SharperClinic® **Solution**

Presentation for:

<Customer>

Agenda

- Introductions
- About Sharper Software
- Discussion: Success Criteria
- Solution Journey
- Demo
- Q&A

Introductions

- <Customer> Team:
- Sharper Software Team:
  - Hovsep Karaguezian
  - Hagop Karaguezian

About Sharper Software

- Established in January 2011
- Microsoft Partner
- Focus on making software:
  - Intuitive
  - Efficient
  - Reliable
- Offer: Software, Services & Training
- 3 customers in Government, Project Management and Dental Care

Discussion: Success Criteria

- Easy & intuitive user interface.
- Capturing & retrieving a patient's data efficiently.
- Medical staff to focus on the proper treatment of a patient.
- Save the medical staff's time & effort in capturing the diagnosis and treatment of a patient.
- Recording patient payments & amounts owed
- Recording amounts owed by insurance companies and other business partners.
- Recording The Clinic's assets, expenses, liabilities and due payments.
- Keeping track of The Clinic's Human Resources, their training needs, compensations made, etc.
- Provide management with key decision-making information.

SharperClinic’s approach to solve business challenges

SOLUTION JOURNEY

Introducing Our 'Cast'

Pat
Patient

Rachael
Receptionist

Nancy
Nurse

Phillip
Physician

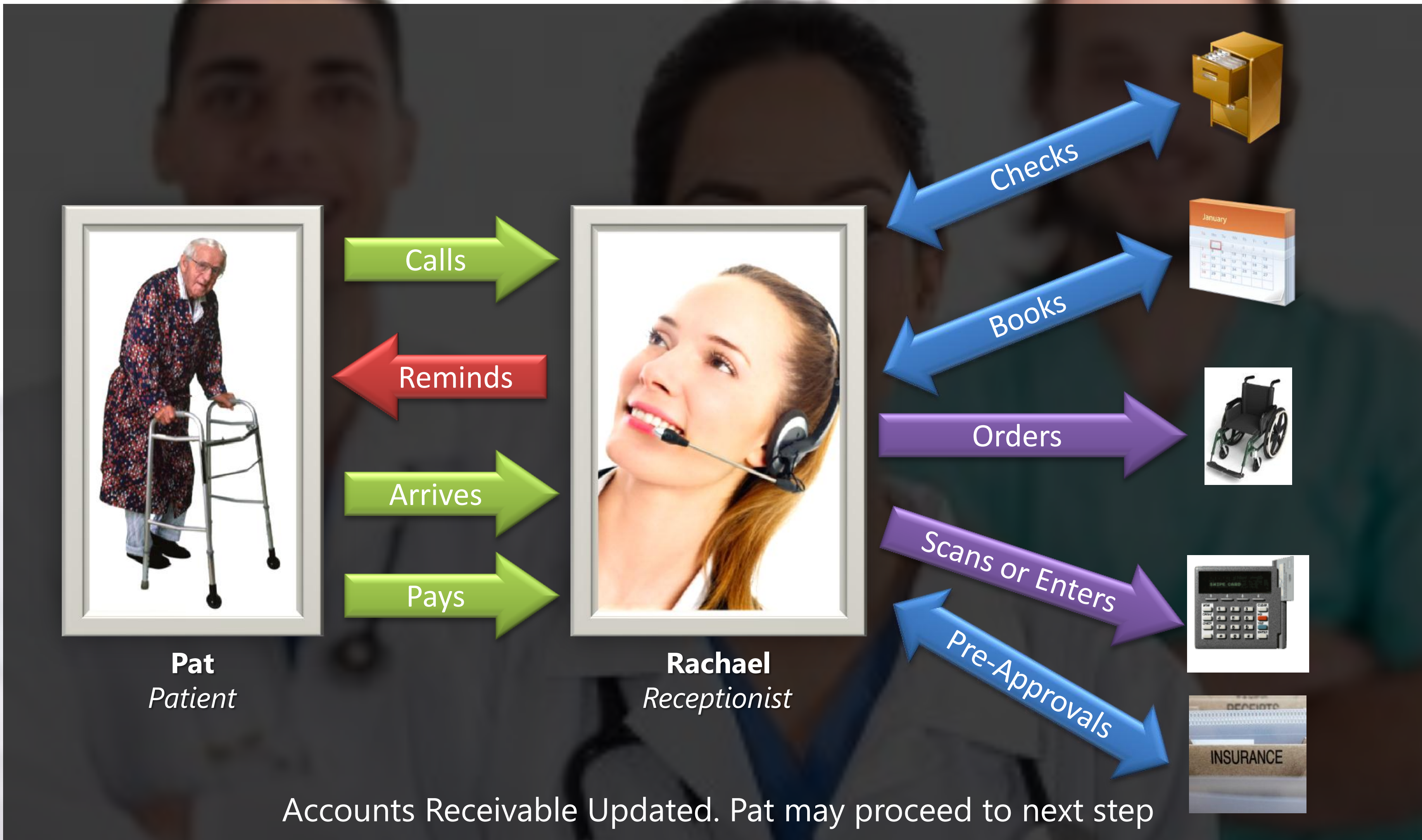
Pamela
Pharmacist

Anton
Accountant

Heidi
HR Manager

Martin
Manager

Patient Relationship



Patient's Vital Signs

Vital Signs Captured. Pat may proceed to next step

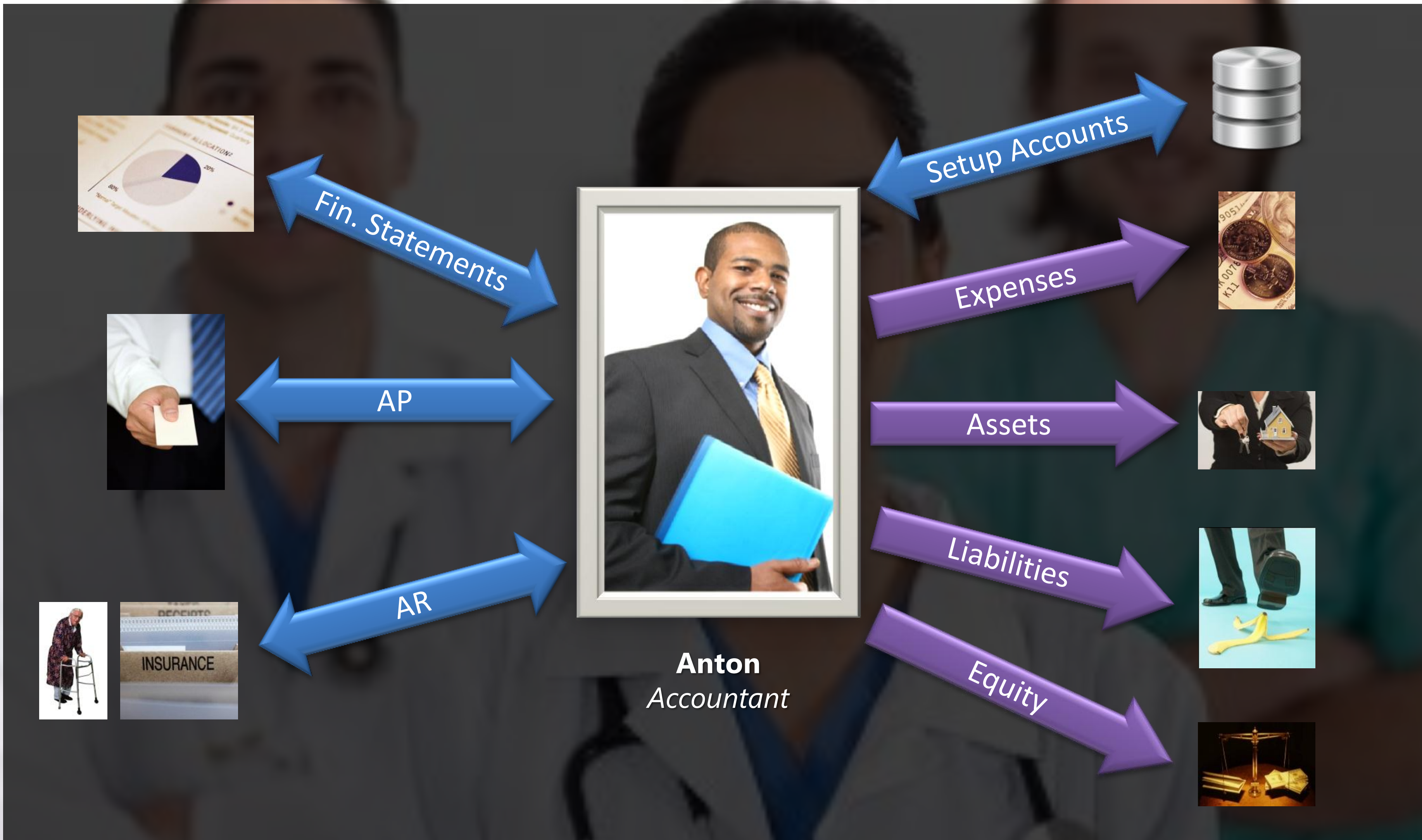
Doctor Attends to Patient

[Optionally] Pharmacy Informed. Pat may return to Reception

Patient visits Pharmacy

AR updated. Patient Journey Completed. Pat may return home.

Accounting/Finance Journey

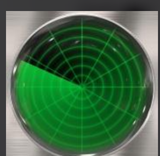


HR Manager Journey

Management Journey

Plans

Goals, Objectives



Monitors

Articulates

