

To our valued customers:

This notice is overdue. We have been so “heads-down” focused on accelerating our efforts to improve the quality of our products and services in the Alberta marketplace that we have failed to step-back and convey all of the exciting progress we’ve made to you. So please forgive our failure to communicate a number of significant advancements to you. We will strive to provide more frequent updates in the future.

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[VCUR Status: PCS is now VCUR compliant!](#)

EMIS's PCS (Patient Care System) has now passed the VCUR compliance testing and clinical review process. In order to achieve this level of conformance, we had to demonstrate to the POSP office our ability to share information with PIN, the Provincial Pharmacy Information Network. Rather than rush this testing, we opted to take a very controlled, methodical, and patient-safety-centric view of the process to assure that our PIN interface was best for the patient, and also supported safe, efficient medical workflow for our customers.

As a result of our thorough approach to the PIN-interfacing and VCUR conformance testing, we have, in conjunction with POSP, identified numerous shortcomings of PIN that require attention. While we were not the first EMR vendor to achieve conformance, we were the first and only vendor that identified these issues; a testament to the level of clinical efficacy EMIS applies to all things it undertakes.

For re-listing to be finalized, we – along with a number of other vendors – must complete our Limited Production Rollout (LPR) with a clinic using our PCS application. This is the final step in POSP re-listing process wherein a Physician will use the integrated solution, and “sign-off” that it meets the needs of the user physician community. Due to a number of constraints and scheduling challenges on the part of POSP, this process is to begin for EMIS and several other vendors in the next few weeks. Once this is concluded, EMIS' PCS will be officially returned to the status of “POSP Approved” for matters of funding for any new clinics wishing to make their EMR selection and continue implementation. Although we expect to finish well in advance of our current extension deadline of January 5, 2008, EMIS guarantees that **current PCS users shall see no disruption of funding should we fail to gain re-listing by January 5 EMIS will not require payment from users until re-listing has occurred.**

[Improved Delivery Process to Accelerate Enhancements](#)

"We are utilizing our EMIS system to process billing for our Doctors - we have submitted to AHW and received payments several times - and EMIS continue to be responsive with streamlining their administrative processes."

June Cooper - Out of hours Clinic Manager, Calgary Foothills Primary

Thanks to valued feedback and critique from our Canadian customers EMIS has been engaged in a massive project to review and analyze the entirety of our product & service delivery model. We have successfully integrated a great number of improvements, however, we are still in the final stages of deploying them through our newly engineered global patching process, we call ESP (EMIS System Patching). The ESP process will be fully functional in early 2008. Some users may already be experiencing the benefits, particularly if you are using our ASP product. ESP is the mechanism whereby bug-fixes and enhancements are continually and automatically delivered to customers. This service-offering from EMIS is unique and assures that our users always have the latest and greatest software available to them, with limited impact on their operations. As a summary, what is included (already developed and tested) in the updates we are currently in the process of delivering to customers are over **400 enhancements** to the software and its ease of use.

Continued...

Integration with Calgary Health Region (CHR)

- The CHR has included EMIS' PCS application and EMIS as an organization in its strategic plans, along with other vendors such as Eclipsys, Telus and Cerner
- CHR is finalizing a strategy wherein EMIS' PCS solution will be integrated with Region-wide solutions. It is intended that this fully integrated solution will be offered to PCNs / clinics as an additional choice in their selection of an EMR. EMIS will be allocating resources expressly in support of this Region-wide initiative.
- Based on EMIS' PCS solution being a perfect complement to the Regional long-term ambulatory strategy to provide clinicians with international levels of security conformance while respecting the trusted relationship between physicians and their patients, PCS provides ensured record level "masking" of patient information by role and provider, if needed. A Data Sharing Agreement instituted by the Medical Doctors' Electronic Record Association (MDERA) with the Region established the governance, policies and procedures for appropriate data management. This same Data Sharing Agreement is being used a model for similar initiatives across Canada, and around the world, and will underpin any PCN or clinic initiative that takes advantage of the CHR offering.

We will continue to support the CHR in their endeavour to offer a comprehensive, fully integrated, end-to-end solution for PCNs and Clinics who wish to benefit from such a solution. However, this will not impede or hinder our ability to continue to enhance both our product and our services for those customers without interest or relationship with the Calgary Health Region.

Formalized EMIS Canadian User Group (ECUG)

Early adopters of EMIS PCS have asked EMIS Canada to help create a Canadian User Group, similar to the highly successful UK National User Group which has been operating for the past decade. Drs. Steven Edworthy and Norman Yee are seeking other enthusiasts to join the planning committee for the inaugural Canadian User Group meeting, March 27 to 29, 2008 at Banff Park Lodge. International speakers, 3rd party vendors, and Canadian content will all be part of this first event. EMIS Canada is excited to participate in this user led initiative and we have already committed resources to help make it happen. We anticipate that local user groups in each part of Canada will begin to share knowledge and expertise through this venue, plus through participation in the existing User Website maintained by British colleagues. Feel free to contact Dr. Edworthy and Dr. Yee through the MDERA office at 220-7893.

Other EMIS Items of Interest

It will also interest you that:

- New insights on the Canadian health system have been discovered through consultation with Canadian experts. EMIS "WORKFLOW ANALYSIS" processes, directly applicable to the Canadian medical office will now be used to ensure our product is being used to optimize patient care. Doctors will no longer need to "add a buggy whip to their new vehicle", they'll simply work in the new electronic age, exploiting the many tools that take them away from paper, pen, and manila folders. A key finding for our marketing team is that some potential customers are not yet ready for the full capacity of a world-class EMR. We have explained to at least one customer that they should use another product until such time as they wish to fully engage with new automation steps. We are committed to better patient care through the proper use of our EMR. Transformation of office practice to adapt to this new way of working is sometimes challenging, and not all are ready for this step.
- We have halted all new deployments of PCS in order to assure we are progressing in a consistent, methodical, and customer-satisfying way. This has forced us to slow-down the evolution of the EMIS' growth in Alberta and elsewhere. Nevertheless, we have continued negotiations with the PITO office in BC around the formalization of the Masters Services Agreement (MSA) that will govern the vendors selected for participation in BC, of which EMIS is one. We expect the MSA negotiations to be concluded shortly.

We hope this clarifies the current status of EMIS, PCS, and the many aspects of how are activities are, or may impact you and your staff. Should you have additional questions, please don't hesitate to contact your Operations Manager, or call us at 780.409.8277.

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