ANSWERS4 bluestep™

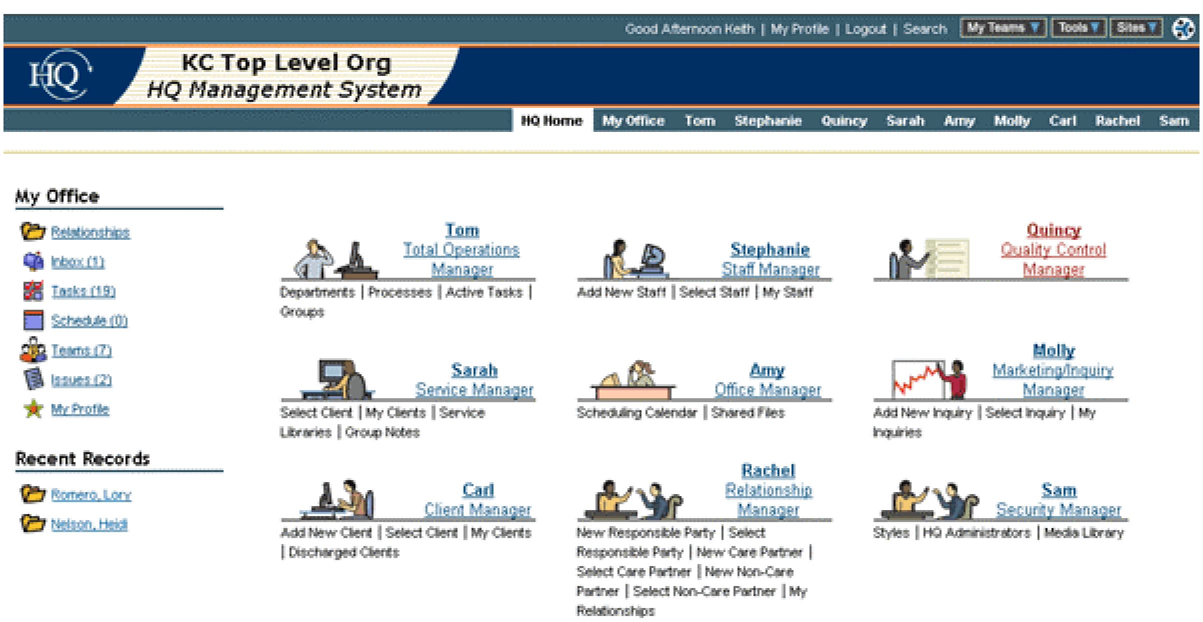
November 2003

Here at Answers4, we're continually looking for ways to improve our service and expand our product capabilities. In addition to greatly increasing our server capacity during October, over the last few months we've also incorporated many new features into the system and updated others.

Below you'll find a brief overview of the most significant changes. We hope these will each prove beneficial to you and your clients/users. If you would like to post this document as a Shared File or send it as an e-mail attachment to your users, please feel free to do so. We're anxious that everyone using Relate™, Connect™, Team™ and HQ™ be able to take advantage of the improvements and get the most from them.

