

Training & Technical Support Options FOR Medisoft and Office Hours Professional

Computerized Business Systems

23263 Harborview Rd, Suite 1, Port Charlotte, FL 33980
Phone: 888-691-8058 Fax: 941-743-5868

FREE TRAINING AND TECHNICAL SUPPORT OPTIONS

Phone - One hour of free phone support is included with your purchase of Medisoft Advanced or Network Professional. Remote/online support and/or training requires 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.

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

Online - Many technical questions can be answered online at the Medisoft "Knowledge Base" located at www.medisoft.com/kb.

FEE-BASED MEDISOFT TRAINING AND TECHNICAL SUPPORT OPTIONS

Training Material - Medisoft Interactive Training CD ROMs for Version 15. Set of 7 for \$499*.

Training and/or Technical Support - Computerized Business Systems offers technical support and/or training at \$100* per hour, to be billed in 15 minute increments. May also be remote/online support and/or training (requires a high-speed internet connection). Phone # is 888-691-8058. All major credit cards are accepted.

Data Corruption/File Repair - Repair of corrupted database: \$399* flat rate.

Yearly Training/Technical Support - Phone support and training for Medisoft and add-on products. Support for 1 year is a flat rate of \$1450*. May also be remote/online support and/or training (requires a high-speed internet connection). Phone # is 888-691-8058.

ELECTRONIC CLAIMS SUPPORT - Relay Health EDI CLEARINGHOUSE

Setup and Troubleshooting - Phone support for setup and/or troubleshooting claim rejections with the Relay Health EDI Electronic Claims Clearinghouse. Support for 1 year is a flat rate of \$700* (limited to 1 contact person in your office).

--OR--

Phone support - may be purchased at \$100* per hour, to be billed in 15 minute increments.

ELECTRONIC CLAIMS SUPPORT - DIRECT MODULES

Troubleshooting Rejections - Phone support for troubleshooting claim rejection reports with the Direct Electronic Claims Module. Support for 1 year is a flat rate of \$700*.

--OR--

Phone support - may be purchased at \$100* per hour, to be billed in 15 minute increments.

PHONE SUPPORT OR TRAINING IN BUNDLED HOURS

Pre-purchase bundled hours for phone training or support to be used as desired/needed during one year.

3 hours / \$250* 6 hours / \$450* 9 hours / \$600*

ALL PRICES QUOTED ARE SUBJECT TO CHANGE WITHOUT NOTICE.

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*Prices will be approximately 20% higher if the Medisoft Program was not purchased from Computerized Business Systems.

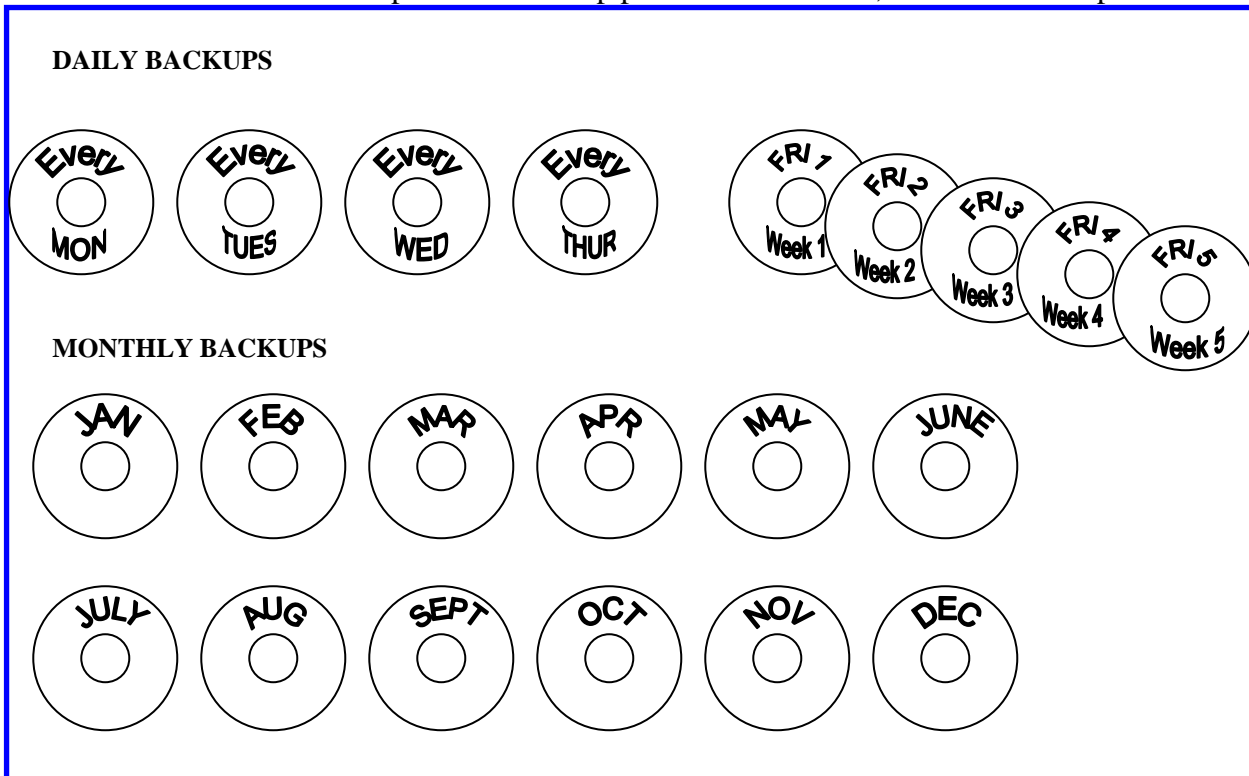
RECOMMENDED BACKUP PROCEDURE

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, CDROMs or Tapes:



**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.

OVER ↗

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