

Quick Guide

to

ABEL*Med*^{Inc.}[®]

Products and Services



www.ABELMed.com

Quick Guide

To ABELMed Inc. Products & Services

This Quick Guide replaces all previous versions. It contains or refers you to current information on training, support and services. All fees listed in this guide are subject to change without notice.



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www.abelmed.com

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Mission Statement

To help physicians, dentists and other health professionals become more successful in their professions by providing them with truly outstanding software and associated services.

Core Values

- Honesty and Integrity
- Mutual Respect and Trust Between All Associates
- Deep Respect for the Customer
- Profit, but Only by Meeting or Exceeding Customer expectations

Welcome

It is my special pleasure to thank you for your support of ABELMed Inc. We are committed to providing the absolute best software, support and service available. Thirty years have gone into the development of our products and we have a wealth of experience that can help you maximize the value you get from the ABEL software in your practice.

Take a few moments to read this Quick Guide and be sure to keep it for reference. Familiarity with this material will enable you to take full advantage of our software and services.

When contacting us, by telephone, in writing or electronically, please refer to your ABEL ID number. This number has special significance and provides us with the information we require to serve you most efficiently.

Once again, thank you for expressing confidence in ABELMed Inc. by selecting our products and services. I am sure that we will have a long and mutually rewarding business relationship.

Arun Rele
Chairman and CEO

GETTING THE MOST FROM YOUR ABEL SOFTWARE

Your software is designed for ease of use and ABELMed Inc. offers a variety of services to help you derive maximum efficiency from it. These services include:

On-Site Training



We offer on-site training sessions designed to help you and your staff learn to use your software quickly and efficiently. Each session is held in your office by one of our expert trainers in a hands-on environment. To get the most out of this training we recommend:

- Fewer, but longer training sessions in an environment free of interruptions so your staff can absorb the information quickly and completely
- Your part-time and evening/weekend staff attend these training sessions instead of being taught by newly trained staff

Notes: Travel time is charged at 0.5 hour for every 50 km and there is a minimum travel charge of 0.5 hour. Where the customer pays airfare for an ABELMed Inc. Associate to fly to their location, a flat 2.5-hour time charge will apply in addition to flight costs and actual training time.

A minimum charge of 2 hours plus applicable travel time will apply to all scheduled on site training visits, or 6 hours where flights or overnight stays are required. The customer is responsible for any additional costs such as hotel and transportation and is required to pay for these expenses in advance. If multiple offices are visited in the same geographic area, customers will have the option to share the travel and accommodation expenses. If one office opts out of the scheduled training, then the other customers are required to pay for the entire cost of travel and accommodation.

Web-based Training



An ABELMed Inc. Software Support Analyst can connect to your system over the Internet using remote control software provided by ABEL. The extremely easy to use remote control program allows us to connect directly and securely to your computer, see what is on your screen, and walk you through the training. This is a useful training tool for:

- Newly hired staff
- Introduction to new or advanced areas of your software
- Refresher training on existing features / functions

Note: A high speed Internet connection lets your computer work faster than a dial-up modem connection and will reduce the time spent waiting for screens to redraw during remote training sessions. However, if you do not have an Internet connection available, remote training can be provided over a dial-up connection using pcAnywhere.

Classroom Training



Training sessions for groups are available in our classrooms. Classroom sessions are also taught by expert trainers in a hands-on environment. We recommend classroom training for:

- Newly hired staff
- Introduction to new or advanced areas of your software

GETTING THE MOST FROM YOUR ABEL SOFTWARE, continued

WHEN YOU NEED HELP

Even after you know how to use your ABEL software, you may need to ask a question or resolve a problem. We provide a number of ways for you to get the answers you need quickly!

ABEL Help

 Your ABEL software includes an in-depth Help system that gives you quick access to overviews and instructions on the features and functions of the software. Refer to the Help system in your ABEL software before calling us – it will effectively reduce your need for telephone support.

ABELMed User Guide

An electronic copy of the ABELMed Users Guide is included with your ABEL program and is accessible from the Help menu. This three volume set contains screenshots from the program and covers the steps to Getting Started as well as the Practice Management and Clinical features in ABELMed. The Users Guide can help you discover, and learn to use, everything that ABELMed has to offer. It is also a great resource for helping new staff to learn ABELMed and can minimize the need for training. We encourage you to use this excellent reference material to the full advantage of your practice!