New and Updated

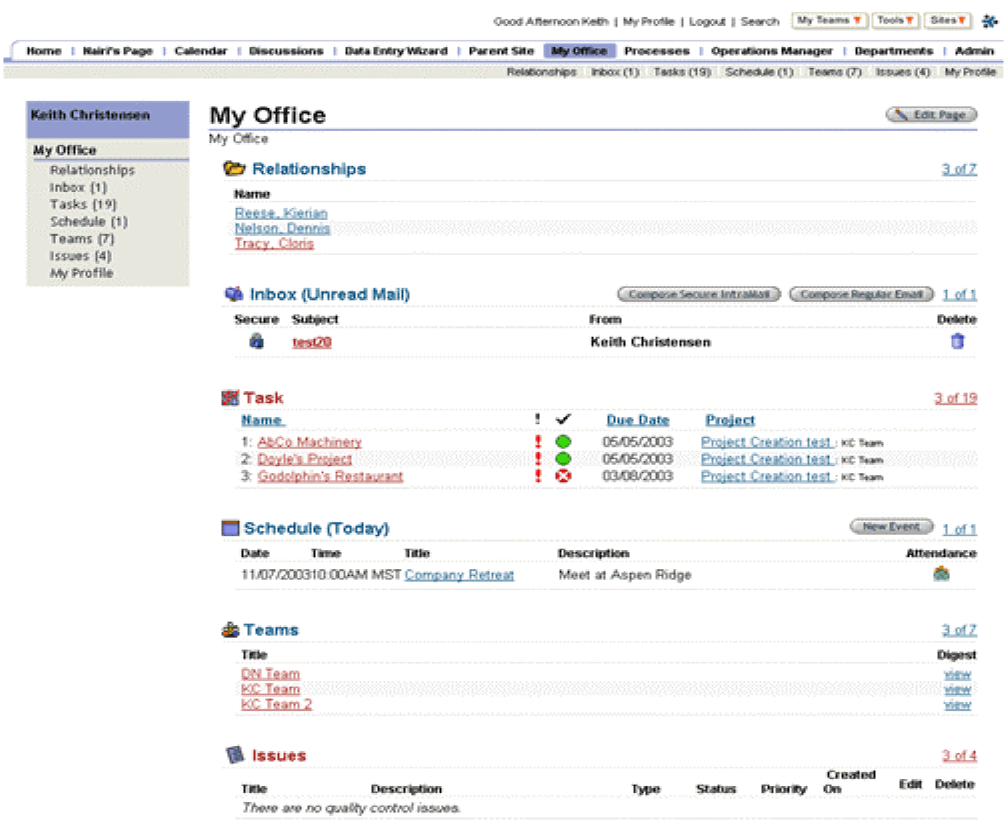
Brand-new to the Answers4 family of products is an entire suite of tools for the residential health care industry called **HQ**. HQ contains sections for:
My Office – individual staff/management information on tasks, schedule, intramail, etc. See below.
Total Operations Manager - client groups, staff departments, processes, assignable tasks. See below.
Staff Manager - adding and tracking staff records
Quality Control - problem and issue resolution. See below.
Service Manager - customization and tracking of offered/provided services
Office Manager - schedules and shared files
Marketing Manager - tracking and servicing client inquiries
Client Manager – adding and tracking client records
Relationship Manager – tracking who is working with whom and in what capacity
Security Manager – administrators, site styles and the media library



These areas each dovetail with all others to provide a totally integrated tracking and service package. Each staff or management person within the system receives a daily update on his/her own particular issues and tasks, etc., along with target dates and progress notifications to supervisory personnel. Clients within the system have an organized and fully documented set of records and logs that completely outline their care programs, patient and family communications, services received, diagnoses, progress, prognosis, etc. Fully HIPAA compliant.

In HQ™, the **Operations Manager** consists of several areas. In **Processes**, you can create customizable templates to accomplish goals based on a series of tasks. With **Active Tasks**, you can create and track the progress of any job throughout your organization. These features work together to automate the assignment and reporting of any number of jobs, including status evaluations and reminders.

My Office is a terrific informational feature available in Connect™ and HQ™. The My Office function is particularly valuable for tracking your own ongoing projects, assignments and issues. It consists of six (6) sections:
Relationships - tells who you are working with and in what capacity
Inbox - one-stop view for regular e-mail and secure intramail
Tasks - those assigned to you
Schedule - your personal and business appointments for the day
Teams - updates on any Teams of which you are a member, including Team Digest
Issues - topics in which you are a participant or with which you are concerned
This data updates daily and puts the latest information at your fingertips in an easily accessible summary format.



In Connect™ and HQ™, the **Quality Control** feature allows problems and issues to be identified, solutions proposed, a course of action determined, assignments made and resolution implemented. All of this occurs with integrated reporting between responsible parties and timely notifications issued.

A new page type, **Sub-Menu**, has been created for use in Connect™. This feature builds pages that list sub-menu items and provide the appropriate links, a very useful item for walking a user through a list of choices in a clean, concise manner with directly linked access to each choice.

In Connect™, **Site Statistics** are now available at a reasonable rate. This feature records a variety of statistics, just one of which is the number of times your pages are viewed by users. We offer various levels of service to meet virtually all tracking needs. This reporting data can be gathered in a number of different ways and applied to any or all of your sites or pages, as needed.

