



Matrix Turns 30!!!! (Practices, that is!)



Pictured above are the current employees of Matrix Management Solutions, which just recently celebrated the signing of it's 30th practice to join the practice management enterprise software solution. Employees not pictured include: Mike Nolze, Tiffany Thorla and Casey Evans. New employees not pictured are highlighted on page 3 of this newsletter. Matrix's first practice, Valley OB/GYN, began using Micromed in August of 1999.

Practices Currently Sharing the Matrix Enterprise

- | | |
|---------------------------------------|--------------------------------|
| Valley OB/GYN | Lake Anna Primary Care |
| Summit OB/GYN | Family Physicians, Inc. |
| Alexander Ormond MD III | Medcorp of Stark County |
| Children's Choice Pediatrics | Fairlawn OB/GYN |
| Children's Medical Group | Portage Medical Associates |
| Summa Physicians, Inc. | Turning Pointe |
| Family Practice Center | Summa Internal Medicine Center |
| Women's Health Partners | Summa Ophthalmology Center |
| Psychological Services | Summa Orthopedic Center |
| Primary Care Physician Associates | Gastroenterology of Akron |
| Barbara Volk MD | Little Flower Family Practice |
| Summa Center for Senior Health | Health Care Center Physicians |
| Orthopaedic Medical Group | Atrium OB/GYN |
| The Oak Clinic for Multiple Sclerosis | Riffat Quadir, MD |

Matrix Holds First All User Seminar

More than seventy Micromed users gathered to attend the 2001 Micromed EPM User Group Meeting sponsored by Matrix. The event was held on June 20 & 21 at the Idabella Firestone Center Auditorium at Summa Health Systems. "The sessions were designed with our clients' needs in mind," commented Sharon Funk, Director of Client Services for Matrix. "We wanted to present a program that would be informative to everyone — regardless of what role they play at their practice. We had office managers, nurses, front desk personnel and billers that attended" Funk continued. Topics that were covered

included: A review of the latest version of Micromed, a preview of upcoming versions, a "did you know?" approach to the front desk, coding



Both Sharon Funk & Jeremy Jones presented informative sessions during the User's Meeting.

and modifier tips and setting up managed care contracts in Micromed. Office managers were invited

to stay for a special session that focused on issues that directly affect them. At lunch, the "Fish Story" video — a motivational approach to customer service, was presented for everyone's enjoyment.



Some of those who attended the User's Meeting in June.

Matrix Welcomes Center for Senior Health to the Enterprise!

In October, the Center for Senior Health joined the Matrix enterprise. They are one of several practices at Summa Health Systems that use Micromed.

The Center for Senior Health is designed especially for older adults. It was created to help patients achieve health and independence by addressing the unique personal and medical concerns of older adults. In addition, the center provides supportive services to patients' families. Their mission is "to improve the health, quality of care and functional status of older adults through research and education of health care professionals and by providing consultative and supportive services to older adults, their caregivers and their physicians."

The staff at the center use the appointment scheduling aspect of Micromed.

Here are some of the staff at the Center for Senior Health that use Micromed.



Notes from Client Services

*All users of Micromed are reminded to log any and all support issues via Micromed e-mail to the "Support" user. In recent months and days, **here are examples of calls that have been logged with the wrong people, thus causing delays in response time:***

- HELP! My printers won't work!
- Why can't I get to my document folder?
- This CPT code isn't in the library
- The data sheets aren't printing correctly

Remember, if you have an emergency that needs immediate attention, contact Matrix support at (330) 899-1275 Ext. 290 — or page an on-call technician at (330) 920-0734

New Matrix Employees



Lynette Shaffner is new to the Client Services Division. She will be working with new clients on implementation, training and support of the EPM product.

Melissa Chapline transferred from Summit OB/GYN to Matrix to work with Tom Downing in our Administration & Finance Department. She will also be working on Managed Care.



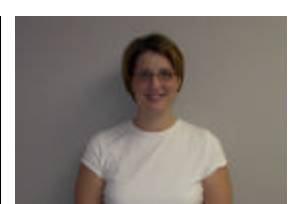
Connie Lallathin, formerly the Office Manager of Fairlawn OB-GYN, is now working as team leader for our Posting department.

Deanna Ward is new to Matrix. She will be working in the patient balance department. She and her husband are expecting their first baby in March 2001. Congratulations!



Jasna Zivkovic, who is a Senior at Portage Lakes Career Center, will be helping out by pulling EOB's and doing other important tasks for the Billing & Collections Department.

Erika Ulik will be working with our Billing & Collections department doing insurance follow up and collection.



Primary Care Physician Associates Gets A New Home

"It's patient friendly and staff friendly". That is how Karin Riggs, MD describes the new location of her offices, Primary Care Physician Associates. Dr. Riggs, and her partners, Betsy Kendis, MD and Brigitta Moresea, MD, along with their staff moved into their new offices on September 28, 2001. The new facility, located at 4575 Stephen Circle in Belden Village, is 10,500 square feet and was the former site of NeuroCare Associates.

"We had been working on the move for some time," indicated Debby Bracey, office manager. "We actually bought the building on June 1, 2001, and our renovators began their work on August 24. We moved in on September 28th." This is not the first time this practice has found a new home, though. When the new corporation was formed last year, the practice left their original location in North Canton, which was 4,500 square feet and moved to the second floor of the Ohio Heart Care Building. They were temporarily at that location until the new facility became available.



says, "It's ours! We do whatever we want with it! It's plain and simple and I'm in compliance."

Because of the growth the practice has experienced, they have had to add more staffing, including a new practitioner. The office is open Monday—Friday and can be reached at (330) 499-9944.

When asked what she likes best about this new building, Debby Bracey



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Comments From Matrix



**Joe Schlosser,
Director of Sales
& Marketing**

How do you feel about reaching 30 practices?

"I look at it as a starting point to begin rapidly adding physician offices. We have reached a milestone in both the number of practices and physicians while enduring growing pains that have made us stronger and better. We have developed a business solution and proven over and over that it works."

What future goals do you see for Matrix?

"With over three years of perfecting practice management software implementation and billing services, I see Matrix taking a leading role in our area to begin introducing clinical solutions to the Enterprise. Matrix is currently speaking with key companies that provide prescription, transcription, document management systems as well as other clinical solutions to integrate into the Enterprise. Adding, and integrating, clinical solutions over the Enterprise will allow our physicians to better manage their time, lower costs and provide better patient care."

Matrix Announces Project REDESIGN

"Focusing on growth while continuing to provide better service to our current clients" is the best way to describe Project R.E.D.E.S.I.G.N. says Sharon Funk of Matrix.

R.E.D.E.S.I.G.N. stands for:

R—Redesign of our current enterprise

E—Evaluating service & support

D—Delivering quality products & support

E—Enhancing system performance

S—Splitting the Enterprise

I—Involve current clients — Feedback! Feedback!

G—Growth! The goal of our practices & Matrix

N—NextGen's involvement with Matrix

This project was started the weekend of Thanksgiving. New, powerful servers were installed and performance already has shown an improvement. Other aspects of the REDESIGN project include internal staffing changes at Matrix. All clients were introduced to the goals of the project at the fall Manager's Luncheon held in October.



Mark Stoffer of Matrix explains to manager's at the Fall Luncheon the details of the Project R.E.D.E.S.I.G.N.

The initial phase of this project was completed over the Thanksgiving weekend holiday.