Print copies of this three volume set are also available for purchase. They come in a spiral bound, lay flat, format that is easy to use and very affordable. We receive very positive feedback from customers that purchase the printed Users Guide. Call 800-267-ABEL (2235) extension 325 to order yours today.

ABEL on the Web

 Visit www.abelmed.com for links to Support Knowledge Bases, lists of frequently asked questions and information on the features in ABELMed. You'll also find demos, downloads and information on other ABEL products and services.

Email

You can email your non-urgent questions directly to ABELMed Inc.'s Support department using the convenient online form. To access the form go to www.abelmed.com/Support/Contact Support. Emails are replied to within two business days.

WHEN YOU NEED HELP, continued

Telephone Support



Telephone Support is only available to clients that hold a current Software Maintenance Agreement.

If you find that a telephone call is necessary, the phone number, the information we require to provide you with assistance, and Support Department extensions are listed on page 4.

Menu Options - When you select a Software Support extension, you may be presented with the option to listen to a recorded message regarding a current issue, (for example, product changes). You can choose to listen to the informational message or continue on to the Support department.

LIVE ANSWER Telephone System - Our telephone system is Live Answer so when you reach the Support department, your call will either be answered by a Software Support Analyst, be queued for live answer by the next available Analyst or be directed to the voice message system that handles the overflow when we receive a high volume of calls.

- If your call is queued for live answer, you will have the option to leave a voice mail message if you prefer a call back.
- The voice message system delivers a recorded message indicating the regular hours of operation and gives you the option to page an analyst if you are calling outside of regular support hours.

Our experience with live answer support shows faster call response times and a higher level of customer satisfaction. We will continue to fine-tune our systems and procedures to improve the level of service that we provide to our customers.

Medical Support Hours

ABELMed Inc. offer **Telephone Support 24/7/365!** Rates for this service vary depending on your current Software Support Plan. Please check the table below for telephone support times.

For support during our regular hours, your call may be answered live by a Software Support Analyst or you may leave a message and we will return your call - usually within a few minutes.

If you need support outside of our regular support hours, enter ext. 3 and leave a message. An Analyst will be paged to return your call.

Hours of Service



Live Support Hours	Extended Support Hours
Monday to Friday: 8:30 a.m. to 5:00 p.m. EST	Monday to Friday 5:00 p.m. to 8:30 a.m. EST
	Saturday, Sunday & Holidays 24 hour support applies

ABELMed EHR-EMR/PM Support

Support for ABELMed EHR-EMR/PM has two parts:

Administrative Support

Administrative support covers the following ABELMed features and their related functionality: billing (includes submissions and reconciliation), patient record-keeping, standard administrative reports, scheduling and demographics. Administrative features are accessible from the ABELMed tabs titled Cover, Personal, Extra, Appointments, Services, Financial, Tasks, Referrals, Documents and Lab.

Clinical Support

Clinical Support covers questions about the ABELMed clinical features and their related functionality: CPP, Encounters, Rx and Clinical Forms. Administrative Flat Rate support does not include Clinical support.

Note: Administrative Flat Rate Telephone support is included for Software Update Maintenance subscribers. Support Payment Options are discussed on page 8.

WHEN YOU NEED HELP, continued

Why do you need Clinical Support?

Generally speaking, even if a problem with the Appointment Schedule or Billing system took time to resolve, it wouldn't prohibit normal operations. However, clinical questions could seriously affect your workflow and even the quality of patient care.

Imagine it is 1:00 a.m. and you are in the Hospital Emergency room. You need something from your medical record - right away. If anything goes wrong, we are there for you. Even at that hour, call us to get a quick response!

Let's say it's a normal busy day. During a patient visit you have an important question about drug interaction. You call for clinical support and a Software Support Analyst answers the phone right away!

Even when you need help creating a Clinical Report for information about your patients' health, during business hours or after work, clinical support will help you get the answers you need.

