

Time is Money

- **Simplify** administrative workflow
- **Automate** forms and office procedures
- **Retrieve** patient and product **data** quickly
- Go **paperless!**
- Free up clinicians' time – **better serve patients**
- Realize **accurate and complete billing** practices
- **Grow** your practice

**Customized
Practice
Management
Software for
Audiologists**



www.earworksinc.com



An hourglass with yellow sand falling from the top bulb to the bottom bulb. The sand is captured in mid-fall, creating a blurred trail. The hourglass is made of clear glass and is centered in the frame.

Simplify

Ear Works 3 software intuitively performs the repetitive tasks that consume your business day.

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Ear Works:
Intelligent Workflow Technology
Start saving today



Time is a valuable commodity.
Especially when you don't have any.

**Your purchase is software.
You really invest in a business solution.**

If you are chronically running, or have too much going on, this is the solution you need to implement. It will dramatically free up time and resources – **and earn you money** – empowering you like no other tool!

Suppliers can co-op the purchase with you and have you "*pay it off*" in hearing aid sales.

Efficiency means Profitability

When you use Ear Works software as it is designed you will see at least double your investment back within the year; time is saved for clinicians, administrators and managers. Moreover the profitability is further increased through better billing practices.

Save time daily,
weekly, yearly.
Monitor, audit and
better manage
your practice
instead of your prac-
tice managing you.

Raise the Bar

Improve Patient Satisfaction

Foster Practice Excellence

Increase Clinic Growth

www.earworksinc.com






Amplify your business!

Ear Works 3 – designed by Audiologists for Clinicians.

We are an expert practice management solutions company offering comprehensive services for small to mid-sized dispensing clinics. Ear Works software provides a key piece in your practice management solution using intelligent workflow technology.

- Multiply efficiency and effectiveness
- Automate third party invoicing and follow up tasks
- Migrate to a paperless office, if desired
- Streamline operations to better serve your patients
- Add marketing power

Lean and Green:
streamline your
productivity;
maximize clinician
potential;
market and grow your
practice!



Flexibility

Ear Works will grow with you. The platform is user-friendly and never too intense for your needs.

Integration

allows the user to access only the part of Ear Works they need and other users to interface seamlessly with that input. Choose to use only some of the features now, adopt the rest as you require.

Easy to use integrated workflows include:

- Patient Workflow
- Scheduling Workflow
- Clinical Workflow
- Administrative Workflow
- Financial Workflow
- Communication Workflow
- Marketing Workflow
- Management Workflow



Minimal Time Investment

Simply enter the current schedule, then as patients come in, start doing all of your daily actions in the system.

As patients arrive, you enter their historical hearing aid info, their last 3 progress notes, their last 1-2 audiograms and their third party information.

