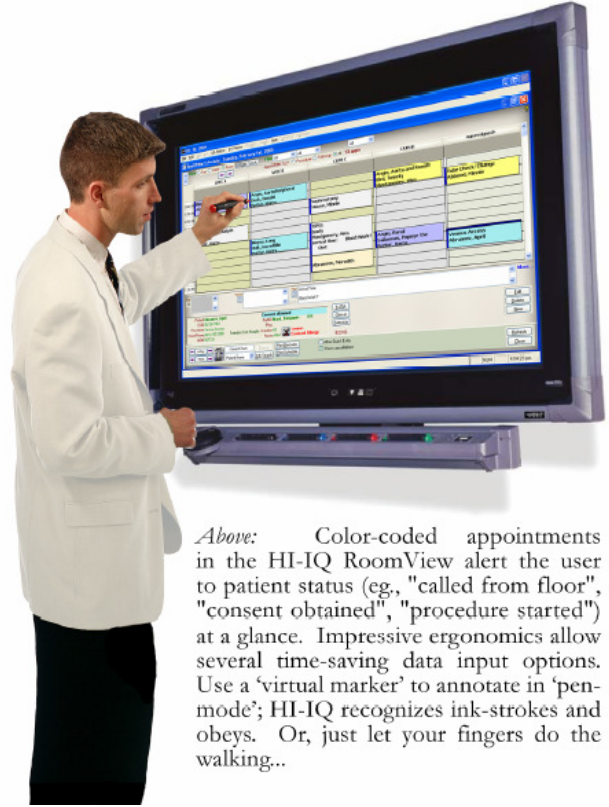


TouchSchedule Frequently Asked Questions

Or, everything you always wanted to know about why you need the SMART Touch!

1. *What is the HI-IQ TouchSchedule?*
 - a. It is a hardware/software option available with HI-IQ 2004 that leverages the power of revolutionary new touch-screen technology to solve Patient Tracking problems for busy interventional departments.
2. *What hardware is included with HI-IQ TouchSchedule?*
 - a. Several configurations are available. Our standard configuration currently includes a 40" LCD flat-panel display (the NEC/Mitsubishi LCD4000) and the SMART Technologies PN340 Interactive Overlay. 46" or 61" options are also available.
3. *What software is required for HI-IQ TouchSchedule?*
 - a. The TouchSchedule software includes HI-IQ's Room View & Clinical modules, specially designed to be exceedingly *finger-friendly*. This allows you to view schedules for up to 10 rooms at a glance as well as in Day, Week, and Month modes. We've added many features to facilitate quick data entry and clarity of presentation; including color-coded clinical patient status, intelligent conflict checking, detailed revision histories... all the while using familiar Microsoft Outlook®-style graphical drag & drop functionality to easily manage detailed scheduling tasks.
4. *Tell me more about the standard hardware configuration, why did you select it?*
 - a. The SMART product line has an excellent reputation for deploying *proven* state-of-the-art technology to bring great power at low cost in the touch-screen space; their ergonomic care really *shines*... especially as we ConexSys nerds peek under the hood. Their DViT (Digital Vision Touch) technology is so simple, but so powerful, it's truly amazing; it uses specialized digital cameras embedded in the frame to detect screen contact without compromising image quality. We have long been looking for just such a product; there is nothing that comes close to this power at this price.
 - b. After some careful shopping, several trials, and a more than a sprinkling of research, the NEC/Mitsubishi LCD-4000 monitor stands out as an industry standard; a hi-resolution, industrial-standard device that is built for constant use.
5. *I already have a Scheduling system. Why should I care about the HI-IQ TouchSchedule?*
 - a. HI-IQ's Scheduling module is really best called a Patient-Tracking module. It was designed to closely model the daily regimen of nurse, techs, and physicians to bring the concept of 'one-write' to the Quality Assurance process. We found that most HIS/RIS-based scheduling systems didn't facilitate the entry (or proper validation) of the myriad details one needs to capture at all points of the process; even worse, they tended to exist as detached islands, unable to integrate with resource management & clinical documentation objectives, creating way too much work for the IR department, especially with the continued emergence of documentation standards. Most other scheduling systems serve one critical function: to create a place holder for a procedure that is tied to the HIS. They typically have poor user-interfaces, and frustrate the process of dynamically, interactively, gathering a comprehensive, common Electronic Medical Record. They do very little to replace the need for the departmental 'whiteboard', which is why most institutions trust that more than the RIS schedule. Every aspect of the HI-IQ Scheduling system was designed by interventional radiologists, for interventional radiologists, to address these issues.
 - b. You *can* have your cake and eat it too. The best (and most popular) solution is to order an HL7 interface with your TouchSchedule system. This will connect it to your existing scheduling system, allowing the RIS-based scheduler to



