

PMP

OCA'S PATIENT MANAGEMENT PROGRAM

NATIONAL

PUTTING EXPERIENCE INTO PRACTICE

Developed by chiropractors for chiropractors

PMP is practice enhancement software that's backed by experienced support-line staff.

Our practice management software has been a trusted resource for chiropractors since 1991. You can have confidence in the OCA's commitment to adapt PMP to meet evolving billing and record-keeping regulations and legislation.



Excellent Value

PMP does it all at a price you can afford.

Features

- Schedule patients and book appointments easily
- Process patient activity and manage patient accounts
- Merge patient data to produce personalized communications
- Generate statistical reports to help you analyze and improve your practice

Technical support

is provided by staff with real front-line experience in chiropractic offices. Support is available via Internet, by email, or through our toll-free help line.

Regular updates

and enhancements are provided to meet the changing needs of your practice.

Ontario Chiropractic Association. **Treatment That Stands Up.**



PUTTING EXPERIENCE INTO PRACTICE

PMP offers a wide range of features that can help boost your efficiency and effectiveness, allowing you to focus on your patients. It's a software solution that manages all your patient information, including patient visits, WCB billings and reconciliations, reporting, letter writing and more.

- **Main screen appointment book**

Customize patient appointment schedules, make single or multiple appointments and book patients with one or more practitioners.

January 2009		Monthly Report - Clinic		Locations - ALL Page No. 2	
Receipts		Claims and Fees		Patient Categories	
Patent Payments Received	0.00	Patient Fees	1150.00	Adult	36
American Express	0.00	Inventory Fees	985.00	Student	0
Cash	410.00	WCB Fees	0.00	Child	0
Charge	30.00	Total Inventory Fees	985.00	No Charge	0
Debit Card	229.05	Discounts	0.00	Seniors	0
Gift Certificate	0.00	WCB Claims	100.00	Companionate 1	0
MasterCard	255.00	Total Fees Charged	2270.00	Companionate 2	0
Traveler's/Prepaid	0.00	Rescheduled	1	Companionate 3	0
Visa	306.00	Postponed	6	Family member	0
Other	0.00	Mixed	3	N/A	0
Total Patient Payments	1219.05	Cancelled	1	Unsettled	0
WCB Payments Posted	0.00	AR as of Tuesday, 15 Sep 2009		Unsettled	0
Total Payments Received	1219.05	Patient	8050.22	Unsettled	0
Doctor of Record		BB To	20.00	Unsettled	0
Daniel David Palmer, DC #4444	2,149.00	CHC	327.96	Unsettled	0
Laura Harty, RMT #1222	30.00	Misc.	165.00	Unsettled	0
Deanna Paxon, DC #6911	90.00	Tot Entry	5401.08	Unsettled	0
				Total Patients Seen	36
				Subsequent Visit Claims	40
				New Patient Claims	0
				Reconciliation Claims	1
				Total Visit Claims	41
				Visa Claims	0

Summary Sheets include Fees, Receipts, Accounts Receivable, Patient Stats, and Appointment Stats

- **Easy access to patient files**

With one keystroke you can access all your patients' information, add a new patient, update and change patient information and print receipts or envelopes. Simply click on tabs to view or edit appropriate data.

- **Access PMP functionality quickly and easily**

Access the program by menus, function keys and shortcuts to process activity and update records. Edit the program date to process previous claims when necessary.

- **Program designed for multiple doctors and their associates**

Reports, accounts receivable, billing and reconciliation, doctor hours and appointment books can all be differentiated by practitioner. PMP will accommodate up to 27 individual chiropractors and associates.

- **Add customized messages to individual patients**

Use the 'Pop Up' and 'Comments' features to add customized messages to patient records.

- **Effective communication**

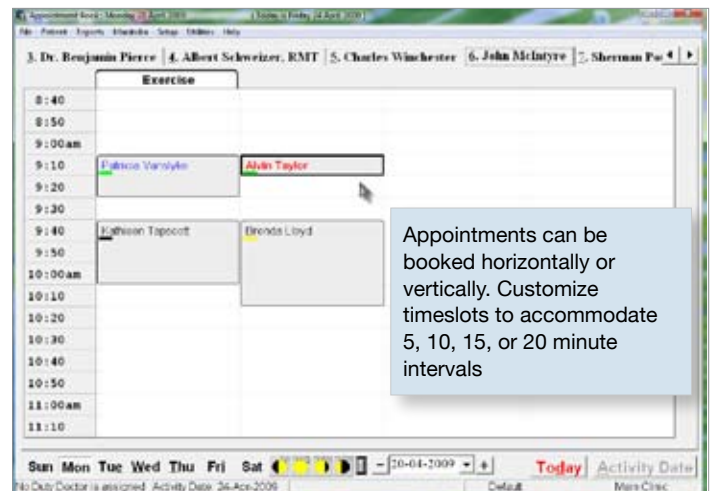
Merging, importing, exporting and designing templates can be done from within the program without the use of another word processor.