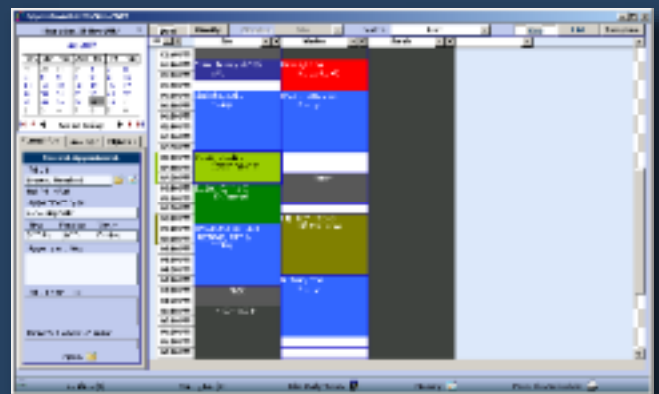
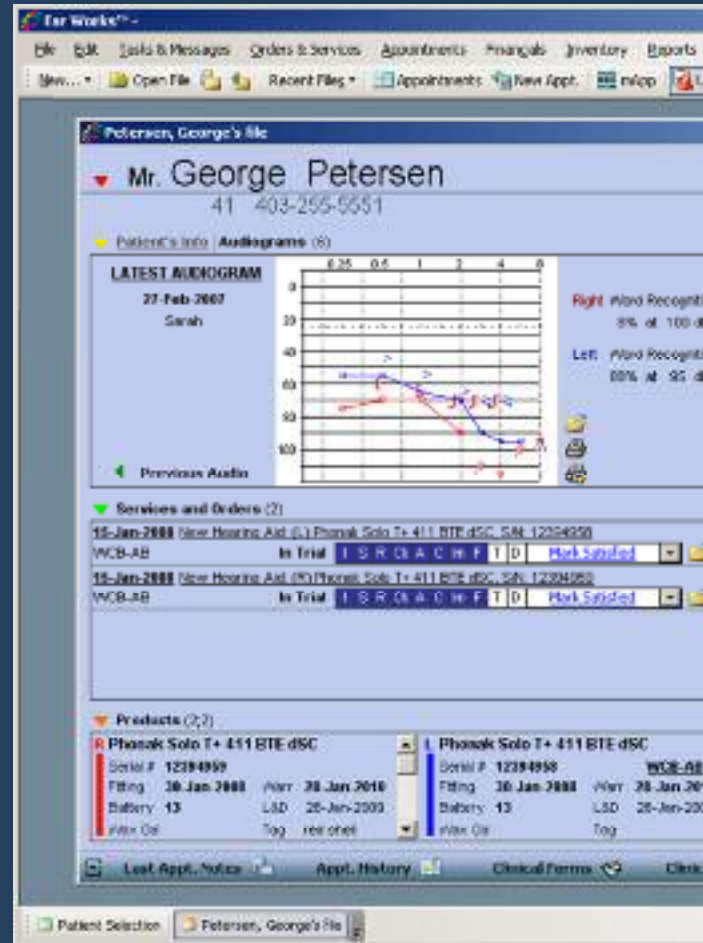
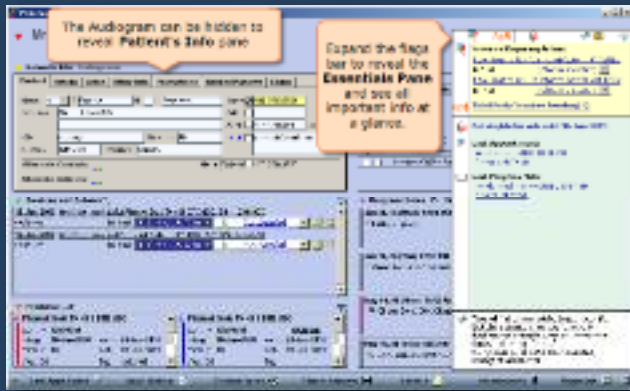
Everything that you do now will be done in the system including orders, notes, reports, letters, audios – you name it!

Maximum Payoff

As you use the system, automation within the software integrates daily activities into detailed reports, finds errors and makes recommendations to ensure you are on top of your business.

No more searching and archiving, all reports are readily accessible within the system.

The busier you are
the more you need
Ear Works to get time
back in your control.

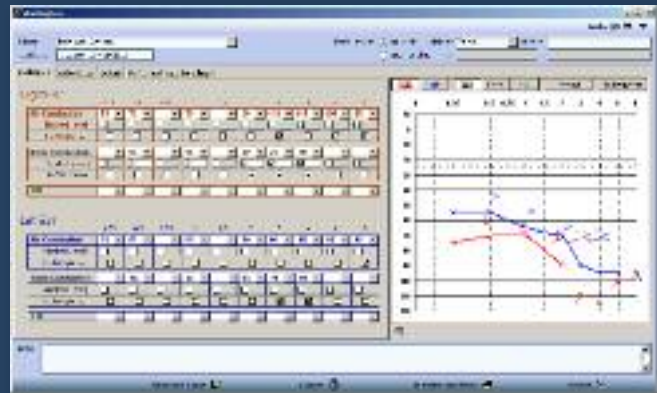


See more of Ear Works.
Live!

Visit our website at www.earworksinc.com and read how to schedule your private company demo.

You'll see Ear Works presented directly on your computer screens with as many colleagues as you need. You'll have the opportunity to ask questions and see for yourself how Ear Works can be applied in your own clinic.

