



**Infor\*Med Corporation – Praxis<sup>®</sup> EMR**

Saturday, March 17 2007

(\*\*\*\*\*ATTENTION 2.19 CLIENTS: IMPORTANT NEWS BELOW\*\*\*\*\*)

Dear Praxis clients,

We are about to release Praxis 3.5 release 2. in just a few more days.

This release 2 includes the important new PODS feature for larger clinics; it also improves upon the errors detected in the current version of 3.5., in particular the issue of medications.

**No More Forced Updates!**

We are proud to announce that you will no longer be forced to upgrade after this release. We feel confident that, with this last release Praxis has arrived at a point in the development of this software that is both satisfactory and reliable. Further, the upgrades will be released at a slower pace, which allows our clients to prepare in advance for these changes.

However, keep in mind that if you contact us regarding a technical problem, the most likely thing that our team will do first is update you to the most current build. The reason is obvious: We can always improve the future, but no one can improve the past! In other words, chances are good that whatever problem you are experiencing, others have reported it and the problem has been fixed and applied in the latest release. It is important to recognize that problems exist within computer programs at different levels. Some problems are of a more 'superficial' nature and may be attended to by our Technical Support Team. However, those which rest within the program must be addressed by the Testing and Development Team, and this they do by making improvements to the current build within a new release. Any release must take into consideration its effects on rest of the program, and therefore takes careful planning to develop. To simply fix a problem in one computer but not in others is a recipe for disaster. We MUST keep all of our clients at a standardized program level.

You will also need to upgrade if you want the latest medication list or the yearly CPT/ICD changes.

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**ATTENTION 2.19 CLIENTS**

**For those few of you who are still on the 2.19, we are also about to release the new 2.19 to 3.5 upgrade. As you may know, the previous upgrade engine released in 2005 was not operable.**

**Stand by!**

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### **PRAXIS 3.6**

In addition, we are working diligently towards the release of Praxis 3.6. This new release will contain a number of critical improvements, including the first full release of the Knowledge Exchanger, which has been in development for five years!

We would like you to know that the first part of the knowledge exchanger is already available now. This feature will transfer your entire knowledge base to another Praxis user, whether on a different network, or on the same network. Though this feature is not yet in your hands, it is possible for our technicians to perform this for you at your request. The “true” Knowledge Exchanger, to be released in a few weeks, will be a MAJOR improvement on Praxis.

#### **What is the New Knowledge Exchanger and how is it different from a Template?**

As you know, a template is a preset case scenario selected by a so-called “expert” which presents it to you so that you can “fill-in” the blanks. As ridiculous as this may sound, this is how most other EMRs function today. Praxis has taken, from the very beginning, a very different course. The debate immediately arose as to whether a new user would need to build his/her knowledge base from scratch or jump start with the knowledge base of a colleague.

We believe that the solution consists in using the full power of the Concept Processor and yet allow the import of external knowledge bases..