- **Reliable recall management**

Helps you ensure no patient falls through the cracks.

- **Privacy and security**

PMP takes privacy of information seriously – yours and your patients'.



PMP USER BENEFITS:

- **Free upgrades and great support**

The Support Line staff members are the best in the business at offering quick and knowledgeable assistance (that's what our users tell us).

- **Toll-free support line**

Contact the Support Line at 416-860-7199, toll-free at 1-800-561-7361, or reach us by email at support@chiropractic.on.ca. Support is available 7:30 a.m. to 5 p.m. EST, Monday to Friday excluding holidays. Visit us on our website at www.chiropractic.on.ca.

- **Annual enhancements suggested by users**

PMP is a continuously evolving program, and we welcome user feedback and suggestions.

INITIAL LICENCE FEES

The Patient Management Program is available for an initial licence fee of \$648 for a primary chiropractor. When additional practitioners in the same practice are being added to PMP, the licence fee for chiropractors is \$400 each and the licence fee for non-chiropractors is \$85 each. All practitioners, chiropractors and non-DCs, who practice in more than one location will be charged a \$25 administration fee for the second location and each subsequent location. Applicable taxes will be added to all the above fees. The initial package includes software, a User Manual and unlimited, toll-free telephone support for the period up to July 31.

OWNERSHIP AND SUPPORT

The Ontario Chiropractic Association retains ownership of all Patient Management Programs. Chiropractors who maintain their annual licence agreement will have the right to use PMP on a yearly basis. Annual licence fees are not pro-rated and discounts and refunds do not apply. The annual licence fee includes unlimited, toll-free telephone support for the period up to July 31. A contractual relationship exists between the OCA and the primary licensee which defines the rights and responsibilities of each party. Only the primary licensee has permission to authorize changes to the PMP including but not limited to adding, updating and deleting practitioners. Changes can only be made to the Patient Management Program with the permission of the OCA and the knowledge and express written permission of the primary licensee.

ANNUAL LICENCE FEES

All practitioners choosing to use the Patient Management Program must pay an annual licence fee in order to maintain the right to use the program. The annual licence fee is \$448 for the primary chiropractor, \$224 for each additional DC and \$85 for each non-DC in the same practice. All practitioners, chiropractors and non-DCs, who practice in more than one location will be charged a \$25 administration fee for the second location and each subsequent location. Applicable taxes will be added to all the above fees. The annual licence fee covers the cost of program enhancements, updates and unlimited, toll-free telephone support for the period from August 1 to July 31. The primary licensee must renew the licence by August 1st of each year in order to receive the program update. This applies to all practitioners within the same clinic. Until full payment is received for all practitioners a PMP update will not be released to the clinic. Should a primary chiropractor cease to be a PMP user in good standing, alternate arrangements must be made for associate DCs and non-DCs within the same office.

A screenshot of a software interface for patient information. The window title is "Patient Information - Adrienne Linton". At the top, there are several tabs: "Personal", "Health", "Pop Ups", "Comments", "Bill To / Emp.", "Appointments", "Account / Activity", "WCB", "EHC", and "MVA". The "Personal" tab is active. The form contains fields for "Pat No." (1), "Doctor of Record" (Daniel David Palmer, DC #4444), "Preferred Location", "First Name" (Adrienne), "Last Name" (Linton), "Address" (1 Hook Avenue, San Francisco, CA, 90210, USA), "Phone Numbers" (Home: (909) 731-0702, Work: (909) 633-3000, Cell: (909) 555-1212), "Email" (Adrienne@SF.ca), "Date of Birth" (06-08-1949), "Age" (60), "Sex" (Female), "Referrals" (Referred By Patient: Dr. Mary Smith), "Patient Type" (Cash), "Patient Category" (Adult), "Payment Type" (Visa), "Default Code" (A), "Flags" (G), "Active" (checked), "Auto Statements" (unchecked), "Do NOT contact" (checked), "Maiden Name", "A/R Type" (Patient), and "Send Statements To" (BillTo). At the bottom, there are buttons for "Next", "Previous", "Save", "Cancel", "New Patient", and "Search for a Patient by" (Last name, Number, First name, Other). A tooltip points to the "Patient information screen with multiple tabs." text.