Amplify your Business



Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Row 1	Value 1	Value 2	Value 3	Value 4	Value 5
Row 2	Value 1	Value 2	Value 3	Value 4	Value 5
Row 3	Value 1	Value 2	Value 3	Value 4	Value 5
Row 4	Value 1	Value 2	Value 3	Value 4	Value 5
Row 5	Value 1	Value 2	Value 3	Value 4	Value 5

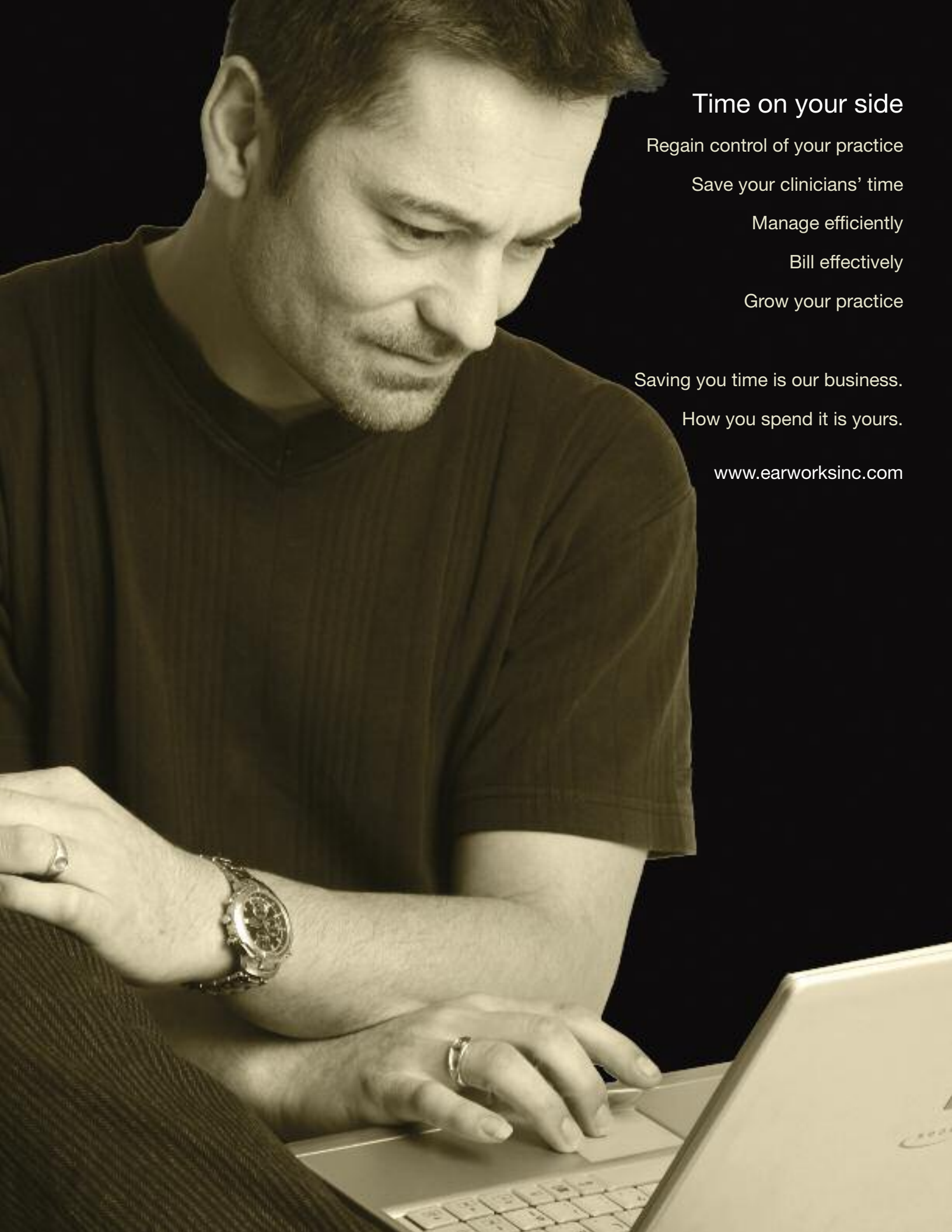
Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
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Row 2	Value 1	Value 2	Value 3	Value 4	Value 5
Row 3	Value 1	Value 2	Value 3	Value 4	Value 5
Row 4	Value 1	Value 2	Value 3	Value 4	Value 5
Row 5	Value 1	Value 2	Value 3	Value 4	Value 5