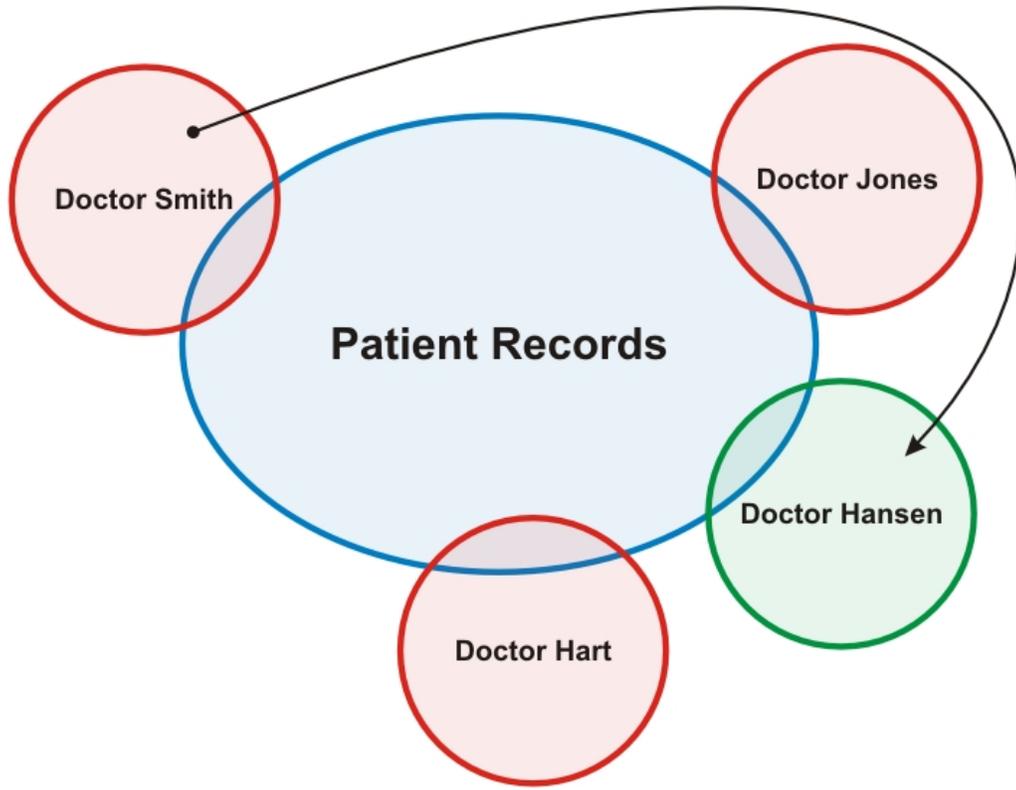


Figure . Typical Template transfer

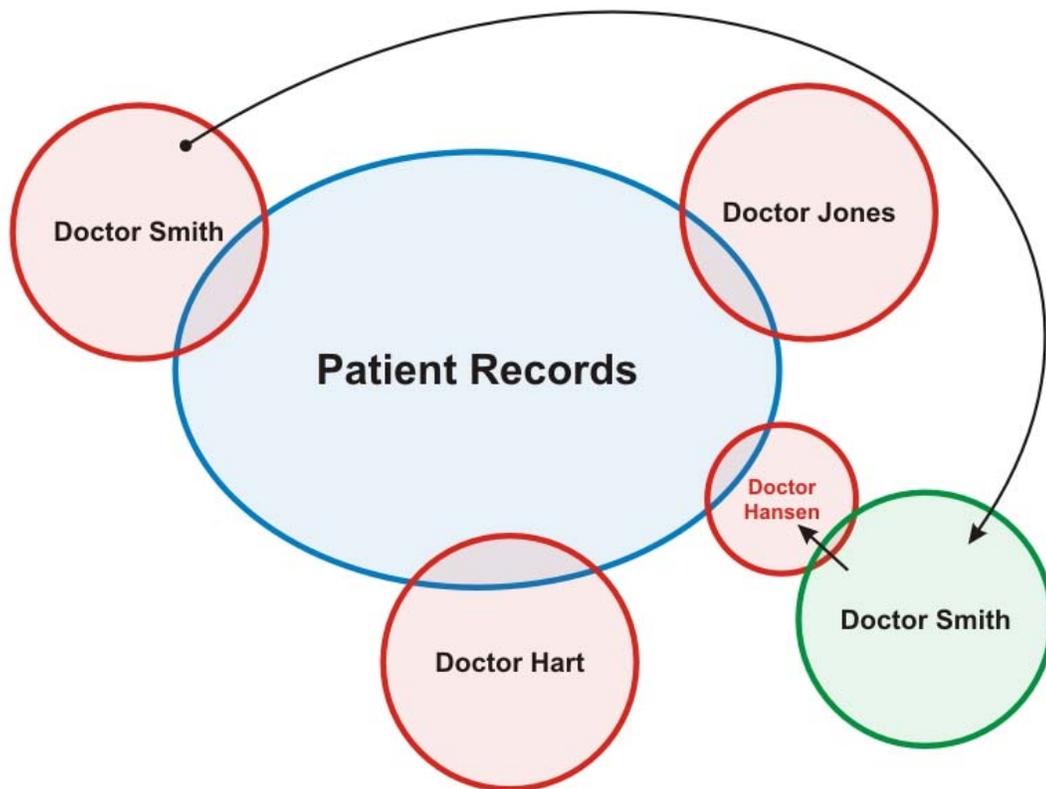


Figure .

Figure . Typical Template transfer

Figure . Soon to be released Praxis Knowledge Exchanger

With this Knowledge Exchanger, you may pick and choose from the knowledge base of another user, keeping your original knowledge base intact. The keywords are color coded to reflect the origin of the knowledge (for example, black, blue or brown are used for your keywords, and RED for the imported keywords!)

WITH THIS METHOD, IT IS IMPOSSIBLE TO USE AN EXTERNAL KNOWLEDGE BASE DIRECTLY WITHIN THE PATIENT CHART WITHOUT GOING FIRST THROUGH THE VIRTUAL SOAP AT LEAST ONCE. This allows you, the recipient, to change the imported knowledge base in a way of your choosing. Once saved, this knowledge becomes gradually part of your knowledge and it works as such from then on.

This unique approach also gives you the ability to use more than one provider's knowledge base at the same time. You may, at any point, stop using one provider's knowledge base and switch to a different provider's knowledge base, or simply use your own. The external knowledge base may also be used as a "heuristic model", so to speak, of how an expert fellow user in your specialty may choose to work within his/her cases and elements.

Two advantages of this method are immediately obvious:

1. Even if you are already an expert user, you will very easily be able to create a new and perhaps more efficient and applicable database using particular elements of your older database. Users who have re-created their knowledge base from scratch have told us repeatedly that their knowledge base improved significantly the second time created. This makes sense! The second time, you understand not only how Praxis works, but also how your mind works in conjunction with Praxis. You will obviously know better how to divide your kinds of cases, procedures, etc. Now, imagine that you could create this more refined knowledge base, and instead of starting from scratch, you would build from your OWN already created text. You will simply be re-parsing your already created knowledge base, doing away with superfluous material to create a much more efficient and intelligent structure to work from!
