

- Why Customer Support is Important
- CMR Welcomes New Customers
- Upcoming Conferences

Why Customer Support Is So Important

Whether you are running an online business, a clothing store, or selling physical products, practicing and maintaining quality and efficient customer support is the key to a successful customer and longevity for your business. It may seem obvious to make the customer feel valued and understood but surprisingly, many companies do not practice this.

CMR, the Complete Medical Record, is an emergency department information system that meets the needs of all of those involved with patient care in the emergency department, whether physician, nurse, ancillary or administration. The staff at CMR encompasses a wide array of employees including Board Certified ED Physicians, Certified ED Nurses, IT and Health Care Administrators that understand the complexity of marrying healthcare with technology and are able to address any issue that may arise.

Because we are committed to exceeding in our customers' expectations, we maintain a 24/7 help desk that can be contacted directly from within our application via e-mail or by calling our toll free number. We ensure both clinical and technical support is available at all times.

CMR's help desk is dedicated to improving communication with the people we support. Through continued training, we identify root causes of problems, provide a growing knowledge base of solutions and identify new services and technology needs so that we can proactively provide the best support and services that our customers deserve.

In addition, we send out customer satisfaction surveys at four-week and three-month intervals post implementation, thereafter utilizing periodic questionnaires to measure our users' satisfaction and customer support encounters.

CMR's continued success is in part due to our own personal ongoing clinical use of the record, as well as our commitment to our customers.

The customer should be **WHY** you do business, not **HOW**!

From the Editor

CMR would like to thank all of our customers for their continued support and service. Emergency Department reimbursements directly affect hospital growth and success, so as long as our Emergency Departments succeed, so will CMR.

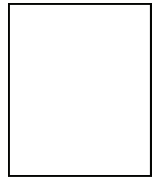
CMR has proven itself time and again that we do make a difference in each and every facility we partner with. This issue illustrates the commitment of customer support we bring to the table and the value we place on making this organization a continued success.

Who We Are

CMR, the Complete Medical Record, is designed for Emergency Departments by Emergency Physicians and Nurses. We offer the most up to date record to meet all regulatory compliance for the Emergency Department. Our record is complete with forms, core measures, Rx writer, reporting, etc. and offers the ability for all disciplines that interact with the Emergency Department to chart concurrently. User-Friendly, CMR helps to create a health care culture that is both connected and comprehensive.

"CMR has been very accommodating to requests made about changing or adding items to their record. They are extremely responsive and sensitive to the bedside delivery of medicine in a busy ED, they understand what we need."

Leslie Norman, Nurse Manager
St. Elizabeth's Hospital



CMR Welcomes New Customers

Riverland Medical Center

We are proud to announce our new partnership with Riverland Medical Center as of January 19, 2010. Riverland Medical Center, located in Ferriday, LA, is a 25-bed acute care critical access hospital that prides themselves on offering comprehensive, quality medical, surgical and emergency care to the community of Concordia Parish. We look forward to working with them to continue their mission in “offering extensive medical care in a friendly and professional manner and by using modern medicine and the most up-to-date technology in the area”.

Clear Lake ER

We are also proud to announce our new partnership with Clear Lake ER, scheduled to open in the Spring 2010. Clear Lake ER is a stand-alone emergency department located right in the heart of Clear Lake, Texas, that will provide high quality emergency care 24/7 without the wait you've come to expect from other emergency departments. Their modern facility will initially feature 6 patient rooms with future expansion to 10 rooms, CT scanner, digital X-Ray, state of the art laboratory, and CMR's electronic medical record. We are excited and look forward to working with them to provide the best patient care and safety, departmental efficiency and information management system for their community.

“CMR's record is very sophisticated and their support is extremely responsive and comprehensive...though seldom needed, it's good to know their 24/7 support is available.”

Jeremy Martin, IS Director
St. James Parish Hospital

CMR contact info

Telephone 225.761.3390
Fax225.761.3095
CMR Helpdesk 888.321.4267
Main Office888.267.0060

Upcoming Conferences

Come Visit Us!

ENA Leadership

Chicago, IL - Feb 17 - 21, 2010
Booth # 514

New Jersey ENA Conference

Atlantic City, NJ - March 17 - 19, 2010
Booth # 309

Southeastern Seaboard Symposium

Myrtle Beach, SC - April 8-10, 2010

Southeastern ACEP Conference

Sandestin, FL - June 13-17, 2010

LHA Summer Meeting

Orange Beach, AL - July 26-28, 2010

ENA Scientific Assembly

San Antonio, TX - Sept 22-25, 2010

ACEP Scientific Assembly

Las Vegas, NV - Sept 28-Oct 1, 2010

isEDIS Conference

Miami, FL - Nov 12-15, 2010

For more information about Emergency Department Information Systems, please give us a call. Our technology, as well as our clinical specialists, are always available at CMR and are happy to help you and your staff with any questions.