Date	Time	Subject	Comments
Jan 30, 03	12:00 PM	Sarah	Fitting
Jan 15, 03	12:12 PM	Sarah	Coaxial aid ordering
Aug 14, 02	11:42 AM	Sarah	General
May 25, 02	9:58 AM	PhoneCall	General

Take Ear Works 3 for a test drive.
For as long as you need.

Download a complete demo version of Ear Works and test it for yourself. The demo version never expires and has all the features of the registered version. The only restrictions are the number of concurrent users (maximum two) and the number of patients (maximum 10 additional patients).

Contact us at info@earworksinc.com for details.



Time on your side

Regain control of your practice

Save your clinicians' time

Manage efficiently

Bill effectively

Grow your practice

Saving you time is our business.

How you spend it is yours.

www.earworksinc.com



Design.

Ear Works Software was designed within a clinical environment for 3 years. Then it was thoroughly tested and updated using *Extreme Programming* for another year at 15 clinics.

Extreme Programming allowed Ear Works 3 to evolve in a collaborative team environment with fast response times to client needs.

Function.

Lean Automation. Fast Data Access. Thorough Reporting.

Ear Works 3 offers solid and incredibly integrated technology that has been completely redesigned in version 3.0.

Increased office efficiency and clinician productivity within your practice means greater profits for you and more time to spend doing what you want to the most.

Ear Works 3 Practice Management Software **removes the repetitive tasks** that consume your day – because time is money.



Ear Works Intelligent Workflow Technology™



Patient Workflow

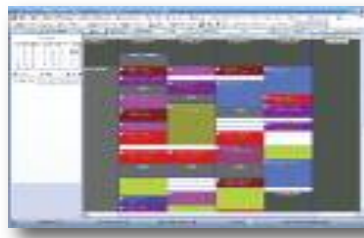
File window has 8 “panes”

- patient info / audiogram
- orders / services
- product
- basic third party info
- tasks
- forms
- file notes

Orders are done in Ear Works thru *Tree*, *Favorites* or *Order Forms*. Ear Works creates a progress bar for all services based on each step along the way.

Appointment Notes is the clinician dashboard:

- fill in appointment info;
- tasks, forms and progress notes (can use templates);
- services rendered;
- bottom action buttons allow you to add audio, letter, report, task, appt., quote, invoice etc.



Scheduling Workflow

Schedule has at least 5 column view: 5 days or 5 clinicians.

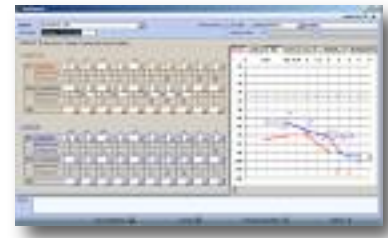
- natural and easy creation of appointments and walk-ins.
- add new patients on the go.
- expandable 3 month calendar
- block time off and reserve time for various appointment types.
- flags and tags help visually cue in the schedule.
- action buttons add lots of functionality including: conflict alerts, waiting list, daily notes, history and more

Use the *Scheduling Wizard* to find open time slots and book appointments.

Appointer keeps track of patients automatically including walk-ins and waiting room.

Simple windows with *Data Guiding* to fill in the necessary fields, automatically associates appointment type with time and optional resource (equipment, room, etc.).

Template Builder ensures you have time reserved for key appointment types.



Clinical Workflow

Audiograms can be entered with keyboard strokes, pull down menus or point-and-click. *Audiogram defaults* are set per clinician in ‘*My Ear Works*’.

Clinical Information and History tools allow for Subjective and Objective tests.

Case Histories are customizable and can be defined in multiple versions for different clinical applications and preferences.

Clinical Reports are point-and-click with templates customized per clinician and share-able.

Products can be selected by features, styles and options with the patient.