Patient information screen with multiple tabs.

Required hardware specifications:

- Windows Vista operating system with 1GB RAM or XP Pro with 512 MB RAM
- Intel Pentium 4 1.6 GHz or equivalent with 5 GB hard drive or above
- Onsite internet connection with internal or external modem

Prices subject to change without notice

Informative newsletters and a comprehensive, easy-to-use manual
Loaded with hints, tips and pertinent information.

Order your program today
To order PMP please complete the order form and return it, together with your payment, to the OCA office. Please allow up to 10 business days for the processing of your order.

For more information please contact
Liz Pridham
Software Support Representative
416-860-4163 or 1-877-327-2273, ext. 4163
or email lpnidham@chiropractic.on.ca.

NATIONAL PMP ORDER FORM & USER AGREEMENT

This form must be completed in full, signed by all practitioners and returned to the OCA office with payment.

First DC name: _____
 Clinic address: _____
 City/Town: _____ Postal code: _____
 Shipping address (if different from above): _____
 Tel: () _____ Fax: () _____ Email: _____

Licence Fees	PMP Fee		GST / HST		Total Fee	Quantity	Total
Primary DC	\$648.00	+	\$ _____	=	\$ _____	x () =	\$ _____
Additional DC(s)	\$400.00	+	\$ _____	=	\$ _____	x () =	\$ _____
Non-DC(s)	\$85.00	+	\$ _____	=	\$ _____	x () =	\$ _____

TOTAL ENCLOSED \$ _____

Send order: on CD via email

Please allow 10 business days for processing.

Are you converting from another software program? Y N If yes, what is the name of the program? _____

Each initial package includes software, manual and toll-free telephone support until July 31.

Prices subject to change without notice.

Method of Payment: Cheque VISA MasterCard

Card # _____ Expiry: _____

Name on Credit Card: _____ Signature: _____

The undersigned hereby agree(s) to use the OCA Patient Management Program (PMP) within my/our practice only and I/we will not make or allow to be made any other copies of the program except for the purpose of safekeeping and the backup of my/our data. I/we agree not to modify, amend, disassemble, recompile or create derivative works of the OCA Patient Management Program. I/we understand and agree that I/we only have a right to use the program as long as I/we have paid the Annual PMP licence fee. The PMP shall at all times remain the property of OCA and I/we shall have no right, title or interest therein, except as stated. I/we agree to not sell, transfer or otherwise make available the PMP and copies thereof to others. I/we agree that the OCA will in no event be liable for any indirect, special or consequential damages including damages arising from my/our lost profits from use of the PMP. I/we understand that the provision of technical support by the OCA may require the transmission of confidential patient and practice information from my/our practice to the OCA. Any such transmission between the OCA and my/our office shall be via encrypted message or direct delivery of computer disk or CD. This information shall be treated in strictest confidence and viewed only by support personnel for technical reasons. Following the provision of support, any confidential information possessed by the OCA shall be destroyed. There are no express or implied conditions or warranties, including the warranties of merchantability and fitness for a particular purpose not specified herein respecting this agreement, software, documentation or services provided. Notwithstanding any other term or provision of this Agreement, the OCA's liability to the Customer for any cause whatsoever shall be limited to the amount paid by the Customer to the OCA for the PMP software for the last six (6) months preceding the event, (or last of a series of events), which gave rise to the claim. Direct damages subject to this limit shall be the Customer's sole and exclusive remedy. All claims for damages must be asserted within six (6) months of the event (or last in a series of events), to which they relate or be forever barred.

Primary DC's authorizing signature: _____

Please fill in information for practitioners being added to the Patient Management Program.

A signature below indicates acceptance of these terms and conditions.

1. Primary Licensee: _____ Profession: _____
 Licence # _____ Signature: _____

2. Practitioner: _____ Profession: _____
 Licence # _____ Signature: _____

Date: _____ For additional practitioners please copy and attach separate sheet.

FOR OFFICE USE	Membership Status: _____	Payment Date: _____
	Serial Number Issued: _____	Date Shipped: _____

ONTARIO CHIROPRACTIC ASSOCIATION

Tel: 416-860-7199 ■ Toll Free: 1-800-561-7361 ■ Fax: 416-860-0857 ■ Email: support@chiropractic.on.ca