Martin
Manager

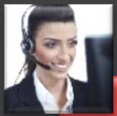
SharperClinic in action

DEMONSTRATION

Detailed Capabilities per Role

ACTOR JOURNEYS IN DETAIL

Patient Journey



Appointment

- Patient calls for appointment
- Receptionist books available slot & enters just enough information about patient
- Receptionist notified 1 day before appointment, to confirm with patient
- Appointment can be unconfirmed, confirmed, waiting-list, etc. Patient and Receptionist can confirm the appointment an adequate time prior to the appointment

Patient Arrival

- Patient's smartcard Civil-ID scanned & full details captured
- No action required for Patients transferred from internal clinics
- Patients transferred from business partners marked by selecting as Referrer
- Patient file created & any charges automatically entered into AR
- For Insurance Patients, department notified to obtain necessary pre-approvals (after doctor completes Treatment Plan)

Treatment

- Doctor attends to patient and notes the Treatment Plan. Prescription(s) are also issued. Nurses may help entering the data
- Patient is notified of Treatment Plan, prescribed medicine, amount due (after any discounts), insurance coverage and/or Credit Limits
- Pharmacy automatically informed of prescription and can arrange for insurance pre-approval.

Payment

- Patient makes full/partial payment
- Cash, Cheque & Credit/Debit cards accepted. If smartcard used, payee details scanned & automatically recorded
- Charges covered by insurance are added to the AR automatically (discounts may apply)

Transfers

- If further examinations required, patient may be transferred to another clinic
- Internal Transfers need not print any documents and shall happen automatically. Receptionist books another appointment for the patient
- For External transfers, the necessary documentation will be automatically printed and given to patient