Calling for Support

Call 800-267-ABEL (2235) and enter the extension number for the department you wish to reach. We need the following information from you to provide an effective response:

- Your name and the office from which you are calling
- Your customer ID number
- Your area code and telephone number
- A description of your problem or question

This information allows our experienced Software Support Analysts to act on your request quickly, which keeps your telephone time to a minimum.

Note: When you need technical support for non-ABEL products, call the developer of that product; you can often get your questions answered at no cost. If you are unable to get results by calling the developer, we provide technical support for non-ABEL products on a "best effort", chargeable basis.

Departments & Extensions

Please use the following list of departments and extensions when contacting us:



Department	Ext.
Sales and Marketing	1
Medical Software Support	3
Accounting	6
Administration	7
Operator	0

WHEN YOU NEED HELP, continued

How We Handle Your Call

- The call is handled sequentially in the order it is received and an ABEL Software Support Analyst provides the information/assistance requested
- All time spent on calls related to problem resolution, software issues or customer training is deducted from the hours held in your account, charged to your credit card or covered under an existing agreement
- At the end of your call, you may ask the Software Support Analyst for the call length and the balance of hours on your account

Response Time and Call Status



Our Software Support Analysts manage hundreds of calls each day and they respond to the majority of calls within a few minutes. Occasionally, the volume of calls to our support department is higher than usual. If you experience an extended delay after leaving a message, please call again and ask the operator at extension 0 to check the status of your call.

To Assist You Better

Please inform our Support Manager, regarding any concerns that you have about the support you receive. Call at your earliest convenience, we can best act upon your concerns and improve while details are fresh in our minds.

As the company continues to grow, we add to our team of support staff and are often in the process of hiring new people and orienting them. Your suggestions and feedback will help us train them to provide better service.

Please discuss any concerns regarding the charges you were billed for with the Support Manager within 30 days of receiving the activity report so that he can address the issue in a timely manner.

WHEN YOU NEED HELP, continued

Data Analysis and Detailed Problem Solving

It may be necessary for you to send documents or data* to us for analysis. To ensure that we receive materials that you ship to us, please put your name and your customer ID on each item and courier them to the attention of the appropriate person at ABELMed Inc.

Once they arrive, your materials are handled with strict confidentiality. We adhere to a formal privacy policy that is in full compliance with the current Canadian standards in the Personal Information Protection and Electronic Documents Act (PIPEDA).

We protect the privacy of all media and documents containing personal client information by using the following measures:

- We have a designated Privacy Officer who is accountable for compliance
- We provide adequate safeguards to protect all personal information. The level of security that we employ is relative to the sensitivity of the information
- We clearly explain the purpose for which we are collecting personal information and we obtain the client's consent before collecting, using or disclosing the information.
- We do not collect more information than required and do not use or disclose the information for other purposes without the client's consent
- The information's arrival and purpose are recorded in a log along with the date, time and the initials of the ABEL associate that will work with the material
- The information is labeled with the client's name and ID and is locked away by an authorized key holder. Electronic information is stored on the computer where it will be worked on
- We return and/or destroy the information once we no longer need it to achieve the stated purposes and we delete all electronic copies from our internal systems. In addition, our IT department ensures that all backup medias containing customer data are overwritten promptly and are never archived
- At any time, a client can request access to their personal information to verify that the information we do have is accurate and we allow necessary corrections
- We make our policies regarding the handling of personal information available upon request

* ABELMed Inc. has facilities to read most common backup media. In the eventuality that you have an unsupported media format, additional time and expense may be involved.

SUPPORT & SERVICE OPTIONS

Software Maintenance



Our Software Maintenance plan ensures that we maintain the level of customer service and support that our clients have come to expect, including the following benefits and services:

- Telephone, modem and online support
- Changes required by OHIP
- Discounts on multi-year contracts
- Authorization codes for new physicians, additional workstation licenses, license transfer on the sale of a practice, and license transfer between computers
- EMR upgrades at special pricing
- Chronic disease management flow sheet updates, First DataBank drug database updates and other updates for clinical management
- Special pricing on uninsured billing and preventive care services

With Software Maintenance you receive at least one major update per year that includes enhancements and new features as well as periodic program improvements at no extra cost when you purchase Software Maintenance. These updates are provided either on CDs, diskettes or by modem. Other services include:

- Appropriate update installation instructions and documentation
- Any required telephone software support during software update installations
- Please note that there may be an additional charge for training on third party software or workstation licensing.