2. You will have the capability of using the information from more than one imported knowledge base (no template has this power!) and you may borrow bits and pieces from each to produce a coherent and more improved knowledge base of your own.
3. **Finally and most importantly, not only for you, but for new users and the future of medicine in general, you will be able to safely license your knowledge bases to third parties. We expect that all of the effort and excellence that you have put into creating your Praxis your way, will now come back to reward you in many ways!**

We envision this process to happen in two steps.

1. First of all, many of you have confided in us that your knowledge base may not be "public" to share with others as is. However, as we have just explained, you can re-create an "exportable" knowledge base very easily from your original knowledge base by "purifying" your concepts and quickly re-doing your knowledge base. In fact, you can create two such knowledge bases: one to export to beginners, and one for advanced users (and still keep your original knowledge base!).
2. You can now transfer this knowledge base to fellow Praxis users, and you may even put it for sale. IN this area, we can most definitely assist you. You may use the Camptasia software to create your Praxis Demos. You may perform a full demo using John and Mary Imaginary, showing how you handle several kinds of clinical situations and diseases, and then post this demo on your website or ours. Unlike a template, a knowledge exchanger is always working for you behind the scenes. It may be considered a "reader" who is responsible for adapting the text initially received at least once. The text works as a book, and your knowledge is therefore protected by your constitutional right to a free press. In fact, you have published your own "textbook" of medicine (Of course, you may also wish to add a disclaimer). Your demo of unique use of Praxis, can be streamed to anyone willing to view it over the Internet.
3. As you transfer your knowledge to other providers, you are also helping to improve medicine in your own way, as you are exporting your approach and philosophy of practice as well! It is an amazing opportunity to be able to participate in one of the most rewarding roles as a physician; to teach your fellow doctors, and why not, earn important licensing fees on the way. You have earned them!

