

Network News

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How NetBase Helped Hattiesburg Eye Clinic Improve Patient Care, Lower Operating Costs, and Cut Patient Wait Times In Half!

The old saying is true — you don't know what you got 'til it's gone. That's why we're so fortunate to have the talented folks at Hattiesburg Eye Clinic in our own backyard helping people regain or improve an important part of our lives that we often take for granted: our ability to see clearly.

Since 1970, Hattiesburg Eye Clinic has been helping people correct nearsightedness, farsightedness, astigmatism, and a host of other eye health problems. That long-term experience coupled with their excellent staff has helped them to consistently exceed the national averages for success rates in LASIK surgeries!

New Paperless System Provides Better Patient Care and Security For Confidential Files

As a cutting-edge surgery center, it only makes sense that the technology running their practice is as state-of-the-art as their patient care and procedures.

Just recently, Hattiesburg Eye Clinic decided to upgrade their office to a



"They have been a tremendous help to our business. It's clear that he (Kenny) has his heart in the right place and truly believes in taking care of his customers." - *Eddie Smith, Administrator at Hattiesburg Eye Clinic*

new paperless system for processing client records and information.

"Normally, when you walk into a doctor's office they have a clipboard and paper chart with all of your history on it," says Eddie Smith, Administrator for the Hattiesburg Eye Clinic. "Now, thanks to our new paperless system installed by NetBase, the doctor can access a patient's medical records through a computer, which

completely eliminates the need for paper documents and files that can easily get lost, stolen, or damaged. Obviously this provides a much more secure way to store patient information, and helps us stay HIPAA compliant."

Patient Wait Time Is Cut In Half!

NetBase also set up the clinic's administrators with wireless tablet PCs that allow them to check in and process a patient in half the time it was taking with the old paper-based system.

"People are busy and don't like to wait. The faster we can get them in and out of our center, the happier they are. It's a win-win solution for everyone," says Eddie.

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Who Else Wants To Cut Their IT Support Costs By 42%?

Thanks To Our Block Time Service Plan, You Can Save As Much As 42% On The Support Services You Are Already Paying For!

Q: What is Block Time?

A: The concept of Block Time is simple: you get the opportunity to purchase multiple hours of network support in advance at a substantial discount. The more hours you purchase in advance, the higher the discount. Since many of our customers know they need ongoing network support anyway, this is a great way for them to save money.

Q: What happens if we don't choose the block time support plan? Will we be given a lower priority when responding to service requests?

A: No. The primary advantage of Block Time Support is that it lowers your hourly support cost. We always respond to service requests based upon the seriousness of the problem.

Q: Can I use pre-paid block time hours for any type of problem?

A: Yes. Block Time Support is designed to be all-inclusive. It can be used for any type of support. It should be noted that NetBase Technologies is far more efficient in solving problems with products in which we are authorized to service. We maintain service certifications on all products that we are authorized to sell, and are perpetually involved in training on these products.

Q. What is the minimum number of hours I need to purchase, and how will I be billed?

A: A minimum of 10 hours must be selected in order to qualify for block time. You will be billed in advance and the discount will be applied according to the number of hours you purchase.

Q: When is Block Time Support available?

A: Block Time Support is available Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time.

Q: Who keeps track of the hours we've used?

A: We will maintain a complete service call history of your account. We can provide you with information regarding the number of service calls, number of hours of service, and total dollar amount of service spent for whatever time period you wish. We'll even help you determine how many hours you'll need to budget every month for regular network maintenance, anti-virus updates, and back-up system checks.

Q: How do I keep up with the hours used?

A: Each service call that is related to Block Time Support will result in a zero-dollar invoice that will be sent to you describing the work performed and time spent. It will document that the work was posted to the Block Time Support Plan. In addition, quarterly reports will be sent to you indicating the hours used and remaining balance of Block Time Support hours.

Q: Is Block Time Support for labor only?

A: Yes. Hardware and software are separate costs.

Q: How do we get started?

A: All you have to do is give us a call. We'll help you determine how many hours you'll need based on your specific network, number of users, and the type of support you want. Since your Block Time Hours never expire, you don't have to worry about losing them. If you run out of Block Time Hours, we can easily replenish your account with more hours.

Call Kenny Lance at: 601-264-1606 ext. 101

Warning: Dangers of Remote Access You Must Know About!

According to the 2005 American Interactive Consumer Survey conducted by Dieringer Research Group, millions of Americans are fleeing the office to work at home or other remote locations:

- ♦ 45.1 million are working from home.
- ♦ 24.3 million worked at a client's office.
- ♦ 20.6 million worked in their car.
- ♦ 16.3 million connected to the office while on vacation.
- ♦ 15.1 million at a park or outdoor location.
- ♦ 7.8 million while on a train or airplane.

If you are one of the millions remotely accessing your business network, here is a security threat you need to be aware of.

While most remote-access applications such as pcAnywhere and GoToMyPC are relatively secure, the computers hosting those applications may not be.

Cyber criminals are installing keylogger viruses on publicly used computers found at schools, libraries, and other business locations to steal passwords, credit card numbers, bank accounts and other personal information.