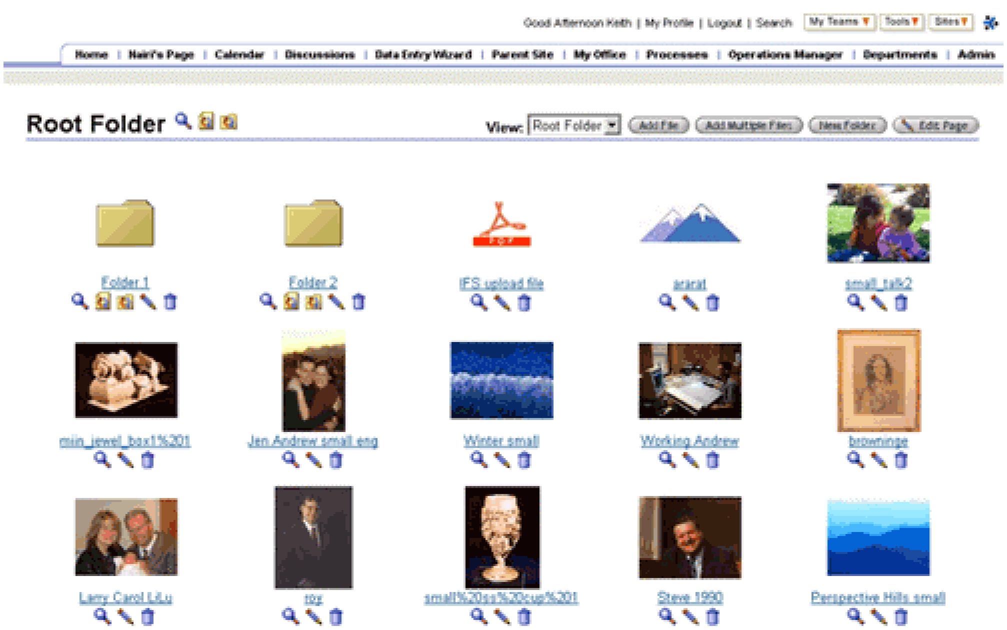
In Relate™, the **Data Entry Wizards** have been upgraded to include creator relationships, record viewing after creation/editing and record editing functionality. These are also visible in the Relate™ Record Navigator, available from the record summary screen and others.

In HQ™, Connect™ and Team™, **Shared Files** now has two display options, “Icon View” or “List View”. The structure has also been extensively updated to allow reordering of folders and files for efficient grouping and storage of documents. You’ll also notice an upgrading of file listings that makes better use of indents to identify subordinate files and folders.

In Connect™ and Team™, you’ll find that the **Survey** administrator’s functionality has been expanded to provide greater control over distribution of the results. Who, when and how are all now selectable, each with a variety of options.

In HQ™, Connect™ and Team™, a great new feature is the ability to turn photos into a slide show using **Shared Files** or the **Media Library**. Any number of graphics may be loaded and the spyglass/slide show option selected. The show displays at five different speeds, runs continuously until closed and may be paused at any point. Images can be viewed in small, medium or large formats.

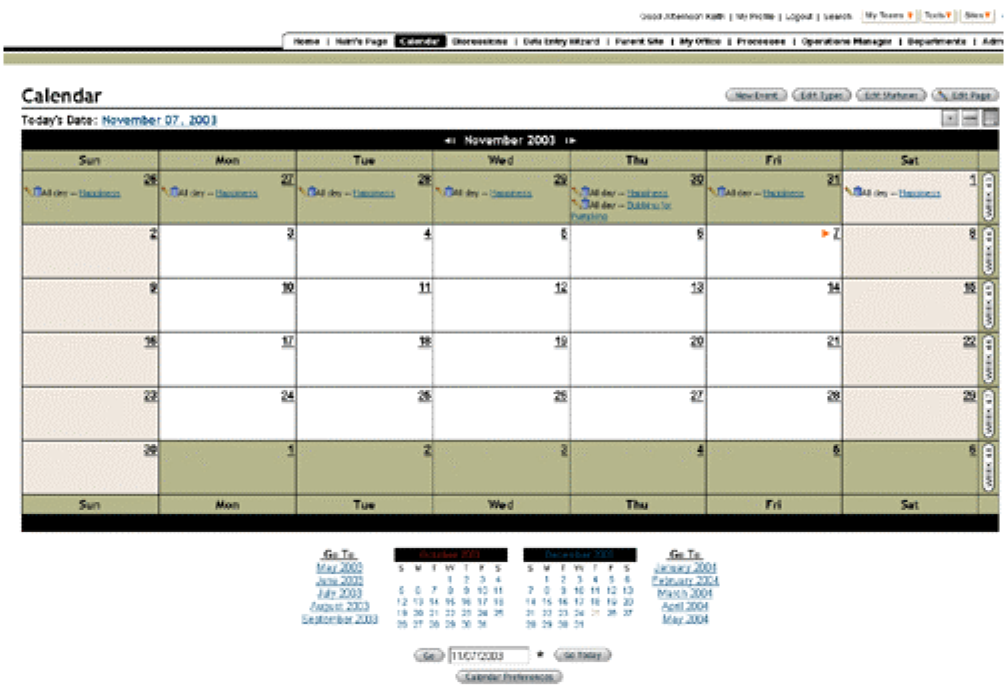
Additionally, the **Media Library**, as used in HQ™, Team™ and Connect™, now loads genuine thumbnail images to your computer for increased performance and has improved features for formatting tall/narrow images.



