

Unibased Systems Architecture, Inc.  
Stephanie D. Buelt, Marketing Manager  
14323 South Outer 40 Road, Suite 300 South  
Chesterfield, MO 63017  
Phone: 800-489-6069, ext. 143  
Email: sbuelt@unibased.com  
Website: www.unibased.com



# Press Release

## **Botsford General Hospital Supercharges Their Scheduling Process with Physician Access from Unibased Systems Architecture, Inc.**

**Chesterfield, MO., December 14, 2006:** Unibased Systems Architecture, Inc. (USA) announced Botsford General Hospital located in Farmington Hills, Michigan, has supercharged their scheduling process with Physician Access, providing physician and surgeon offices access to real-time scheduling information and functions, including security features that allow the healthcare organization to control access. The implementation of USA's Physician Access is expected to conclude the final phase in January, and is expected to improve physician relationships, increased referrals and revenue, improve scheduler productivity, improve patient and physician satisfaction, and provide optimal resource utilization and scheduling efficiency.

"At Botsford, we were faced with the prospect of two new competitor hospitals being planned for the community we serve. We decided to take a pro-active approach and realized that our physicians were just as much our customers as our patients. Being extremely satisfied with the USA RMS Enterprise Scheduling product, we requested a demonstration of their Physician Access product. The product and its intent was exactly what we wanted so it was a 'no brainer' in my mind to move forward with it," stated Luke Meert, Corporate Accounts Receivable Director for the Botsford Healthcare Continuum and President of the Michigan Alliance of Healthcare Access Professionals (MAHAP).

Meert added, "On a personal note, when I described the product to my wife (a physician) she concurred with our assessment. We implemented the product in the live environment in September, 2006 for a group of Primary Care Practices, approximately 12 physicians. Each month we incorporated additional physician groups and practices and by the end of January, 2007 expect to have over 75 physicians/offices utilizing the product/service. The benefits to our organization have been substantial in terms of physician and patient satisfaction and our entire Patient Access process has been streamlined as a result of this. Because of the ease of use of this product, our physicians/staff have told us that they are extremely satisfied with Botsford and this leads us to believe that we have tethered our doctors in the face of impending hospital competition. As a result of what we have learned in implementing this product, we have worked with USA to incorporate

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additional product enhancements in subsequent software releases. It is no surprise to me that USA is the number one vendor as rated by KLAS as I am thoroughly satisfied with their service and product offerings.”

Botsford is a 330-bed, community-based, acute care hospital committed to offering an array of high quality health care and related services, with approximately 15,794 inpatient admissions a year. Founded in 1965, Botsford is a nationally recognized osteopathic teaching facility and is part of the Statewide Campus System for the Michigan State University College of Osteopathic Medicine. Patient satisfaction survey scores place Botsford’s Emergency Department in the top 99th percentile of emergency departments nationwide. In addition, Botsford has received the 2005 Solucient 100 Top Hospitals: Performance Improvement Leaders award and the 2005 Governor’s Award of Excellence for Improving Care in the Hospital and Emergency Department Settings.

**About Unibased Systems Architecture (USA):** Celebrating its 20<sup>th</sup> anniversary this year, USA’s reputation for product quality, reliability, and supporting services has no equal in the HIT industry. USA and its products have maintained highest rankings from the KLAS<sup>TM</sup> independent reporting for the last seven years. RMS is an integrated solution which schedules and tracks patient resource needs and utilization from pre-access through post procedure follow-up. ORMS is an integrated module which addresses OR scheduling, surgeon preferences, suite utilization, materials management, clinical worker training and certification. RMS/ORMS results in significant improvements in physician and patient relations. Visit USA on the web at [www.unibased.com](http://www.unibased.com).

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