

# Easy-Call — for Clinics & Schedule Management

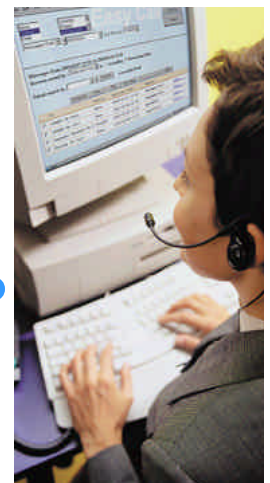
- Provide immediate & certain outreach to patients or professionals, where ever they are, effortlessly !
- Reduce the time demands & stresses placed upon caregivers, professionals, and coordinators !
- Interact with clinical communities easily, whether to track results, notify & reschedule appointment cancellations, or to send reminders !
- Enable non-English speakers to interact by touch-tone in any language(s) !
- Ensure timely response to urgent all inbound calls by easy, WEB-managed duty rosters !
- Breathe easier, knowing:
  - ✓ an anti-litigation firewall exists to make the forensic record unassailable !
  - device and service openness reassures timely outreach and contact !
  - user PINs and encryption secure confidentiality !

**Communication intelligence that:**

*recovers 80% of time lost in phone-tag*


&

*keeps a time-stamped audit-trail of every communication — in full-vox detail!*



**Mandexin**



EASY-CALL for C&SM features ...	... EASY-CALL for C&SM benefits !
Automated multi-call processing center	✓ route multiple bi-directional calls immediately, simultaneously & accurately, the interplay between individuals limited only by the number of lines in operation !
Device & service independent Auto-Dial & Locate™	✓ ensure no critical message is ever dropped, or individual missed, through tenacious communications outreach across multiple devices or services ! ✓ offset the risk of device & service failure, and meet requirements for due diligence ! ✓ keep project start-up budgets small, by avoiding front-end device upgrades and 'lock-in' to any single service — <i>by either the institution or its clients</i> ! ✓ readily incorporate new technology as it comes on-stream !
Multi-media interface, powered by the WEB	✓ access or share information from anywhere, via WEB browser or touch-tone phone ! ✓ workstation interaction maximizes the productivity of internal staff ! ✓ enable on-call staff to maintain their own roster schedules, ensuring 'to-the-second' accuracy !
Groups & Duty-Rosters, to target critical alerts & interplay	✓ target countless inbound or outbound contacts through a single step, yet avoid the disruption and/or service charges of inefficient broadcasts ! ✓ ensure multi-level coverage via on-duty rosters that automatically escalate urgent messages until a response occurs ! ✓ expedite bi-directional interaction between caregivers, professionals, & patients !
Multi-lingual voice interaction	✓ interact with whole communities of listeners by touch-tone phone interaction in virtually limitless numbers of languages ! ✓ whenever patient-clients may be found in any number of locales, designate different languages of <i>notification</i> !
PIN identified & protected voice interaction	✓ ensure that only the intended recipient of voice info hears it ! ✓ identify responders absolutely !
Time-stamped reports of activities and exchanges, replayed with full-vox detail	✓ preserve the forensic record of interaction <i>for ever</i> ! ✓ extract activity summaries and metrics by client, professional, or department !
Open, industrial-strength database   <b>Since 1980</b>	✓ get robust, high-volume performance you can count on, reinforced by an architecture that ensures mission-critical resilience ! ✓ interface to Mandexin, or 3 <sup>rd</sup> Party, applications: <ul style="list-style-type: none"> <li>• critical service &amp; task coordination</li> <li>• appointment scheduling</li> <li>• ODBC reporting tools, ADT (HL7)</li> </ul> <div style="text-align: right;"> <b>Mandexin Systems Corporation</b>              1000 Finch Ave. West, Suite 300              Toronto, ON M3J 2V5               Phone: 416-494-7181              Fax: 416-494-1511              WEB: <a href="http://www.mandexin.com">www.mandexin.com</a> </div>