, and 29th. It will cover the Report Groups and how they relate to and work with the Transaction Report, Collection Analysis Report, and the Financial Report Generator. Please call Alyson at Avanta for scheduling and RSVP information.