## **Errors and why they exist**

Coming as we all do from the industrial age, we are simply not comfortable with the notion of constant change and its disruptions, and with the idea that something should not be perfect from the onset. Indeed, we expect machines to be perfect and we think of computers as machines.

However, computers are not machines. They are not human either. Like viruses, which are not really alive nor really dead, computers fall into a new conceptual category of perfection and imperfection--a hybrid of sorts.

Indeed, if we had to build a TIC-TAC-TOE type of software, we could be 99.99999% sure that our product would be perfect. As the software becomes more complex and more human-like, it begins to develop human characteristics, including imperfections.

This is because software is not built by machines but by normal human beings (Well, one may argue whether our developers are "normal", but that is another issue!). So imperfections are an intrinsic part software.

Let's take one excellent recent example that has driven all of us a bit crazy: The subject of current medications that were disappearing.

We simply could not understand it! It sure appeared to work great here. Our clients were stating that previous visit current medications would not been seen in the New Visit Window. The list was present underneath, in the Patient Medications Window, but not in the SOAP Note of the returning patient.

We spent hundreds of hours and could not discover the problem. The software seemed to work as intended. If you highlighted the medications as taken last time (which you had to in order to see them printed and saved), then they simply HAD to show up this time.

We learned early that if you entered in Chart Review to correct a note, etc, and did not review the drugs, they would disappear, but we did not believe that this was a very commonplace occurrence. Still we corrected it.

Then, one of you pointed out that this seemed to happen more often on patients that had a lot of refills!!!!!!

That was the answer: We simply did not think to preserve the current medication active status on refills (Fast Rx). Clearly during a refill, no one will check with the patient as to the use of current drugs. The patient is not even around to ask!

This has been corrected and the problem will no longer be seen as of this coming release.

Please know that our priority is always to FIX any errors that have been brought to our attention, before anything else.

Future:

Praxis is doing much better in the market. Doctors are discovering that many heavily marketed brands are hollow. Now, Praxis unique approach is getting better and better reviews. This will allow us faster development and better support. Thank you for all your backing!

Another main issue is Interfacing. We are finding better and easier ways to interface and most of the great billing applications are SUDDENLY INTERESTED in interfacing with Praxis as well. The better billing software applications are realizing that without a great EMR, they cannot survive in this market. Here you can help by telling your billing software to contact us if they have not done so already.

Thank you for all your support in the last two years. You have taken Praxis 3 from the intensive care unit where it was born, into the far more solid product it is today.

### **Why is software complex to learn: the Oracle example**

As many of you know, Oracle Corporation is the second largest software house in the world, after Microsoft. What may not be obvious to you, however, is that they became gigantic on a SINGLE PRODUCT, the database you own.

If you go to a large book store and search for books on Oracle, you are going to find an overwhelming amount of books on this program, many of huge size, not unlike medical textbooks. Clearly you may ask: Who has the time to study all that? The answer is: All the Oracle DBA's who have gone to the "Oracle University" so they can handle this amazing database.

Now, aren't there simpler databases around that one must study Oracle? You bet! Dozens of simpler to learn databases have existed for years.

So how come Oracle is so very complex that it requires so much learning? And why is it so very successful to make Oracle Corp the second largest software company in the world?

**Answer: Because Oracle is the most powerful and the most versatile database in the world, and the most powerful and best database in the world, even after putting billions of dollars into development ,cannot also be made the simplest to learn!**

If there were better, simpler software, all of the mission critical programs would have left Oracle a long time ago. The fact is, there is NO more flexible or powerful database.

You may ask, what does that have to do with Praxis?

