



# Press Release

## **Unibased Interface with Siemens MedSeries4® at MaineGeneral Health Eliminates Pre-Service Phone Calls and Call-Backs, Enhancing Transparency and Consumer Satisfaction**

**Chesterfield, MO., July 21, 2010:** MaineGeneral Health in Augusta, Maine has implemented a seamless bi-directional interface with Unibased Systems Architecture's ForSite2020® Resource Management System (RMS) and Siemens MedSeries4®, expanding from a single facility to 2 hospitals and 11 outpatient centers for coordinated scheduling across the enterprise. All departmental and procedure codes as well as clinical questions were standardized for a completely centralized, multi-site scheduling and registration system, providing unsurpassed access to services and the quality of care that patients and physicians across the entire greater Kennebec Valley region expect.

Jane Belanye, MaineGeneral's Manager of Patient Registration, stated, "The interface has allowed us to improve our patient service and has created a more efficient process. Our inbound phone calls from patients have dropped 35% in a few short weeks and we expect that trend to continue."

Cindy Borders, Unibased's Vice President of Client Services, stated, "We are excited about the improved access and convenience this will provide to MaineGeneral Health and the communities they serve. We have rebuilt their system to take advantage of multi-facility scheduling, allowing schedulers to browse availability throughout the entire health system, across all hospitals, sites and departments as well as throughout their 11 outpatient care centers. This bi-directional ADT interface with Siemens MedSeries4® has eliminated pre-service phone calls with the patient prior to the day of service as well as the need for patients to call back and give their data again, seamlessly enhancing transparency and consumer satisfaction, and optimizing the entire patient experience from start to finish."

Focusing on clinical excellence, customer satisfaction and financial stability, MaineGeneral Health is Kennebec Valley's leading health care provider and Maine's third-largest health care system. A comprehensive non-profit health system that includes a medical center with three campuses and a state-of-the-art regional outpatient cancer treatment center, MaineGeneral also provides numerous physician practices and nursing homes as well as specialized rehabilitation, mental health, substance abuse, home health care and hospice services. MaineGeneral also offers special care for patients with memory loss as well as community outreach programs and retirement living options - keenly focusing on preventive health and supporting many ongoing programs throughout the community. Serving patients from 88 cities and towns throughout the region, MaineGeneral provides a broad spectrum of services for every phase of life, and is committed to enhancing, every day, the health of the people of the greater Kennebec Valley.

**About Unibased Systems Architecture, Inc.:** Celebrating its 24th year in the healthcare information technology (HIT) industry, and having achieved “Best In KLAS”<sup>1</sup> for 7 consecutive years (2003-2009) in the market segments of surgery management and enterprise scheduling, Unibased Systems Architecture, Inc. (Unibased), an Amerinet supplier, markets various products that are open, scalable, integrated client/server and web-based solutions, designed to meet the unique needs of sophisticated enterprise organizations and improve the coordination of healthcare services.

In the HIT industry, Unibased offers ForSite2020® as an integrated solution that provides alternative access management techniques including scheduling, EMPI and registration, tracking patient resource needs from pre-access through follow-up. ForSite2020 also monitors the effectiveness of clinical programs, financial productivity and capacity management to improve quality, safety and efficiency of healthcare services. ForSite2020 has an integrated surgery management module which addresses surgery procedures and surgeon scheduling, pre-admission activity monitoring, surgeon preferences, suite utilization, materials management, clinical worker training and certification, perioperative charting and surgery-based EHR. ForSite2020 results in significant improvements in physician relations by including a physician portal, automated order creation not requiring data-keying by physicians, a business intelligence offering labeled ForSite Analytics and revenue cycle functions such as validation of patient demographics, patient’s current insurance eligibility checking, assurance of medical necessity compliance and estimation of the patient’s out-of-pocket expense based upon scheduled and ordered services.

All Unibased solutions are supported by integrated automatic data collection processes such as bar coding, facsimile collection and retention, optical and intelligent character recognition, and document image collection and storage – all linked to the appropriate patient and administrative records. Unibased Systems Architecture, Inc. is a private corporation founded in 1986 and is based in Chesterfield, Missouri. All Unibased products are made and supported in the United States.

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