

Medical Office IT, Hardware, Software, & Network News



MPT Offices, Cumming, GA

It's All A Matter Of Trust



From the time we're very young, throughout our relationships with family and friends to businesses and acquaintances, we form trusting partnerships with diverse groups. We trust our parents, we trust our spouses and children, we even trust our hair stylists and car mechanics. And when it's most important, we trust our doctors, nurses, and other healthcare providers. These trusting relationships form the very core of our interaction with others. If trust is there, we are comfortable; if not, we tend to shy away.

Over the past seven years, the clients of Medical Practice Technologies have put their trust in us to protect and maintain their systems, promptly address any problems or issues, proactively maintain their servers and networks, and provide advice and counsel when replacing or adding computer hardware in their offices. And that trust makes feel us like a proud parent. We take great pride in being one of the only medical-specific hardware and network companies in the country that is able to provide the services that we do, with an almost 100% retention rate of our clients over the years.

This year has already seen an increase in our client base (see page 3), with most of our new PSSA customers coming through referrals from our existing practices. That shows a tremendous amount of trust and confidence in the service and care that we provide. To those practices who have referred a new client to us, please accept our sincerest thanks, and know that we will always work hard to continue earning your trust in us.

Whether it is answering questions about hardware, software, network or telephone systems, correcting problems that crop up from time to time, or making a purchase of new PCs, laptops, printers or monitors, we hope that you will continue to place your trust in us to give you the best service, the best price, and always the best consideration and respect for remaining a loyal customer of Medical Practice Technologies.

As the Russian playwright Anton Chekhov said, "You must trust and believe in people or life becomes impossible."

As many of you know, we have recently started selling the Panasonic Toughbook laptop as our hardware of choice for medical offices. It is lightweight, shock- and drop-resistant, it has a great battery life, a touch screen monitor, and has a fast processor with lots of memory. The price? \$2,349.00. That seems quite high considering the declining cost of laptops at local retail stores. But keep a few things in mind. Off-the-shelf laptops only come with Windows Vista, which is incompatible with most medical software. These laptops are 'home grade', much heavier, do not have extended battery life, and usually only carry a 1 year manufacturer's warranty whereby the unit must be shipped to a facility for repair. Given the demanding use that laptops in a physician's office go through, that \$799.00 price really won't be a good investment in the long run.

This is not to say that MPT requires its clients to only buy laptops and other hardware from us. But before you purchase that unit from your local store or from an on-line source, please call us and discuss the product first. We always want to be sure that the laptop you are looking at will work in your situation, and that you have all of the relevant information to make an informed choice. All things considered, the Panasonic laptop is designed to give you at least three years of protected, durable service, guaranteed to work on your existing system.



Panasonic T8 Toughbook

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Practices Made Perfect[®]

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Issues Related To Software

When the Practice Management or Electronic Health Record (EHR) software is not working properly, you can still call MPT.

By: Daniel White, Director of Operations

One of the benefits of our Practice System Support Agreement (PSSA) is that we do, in fact, take the majority of the burden for computer-related issues off of the medical staff. That being said, please let me provide some clarification.

In many instances, when a problem or issue arises, the medical staff involved may not be sure if it is hardware, software, or network related. That's where Medical Practice Technologies comes in. If you are unsure, please call us first, and let us determine the course of action. In the majority of situations, MPT will be able to address and resolve the problem with minimal input from the client.

Whereas the Support staff at MPT is well-versed in many of the more common medical software products, there are some Practice Management and/or EHR software products in use with which we have no or very minimal experience. In these cases, once it is determined that an issue involves medical software, the customer may be advised to contact the software company directly. This will also generally be the case when it comes to a training issue; Medical Practice Technologies is not in a position to provide training assistance on any medical software.

Frequently, once the medical software company is contacted, they will require specific information from the end user (our customer) to help resolve the issue. Only the person using the product, and experiencing the problem, will be able to convey the specifics to the software vendor. In these cases, MPT will instruct the customer to call the software company directly for resolution.

This is in no way a 'pass-the-buck' approach to problem resolution, or an unwillingness to meet the terms of the PSSA. Calling MPT first is always the right thing to do. We will then go through our process to determine the problem and the best course of action for resolution. But please be aware, that in some cases – particularly with medical software issues – direct involvement between our customer and the software vendor may be required.

