

TouchPointCare at work...

- A home healthcare provider collects patient information on a daily basis to “stay in touch” with the patient without the cost of a physical visit.
- A hospital connects with discharged patients to collect and document required quality outcomes and indicators.
- A case manager in voc rehab automates the collection and documentation of their contact with clients.
- A DME company complies with Medicare guidelines for regular and consistent contact with their clients.

What it is.

TouchPointCare has created an inexpensive and simple to use telehealth program that facilitates data collection, trending and analysis without traditional monitoring equipment. The program is designed for providers, such as Home Health Care, Case Management, Senior Care, Physicians, and other entities like employers, clinics, hospitals, clinical trial organizations, and municipalities to easily and quickly collect information from any individual with access to a phone. By increasing a provider’s ability to gather more information, more frequently—to stay in touch—they can provide better care, improve documentation, encourage self management and reduce costs.

Why we’re different

TouchPointCare is unique in the telehealth world for the following reasons:

- **PRICE BASED ON ACTUAL USAGE**

No capital investment, no long term contract, no minimum fees

- **TECHNOLOGY DEPLOYMENT OPTIONS**

Utilize the program via the telephone, internet or interactive voice response

- **FLEXIBILITY**

The program begins with a template which each provider can customize to create unique protocols

- **POWER AND SIMPLICITY**

You control tolerances, thresholds and alerts associated with each individual and the system automatically responds as instructed

- **REAL-TIME REPORTING**

All of the information gathered is available in a variety of on-line reports utilizing the latest in graphical reporting technology

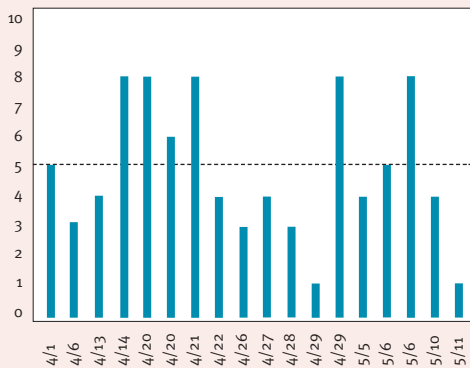
How it works.

As a HIPAA compliant, web enabled application, implemented through private labeling, TouchPointCare maintains the application and the database for you. You have unlimited on-line access for system administration, set-up, reporting and analysis. You can use your own personnel to place or receive calls, or you can contract with TPC to make them on your behalf. The interactive voice response (IVR) option is less expensive than a live agent is and you can record your own voice, furthering “brand” identity. The least expensive alternative is to have individuals answer questions directly over the internet. Or, you can design a program that utilizes a combination of all three based upon your needs.

Home Health Care...telehealth for everyone

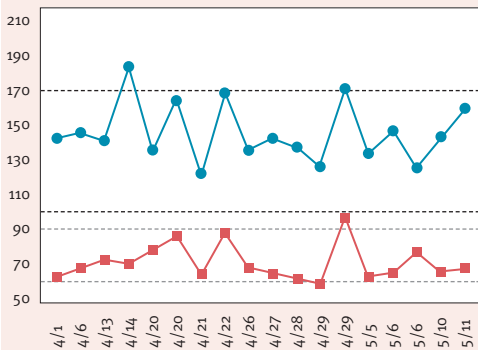
Sample Trend Reports

On a scale of 0 to 10, how would you rate your pain?



PATIENT NAME

FROM: 1/1/2004 | TO: 5/12/2004



Blood Pressure

— diastolic
— systolic

TOUCHPOINT CARE

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TouchPointCare can help Home Health Care providers improve care, reduce costs and improve efficiency by enabling increased contact with patients, more patient self management, and better outcome management documentation.

For the Home Health market the use of the TouchPointCare system focuses on the creation and execution of a TouchPoint.

The creation of a TouchPoint consists of four basic steps:

STEP 1.

Establish unique Groups of patients based upon disease e.g. CHF, COPD, diabetes or any group characteristic you decide upon such as recent discharges or short stays.

STEP 3.

Define the Thresholds, if any, for each Question Series. Each Threshold is monitored by the system and when a question answer crosses a Threshold an alert is e-mailed directly to the provider.

STEP 2.

Create a custom Question Series for each Group. Use our template with over 400 questions or simply add your own.

STEP 4.

Build a contact Schedule for each patient in a Group. The Schedule is completely customizable by the provider for each patient.

...and that's it! A TouchPoint is a custom Question Series for a specific Group with defined Thresholds and a unique Schedule for each patient.

To execute a TouchPoint simply choose the technology option that is best for you and the patient.

TOUCHPOINT EXECUTION OPTIONS

	Live Agent	IVR	Internet
Outbound Call	●		
Inbound Call	●	●	
Patient Direct Input			●

You can even outsource the Live Agent activity to TouchPointCare and we'll handle the TouchPoint execution for you.