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PRESS RELEASE

TouchPointCare Announces IVR Upgrade

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Libertyville, IL (November 5, 2008) TouchPointCare is pleased to announce a new upgrade of our industry leading telehealth software that contains enhanced Interactive Voice Recognition (IVR) capabilities. After extensive year long testing this new functionality is available to all our clients via our web based services.

This enhanced IVR capability enables Providers to gather patient self-reported data on a schedule most convenient to the patient. Instead of a traditional outbound call by a live agent the TouchPointCare IVR capability allows the patient to call an 800 number at any time, night or day, and simply answer the questions as "asked" via the computer generated voice. The TPC IVR has enhanced voice recognition capability to make answering the questions fast and easy.

All of the traditional TPC features are still there like branching logic, custom Alert settings, real time reporting, and on-line reporting access for referring physicians. Additionally, the system allows the Provider to easily identify those patients who have not called in and proactively contact them to gather the desired data.

The TouchPointCare IVR functionality gives the Provider additional flexibility to monitor, manage and educate patients. Data can be collected daily around common chronic conditions such as CHF, Diabetes or COPD, or any other questions you might want a patient to answer. Additional uses include patient satisfaction surveys upon discharge and disease management programs. An example question series is presented below.

With this new upgrade Providers can decide which data collection technique offered by TouchPointCare is the most cost effective, Outbound or Inbound calls with a live Agent, Internet based responses or our enhanced IVR which eliminates the expense of staffing and managing call agents.

Sample IVR Script for CHF Patients

Welcome to (*Agencies Name*) Heart Healthy Program, what is your identification number?

On a scale of 1 to 10, with 10 being excellent, how are you feeling today? (10 Points)

Are you experiencing any chest pain? (Yes/No)

If Yes -> Did the pain come on suddenly? (Yes/No)

If Yes -> Do you have this pain at rest? (Yes/No)

If Yes -> Is the pain getting worse? (Yes/No)

If Yes -> Is the pain worse with deep breaths? (Yes/No)

If Yes -

> On a scale of 1 to 10 with 10 being extremely painful, how would you rate your pain? (10 Points)

Are you experiencing any shortness of breath? (Yes/No)

If Yes -> Does rest relieve the shortness of breath? (Yes/No)

If Yes -> Is it getting worse? (Yes/No)

Have you experienced any swelling in your feet, ankles or abdomen? (Yes/No)

If No -> Good, but remember that swelling is an important symptom to keep monitoring (Statement)

If Yes -> Has the swelling been increasing? (Yes/No)

Have you checked your weight today? (Yes/No)

If No -

> Monitoring your weight is very important, please try and do so and let us know if you have any concerns (Statement)

If Yes -> What was your weight today? (Numeric)

Have you checked your heart rate today? (Yes/No)

If No -

> Please try and check your heart rate today and let us know if you think there are any issues (Statement)

If Yes -> What was your heart rate? (Numeric)

There are no more questions, however, if you feel your condition is getting worse, please call us at 999-4444.

Thank you and have a great day (Statement)

For more information visit our web site at www.touchpointcare.com or contact us to schedule a demo.

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