- Returning patients given priority for next appointment

Receptionist Journey

Appointment

- Receptionist securely logs on to her/his computer
- Patient calls for appointment
- Patients on file found using a single Search box. Search done by any part of data (e.g. phone, file, name, Civil ID, etc)
- For 1st time patients, Receptionist takes minimal details & books available slot
- Labels with barcode can be printed for manual file
- Changes in appointments done by dragging it to another slot
- An appointment can be confirmed, unconfirmed, waiting list, etc.
- Internal Transfer Patients given priority by automatically booking next available slot
- Time between registration and treatment is recorded
- Patient Wait Time indicated

Patient Arrival

- Internal Transfer Patients at the top of the list of waiting patients
- Receptionist at the specific clinic will see the list of appointments related to this specific clinic
- If certain examinations (e.g. Blood pressure, temperature, weight, etc.) need to take place prior to seeing the doctor, this information is available to the nurse so s/he can act on it.
- Physical file auto-requested
- Patient can proceed to see the doctor
- When doctor completes the Treatment Plan, this plan appears on the Receptionist's screen
- Any charges and/or discounts that may apply will also be shown to the Receptionist

Insurance

- For patients covered by insurance, details about the patient's insurance policy, company, etc are attached to the patient's file
- Treatment Plan's entries are used to obtain pre-approval with the help of the Insurance Desk
- Known treatments covered by insurance are automatically shown to Receptionist
- When Insurance Desk completes pre-approval, those details are also shown immediately to the Receptionist
- Amounts owed by Insurance Companies is added to AR after any deductions (Can be setup by Insurance Desk).