Training & Support /Service Hours



We strive to provide our valued customers with the best service at the least possible cost. Pre-purchased **Training and Support Hours** provide support for your software at the lowest cost. **Software Maintenance** provides access to telephone support, software updates, activation codes, update installation support as well as discounts on other services. ABELMed Inc. customers receive:

- Activity statements listing the support/service provided and support hour usage
- Toll-free telephone number for software support calls

We recommend that you pre-purchase four or more training/support hours at a time to receive a significant discount off our normal charges. However, there are other options to choose from. Please see Support Payment Options on page 8 for more information. These hours can be used for:

- Analysis and resolution of ABELMed Inc. software related problems
- On-site, web-based and classroom training
- Backup Data Verification Service
- Credits towards purchases of ABEL software and Software Maintenance Agreements and other services

SUPPORT PAYMENT OPTIONS

To help keep our costs down and to provide you with the best support and services, we offer you several payment plans for obtaining telephone support. These payment plans eliminate the need to issue invoices; a saving that will help us maintain our prices.

All new ABEL customers receive a Support/Services Payment Plans form along with their software package. Please review the payment plans we offer and choose the one that best suits your needs. Complete the form and fax it to us toll free at 866-337-5558 or mail it back to us as soon as possible and we will record your preference in your file.

SUPPORT ACTIVITY REPORT

A monthly Activity Report is sent to you only if there is activity on your account during the time period covered in the report. You should check the report over carefully when you receive it.

Activity Report

The following is an explanation of the different parts of the report:

Date	Date of communication with ABEL.
Contact	Name of the contact person from your office.
Description	Detailed description of services provided.
Ref	ABEL incident reference number.
Charged to Customer	Time charged for in 1/10th of an hour increments.
Not Charged	Time not charged for in 1/10th of an hour increments.
Starting Balance	Hours on account before this report.
(less) Charges	Total amount of chargeable time.
Adjustments	Credits to your account e.g. pre-purchased hours.
Bank of Hours Ending Balance	Balance of hours on account after the report period.

Activity Report and Invoice

A combined Report and Invoice is issued to you for any negative hours that appear in the Ending Balance. You will receive two copies, white for your records and green for accounting purposes. These negative hours are the hours used that exceed any pre-purchased support hours and that are not covered by a maintenance contract.

Note: Charges are in 1/10th of an hour, i.e. 0.10 hour = 6 minutes, 0.20 hour = 12 minutes. Minimum charge is 0.20 of an hour per call.

MANAGING YOUR INVESTMENT

ABEL takes great pride in the close relationship we have with our clients. We endeavor to provide the most current information and technology possible. Your management of these tools is essential to their effective use in your practice. Please pay particular attention to the following items:

Submission of Billings

We strongly recommend that care be taken with the submission of billings. Please ensure that the transaction was successful and that the information is correct and complete. While we will make every effort to assist with technical problems, you are responsible for any disruptions in your cash flow caused by incorrect, rejected, or incomplete transmissions of your billings.

If you experience technical problems using Electronic Claims, or Electronic Data Transmission (EDT), be sure that you do the following:

- Wait several minutes and send the claim again as the problem may be the phone lines or network

Fee Schedules

Upon delivery of our software, ABEL attempts to provide the current fee schedule. The MOHLTC is responsible for sending SOB updates. It is the responsibility of each medical office to ensure that the latest schedule or new codes are added to their ABEL program - this may involve user data entry. The ultimate responsibility rests with each medical office to ensure that no income is lost due to neglected or delayed updates in billing fees.

Development and Technology



As an ABELMed Inc. customer, you are a valued partner in the ongoing development of our products. We know that you rely on your ABEL software so we keep looking for ways to increase the benefit it brings to you and your practice. Our goal is to continue developing our products in ways that help you take advantage of opportunities offered by new technology and business practices.

Software operates in conjunction with various hardware and operating system components. The hardware and operating system industries regularly offer new or improved products, which provide opportunities for software developers to create additional features and functionality that benefit their customers. To create a high level of mutual benefit over time, we must take advantage of these advanced products made available by the industry.

