HQ
Team
Connect
Fit2Play
Relate
4Care
Answers4

Update News – November 2007

Greetings from the team at BlueStep™ Systems. Since our last newsletter, we have been very busy adding new features and functionality to the BlueStep platform. Our efforts have been focused on enhancing usability for our clients while increasing productivity and expanding capacity for each end user.

Below are highlights of some major changes and additions of the last few months. We're anxious for all users of BlueStep products to get the most from Relate™, Connect™, Team™ and HQ™, so please feel free to post this document in your organization's Shared Files or e-mail it to users who may benefit from the information. You may also find this newsletter and past newsletters at the client care site, clientcare.bluestep.net. If you have any questions about any of the items mentioned, please don't hesitate to contact us and we'll be happy to help you.

New and Updated

New Equipment

We are always concerned with the safety of our client's data and the performance of our system. Even though our service has been uninterrupted 99.999% of the time over the last six months, we have adopted an extensive program of purchasing new servers and upgrading existing servers and associated equipment. We feel that this investment will pay major dividends to our clients in heightened security, increased data storage and expanded user capacity, plus increased system redundancy for further backup security.

New Compatibilities

Voice Recognition

Many of our therapeutic clients have need for a voice recognition system – a program that turns speech into on-screen text. Dragon "NaturallySpeaking", produced by Nuance Communications, is one of the top performers in this exciting field. In a tribute to our engineering staff, the people at Nuance examined BlueStep™ HQ and were extremely complimentary concerning the quality of our programming code. Not only is BlueStep compatible with the text-creation and data entry functions, but HQ can actually be navigated quickly and effectively by voice commands. "NaturallySpeaking" operates with great accuracy in combination with our system and provides a way for busy professionals to simplify the production of reports and assessments, reduce transcription/typing errors and increase productivity. More information is available at www.nuance.com/naturallyspeaking.

Spell Checking

We've also received many requests to incorporate a spell-checker into our system. While this is an extremely valuable tool, our development calendar is filled with new functions to enhance data storage and reporting. However, since we are very concerned about system usability for our clients, we searched for a quick and viable solution. The Google™ Toolbar contains a great spell-checker that is totally free and fully compatible with our data entry pages. Simply load it into your browser and you'll be able to check spelling throughout the system.

Page Statistics
As you may know, we are third-party providers for a page-statistics program called OneStat™. This is highly successful for many of our clients and provides dozens of sophisticated ways in which to collect and report on site-viewings and other important data. There is now a second option, Google Analytics. Analytics is compatible with BlueStep sites and easily integrated into any Connect site. It tracks times, regionalizes, compares and graphs visits, along with many other features. Analytics is available through the Business Solutions link at google.com.

Important Note:

DO NOT DELETE RECORDS!
There will be a charge for engineering services to restore deleted data.

It is vital that records are not deleted from the system for any reason – *most especially resident/client records, staff records, MAR records or medications*.

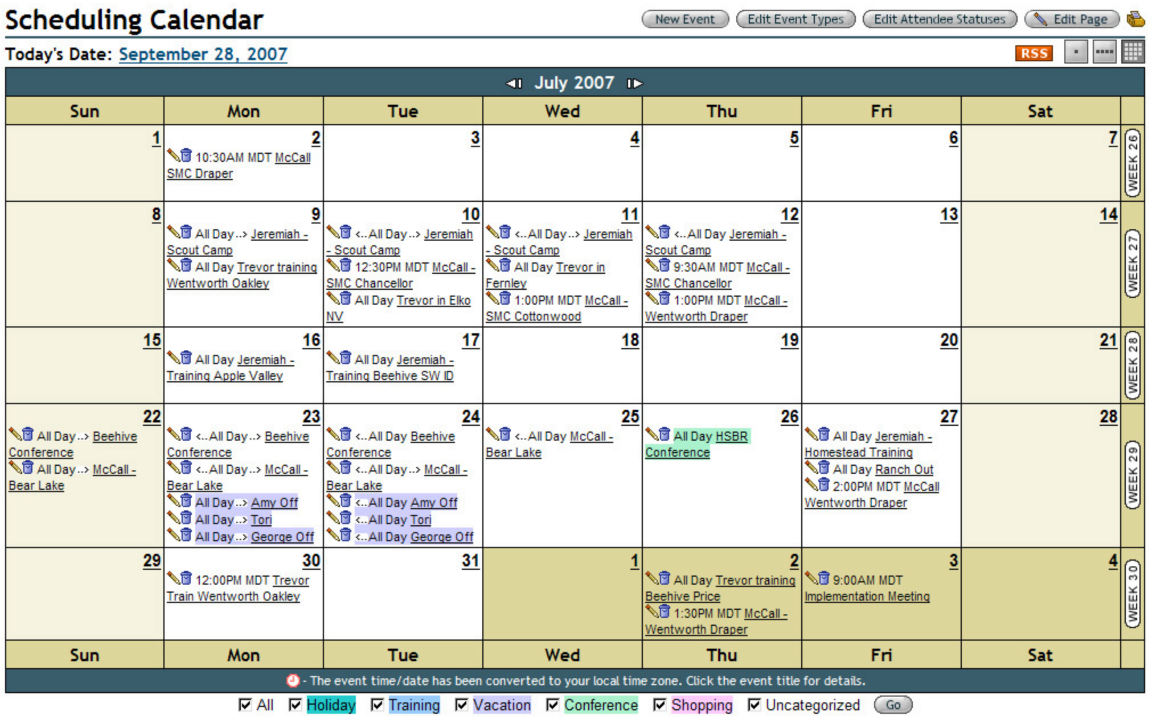
Warning screens are displayed when an attempt is made to delete data. However, a number of users have not realized the unfortunate results of deleting information. Restoring service to the system can take anywhere from an hour to more than a month – ***if the data can be retrieved at all.*** This is a hugely expensive repair for both us and the organization involved. Consequently, if our engineering staff must retrieve data to restore your records, there will be a fee charged to your organization for the restoration. We would rather not have to repair damage to your system, so please vigorously stress to all appropriate staff members (Organization Administrators, Relate licensees and others with delete privileges) the destructive, expensive repercussions of deleting any data.