If you have any questions, or need further clarification of this process, please don't hesitate to give us a call.



Medical Practice Technologies is a Dell Premier Healthcare Solutions Provider

News & Notes

Many times our Support Department receives several calls from the same practice for the same issue. To help resolve the issue as quickly as possible, we ask that there be only one point of contact at the practice for requesting support with MPT.



If you have requested a Quote/Purchase order for equipment, please be sure to fax back a signed copy of the quote. No purchases can be made without it.

Any purchase requests for equipment that exceed \$1,000.00 must have a check for the total purchase amount (or a photocopy of the check) sent to MPT before the order can be placed.



DON'T FORGET!

Refer a new client to us, and receive a \$500.00 credit on your next PSSA renewal, if the new client signs a PSSA with us. The more you refer, the more you can save!



Remember! We accept Visa, MasterCard, and American Express for all hardware &



software purchases, as well as PSSA payments (new and renewal).



“This company has always been there when we needed them...We are very pleased with MPT in all respects.”

*Denise Williams, Office Manager
Mount Holly Family Practice, NC*

Our Family Continues To Grow

New customers, new employees, and a commitment to the best service and support in the Medical IT business.

Welcome

NEW PSSA CLIENTS



Bi-monthly Proactive Maintenance, Unlimited Support, Peace of Mind.

We're proud to have you as part of the MPT family, and you now have the peace of mind in knowing that your investment is supported by the best medical IT team in the industry.

All Children's Clinic - Senatobia, MS
Cascades Urology Center - Findlay, OH
Center for Allergy & Asthma - Villa Rica, GA
Children First Pediatrics - Fayetteville, GA
ENT & Facial Plastic Surgery - Wesley Chapel, FL
Findlay Surgery Center - Findlay, OH
Georgia Nasal & Sinus Institute - Savannah, GA

Harper & Associates Family Medicine - Lithonia, GA
Irene Silva, MD SC - Chicago, IL
Joseph Khouri and Karina Khouri Belinfante - Smyrna, GA
North Atlanta Internal Medicine - Atlanta, GA
Orthopaedic Institute of Ohio - Lima, OH
Raintree Pediatrics - Allen, TX
South Lake Urology - Clermont, FL
Tiftarea Cardiology - Tifton, GA

"We thank you for the trust you have placed in us, and we will work hard to keep you fully satisfied with our service." *The staff at Medical Practice Technologies*

PSSA

Practice System Support Agreement



Bi-monthly Proactive Maintenance,
Unlimited Support,
Peace of Mind.

Medical Practice Technologies is proud to be the exclusive Medical IT Business Partner of Hometown Health, serving rural medical practices throughout Georgia.



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... Final Thoughts

Meeting The Challenge

Many things have changed for most, if not all of us, due to the current economic conditions. But as partners in the health care industry, we are fortunate to find some security in our employment, our wages, and the outlook for the future. Government stimulus packages are providing physicians and hospitals with incentives to move toward implementation of digital record keeping, e-prescribing, and a paperless office. Moving in that direction involves and requires a medical IT company that can meet the current ever-changing and challenging needs of the medical community. Medical Practice Technologies has seen an increase in our client base over the last several months, as well as fulfilling an increased need among our established customers for new and upgraded system hardware.

Challenges still lie ahead and MPT is ready to meet them head-on. We have increased our staff with new personnel in our office management/accounting, support, and on-site technical departments to better serve our clients, and to be poised for continued growth ahead. We are embarking on a new marketing campaign to increase our visibility and make sure that as many medical offices as possible will know who we are, what we do, and that we are ready to meet their IT needs and challenges.

Challenges of cash flow affect all businesses today, and MPT has payment options (e.g. credit card or check) to ease the burden on our customers when it comes time to replace or upgrade their computer hardware. We try to make the outlay of funds as painless as possible while recognizing the common struggle of spending vs. saving. We always try to meet this challenge in the best interest of our customer's needs, while providing the highest level of service and equipment.

In the computer and IT industry, challenges abound, and Medical Practice Technologies is proud to continue to be in a position to not only meet those challenges, but to always strive to exceed the expectations, so that a challenge becomes a solution.

Daniel White, Director of Operations

Practices Made Perfect®



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