



Lets You Automate Scheduling Transactions via an Integrated, Centralized System

- Patient appointments
- Referring physicians and other third parties
- Training classes, seminars, and events
- Consultations and instruction
- Facilities and equipment reservations
- In-home visits

Key Features

- Rules-based, enterprise-class scheduling platform
- Scalable to millions of transactions per month
- Web-based for 24/7 access from any connected PC
- Centralized scheduling system for all departments
- Optional online self-service scheduling for patients
- Integration of self-service automated voice systems
- Event as well as appointment-based scheduling
- Database-driven customization for quick setup
- Intuitive UI for easy searching of available time
- Highly granular user-group based access rights
- Support for multiple locations and time zones
- Unlimited resources, service listings, and users
- Automatic email confirmation and reminders
- iCalendar support to import to Microsoft Outlook
- Support for shared and dependent resources
- Ability to collect information from patients
- Check-in feature for tracking no-shows
- Appointment workflow and status
- Support for recurring appointments
- Powerful, flexible built-in report generator
- Automatic generation and delivery of reports
- Rapid development of custom reports
- Integration to other systems via Web Services
- Open, J2EE technology
- Designed for HIPAA and PHIPA compliance

Representative TimeTrade Customers

- Diagnostic testing centers
- Radiology and imaging centers
- Vein clinics
- Massage therapists
- Physician practices
- Prostate testing centers
- Chiropractors
- Physical therapy and rehabilitation
- Personal trainers
- Health and fitness centers
- Skin and cellulite centers
- Pharmaceutical detailing
- Psychologists and family counselors

Web-based Patient Scheduling Software

For hospitals, clinics, diagnostic centers, and physician practices

TimeTrade Systems helps healthcare providers automate patient appointment scheduling across departments and locations. We enable organizations to:

- Integrate multiple scheduling methods into a centralized, real-time system.
- Standardize inconsistent scheduling processes and implement “best practices.”
- Reduce delays, errors, and administrative overhead in the scheduling process.
- Provide management with real-time reporting for auditing and tracking.
- Access clinician, room, and equipment schedules from any Web-connected PC.
- Enable online self-service scheduling for referring organizations and even patients.

TimeTrade streamlines the scheduling process, lowering administrative costs and increasing utilization of staff, rooms, and equipment. We leverage Web technology to provide all parties involved in the scheduling process with immediate, secure access to a central inventory of time availability. Web-based scheduling eliminates the “handoffs” in the process that cause unnecessary communication, errors, and unused appointment timeslots.

Rules-based, Real-time Solution

Most scheduling systems simply check the free/busy status of resources. TimeTrade is “Activity-based.” For a particular activity, such as Infant Wellness Visit, TimeTrade evaluates the availability of the underlying resources (clinicians, rooms, equipment) associated with that activity, and applies appropriate constraints based on your

unique business rules. This enables scheduling coordinators to complete appointment transactions more quickly, without needing to know which clinician or room is required. TimeTrade is especially adept at handling complex scheduling situations that involve a rich set of activities, multiple locations, and a wide array of resource interdependencies.

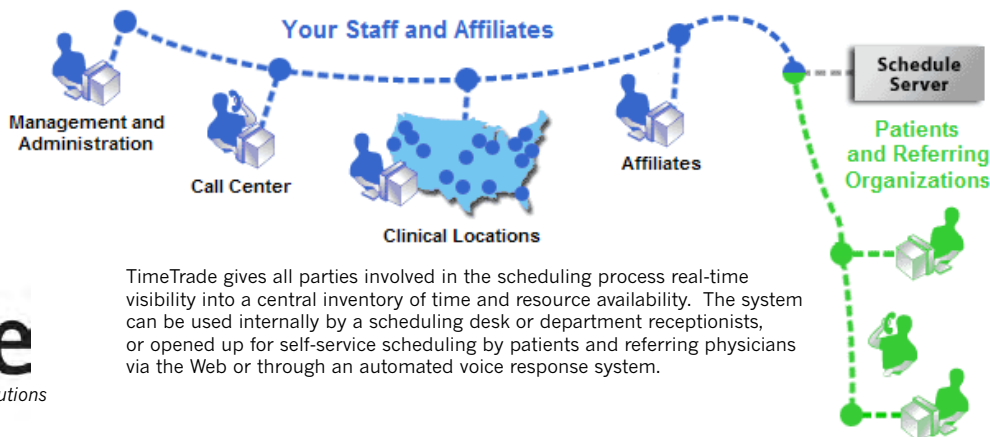
TimeTrade is a real-time application, so there is no chance of double-booking or confusion. Whenever resource capacity is committed, it is immediately removed from “inventory.” TimeTrade’s open architecture allows for integration with patient registration and workforce management systems through current standards such as Web Services, XML, and SOAP.