Collection

- Patients can pay in Cash, Cheque, Debit/Credit Cards, etc.
- For patients approved by Finance Department, partial payments may be made as long as it is within the credit limit. Amounts automatically posted to AR
- Any discounts are noted and deducted from the total amount
- Amounts covered by insurance are automatically posted to the AR
- At the end of a day, Receptionist can print a report with the collected amounts in Cash, Debit/Credit Card, Cheque, etc. and deliver the sum to a Finance Personnel.
- Amounts owed by a patient are automatically shown during next visit.

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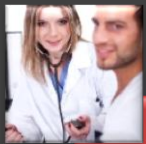
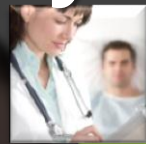
Physician/Doctor Journey



Greet the Patient

- Next patient's details shown on the screen
- Wherever available, details of the last visit, number of visits, total amount spent, record of health problems in the past 5 visits, etc. will also be shown
- Doctor meets patient and greets her/him based on these details
- [Optional] A physician/doctor's schedule can be synchronized with her/his mobile device.



Diagnosis

- Physician/doctor performs diagnosis and enters it into SharperClinic
- SharperClinic helps the doctor by providing a list of medical terms that can be entered by entering a few keystrokes
- At the request of the patient, or as part of the Doctor-Patient Privilege, the diagnosis and/or Treatment Plan may be kept confidential
- Medically-approved and ICD-10-CM-compliant diagnosis
- Template-based entries into the Electronic Medical Records of a patient. Every specialty has its own customizable template to ease entery and save time.

Treatment

- Physician/Doctor enters the Treatment Plan
- Medicine is prescribed using a list of medications available Worldwide, or if possible, list of medicine available at The Clinic's own Pharmacy
- Pharmacy notified immediately once prescription complete, saving patients' time
- Secure signature on prescriptions
- Charges automatically posted to the Sales Journal and ready for the Receptionist
- If doctor is permitted to give discounts, applicable amount is entered by the Physician, or communicated to the Receptionist

Transfer/Further Consultation

- In case further consultation is necessary (e.g. Lab Examination, Radiology, etc.), Physician can transfer the patient to an Internal Clinic, or an External one.
- For Internal Transfers, patient's record automatically appears at the Reception for booking a suitable appointment and is given priority
- For External Transfers, whenever applicable, a Note will be available at the Reception to allow the patient to visit the other clinic as soon as possible. For "Private" diagnosis, Doctor can print the Note and pass to patient directly
- Reports from other doctors available immediately

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Pharmacy Journey

Supplier Relationship

- List of Suppliers maintained with their contact information and order history
- Indicators for Reliability, Prices, Reach. A supplier can be banned
- Pharmacy staff can add or modify this list according to business imperatives
- If a new drug type arrives, concerned doctors maybe informed & put under trial

Inventory

- Existing or new barcode for every drug/item
- Location of drug maintainted
- Cost of goods computed using FIFO, LIFO or Weighted Average depending on requirements
- Based on supply & demand, Stock reorder levels can be either automatic or manual
- Drugs Stock is available to the rest of the Clinics
- A Clinic that finds demand on a certain drug that is not available at the Pharmacy can place a request online
- Physical Inventory can be performed at any time. Discrepancies can be reported automatically
- Pharmacy is not allowed to release certain Drugs without a prescription

Patient Queue

- Patients arriving at the Pharmacy can take the next available number from a device integrated with the system
- Patients completing their treatment at The Clinic will not need to get a number. Their medicine will be readily prepared by the Pharmacy's staff
- Medicine or items not covered by Insurance indicated to patient
- Optionally, certain documents and/or credentials can be scanned and added to the Patient Records

Payment

- Patients can make full or partial payments depending on their Credit Limit
- Amounts due automatically posted to AR
- Automatic reading of Payment Smartcard
- AP updated when a new shipment is received and Finance automatically informed of this Liability