We provide a reasonable level of compatibility with older hardware and operating systems. However, there is eventually a point where continued support for older equipment and operating system creates a serious impediment to our ability to progress. To take full advantage of new features and functionality offered in our products, you will occasionally need to upgrade your hardware and/or operating system.



To help you keep your system current, we provide you with the hardware and operating system specifications required to use our software effectively. Operating system guidelines are included on the installation instructions with each program update and current system specifications for customers buying new hardware are listed on our Web site, www.ABELMed.com. We will also provide technical support if you need it. The rest is up to you. Remember that, meeting or exceeding these specifications will allow you to get the best performance from your ABEL software.

The needs of each office vary and you may find the performance you get from your hardware acceptable, even if it is significantly less powerful than what is currently being offered in the market. However, your operating system must at least conform to the minimum requirements included with each release.

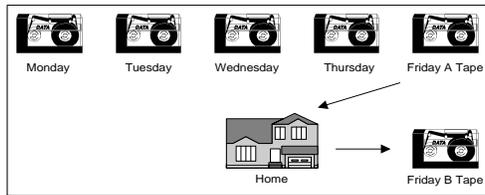
MANAGING YOUR INVESTMENT, continued

Proper Data Backup Procedures

Don't let it happen to you! Practices that have experienced data loss due to either no data backups or incorrect backups agree that it is a mistake they will never make again. Data Backup neglect can result in serious financial hardship through loss of countless hours of work as well as valuable financial information. Moreover, you will incur the additional cost of re-entering the lost data.

Performing Proper Data Backups

Backup your ABEL system as a normal part of your daily workflow. Schedule it at a time when no one is using the software, i.e. early morning, lunch, or after hours. Label backup media for use each day of the week and use them in sequence. Once a week, take a backup copy off site and replace it with an additional set. Rotate the off site backups at the end of each working week. The off site backups protect against fire, robbery, water damage, and vandalism.



Warning:



If you suspect that something may have gone wrong with your data files, **do not backup your data using the previous day's backup media** – this could destroy your most recent copy of good data! Keep spare backup media handy for this purpose and backup on the replacement.

Ensure that no one is running ABEL programs while the backup is in progress. Prior to backup, shutdown all ABEL programs on your Client machines and then on the Server. Failure to do so may result in an incomplete backup since open files may not be backed up by the operating system.

When backing up data onto multiple media in one session, carefully follow the instructions and prompts on the screen. This will ensure that backup media is recorded in the proper sequence necessary for future use - ignoring this sequence can render your backup media useless.

If you purchase a new data backup unit or modify your data backup procedures, check with ABEL to ensure that we are able to read your media on one of our in-house data systems. Using non-standard equipment could result in additional costs during data analysis or recovery procedures and may make it impossible for us to help you recover data from your backup.

Always have an extra set of backup media on hand and ready to use. You may need additional media as your system grows, or to send in a backup set for problem analysis. You should replace your backup sets after two years of use.

Resolve any problems with your backup **immediately** - your data is too important to risk!

See page 11 for information on ABEL's Data Backup Verification Service.

ADDITIONAL SERVICES

Data Backup Verification Service



ABELMed Inc. offers a Data Backup Verification Service. We find that backups sometimes have missing or damaged files – enough to prevent a successful recovery of the data. In most cases, upon investigation, we discover that incorrect backup procedures are being used. For example, if the ABEL application is left open while the backup is being performed, the backup will skip files. In a few cases, the customer's backup system has malfunctioned. This means that if we needed to recover your data, for whatever reason, we may be unable to do so.

Since we are completely familiar with our own products, and know exactly what files should appear in a data backup, we are in the best position to advise you on the accuracy of your backups. Also, if you needed to restore your ABEL software data from your backups for any reason (e.g. a hard disk crash), we are the only company that can help your system supplier with ABEL-specific information. This is why we are stressing the importance of our Backup Verification Service. The safety and integrity of your data is our primary concern.