Above: Color-coded appointments in the HI-IQ RoomView alert the user to patient status (eg, "called from floor", "consent obtained", "procedure started") at a glance. Impressive ergonomics allow several time-saving data input options. Use a 'virtual marker' to annotate in 'pen-mode'; HI-IQ recognizes ink-strokes and obeys. Or, just let your fingers do the walking...

continue to do the quick & dirty 'generic procedure / placeholder' scheduling (which is all that most already do)... and then to auto-magically feed this data into HI-IQ. This will pre-populate the HI-IQ Touch Schedule with data... saving you time by making it easy for you to gather whatever additional information you choose to in HI-IQ (of considerably more value than what your existing system allows).

6. *We use our whiteboard for more than just scheduling, where will we put our daily notes if we start using HI-IQ TouchSchedule?*
 - a. The SMART Overlay includes a pen tray with colored markers and an eraser that work on your touch-screen just as they would on a whiteboard. HI-IQ's Day notes and Appointment notes fields have been "ink-enabled" so that you can write notes right on the schedule and save those with the appointment or day. If you prefer, you can use HI-IQ's handwriting recognition feature to convert your written notes into typed text (great for those folks in your department with illegible handwriting, you know who we're talking about!).
7. *Do I need to buy the hardware from ConexSys, or can I use my existing hardware?*
 - a. SMART maintains a compatibility list on their website (see www.smarttech.com) if you would like to help yourself; or, contact us... we will be glad to help you determine whether your existing flat-panel display is compatible. While some plasma flat-panel displays will work, we strongly recommend an LCD flat-panel; plasma displays usually suffer from burn-in issues with relatively static screens... and LCD resolution is generally better.
 - b. In the unlikely event you also have the appropriate SMART Overlay product, we will be glad to help you check its compatibility. You do not *have to* buy the hardware from us; however, you should be aware that we have made special arrangements with our vendors to ensure that we can deliver the appropriate hardware to you at the lowest possible price. Our business is to provide you with the best possible tools to help you solve complex problems; not to push hardware.
8. *I don't need the touch-screen, but I would like to run the Patient-Tracking software on a large display, what do I need?*
 - a. Well, for one, we think you might just be missing out on the most time-saving (and low-cost) part of the equation; but, we understand that one size does not necessarily fit all. If you have an existing large LCD/Plasma monitor that you'd like to try with HI-IQ, by all means, do so. You'll find that some HI-IQ screens are quite effective on a large display, and that you don't need to purchase anything else (although, we strongly recommend that you do upgrade to HI-IQ 2004... and that you should consider the Room View and Clinical module options). If you'd like us to provide the same NEC LCD4000 that we include in the standard package (or other standard monitor) to you, let us know; we'll be glad to offer you the best possible price available.
 - b. Also, you might want to be sure that whatever monitor you end up with is one that is supported by SMART, in the event that someday you do want to add the Interactive Touch Screen Overlay option. See the SMART Technologies FAQ at www.smarttech.com for a list of supported hardware, and some other riveting FAQ text (what the heck, if you're reading this far, we thought we'd risk a bit of irreverence to lighten your day).
9. *Do I really need to use such a big monitor to use the TouchSchedule system?*
 - a. No. You do not. Big monitors are great for room-visibility, and certainly not necessary for personal workstation efficiency. However, smaller touch-screen displays can very effectively reduce human-interface time, and might be a great solution for you. We are currently evaluating small-touch screen alternatives. Contact us for details.
10. *Can other users networked to my HI-IQ database view and/or make changes to the same schedule that users see on the TouchSchedule?*
 - a. Yes. And you can control exactly who has access to what. Changes are dynamically made; screens auto-refresh. E.g., if a Nurse in Room C changes the Clinical Status of the current procedure in Room C to "Patient Prepped an on table", all users who view the Room View will instantly see that change (usually indicated on the schedule display via a legended-color of your choice). Numerous features like "Precautions" allow you to graphically annotate the schedule with special procedure or patient-specific status data like a "Falls Alert" to help prevent accidents before they happen.