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Accountant/Finance Journey

Accounts Setup

- Specialized journals (e.g. Sales, Expenses, etc.) already setup
- AR setup & connected to amounts owed to The Clinic (e.g. payments due by patients or insurance companies)
- AP setup & connected to any amounts owed by The Clinic (e.g. Rents, Salaries, etc.)
- Assets, Liabilities & Equity already setup.
- Inventory Costing Method & Bad Debt Allowance will be setup
- Other accounts can be setup as necessary
- Credit Limits per patient possible

Flexible Accounting Period

- Accounting period can be set to be Weekly, Monthly, Quarterly, Semi-annually or annually according to the needs of The Clinic
- At the Accounting Period, Journal automatically updated. All necessary entries automatically posted to the General Ledger

Asset Tracking

- Assets can be entered into its own Journal and amounts posted to the General Ledger at the Accounting Period
- Barcodes for tracked Assets can be generated by the system, or the barcode on the item can be used
- At the beginning of the Accounting Period, Depreciation can be setup to be Straight Line, Declining Balance or Salvage Value
- Retirement, maintenance and other expenses can be captured

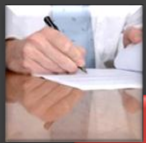
Trial Balance & Adjustments

- At any time whenever an Accounting Period is completed, a Trial Balance can be generated and amounts verified with records.
- For any discrepancies, errors or necessary adjustments, The Journal is available for entering Adjustment Entries
- Bank Reconciliation can be automated if a format is agreed with the participating bank(s)

Financial Statements/Closing

- Income Statement
- Balance Sheet
- Statement of Cash Flows
- Satement of Retained Earnings
- Aging of Accounts Receivable
- When closing accounts at the end of an accounting period, all accounts' balances in GL will be set to zero

HR Personnel Journey



Provisioning/De-provisioning Employees

- Checklist to follow in case an employee joins The Clinic. Roles assigned to employees
- Checklist to follow in case an employee leaves The Clinic
- Finance informed automatically of both events
- Liabilities and Expenses prorated and calculated accordingly

Employee Tracking

- Employee details are captured in file
- Education/Technical Background and Skills
- Appraisals
- Attendance
- Transfers/Assignments
- Compensation History
- Alerts for Residence, Visa, Passport and/or Civil ID expiry dates
- Indemnities calculated and posted as Liabilities
- Assets assigned as used by the employee

Payroll

- Salaries
- Bonuses
- Overtime
- Deductions
- Employee Benefits (e.g. discounted treatment in select clinics)
- All amounts automatically posted to Liabilities and then to Expenses once the payment is made

Training

- Training Attended prior to working at The Clinic
- Training funded by The Clinic. Such expenses will automatically be recorded as Expenses
- If a Gap Analysis is done and employees found to lack certain skills, Trainings Required can be added to Training Plan

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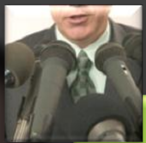
Decision Maker Journey

Setting Goals & Objectives

- A list of The Clinic's Goals and Objectives is maintained
- The Clinic can set metrics like Patient Wait Time, Average Treatment Time, Average number of Treatments per Clinic, etc. These metrics may vary from one Fiscal Year to another
- For better customer satisfaction and loyalty, Customer Loyalty Programs can be run with metrics set for success



Articulating Goals & Objectives

- Effectively articulate Goals & Objectives to The Clinic's staff by posting them into the portal
- Send Circulars, Announcements, etc. either to the whole Clinic, or only a certain audience
- Teams within The Clinic can collaborate among each other, share documents, Calendars, Discussions, etc.
- Knowledge in the heads of The Clinic's staf can be captured and shared with the rest of the organization

Measuring Performance

- Dashboards, Scorecards and Key Performance Indicators make it easy for Management to look into the Business At A Glance
- Indicators that are Red, require immediate attention
- Management can put plans, activities, etc that help turn the Red Indicators into Green as soon as possible
- It is possible to measure the success of Customer Loyalty Programs

Management Reporting

- Extensive reports can be predefined or generated as an when needed
- Reports can be shared with the rest of the organization or with only a specific audience
- Whenever necessary, certain reports can be shared with business partners, publishers, etc.

Questions & Answers

Thanks for your time