Customizable “COTS” Solution

TimeTrade is a commercial off-the-shelf (COTS) product that is highly configurable through database settings. We typically meet 80% of customer requirements “out of the box” through standard configuration settings, and 20% through custom programming. As compared to a custom solution, COTS software is faster and less expensive to implement, and easier to modify and maintain going forward.

Scheduling Experts with Broad Healthcare Experience

TimeTrade was founded in 2000 and has focused exclusively on transforming appointment scheduling using Web technology. Our depth of scheduling functionality and breadth of healthcare experience is unsurpassed. Our customers give us high marks for implementation services, training, and technical support.

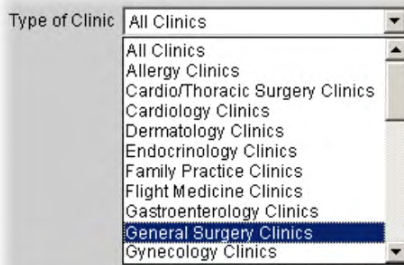


TimeTrade gives all parties involved in the scheduling process real-time visibility into a central inventory of time and resource availability. The system can be used internally by a scheduling desk or department receptionists, or opened up for self-service scheduling by patients and referring physicians via the Web or through an automated voice response system.

TimeTrade Functional Overview

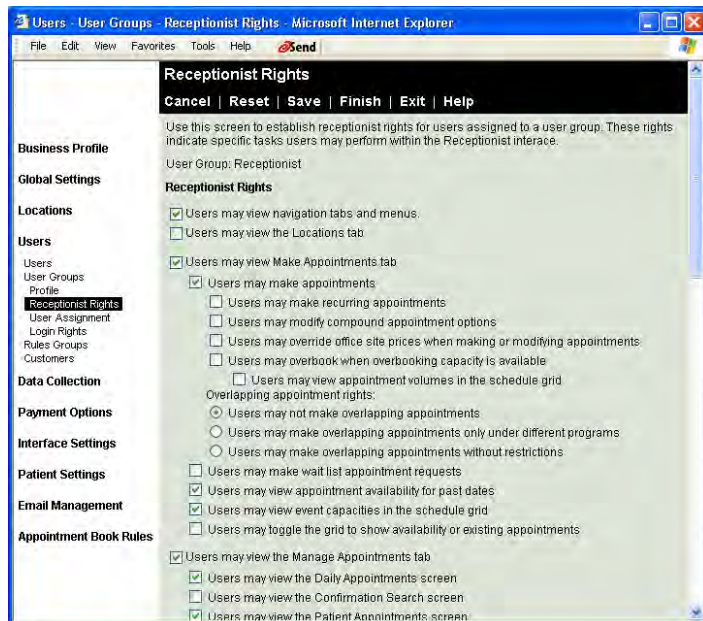
Centralized Appointment Scheduling

As a Web-based system, TimeTrade makes it possible to consolidate scheduling across all departments and locations into a central appointment desk or call center. Scheduling coordinators access the system from any standard browser. Departments can access the system to check in patients, run reports, and enter follow-up appointments.



Intuitive yet Powerful User Interface

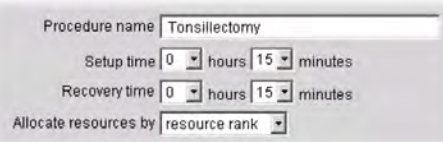
Our user interface enables scheduling coordinators and receptionists to complete appointment calls quickly and error-free. For a patient request, the scheduler simply selects the Department (Radiology), the Activity (Ultrasound), clinician (Dr. Smith), and clicks on "Show Availability." TimeTrade's rules-based engine then evaluates the underlying resources and duration required for that activity, and quickly exposes all starting times when the appointment can be completed. The system shows availability in a number of ways, such as First Available, This Week, This Month, n-Weeks Out, etc.



