

Mediware Alternate Care Solutions

Frequently Asked Questions

Who is Mediware?

Mediware is a leading provider of specialized healthcare solutions with over 25 years of experience developing innovative software designed to ensure the highest level of safety and efficiency. The company is headquartered in Lenexa, Kansas, and serves over 1,500 customer facilities across the United States, Canada and the United Kingdom. Leading healthcare institutions like Henry Ford Hospitals, the American Red Cross, Emory Healthcare, Kaiser Permanente, Chartwell and so many others depend on Mediware software every day to keep patients safe while reducing costs and improving operational efficiency.

Why did Mediware acquire Healthcare Automation, Advantage Reimbursement and Hann's On Software?

Mediware's roots are in blood and medication management, and we see alternate care environments as a natural extension of our expertise in specialized healthcare. Healthcare Automation, Advantage Reimbursement and Hann's On Software are all known for delivering functionally rich products and services. We are very pleased to add them to the Mediware portfolio. These products and services are an important part of our strategy as a company, and we intend to continue to develop and grow our investment in the alternate care segment.

Why does a company like Mediware care about home infusion and alternate care?

Alternate site care providers play an important role in the healthcare system, a role that we believe will continue to grow and become more important. As such, we fully intend to grow our Alternate Care Solutions business, and we're already applying our resources and expertise to serving all of the customers who joined Mediware through these acquisitions.



Does this mean the product I use will be retired or sunset?

There are no plans to sunset any products. Mediware acquired these products because we believe they are the best solutions available for home infusion and alternate care.

Are you going to make me switch to a different product?

If you're satisfied with the product you are using, there is no reason to switch. Our goal is to enhance the capabilities of our solutions by taking advantage of our combined skills as well as those of the other technologies owned by Mediware to improve functionality and usefulness for our customers.

Weren't Healthcare Automation and Hann's On Software competitors? Will the products still compete with each other?

Both products are solid solutions for any alternate care environment, though each one may target sub-segments like specialty pharmacy, DME and nursing. At the same time, there are significant differences that make each product a better fit for certain providers. We'll work with each potential customer to identify the right fit for their specific requirements.

If you're focused on the big players in alternate care, will you still be able to meet the needs of smaller providers?

Absolutely! In fact, all of the research and development we do for any one customer is rolled into the base product and made available to all of our customers. It isn't uncommon for new contracts to drive new features, but this makes our products better for all of our customers. At Mediware, we value every single customer. Mediware is the only vendor to offer affordable On Demand software to small customers, while at the same time, offering scalable enterprise solutions to large organizations.

I've heard about InSight™. What are the plans to make this available for HomecareNet and Ascend?

We added InSight to our product portfolio last year. Like you, we are very excited about the potential this product has to enhance all of our products. We've already released InSight dashboards for use with our core blood and medication management systems. We're working right now with several customers to develop the same functionality for Ascend and HomecareNet. We expect to have these versions of InSight available in the near future.

How do I get information, or stay in touch with what's going on at Mediware?

You should already be receiving our monthly e-newsletter, called *In the Loop*, which provides updates on all of our products, including our Alternate Care Solutions. In the near future, we'll also have a secure customer Web site dedicated to our Alternate Care Solutions products. In the meantime, you can access information at www.mediwareusers.org. If you don't already have login information for this site, simply click "Request login."

If you have additional questions, please contact any Mediware representative today, or send us an email at info@mediware.com. You can also call us at **888-MEDIWARE**.

