



## Support Options For Medisoft

### FREE TRAINING AND TECHNICAL SUPPORT OPTIONS

**Phone** - One hour of free phone support is included with your new purchase of Medisoft Advanced, two hours with Network Professional. Remote/online support and/or training require a high-speed internet connection.

**Email** - 30 days of free email technical support is included with your purchase of either Medisoft Advanced or Network Professional. You must include your Invoice # and Business name in all email correspondence.

**Help Button** - Support may be obtained by using the Help button on any page of the Medisoft program.

**Manual** - A Medisoft program manual is on your installation CD ROM.

### FEE-BASED TRAINING AND TECHNICAL SUPPORT OPTIONS

**1. Training Material** - Medisoft Interactive Training CD ROMs. Set for \$499.

**2. Hourly Training, Technical, and/or EDI Support** - Computerized Business Systems offers technical support, training and/or electronic claims support at \$125 per hour, to be used in 15 minute increments. Remote/online support and/or training require a high-speed internet connection. See below for greater savings.

**3. Bundled Hours:** For greater savings, pre-purchase bundled hours of phone training or support. To be used as needed during one year: 3 hours/\$300 (20% Savings) 6 hours/\$525 (30% Savings)

**4. Yearly Technical Phone Support** - Unlimited technical support is a flat rate of \$1450 per year, for 1 contact in your office. Remote/online support requires a high-speed internet connection. Database corruption repair and training are not included and are listed separately.

**5. Yearly Technical & Training Phone Support** - Unlimited technical support and up to 12 hours of training is a flat rate of \$2450 per year, for 1 contact in your office. Additional training hours will be billed at the hourly rate. Remote/online support requires a high-speed internet connection. Database corruption repair is not included and is listed separately.

**6. Data Corruption/File Repair** - Repair of corrupted database: \$399 minimum.

**7. Electronic Claims Setup** - For electronic claims with the Revenue Management Module. Direct Module: \$399 or McKesson Clearinghouse: \$599. Please see above rates for support after setup is complete.

**8. Medisoft Clinical Users** - All technical support, training and/or electronic claims support is \$125 per hour.

All major credit cards are accepted.

ALL PRICES QUOTED ARE SUBJECT TO CHANGE WITHOUT NOTICE.

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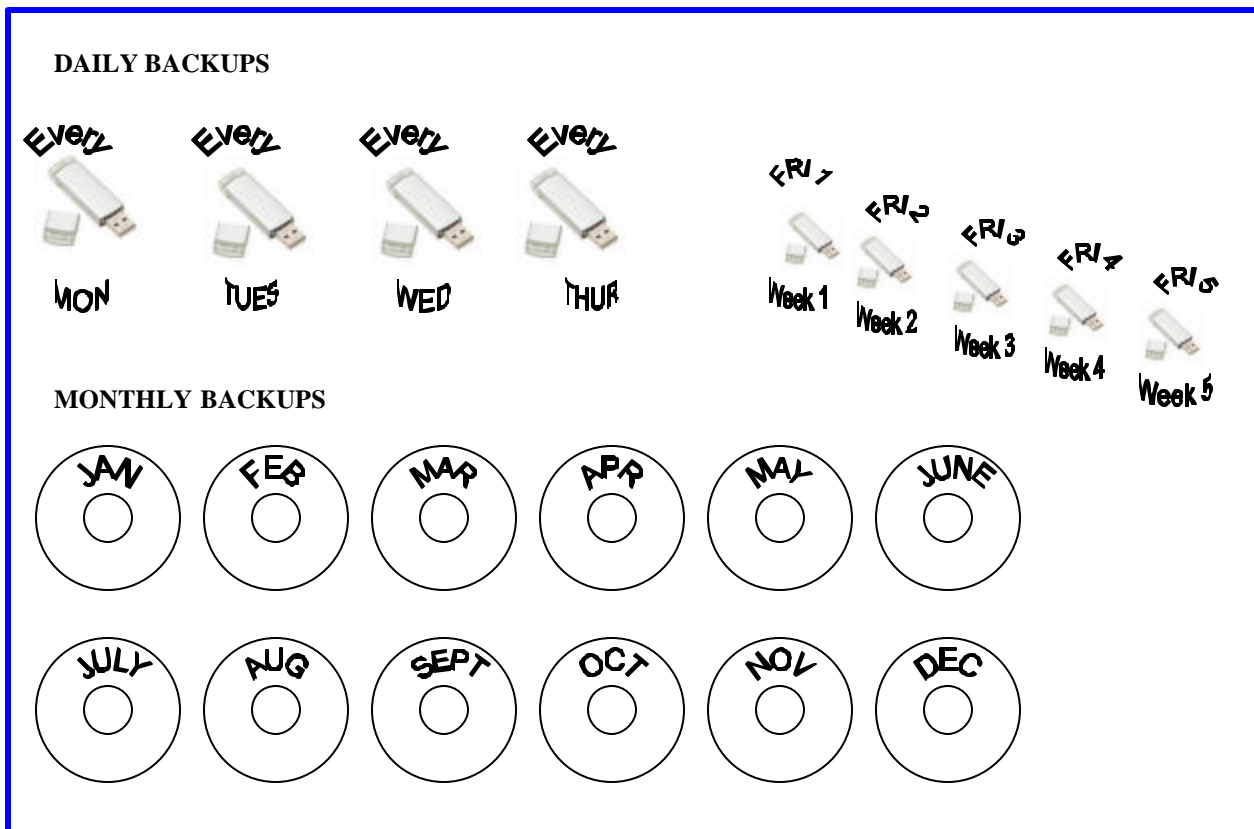
## RECOMMENDED BACKUP PROCEDURE

### WARNING

**IT IS IMPERATIVE THAT YOU DO REGULAR BACKUPS as DATA CAN BE PERMANENTLY LOST WITHOUT A BACKUP**

Each Practice that is set up in your Medisoft program should have its own set of disks. You will need to Open each individual Practice and backup each one separately.

Here is the recommended sample of the backup procedure for Disks, Tapes, USB Drives or CDROMs:



\*\*Once a week take the backup off-site.

\*\*A good place to store the monthly backup disk is in a safety deposit box at your bank.

- ✍ **REMEMBER TO BACKUP YOUR DATABASE DAILY**
- ✍ **WE RECOMMEND WEEKLY BACKUPS BE STORED IN AN OFFSITE LOCATION**
- ✍ **REMEMBER TO 'COMPACT AND REPAIR' WEEKLY**