- links directly to orders, financials and reports
- prints quotes and order forms
- keeps history of quotes

Patient Info pane doubles as audiogram pane for clinicians and has picture audiogram for counseling.



Administrative Workflow

Letters are point-and-click based on customizable templates

Scan documents as attachments and *link them to any part of Ear Works*

Inventory is maintained for consumables, loaners/demos, and stock for resale

- Ear Works will alert you when your supplies are low, when loaners aren't returned on time by patients, or stock sales are not completed

Orders and services follow the progress bar steps in the patient file

- wizards guide the user through receiving
- there's a section on impressions on hold and pops up an alert when the order is made to use a held impression
- if orders aren't ok and need to be sent back at the point of checking, they immediately go back to the send queue automatically

Permissions can be set with great detail for user access to various areas of ear works

Administrative tools are key to the ear works efficiency benefit

- alerts automatically check the ear works file for any items incomplete or needing attention with interactive tables so the work is done immediately without printing lists and opening files
- offline mode if for rural visits without remote access to the office
- credit card numbers can be checked to ensure they are legitimate
- label printer allows all correspondence to be printed at the end of the day to manage printer paper trays etc.

Data Lists help to manage all information centrally so its easy to access and edit

Undelete lets administrators save deleted items from trash

The mApp lets you know where everyone in the clinic is and what they're doing and with which patient, so you know where to find them

The interface allows for *easy navigation, accessibility and input*

- editable form just type and print like a pro
- access files easily
- dynamic toolbar for open windows

Saving you time and money is our business.

How you spend it, is yours.

Time is money: Ear Works™ Hearing Industry Software streamlines functions and intuitively handles operations that consume your business day.



Intelligent:

Ear Works intelligent Workflow Technology™ doesn't just store your data or help you work easier with your data. Workflow Technology™ performs on the premise that you only initiate an action once. Finding you time for more important tasks – like growing your business.

Intuitive:

Ear Works™ automated tools let you enjoy an easier and more natural working environment. Initiate a routine process once and the software automatically completes the next step in the background – with minimum input from users. Automated tasks save you administrative time.

Integrated:

Ear Works™ integrates the relationships between you, your patient, and the supplier:

- see more patients and serve them better through improved customer service tools
- realize better administrative support and clinical care services for your office

...more than Data Management!



Financial Workflow

Fully integrated with Quickbooks®

- Set up your Ear Works to Quickbooks® connection
- Link and map your accounts and payment methods
- 4 Step wizard then guides you from start to finish
- Summary is presented with any issues that came up
- History is saved and the latest transfer can be undone

Financials are centralized

- Patient invoices
- Patient statement
- Third party / insurance invoices doubles for authorization requests
- Supplier bills can be hidden by default
- Patient quotes

Extensive financial reporting providing info that empowers decision making.

- Profit & Loss reporting is customizable and easy to access and read
- various financial and accounting reports for every day and periodic snapshots.

Where's the Money? is a useful tool to manage cash flow issues.

Supplier Payments are made directly from Ear Works:

- statement reconciliation tool to balance your records to manufacturer statements
- print your remittance statement with payment info (credit card and signature) and send to supplier
- print your payment cheques
- transfer to Quickbooks® effortlessly when you link the next time.

Other financial tools in Ear Works

- *Available Funds* – tracks your balances for all lines of credit, credit cards, bank accounts and cash flow
- *Service Analyzer* – allows you in-depth study of what's happening with each service
- *Cash Count* – count your cash box and balance it as often as you like
- *Bank Deposit Slips* – print your deposit slip and have it integrated with the cash count



Communication Workflow

Tasks: to-do notes to always know what needs to be done, delegate and receive instructions from other team members.

- one-time or recurrent, set by yourself or by another team member
- can be created automatically in the third party billing process according to the third party requirements.
- manage the to-do list by setting your own priorities, flags and categories.
- associate Progress Notes for additional detail without duplication of input
- link with attachments, invoices and other records to minimize browsing.

Messaging: inform your colleagues related on unrelated to a patient.

Progress Notes:

- are color flagged and categorized
- can be quickly created based on customizable templates
- linked to attachments, tasks, invoices, bills and other records.
- May be mark as discreet for increased privacy of internal communication.