Our service includes:

1. Visual inspection of backup media
2. Confirmation of data validity
3. A full report of the following findings:
 - Verification of date & time the backup was created
 - Type of backup performed by the user
 - Catalogue of files found on backup media
 - Comparison of your ABEL data files to our master list of application files
 - Results of ABEL data file recovery based on thorough restoration testing on ABEL systems

Rates

Software Maintenance Customers	Rate
One checkup per annum	\$ 295.00
Two checkups per annum	\$ 500.00
Four checkups per annum	\$ 796.00
Twelve checkups per annum	\$1,800.00
Applicable taxes will be added.	
Non-Maintenance Customers	Rate
One checkup per annum	\$ 495.00
Applicable taxes will be added.	
<i>Prices listed above are current at the time of printing and are subject to change.</i>	

To register for the Backup Verification Service, call 800-267-ABEL (2235) extension 325.

REFERRAL CREDITS



Many of our customers are so happy with their ABEL product that they refer their colleagues to us. ABEL's Customer Referral Recognition Program is designed to demonstrate our appreciation to clients that recommend ABELMed to their colleagues.

If you have the opportunity and inclination to recommend ABELMed to a colleague, we thank you. We encourage you to write your name on the Referral card enclosed in the back cover of this booklet and give it to a colleague that may be interested in using ABELMed. A colleague that presents the card* when purchasing ABELMed will automatically receive a \$500 discount and you will receive a \$500 Referral Credit toward any ABEL products or services.

Customer Referral Recognition Program cards may be sent to you periodically enclosed with other information such as maintenance renewal agreements and newsletters. If you require additional cards, please don't hesitate to call 800-267-ABEL (2235).

* or mention your name and the REF number on the card when they call us.

CUSTOMER SURVEY

At ABEL, customer satisfaction is essential to our continued success. We value your opinions and input, which enable us to provide you with the best possible service.

We have attached a copy of our latest Customer Survey Form which is sent to your office periodically for your feedback. You can fax or mail us the completed survey form at any time you wish.

APPENDIX

ABELMed Customer Survey

At ABEL, customer satisfaction is essential to our continued success. To enable us to provide you with the best possible service, we request your input. Please complete and return this form in the enclosed postage paid envelope. Ensure that you communicate any questions, concerns or comments promptly so that specific details are not forgotten.

ABEL Software:	Excellent	Good	Average	Fair	Poor
Features	<input type="checkbox"/>				
Ease of Use	<input type="checkbox"/>				
Quality (Does the system do what you want it to?)	<input type="checkbox"/>				

ABEL Training	0-3 months	3-6 months	6-9 months	9-12 months	1 year/up
Last Training Session	<input type="checkbox"/>				

	Excellent	Good	Average	Fair	Poor
Training - Onsite	<input type="checkbox"/>				
Training Other (Internet or Telephone Training)	<input type="checkbox"/>				

Do you have new staff (within the past 6 months) using ABELMed? Yes No

ABEL Software Support:	Excellent	Good	Average	Fair	Poor
Response Time	<input type="checkbox"/>				
Quality of Support	<input type="checkbox"/>				

ABEL Software Updates:	Too Frequent	Just Right	Not Enough	Never Received
Updates Received/Year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Number of updates received over the past year: _____

ABELMed Customer Survey, continued

Do ABEL products and services meet your expectations regarding quality, support and service?

What features would you like added to the ABEL software?

Would you like to know more about electronic medical records (EHR) and how they can benefit your practice?

Yes No If no, please tell us why you are not interested.

If you are using EMR, which features do you use?

Do you have a High Speed Internet connection in you office: Yes No

Have you visited www.abelmedicalsoftware.com recently? Yes No

Did you find our website easy to navigate? Very Somewhat Difficult

How could we improve our website?

What other products and services could ABEL provide to improve the productivity of your office?

Our business grows through referrals. If you know anyone who can benefit from using ABEL software, please let us know. They will get a \$500 discount on their first purchase of ABEL software and you will get a \$500 referral credit toward the purchase of any ABEL software and/or services.

I give ABELMed Inc. permission to use any of the comments that I made in this questionnaire in their future marketing materials.

Signature: _____

Form completed by: _____

Email: _____ Email belongs to: _____

Please call me to discuss my comments. Phone number: () _____

Best time to call: _____