TimeTrade's administrative tools enable qualified users to add or edit user groups and to define access rights and privileges for users assigned to those groups. This is critical to implementing TimeTrade in compliance with HIPAA and PHIPA.

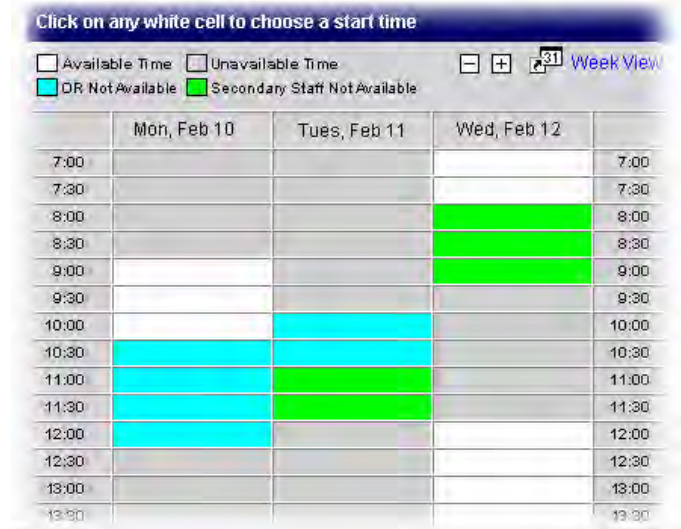
Pooled Resources

To further optimize utilization, clinicians can be "pooled" and allocated to appointments based on rules such as location or language. Rooms are allocated based on optimal size or equipment configuration. If need be, schedulers can drill down within the pool to select a particular clinician or room. Resources can have dependent relationships, such as an activity in which a certified technician and a room with the appropriate equipment must both be available to confirm an appointment. Schedulers can also be allowed to override capacity constraints.



Highly Configurable and Flexible

In order to enable rapid deployment without sacrificing flexibility, TimeTrade provides a high level of database-driven configurability through dynamic system admin screens. These screens are logically organized to enable quick changes to the application without costly programming. And since all TimeTrade customers share a common code base, future software enhancements benefit everyone. Custom solutions are less flexible and more costly to maintain.



Our intuitive user interface makes it easy for scheduling coordinators and front desk staff to complete appointment calls quickly and efficiently. Here, available start times for appointments are shown in white. Non-white cells indicate conditions that limit availability.

Resource Management Simplified

TimeTrade helps you manage staff schedules as well as room and equipment availability with far less need for back-and-forth communication and handoffs. Staff members can go online to input their time availability, book time off, and access their daily schedules. With accurate, updated schedules in the system, the rules engine does the work, not your scheduling staff.

Easier Auditing and Tracking

Paper-based scheduling systems provide no visibility to anyone beyond the front desk. Legacy computer systems are inaccessible on a real-time basis -- by the time reports reach managers, the information is dated. A Web-based system gives managers easy access to fully-updated information for auditing and tracking. TimeTrade's built-in report generator provides access to a collection of standard and customizable reports--allowing managers to analyze data, make forecasts, manage resources, and take corrective action. Reports can be configured for automatic generation and delivery via email.

Patient Self-Service Scheduling

As an option, TimeTrade can be configured for patient self-service scheduling, either online from a website or through an automated voice response system. Patients appreciate the convenience of scheduling 24/7, and you'll save significant time and money by eliminating thousands of routine phone calls now handled by live operators. You can choose to expose only certain activities for self-service scheduling, such as routine physical exams or blood tests.

Front Desk Appointment Management

Our Manage Appointments screen (shown below) gives the front desk powerful tools for tracking and managing appointments. Workflow steps, such as patient check-in and check-out can be configured and time-stamped. Intermediate steps can also be added, such as Forms Completed. Follow-up appointments can be confirmed right at the front desk before the patient leaves.

