KLAS Data Performance Report

Generated By Joshua Eads - ClinixMIS
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Practice Management

*ClinixMIS ClinixPM ***

CareCloud Central

eClinicalWorks eClinicalWorks PM

ADP AdvancedMD AdvancedMD PM

NextGen Healthcare NextGen EPM

Henry Schein MicroMD MicroMD PM

Component [C]
Superseded [S]
Not Primary [NP]
Regional [R]
Single Physician [1]
Early Data *

KLAS®

ACCURATE. HONEST. IMPARTIAL.

Promotional Use KLAS Performance Report

This promotional use report allows vendors to share product performance ratings with healthcare providers. It provides the person generating the report to share individual product ratings or compare products against other products of their choosing. KLAS recommends that providers visit www.KLASresearch.com to access current research or to see the rest of the market segment by registering for a complimentary account on the KLAS homepage. Contact KLAS (klasinfo@KLASresearch.com) for assistance with any questions you or your organization may have regarding this report, market segment, or KLAS in general.

This promotional report is a compilation of data gathered from interviews with healthcare providers and represents a snapshot in time of information in the KLAS database. The data represents opinions of providers and does not represent the opinion of KLAS. The information is intended solely as a catalyst for a more meaningful and effective investigation of healthcare technology on an organization's part and is not intended nor should it be used to replace an organization's due diligence.

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KLAS Overview

Who We Are:

KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard and be counted. Working with thousands of healthcare executives and clinicians, KLAS gathers data on software, services, medical equipment, and infrastructure systems to deliver timely reports, trends, and statistical overviews about the healthcare industry. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. Founded in 1996, KLAS staff and advisory board average 25 years of healthcare information technology experience.

How the data is collected:

KLAS utilizes two methods to collect candid performance data. The first is a series of direct product/vendor evaluations completed by healthcare provider organizations covering 25 performance areas. Second, KLAS performs in-depth, confidential interviews with healthcare providers completing the questionnaire to gather valuable insight into specific strengths, weaknesses and future expectations for the product. From these two sources, readers are able to gain valuable insights into how a vendor or product is performing.

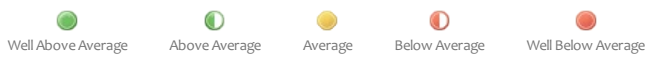## KLAS Konfidence KLAS Konfidence Level Description

Lowest possibility in variability of score

Medium possibility in variability of score

Highest possibility in variability of score
(min. required to publish a ranking)

*   Limited data, typically early trending data

This data was retrieved by Joshua Eads - ClinixMIS on Tuesday, April 22, 2014. Scores and comments will change as new evaluations are added to the database and old evaluations expire. Information in this report should not be relied upon more than six months beyond the date retrieved. KLAS encourages providers to rate products, offer feedback, monitor products, and review full segment reports by registering for a complimentary account at www.KLASresearch.com. ©2014 KLAS Enterprises, LLC. All rights reserved.

Clinix — An ECI Healthcare Partner
ClinixPM* Konfidence Level *

CareCloud — Central Konfidence Level ●○○

eClinicalWorks — eClinicalWorks PM Konfidence Level ✓✓✓

ADP advancedmd. — AdvancedMD PM Konfidence Level ✓✓○

NEXTGEN HEALTHCARE — NextGen EPM Konfidence Level ✓✓✓

HENRY SCHEIN MicroMD — MicroMD PM Konfidence Level ✓✓✓

Performance Indicators

Legend: ● Well Above Average ◖ Above Average ● Average ◖ Below Average ● Well Below Average

Sales & Contracting	ClinixPM*	Central	eClinicalWorks PM	AdvancedMD PM	NextGen EPM	MicroMD PM	Practice Management	Software Avg.
Contracting experience	7.0	7.1	6.8	7.8	6.9	6.3	7.0	7.1
Product works as promoted	7.0	6.1	6.7	7.8	7.1	6.9	7.2	7.2
Money's worth	7.6	6.9	7.0	7.8	7.4	7.6	7.3	7.3
Avoids charging for every little thing	89 %	71 %	69 %	70 %	56 %	74 %	71 %	76 %

Implementation & Training	ClinixPM*	Central	eClinicalWorks PM	AdvancedMD PM	NextGen EPM	MicroMD PM	Practice Management	Software Avg.
Quality of implementation	6.5	5.2	6.2	7.2	7.0	7.5	7.0	7.1
Implementation on time	6.8	5.9	6.8	7.5	7.6	7.8	7.6	7.4
Quality of training	6.5	5.9	6.5	7.3	6.8	7.5	7.0	7.0

Functionality & Upgrades	ClinixPM*	Central	eClinicalWorks PM	AdvancedMD PM	NextGen EPM	MicroMD PM	Practice Management	Software Avg.
Overall product quality	7.5	6.6	7.2	8.0	7.4	7.8	7.4	7.4
Delivery of new technology	7.8	6.4	7.2	7.4	7.4	7.8	7.2	7.1
Ease of use	7.2	7.1	7.2	8.0	7.2	7.9	7.4	7.3
Product response time	7.0	6.4	7.3	7.8	7.5	7.8	7.4	7.4
Supports integration goals	7.4	6.3	7.0	7.6	7.4	7.9	7.2	7.3
Product has needed functionality	92 %	33 %	71 %	80 %	77 %	88 %	71 %	69 %

Full Report Card - cont.