In Connect™, the enhanced **Relate Mini-World** item allows you to create a page that accesses records from a customized, miniature Relate™ area. This provides the advantage of working with a particular category of records, instead of the entire database,

Likewise, **Chat** administrators in Connect™ and Team™ will notice their options are greatly increased. Administrators will be able to set colors, fonts and other display aspects. They will be able to allow the saving of chat sessions, display chat history and also to appoint a monitor/moderator over each session, if desired. Chats can now be divided into rooms, limited to one-on-one, to a specified number of users or open to anyone on the Web.

The **Calendar** function used in Connect™, Team™ and HQ™ has been enhanced to include a page for inviting as many or as few attendees as you would like to a given event. Each attendee then receives notice of the even through the My Office schedule section. Also new is the Edit Status button, which allows you to assign statuses to the attendees invited to various events. The new Edit Types button lets you add information concerning the type of event to each event posting. These two buttons offer infinitely editable list creation to enhance customization of your calendar and event notification.



Relate™ **Queries** have a new section allowing each record category to be assigned a different selection value (i.e., Not Applicable, Must Have, Has Any, Cannot Have), making the query much more flexible and the results precision-detailed for specific data-collection needs.

In Relate™, the **Search Criteria** on page 3 of creating or editing queries and reports now makes entering a search value easier by providing a closer match between the actual fields and the search value entry box. Also dates, times, number, Social Security numbers, etc. are automatically reformatted.

A great feature is the brand-new **Custom Detail Reports**, available in HQ™, Connect™ and Relate™. While it works similar to a mail/merge, Custom Detail Reports allows you to generate HTML content that contains dynamically inserted database information about any single Relate record. This content may be built in pieces and combined for re-use in various ways, for various users and also has multiple display options.

In Relate™, HQ™ and Connect™, you can now also generate a **Multi-Entry Form Report** based of any Multi-Entry Forms contained in Relate™. This report displays all entries from a form belonging to a single record. This information can be available for insertion into a Custom Detail Report and visible in the Relate™ Record Navigator, available from the record summary screen and others.

We've widely upgraded the formatting of Relate queries, reports and record lists to make them discriminate the data being entered and to both look better and work more efficiently.

Similarly, we've made numerous performance and reliability enhancements that greatly reduce the average page-build time by our servers. Please note that this does not affect Internet transmission times or the time it takes your computer to process the page.

Thank you for your interest in Answers4's BlueStep products. As with our new and updated features above, we continually endeavor to meet and exceed our client's expectations, while expanding the capabilities and functionality of our system.

Note: All features mentioned above are included in all client base license fees, except HQ Management and Site Statistics. Please contact us for pricing information regarding these new products.

New Development Calendar

The following items are on our development calendar for the next three (3) to six (6) months. Should you have other items you would like to put on a "wish" list for consideration, please let us know. We are always looking for features and enhancements that will make our products better, easier to use and more powerful.

- Data Import/Export Utility for Relate™
- Capability to add objects/pictures to Relate™ records
- Enhance Relate™ relationship capabilities
- Shopping cart functionality
- HQ Management Enhancements
  - Billing associated with inventory and service items
  - Time clock sub-system
    - Payroll
    - Time for completion
    - Shifts and transitions
  - Performance review enhancements
  - Inventory – Pre-authorization
    - Amount on hand
    - Pricing
    - Package pricing
    - Item descriptions
    - Reorder levels
    - Client inventory
  - Auto – reordering

We greatly value all of our customers and look forward to our continued relationship. Please let us know if there is anything that we can do to be of assistance or suggestions that you might have.

Sincerely,
Roy D. Rasband, President
Answers4 Association, LLC