



AVANTA[®]

MEDICAL INFORMATION SYSTEMS

FAX

October 08, 2002

Avanta Phone Support

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 an automated voicemail system and have removed the receptionist position from our office. As you may have noticed, during our regular business hours, your calls are now being answered directly by an Avanta Support staff member. This more direct model (no receptionist) allows our support staff to more quickly and accurately assess, direct, and resolve your questions.

During lunch and after-hours, your calls will be answered by our voice mail system, which has the ability to page all Avanta staff members so immediate attention can be paid to any software or hardware support emergencies you may have. While we are available during an emergency, please use discretion when deciding whether the situation requires immediate attention or if the circumstances can wait until our normal business hours.

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Also note that our normal business hours are Monday through Friday, from 8:30 am to 5:30 pm. We take lunch from 12:30 pm to 1:45 pm. If you experience any difficulty with the phone system, please let us know.

FREE Seminars

This next free seminar will feature two different seminar topics; the Appointment Scheduler Seminar will be offered on Tuesday, October 29, and the Group Builder Seminar will be offered on Wednesday, October 30.

The Appointment Scheduler Seminar will review all Appointment Scheduler features including setup, shortcuts, appointments, and customizing features that will allow your office to run more effectively and efficiently. The Group Builder Seminar will review how to make a group, use groups throughout the system, customize groups, use the MedBase Group Builder, and generally be more productive and efficient with Avanta groups.

Avanta offers the choice of four free seminars over two days, a morning and afternoon session for each topic. Please contact Jennifer at Avanta to RSVP.

W E L C O M E !

Avanta is proud to welcome the Heart Institute of the High Desert to the Avanta family. Their office is located in Victorville, and we are happy to have them join the growing ranks of satisfied Avanta clients.

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