Keylogger viruses record keystrokes, ICQ/AIM chats, websites visited, and keystrokes entered by the user, and transmit this information to another

remote location. The information is then used to steal money, make unauthorized purchases under your name, and many other illegal and devastating practices.

For example, a man named JuJu Jiang was arrested last year for hijacking the accounts of several GoToMyPC customers by installing a keylogger virus onto a Kinko's computer terminal.

The victim who first noticed this exploit was sitting in front of his home computer and realized it was being controlled remotely. Without touching the keyboard or mouse, he watched as an online account was created using his personal credit card. The victim later recalled using a terminal at the Kinko's where Jiang had installed the keystroke logger.

The only sure way to protect yourself and your company is to give up the convenience of using public PCs for remote access. It is highly recommended that you carry your own laptop when traveling and only use public terminals to access information you don't mind others seeing. Never use them to access your bank account, to make purchases, to log onto a company website, or to access personal accounts of any kind.

If you would like more information on how to set up a secure virtual office, please contact Kenny Lance at 601-264-1606 ext 101.

Notable Quotes...



"Most of the important things in the world have been accomplished by people who have kept on trying when there seemed to be no hope at all."
- Dale Carnegie

"My experience in business has shown me that people who are exceptionally good in business aren't so because of what they know, but because of their insatiable need to know more."
- Michael Gerber

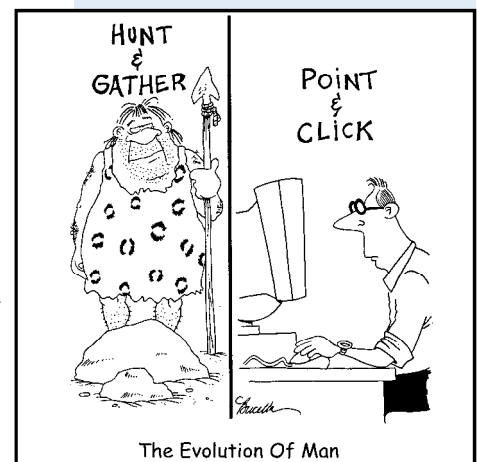
"Expect trouble as an inevitable part of life. When it comes, hold your head high. Look it squarely in the eye and say, 'I will be bigger than you. You cannot defeat me.'"
- Ann Landers

"As long as you're going to be thinking anyway. THINK BIG."
- Donald Trump

"Humility does not mean you think less of yourself. It means that you think of yourself less."
- Ken Blanchard

"Argue for your limitations and sure enough they're yours."
- Richard Bach

"Opportunity is missed by most people because it comes dressed in overalls and looks like work."
- Thomas Edison



The Evolution Of Man

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South Mississippi's Most Trusted Provider of Network Service and Support



Services We Offer:

- Small Business Network Support
- Network Design & Implementation
- Thin Client Networks
- Disaster Recovery
- Virus Protection & Removal
- Network Security
- E-mail & Internet Solutions
- Document Imaging
- Wireless Networking
- Thin Client Computing
- Virtual Private Networks (VPN)
- Spam Filtering
- Storage Solutions
- Voice over IP Phone Systems

**All Our Work Is
Backed By Our
100% Money-Back
Guarantee:**

**We Will Do Whatever It
Takes To Make You
Absolutely Thrilled
With The Work
Performed or it's FREE**

Hattiesburg Eye Clinic continued from front page...

Kiss Those Bulky Filing Cabinets Goodbye!

Another benefit of the paperless system is the ability to find and access patient information faster. Instead of sorting through piles of paper and bulky filing cabinets, doctors and administrators at the clinic can securely access patient information in seconds without having to leave their desk.

"If a doctor is off-site but wants to view a patient's file, he can easily access this information through a secure portal instead of having to find a not-so-private fax machine or waiting for days for the information to be mailed to him," says Eddie.

Wireless TVs In Waiting Areas Educate Patients On New Procedures; Alleviate Fears...

NetBase also fitted the clinic with wireless TV monitors in the waiting room. "We had a TV crew come in and shoot video interviews of our patients and doctors explaining the various procedures we offer. I'm not sure how he did it, but Kenny figured out a way to have these videos play on our wireless TV monitors in the patient waiting area. This has helped our business tremendously," says Eddie.

"There's no telling how many patients have seen those videos and then inquired about having LASIK or the restore lens for cataract surgery," continued

Eddie, "This alone has had a dramatic, positive impact on our business."

Why Does Eddie Think NetBase Is Far Superior To Any Other Computer Consulting Firm?

"It is very clear to me that NetBase is a cut above every other technology consulting group we've ever worked with before. First of all, they are just very nice people to deal with. Second, they take a genuine interest in your business and make you feel as though you are their only client," says Eddie.

"Now that we are paperless and more dependent on our computer system, we absolutely need to be up 100% of the time. That's why we only work with NetBase.

Just the other day we had a problem with our patient check-in system and called them for help.

In less than 30 minutes they were on-site and had the problem fixed. Their customer service and support is by far superior to anyone we've used in the past and it is very clear to me that Kenny has his heart in the right place and truly believes in taking care of his customers."



Want To Go Paperless In Your Practice?

Call and ask for
Kenny Lance:
601-264-1606 ext 101