Actions	Workflow	Time	Exam	Duration	Technician	Patient
Cancel Details Edit Modify	<input type="checkbox"/> In <input type="checkbox"/> Out	9:00AM EST	Mammography	45 mins	Donna	Hollis Franklin
Cancel Details Edit Modify	<input type="checkbox"/> In <input type="checkbox"/> Out	10:00AM EST	Ultrasound	1 hr	Elle	Brenda Alverson
Cancel Details Edit Modify	<input type="checkbox"/> In <input type="checkbox"/> Out	11:00AM EST	Bone Density	30 mins	Elle	Tracy Ludlow
Cancel Details Edit Modify	<input type="checkbox"/> In <input type="checkbox"/> Out	12:00PM EST	Mammography	45 mins	Donna	Ana Srimov
Cancel Details Edit Modify	<input type="checkbox"/> In <input type="checkbox"/> Out	1:00PM EST	Mammography	45 mins	Donna	Robert Penfield
Cancel Details Edit Modify	<input type="checkbox"/> In <input type="checkbox"/> Out	2:00PM EST	Biopsy	1 hr, 30 mins	Joyce	George Donelson
Cancel Details Edit Modify	<input type="checkbox"/> In <input type="checkbox"/> Out	2:30PM EST	Biopsy	1 hr, 30 mins	Joyce	Ed Haverstock
Cancel Details Edit Modify	<input type="checkbox"/> In <input type="checkbox"/> Out	4:30PM EST	Bone Density	30 mins	Elle	Malaya Wilolo

Standardized Scheduling Rules

TimeTrade's customers typically realize a significant increase in appointment volume by implementing an automated, centralized scheduling system. Manual, paper-based methods cannot allocate resources in an optimal way. Decentralized systems, where department staff determine scheduling rules, do not apply "best practices," and are incapable of viewing resource availability outside the department. The result is lost appointment time and inefficient use of resources. TimeTrade allows management to implement best practices and enforce consistent scheduling rules network wide.

Event-based Scheduling

TimeTrade also supports event-based scheduling. Unlike appointments, events start at a fixed time and have a finite capacity. Web-based event scheduling makes it easier for healthcare organizations to register patients for classes and other group activities. TimeTrade provides sophisticated features such as self-service registration, wait list management, and email reminder messages.

HIPAA and PHIPA Compliance

TimeTrade is designed with privacy and security of personal healthcare information in mind. User groups, such as patients, scheduling coordinators, receptionists, clinicians, and administrators, can be defined and assigned rights at a highly granular level.

Microsoft Outlook Integration

TimeTrade does not replace Outlook, nor does TimeTrade impose an additional calendar for users to monitor. Transactions completed in TimeTrade are passed into Outlook via iCalendar attachments in appointment confirmation emails.

In addition to appointments, TimeTrade supports event-based scheduling, shown here.

TimeTrade Technical Overview

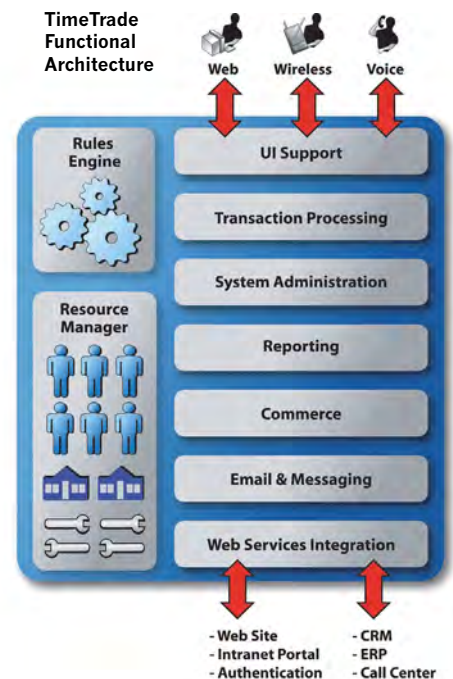
Open J2EE Software Technology

TimeTrade is implemented using platform-independent, server-side Java, with industry-standard components and architecture. We support Windows NT/SQL Server running the IBM WebSphere Express application server.

