

The graphic features a light blue background with a dark blue border. At the top, there are four book covers: 'EMR Demonstration Scripts', 'BASIC OPERATOR CLASS FOR Electronic Health Records', 'Introduction to Electronic Medical Records V2', and 'Introduction to Practice Management V2'. Below the covers, the text 'PTG Database Overview' is written in large, bold, blue letters. Underneath that, it says 'For Aprima PRM2011'. To the right, the name 'Jill Jaunty' and 'Courseware Development' are listed. At the bottom left is the 'DIRECT MERCHANDISE INC. 1994' logo, and at the bottom right is the 'ptg Physician Technology Group' logo.

Overview

This document provides a summary of the information presented in the **PTG Database Overview** video. This video addresses:

- Available Products
- Learning Retention
- Details about the Database used for Demonstrations and Software Classes
- Review of the EMR Sales Demonstration Scripts
- Importance of Restoring the Database before each Class or Demonstration

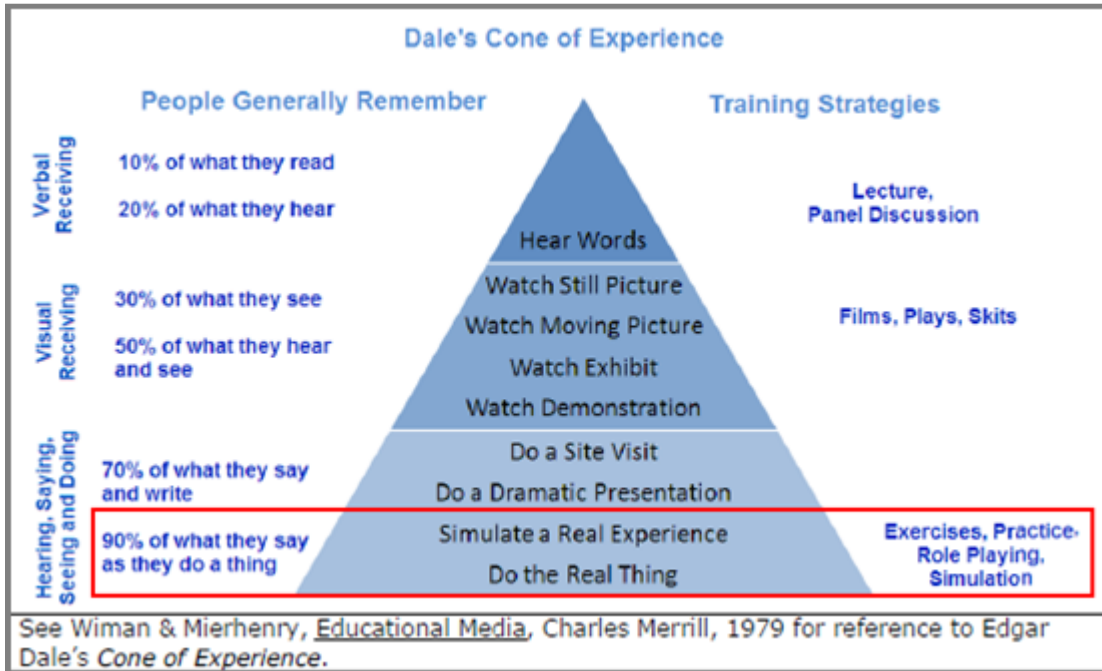
Available Products

- Basic Operator for Electronic Health Records - Aprima PRM 2011
- Basic Operator Class for Practice Management – Aprima PRM 2011
- Administrative Class for Aprima PRM 2011 Electronic Health Records & Practice Management
- Introduction to Electronic Medical Records Instructor and Student Edition
- Introduction to Practice Management Instructor and Student Edition
- EMR Demonstration Scripts
- Instructional Videos for Electronic Health Records and Practice Management Classes

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Learning Retention

All the PTG Courseware and Sales materials are designed to transfer knowledge in the shortest time possible with the highest level of fidelity. Edgar Dale's Cone of Experience illustrates how people retain information and what contributes to retention.



People remember:

- 10% of what they read
- 20% of what they hear
- 30% of what they see
- 50% of what they hear and see
- 70% retention is possible if information is seen heard, documented, discussed, and is important to the audience member.
- 90% retention is possible when it is a hands-on experience and is practiced or repeated.

Database Details

The database used for sales demonstrations and classes is comprised of the following:

- 20+ patient charts with more than one previous visit
- 3-5 patients with just one previous visits
- 5-8 patients with no visits

The database is clean and the charts are thorough but not overwhelming. Visits in the charts are medically correct as are the demonstration scripts and the exercises in

the courseware. The patient charts and visits have been reviewed by board certified physician.

The charts typically include:

- More than one visit; visits are related to gender, age, or medical history
- Lab results and vitals for graphing
- HM Alerts appropriate for age, gender or medical condition/history
- Attachments (most have annotations)
- Phone messages
- Overdue maintenance medications,
- Patient Photos

Special Charts include:

- Pediatric Patient with immunizations recorded to showcase immunization record
- OB Patient with complete pregnancy/delivery recorded
- Dermatology Patient using SBC, Forms, Ink Option
- Charts using SBC, Text and Ink options

Practice Management Data:

- Charges for 2010 and 2011 visits
- Insurance pending for primary and secondary carriers
- Patient responsibility balances
- Ability to run clean financial reports and balance

A Graphics File is available that contains the graphics used for any sales scripts or class exercises. It includes patient photos, X-rays, insurance cards, HIPAA consent forms, Advanced Directives, and lab results

EMR Sales Demonstration Scripts

The EMR Sales Demonstration Scripts manual includes:

- Thirteen specialties
- Scripts for FNC and CPP (CPPs designed to coincide with script)
- CPP scripts designed to use *check all* feature whenever possible
- Pertinent information regarding specialty, visit, condition
- Database Roadmap to easily locate appropriate for an upcoming demonstration

Back Up and Restore Database

The database is very small. It can be backed up or restored in about 60 seconds. The Attachment database should be backed up and restored at the same time. It takes around 10 seconds.

It is imperative that a clean database be restored after every demonstration or class. This allows you to re-use the scripts and exercises and always get the same results. Just as attendees need repetition to improve their skills, so does a presenter.

Reloading a clean database allows you to practice a presentation or class before presenting it.

The database can be used to test new software releases and to determine what all has changed in the new release. Databases are small enough that they can be customized and saved under a new name when that is appropriate.

Conclusion

The database, courseware and scripts are designed as a tool to present software concepts with early and repeated success. Confidence comes from seeing something work the way it is meant to with the least amount of confusion. When things go right, it all seems easy.

PTG has done the ground work for you. Now you can customize the database and tweak the scripts to meet your needs and the needs of your clients.

For additional information, please call:

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