**Well, Praxis is most definitely the most powerful and flexible EMR around, but like Oracle, it is not the easiest to learn to use.**

An EMR is a major tool of your trade. An EMR is not and should not be incidental to your practice. If used correctly, Praxis will for its itself many times over in terms of ease of use, improvement of medicine, and free time. However, just like in medicine, you did not become a great physician in one day, and you cannot learn Praxis in one day. This is why WE ARE HERE TO HELP YOU!!!!!!

Yes, you may be computer literate, and may have previously learned dozens of programs on the fly, yet this does not assure you that you will understand Praxis intuitively. Praxis is a very powerful tool with many different ways to use it, perhaps as many different ways as there are physicians to do so.

**The more you are trained to use this tool, the more use you will get from it. There are no shortcuts. There are many 'tricks of the trade', however, but you have to learn them!**

Our clients are doctors who have always forced us to look beyond our limits to explore the amazing possibilities of this unique technology by sharing their wonderful ideas and critiques with us, and Praxis is the result of all that feedback.

### **Excellent Course in Virginia in Two Weeks**

That is why we have a powerful course coming up at the end of the month in Virginia, and it is meant JUST FOR YOU. No one can expect you to study a 1500 page user manual and a 400 page technical manual, and you should not have to. This course is one solution. **Please contact Cel Beltran at [cticeo@cti.com](mailto:cticeo@cti.com) to register for the Praxis Training Seminar scheduled for March 29, 30, 31 and April 1<sup>st</sup>.**

**Another solution is to bring a hands-on-trainer to your clinic.** You will find that many of the issues you are having will be “diagnosed and treated” by your trainer, and you will end up with a different perspective on Praxis.

We are finding out that we have two kinds of clients. Those who thrive on Praxis and find it very easy to use and very powerful, and those who have had difficulties getting started. If you are in the latter group, we cannot blame you, only train you. This is exactly what we intend to do.

### **What About Hardware?**

It is not unusual for us to hear from clients saying: “I purchased the most powerful server in the world, and yet Praxis still crawls. It does not work as it should”. We quickly find out that the doctor is correct. That he or she did purchase very expensive hardware, perhaps more than was needed, but only to mix it with one little piece that makes the whole thing come to a halt.

It is not unusual to find that some servers do not use the RAID 1-0 or RAID 01 recommended by Oracle but some inferior configuration. Just this relatively inexpensive part would dramatically speed up your system, and there are a few other critical recommendations you must follow to make the most of your Praxis.

A few doctors have relied on inadequate information when purchasing the wireless configuration, only to find that Praxis tablets crash all the time for no reason. Some others have delegated this critical task to independent techs, and some of these techs never bothered to look at the Praxis website:

[http://www.infor-med.com/system\\_requirements.htm](http://www.infor-med.com/system_requirements.htm)) much less at the Praxis Technical Manual.

So we make you another deal. Contact us for a full REVIEW of your hardware and configuration. You will be glad you did. And when we talk about hardware, we cannot reiterate enough, do not forget about backing up! There are two ways to learn backups; there is the very easy way (learning it now) or the very hard way (learning it after a disaster strikes and you were unprepared). Every year a couple of clinics lose all or part of their entire medical records because of inadequate backups. Please contact us for an inspection.

### **Support**

We have been improving our support as you know, and many of you have already noticed. Things will get far better. We are now making a major effort to provide the best

support in the business. Please contact us for any problems or issues. We are here to help.

### **Finally**

Remember that we have two versions of the software at any given time.

We always release the EARLY RELEASE VERSION FIRST. If no one complains, or better yet, AFTER no one complains, we pass the upgrades to everyone else. You decide which group you wish to participate with.

THANK YOU FOR BEING SUCH GREAT CLIENTS, KEEP YOUR SUGGESTIONS AND IDEAS COMING!

Praxis is done for you and by you!

A handwritten signature in blue ink that reads "Richard". The signature is fluid and cursive, with a long horizontal flourish at the bottom.

Richard M. Low MD  
CEO

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