Highly Customizable

While we meet most requirements through database configuration settings, programmers can customize our user interface by modifying the JSPs used to construct it. To make this especially easy, TimeTrade provides a complete set of JSP custom tags comprising all needed interfaces to the underlying business logic, using familiar HTML syntax. Programmers can also extend our Java business objects.

XML is used extensively throughout our application for constructing database queries, controlling navigation options and flow, rendering menus, and displaying schedule grids. This provides a further path for customization through modifying or supplementing our XML and XSL files.



Web Services Integration

TimeTrade supports a variety of mechanisms for exchanging data with other systems in both real-time and batch processing modes, including SOAP and HTTP request query parameters. We are generally integrated into other systems to enable single sign-in and to pass back appointment information.

Professional Services

TimeTrade's Client Services team is committed to your project's success. Over the course of many successful implementations, we understand not only the technical issues, but the "change management" challenges that come with transforming such a critical process as patient scheduling.

Best Practices

TimeTrade has deep domain expertise, and understands the issues and tradeoffs involved in implementing a new scheduling system alongside other enterprise software. To ensure your long-term success with TimeTrade, we have developed a project management approach based on best practices that draws on our experience with many enterprise implementations in the public and private sectors.

Implementation Services

TimeTrade works very closely with its customers through every phase of the implementation program, including:

- Project planning and application design
- Application configuration
- Custom programming
- Pilot program management
- Integration with existing systems
- Integration with front-end Web Services
- Software installation (for self-hosting)
- Training and content development

Discovery Workshop

Many of our customers tap into our expertise very early in the process, even before they have defined their specific requirements. TimeTrade engages these organizations in a Discovery Workshop to help them design the project, develop a business case and ROI objective, and put together a formal Request for Proposal.

ASP Hosting Option

TimeTrade offers several software purchase and delivery methods. You can purchase our application under a traditional software license and maintenance agreement and host it yourself. Under our ASP (Application Services Provider) option, TimeTrade hosts the application for you for a recurring, fixed fee which covers the license, technical support, upgrades, and hosting services. Our ASP option delivers the same high performance, reliability, and security as self-hosted solutions, but saves you the cost of hardware and 3rd-party software required to host the application. We can also host your TimeTrade application on a temporary basis—during a pilot program, for example. This gets you up and running quickly, and allows you to bring the application in-house when you are ready.

Our data center is SAS-70 Type II compliant and operated by SAVVIS, a leading provider of secure, reliable, scalable hosting for the largest global companies. SAVVIS operates its own Tier 1 global IP backbone, and provides an environment with substantial performance and service level guarantees. For the TimeTrade application, we employ a redundant, automatic-failover server farm utilizing clustering and load balancing to divide the operational load among servers in an optimized manner. Scalability is achieved by adding server platforms as needed to maintain system throughput and response-time service levels.

Technical Support

Our enterprise Service Level Agreement for technical support reflects the fact that TimeTrade applications serve on the "front-line" for our customers. We have a stellar track record of performance, scalability, up-time, and security. And our engineering team is continually enhancing the software with new releases.

"In an era when time is money, we believe that TimeTrade has the right stuff to deliver substantial business value over the Web."

"TimeTrade delivers an effective set of business services for solving critical scheduling problems that transcend organizational boundaries."

"We believe that TimeTrade stands a good chance of becoming a preeminent Web Service for managing disparate, time-centric enterprise resources as sets of seamless business processes."

Geoffrey E. Bock, Analyst



Systems Integrators and ISVs

TimeTrade works with leading systems integrators whose customers require scheduling technology as part of a larger project. We also work with Independent Software Vendors looking to integrate best-in-class scheduling functionality into their software products. Our TimeCommerce platform is built from the ground up to make integration as easy as possible. If you are a systems integrator with a specific project, or an ISV looking to add scheduling to your product, we want to hear from you.

Contact Us

To learn more about TimeTrade's enterprise scheduling software and set up an online demo, call us toll-free at **877-884-9224** or email info@timetrade.com. Or visit us on the Web at www.timetrade.com.

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