New Features
RelateScript – Advanced usage in Relate
For those users who work in Relate and have advanced programming experience, RelateScript documentation is available to provide instruction on writing specialized formulas and performing customized tasks within Relate. It covers such topics as Basic Syntax, Data Types, Operators, Statements, Functions and Working with Relate Data. Find it at clientcare.bluestep.net on the 'User Help Guides' drop-down.

Change History – Available to Organization Administrators in Team and HQ
Relatively new is the tracking function called Change History. When Change History is enabled, edits to any page or form are recorded. The date, time, person editing and both old and new data is tracked and stored for 30 days. This feature is free for those organizations using our medication system and pharmacy. Due to the amount of server space this feature requires, there is a minimal per-month charge for all others. If you are interested is using this feature, please call (801) 336-3043 and we'll be happy to activate it for you.

Object Stats – Available to Organization Administrators in Team and HQ
Similar to Change History, Object Stats can track the page visits and edits by a single individual. It tracks all clicks, step-by-step, through the BlueStep system and gives times, URLs, servers and session numbers. This feature is also free for medication and pharmacy users, with a small monthly charge for all others. If you are interested is using this feature, please call (801) 336-3043 and we'll be happy to activate it for you.

Calendar – Used in Team, Connect and HQ
You may have noticed a change in the calendar recently. Several months ago, we added the ability to color code types of events. Now events can be filtered to display by type – one type, several or all types.

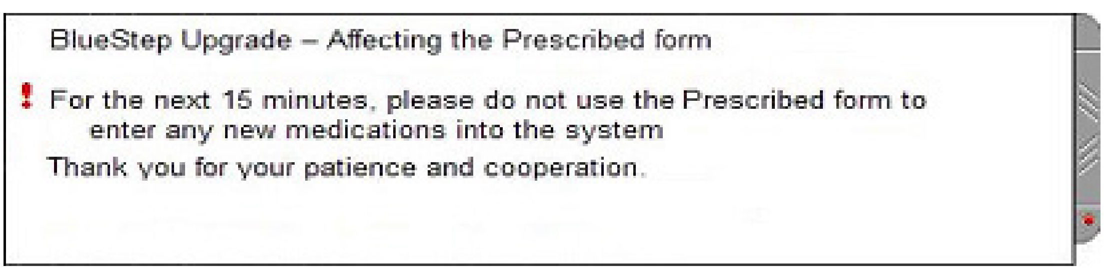


Organization and Unit Administrators can use the 'Edit Event Types' button to create and color code any types desired. Then when an event is entered into the system, the user can choose to select one of those types to add to the event. In the example above, the 'Vacation' type was added to several items, which resulted in displaying the title with a blue highlight, as had been chosen on the 'Event Types' page.

The filter buttons are located below the calendar. Any user may choose to view only selected event types by checking or unchecking the box corresponding to the appropriate type or types. Click the 'Go' button and the screen will repaint with just the events associated with the selected types.

Instant Alerts – Available in Relate for Relate Licensees for use in Team, Connect and HQ

This exciting new feature can display pop-up warning messages when users login or at certain times or when specific actions occur. Relate Licensees, Relate Admins and Org Admins have the ability to use the Cross-Form Formula function to create these alerts to appear as needed.