11. *Can I run the Schedule in "read-only" mode?*
 - a. Yes. You can easily setup the TouchSchedule display to run in a special "Read-Only" mode. A double-finger tap on an appointment will bring up the "HI-IQ TouchSchedule Security Keypad"; allowing authorized users to quickly authenticate using their fingers, and if allowed, to temporarily transform the Read-Only view into an updatable one.
12. *Can I tell who made changes to the schedule?*
 - a. But, of course. The HI-IQ TouchSchedule software automatically tracks changes to appointments; preserving a detailed Revision History for your review. (Three taps on an appointment will produce a report of who changed the appointment, what was changed, and when).
13. *What type of computer workstation hardware do I need to run the HI-IQ TouchSchedule?*
 - a. Nothing special, really. You simply designate one computer to be the primary TouchSchedule controller. Most reasonably current computers running Windows 2000 or Windows XP will work fine. A USB port is a good idea for connection to the Touch Overlay (although you can also use a serial port). A reasonably-powered laptop will work just fine as well. See our standard HI-IQ workstation requirements at <http://www.hi-iq.com/sysreq.aspx>.
14. *How does the TouchSchedule connect to the primary TouchSchedule controller?*
 - a. Two cables. A USB or Serial cable is used to connect the Smart Overlay; a VGA cable is used to connect to the Flat Panel display. 10' cables are included; longer distances can easily be spanned using standard CAT5 cable for runs up to 100'. We will provide guidance when we do the remote site audit prior to your order. (See below).
15. *Who does the equipment installation and setup?*
 - a. Your staff will do the mounting and cabling. You'll want a very stable mounting system to install the Flat Panel display; a wall-mount provides the most support; a sturdy floor-stand is also an option. We will interview you and your staff, conducting a remote site audit prior to your order to detail mounting recommendations for your site (we typically supply the standard wall-mount for your monitor assuming that your resources will do the physical wall mounting). Dependent upon cabling length and physical plant issues, we will recommend partnering with local resources to install additional wall jacks and cabling if needed.
 - b. Once the physical screen and cabling installation is complete, our staff will work with yours to teach basic care & feeding issues; you'll learn how to calibrate the device (very simple); how to use it within HI-IQ, and how to perform basic maintenance (almost negligible).
16. *How do I maintain the hardware? What happens when it breaks?*
 - a. The good news: the SMART Overlay technology has no moving parts; so there is very little that can break. In fact, you can think of the overlay as a massive 'lens-cap' for your screen (any Leica aficionados out there?). You clean it with Windex. Unlike some older touch-technologies, this screen is not easily damaged, even by bloody gloves. It is a very robust solution, and not prone to breakage. We will work with our vendors to provide the fastest possible replacement hardware at the lowest possible cost; however, we do recommend that you keep your basic HI-IQ Support contract intact.
17. *Who trains my staff on the product? What happens when the staff 'rotates'?*
 - a. When you purchase the HI-IQ TouchSchedule in conjunction with a new HI-IQ Software package, we extend onsite training to ensure that your staff is not 'finger-shy'. This normally involves an additional day onsite (or 2 WBT's – one-on-one, personalized Web Based Training sessions). Additional onsite training can be provided, ask your sales representative for details. As your staff rotates, we will can easily provide additional training in the form of onsite or WBT sessions as appropriate; again, keep your support contract intact, you'll be surprised at how inexpensively (and well) we address this issue. (What the heck, we've been doing it for over 12 years now!).
18. *How can I justify the purchase cost of HI-IQ TouchSchedule to my department manager?*
 - a. ROI is a funny thing. People who focus on Return on Investment are important; after all, someone has to pay the bills, keep us honest, and ensure that we're fiscally responsible. However, they're usually very visually- oriented. We think that once they see what your HI-IQ TouchSchedule system does... and then compare it to the price of the competition, they'll realize that this is one of the most cost-effective ways to maintain HIPAA compliance, satisfy JCAHO mandates, facilitate accuracy, prevent errors, and increase efficiency... that they could possibly think of. Typical savings in Room Efficiency will more than pay for the system in the first six months of use.