SOFTWARE OVERVIEW



Marketing Workflow

Create *Mailers and Recalls* in minutes using the Promotion Wizard. Define templates to save your most common definitions and quickly rerun the same mailer or recall.

Data Mining allows detailed patient search for specific inclusion in the recall or mailing. You can automatically exclude the patients that have been included in recent promotions to avoid patients' saturation.

Multiple Levels of marketing management

- Campaign
- Group
- Event
- Club

Each is designed to work as profit centre and presents with Return on Investment detail to help direct future marketing initiatives

Events are powerful ways to monitor marketing activity

See your *Return on Investment* clearly and see what happens without interrupting the staff. Continue to stay in touch with event participants through the mailer/recall wizard.



Management Workflow

Alerts: one of the most advanced features, unique to Ear Works, the Ear Works Alerts is a complete self-auditing tool. Analysing all critical areas of the system and bringing to management's attention the possible problems, the Alerts save an impressive amount of time and money by automatically reporting what might have fallen through the cracks and signalling potential procedural dysfunctions.

Receive 15 explicit warnings like:

- unbilled services
- unsent invoices to third parties
- overdue balances from patients or third parties
- RFCs without credit memos

Reporting: all reporting feeds into the management workflow with 2 notable examples: the Daily Snapshot and the Efficiency Review.

Security and permissions: set detailed permissions to each user to ensure appropriate access level to each team member.

Company setup is centralized and easy to set up and update.

Testimonials:

Ear Works is very well written, user friendly and awesome program. I have been using it for almost two weeks and found it makes life so much easier...just pass the word on to the programmers. Good Job!!

Edmonton AB

Managing client files is so easy. If you have duplicate files there is a simple merge file procedure. Also, whenever you create a 3rd party invoice Ear Works automatically creates needed forms and follow up tasks to meet contract requirements.

One of the features I like the best is the Lite version-it allows me to take it on the road with me , input all my data and then hook back up when I return to the office and not lose any time or data.

Edmonton AB

We love Ear Works!! Your responsiveness and attention to detail is appreciated!

Winnipeg MB

We purchased Ear Works in December 2005. Prior to purchasing this particular software, we did research about which practice management software we thought would be most appropriate for our office. We chose Ear Works because we felt they attempted to address the most issues within their software. In fact, if one wanted to, they could go "paperless" and rely entirely on the software. While we are currently not "paperless," we have found many of the features in Ear Works applicable to our practice.

Because this software was developed by audiologists for audiologists, we thought they would be the most understanding of our needs.

Edmonton AB

It took us about a month to get from training to full efficiency with Ear Works. Its easy to get started and full benefit from the program. We are finding new and different features as we explore the software more.

Vancouver BC

I could not imagine the fringe benefits such as faster training for new staff, better efficiency with less staff and higher productivity and profitability within a few months of using the program.

Calgary AB

We are an expert practice management solutions company offering comprehensive services to small and mid-sized dispensing clinics.

Ear Works software provides a key piece in your practice management solution using intelligent workflow technology.



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See more patients.
Spend more time with them.

To a clinician, providing quality care is of utmost importance. We understand that. Ear Works software was developed by Audiologists for Audiologists to alleviate the daily tasks that impede the growth of your practice.

Customizable, automated efficiency.

To an administrator, filling in forms, billing, scheduling and processing patients can be overwhelming and time-consuming. Ear Works software will automatically generate many of your repetitive and back-end tasks intuitively.

Plan your growth. Enjoy a 1000% ROI.

Managers can track financials, patients, products, and recalls, plan and monitor events and direct mail promotions. Ear Works software reports on every aspect of your business, is audit ready, provides overviews, finds errors, and makes recommendations. Take our competitor challenge today and you'll see why this is an investment not just a software purchase.

If you're running a practice management software and want to switch you may qualify for the rebate and free data transfer! Contact us to find out more.

Visit our website
and read about how to schedule
your private company Ear Works demo,
take the competitor challenge
and check out how you can receive a
\$500 kickback!
(applicable to purchases made on or
before June 1, 2008)