Service & Support	ClinixPM*	Central	eClinicalWorks PM	AdvancedMD PM	NextGen EPM	MicroMD PM	Practice Management	Software Avg.
Quality of phone/web support	7.5	5.7	6.6	7.2	7.1	7.4	7.2	7.3
Proactive service	7.5	5.7	6.2	7.0	6.5	7.2	6.8	6.9
Vendor executive involvement	6.7	5.9	6.7	6.6	6.6	7.3	6.7	7.0
Lives up to expectations	7.5	6.0	6.9	7.5	7.1	7.6	7.2	7.2
Keeps promises	91%	76%	83%	89%	80%	90%	86%	86%

General	ClinixPM*	Central	eClinicalWorks PM	AdvancedMD PM	NextGen EPM	MicroMD PM	Practice Management	Software Avg.
Part of long term plans	91%	89%	91%	96%	93%	95%	87%	87%
Overall communication	7.4	6.3	6.7	7.3	7.2	7.5	7.1	7.2
Recommend to peer/friend	7.5	6.1	7.1	7.6	7.3	7.8	7.1	7.2
Overall satisfaction	7.5	6.4	6.9	7.5	7.3	7.8	7.2	7.2
Forecasted overall satisfaction	8.1	6.8	7.4	7.7	7.7	7.9	7.5	7.4
Would you buy again	82%	75%	77%	81%	80%	92%	81%	82%
Ranked client's best solution	36%	24%	32%	27%	31%	25%	33%	32%

* Preliminary scores do not meet KLAS' minimum konfidence level.

User Commentary (Last 12 Months)

Functionality and Upgrades

⬆ **Feb 2014**   Manager

I love everything about this product. The support is amazing. It is truly amazing. ClinixMIS does an excellent job. I like that the product is very versatile and does many things without me having to do much. For example, the product automatically files claims if they are over 30 days old. The product flags things immediately if they aren't correct. I can expect the invoices to be pretty much the same every single month. It truly is an outstanding product.

⬆ **Jan 2014**   Manager

ClinixPM is really easy to use. People can't mess it up. No matter what people need to do in it, they click. If they get to a place they didn't mean to get to in the system, then they can just go back. It is easy. We have taught a lot of people how to use ClinixPM, and I have recommended it to peers.

⬆ **Aug 2013**   VP/Other Executive

The product is unique with regard to its functionality and the way it is delivered. It is the best. There are always little cosmetic things that we could wish were different, but we don't have any issues that prevent us from doing our job. ClinixMIS reviews our enhancement requests, and if what we request is a good fit for the product, ClinixMIS rolls it out. We don't have to use any workarounds. The system functions well, and we bill for several hundred providers.

⬆ **Jun 2013**   Manager

Our experience with ClinixMIS PM has been very positive. It just seems to be an all-around good fit. The appointment scheduling is good, the billing is good, and the way the insurance and payments come in is good. We don't have that many problems with it. On the rare occasion that we do have a question about something, it doesn't take that long for ClinixMIS to get back to us. However, it does take just a little bit longer than we would like. That isn't the case across the board, though; it is just the case in some areas. I guess we are just impatient.

Implementation and Training

⬆ **Jan 2014**   Manager

ClinixMIS is really great at training. Someone came on-site to set up laptops and give us a manual that showed us step by step how to work with their system. That really made a difference for us. ClinixMIS made a very difficult thing much easier. It was overwhelming. It was just such a big task, and they made it a lot better with their process for the training and implementation.

Relationship

⬆ **Aug 2013**   CEO/President/Exec.
                    Director

ClinixMIS really understands their clients and customer service. They were going to create an EHR that would be specific to dermatology, but they realized that there was another product out there that was significantly better. They totally backed off of their project because they couldn't recommend their EHR in good conscience over this other good product. Instead, they formed a relationship with the company that was selling the good dermatology EHR. To me, this says that they are thinking about their clients instead of their money or company.

ROI / Cost (care and feeding)

⬆ **Aug 2013**   CEO/President/Exec.
                    Director

ClinixMIS PM has direct connections with most major payers, including Blue Cross and Blue Shield and Medicare and Medicaid in every state. This keeps our costs down significantly. We go through clearinghouses, but we only do it for the other carriers. This is tremendous for any physician practice. We get rid of the third-party costs, and that is something that other companies just generally can't do.

Service and Support

⬆ Aug 2013   VP/Other Executive

ClinixMIS is by far the most customer service–friendly organization in the industry. Our experience with them has been excellent. Their customer service is amazing. When we call, we don't even get people's voice mail.

⬆ Aug 2013   CEO/President/Exec.
              Director

ClinixMIS really distinguishes themselves when it comes to customer service. I don't know whether they do it on purpose, but one of their most distinguishing characteristics is that they always have someone who can talk to us and solve our problems. We are not a very big organization, but I have had experience with a lot of systems. Our experience with Allscripts was just flat out painful. We are such a small organization that working with Allscripts made me feel like a gnat on a dog's behind. That is not how we feel with ClinixMIS. When we first started with them, we were tiny. We have grown a lot on their system, and I attribute a lot of it to ClinixMIS PM.