In the example above, the alert was set to run immediately, but alerts may be scheduled in advance to trigger at a desired time and as many times as needed. Text entered by the alert creator is displayed in the alert box. When the alert is triggered, the grey tab appears to the upper left of any screen the user is viewing and is opened by clicking the tab. Alerts can also be set to reappear until the target group or individual responds by signing the alert. Watch for additional developments in this area.

Scanning Documents – Used in Team, Connect and HQ

A new and very easy interface for document scanning allows users to upload a document directly from a scanner to a specific file in Shared Files, without having to place the item on the user's hard drive first. This greatly reduces the time it takes to process paper documents and add them to your online system. To use, simply select to add a new file to Shared Files. The upload screen gives you the option of uploading from the hard drive of your computer or scanning and uploading directly from a scanning device or scanning printer connected to your computer.

New Feature Beta-Testing – Coming for HQ and Relate

Two products are currently receiving final touches – Fingerprint Recognition and Bar Code Scanning. When completed, Fingerprint Recognition will increase security by allowing users to login to the system, sign documents or enter a timecard by scanning a fingertip. Organizations who desire to implement this feature in their offices will need to purchase inexpensive fingerprint readers compatible with BlueStep software and implement the software.

Bar Code Scanning can be programmed for a variety of identification purposes. Residents can wear bar code tags or bracelets, so that scanning the bar code automatically accesses the correct resident files. When pharmaceutical wholesalers begin to universally bar code drugs, patients and medications can be scanned to record the administration of the correct drug to the correct patient. Look for future announcements on this exciting new technology.

Handy Clip-and-Save Reference

Questions? We're here to help!

If you have a question concerning:

Prescriptions Medication interactions Medication orders & changes Medication delivery Billing & Insurance **Call 4Care Pharmacy at (801) 336-3690** For emergency problems, call (801) 309-3058	Needed new configuration System problems Minor usage questions **Call BlueStep at (801) 336-3043 or write to clientcare@bluestep.net** For emergency problems, call (801) 678-5823	Using HQ™, Relate™, Connect™, Team™ Medication recording Needed training Set-up issues **Call your implementation specialist:** Jeremiah Johnson (801) 243-3216 or write to jjohnson@4carepharmacy.com Trevor Fuhriman (801) 860-3059 or write tfuhriman@4carepharmacy.com McCall Oviatt (801) 755-8390 or write to moviatt@4carepharmacy.com Shannon Mecham (801) 390-0075 or write to smecham@4carepharmacy.com

New Partnership

4Care Pharmacy – HQ medication users

Relatively new to our family of companies is 4Care Pharmacy. 4Care is an institutional pharmacy that services our HQ clients when medications are associated with the resident/patient records. When used as designed, 4Care and BlueStep create a seamless interface covering the data and pharmacy steps between entering the physician's prescription into the resident's chart and recording the administration of the medication.

Staff

Things have been moving at an incredible pace at 4Care. While the growth is great news, it certainly brings with it a fair number of growing pains. We are excited to announce that we have beefed up the pharmacist staff here by a whopping 100% to ensure that we can get residents the medication that they need in a timely and accurate manner. Some of the new staff members who have joined us are:

Brad Cowley - Brad has been a pharmacist for 38 years and brings a wealth of knowledge and unique experience to 4Care. He owned a pharmacy in Nevada for several years, which he later sold. He was the Chief Pharmacist in a Saudi Arabian hospital for two years and a consultant for Udon Thani International in Thailand. Additionally, he has worked in a long-term care pharmacy for several years here in the states.

Brian Mills - Brian has spent 20 years in retail pharmacy and has been enjoying the new challenges of working with long-term care facilities and residents. He has four children and a wife of 20 years.

Casey Moore - Casey is a pharmacist with 37 years experience. He has worked in retail, hospital and military environments, as well as being a pharmaceutical representative working with pharmacies and doctors for 21 years. He has been in charge of national training meetings in the pharmaceutical field. Married for 41 years, Casey enjoys physical fitness and nutrition.

Medication Check-In

Critical to the successful usage of the system is the Medication Check-In process. Performing a check-in is easy for any person with “Edit Medical” permissions or in the “Nursing” security group. In the HQ Medication Module, select the 4Care Reports link. Click the Medication Check-In link. On the resulting screen will be a list of all medications needing to be checked in, sorted by resident. Click on any Select link and all medications for the selected resident will appear. Click the Staff Signature checkbox for each prescription that has been received, then the Save button. You will be returned to the check-in report, which will display only the remaining unchecked-in medications.

We hope this newsletter has been informative and helpful. Watch for further editions in the coming months as the BlueStep platform continues to expand with new features and functions.

We greatly value all of our clients and look forward to our continued relationship. Please let us know if you have questions about the topics discussed above or any suggestions you have for system advancements. And don’t hesitate to contact us if there is anything that we can do to assist you and your organization.

Sincerely,
Roy D. Rasband, President
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