



with **MedEx**<sub>BILLING</sub>

**Q: Offline? What if I'm in a remote area or have no WiFi/LGE service available?**

A: Yes. CloudPCR works seamlessly online AND offline. If your device is offline CloudPCR will save locally to your browser, and the next time your device regains internet connectivity, your ePCRs will be uploaded automatically in the background.

**Q: You said cloud... is your software HIPAA compliant? Is it secure?**

A: Yes. CloudPCR is HIPAA/HITECH compliant. Security is always a top priority, all data transmission is encrypted using state of the art security practices. CloudPCR is based on the same Azure cloud technology as the U.S. military cloud system.

**Q: Can the data be accessed from anywhere, is there a way to limit access?**

A: Yes. CloudPCR is cloud based so by default you can access the application from any device anywhere at anytime. In addition, CloudPCR offers an optional security layer where the system administrator has the ability to lockdown the usage to only agency approved devices.

**Q: What happens if someone deletes a patient record, is there historical versioning?**

A: Yes. The CloudPCR system is engineered from the ground up to never lose or delete any data, the PCR is always versioned or possibly disabled, but the patient report data is always retrievable and never deleted from the database.

**Q: Is there logging of user actions such as viewing, editing, and printing?**

A: Yes. CloudPCR logs everything from creation and editing of patient data to actions by users like viewing and printing. These logs can be viewed and managed by admins and exported into excel if necessary.

**Q: Do I own my data? Do I have access to export my data in the future?**

A: Yes, you own your data. Unlike most vendors in the ePCR sector, CloudPCR does not believe in owning your patient data. This means you have access to all your patient data at any time and have the ability to export all reports for the history of your organization in Excel, PDF, CSV, XML, or NEMESIS format.

**Q: Where is the patient data stored, do you do backups?**

A: Yes. Your data is hosted in the secure Microsoft Azure cloud. The patient data is stored redundantly in several database farms across the United States. This redundancy ensures that a copy of your data will always be available and accessible. Even if unexpected natural disasters or power outages strikes a region where one of our server farms are hosted, there are always redundant backups.

**Q: Do you have reporting modules for QA/QI?**

A: Yes. CloudPCR has an advanced QA module that gives you the ability to filter, sort and group data in ways that lets you obtain the analytical details you need to maintain quality care. With intuition and speed always in mind CloudPCR allows your QA admins to dynamically generate useful reports and data analysis in real time.

**Q: Does your software conform to NEMESIS?**

A: Yes. Cloud PCR is NEMESIS Gold certified. All form fields, validations, and exports conform to national and state NEMESIS specifications.

**Q: What makes your software different?**

A: Simply said, "Cloud PCR is the fastest, most intuitive, mobile ePCR on the planet".

**Q: What do you mean by you're "the fastest"?**

A: CloudPCR software to the core is about efficient and accurate patient reporting. Using is indeed believing. CloudPCR stands behind a 100% money back guarantee: we are faster than any system you have ever used or money back.

**Q: What do you mean by you're the "most intuitive"?**

A: While other vendors bloat their software with fancy add-ons, have six month onboarding times and tell you their software will eventually make sense if you use it long enough. CloudPCR software is about common sense intuitive ease of use. Just watch our 5 minute introduction video and you will be able to use our ePCR system. Most customers submit their first test pcr within 15 minutes of getting their trial login credentials.

**Q: What do you mean by you're "mobile"?**

A: While others have mobile experiences that looks like PC software squeezed onto a tablet or a phone, we are a mobile-first company and simply said we get the mobile experience right!

**Q: Do we have to purchase any equipment, or can we use our current devices?**

A: CloudPCR works across all device classes from smartphones, to tablets to PCs. That means no matter whether you are using a PC, Mac, Surface®, iPhone®, iPad®, Android phone, Android tablet, or even a Windows® phone our software will work flawlessly fast and efficient.

**Q: Do you do HL7 hospital data integration?**

A: Yes. CloudPCR is well versed in HL7. We believe in standards and conform to HIPAA, NEMESIS and various state export requirements. CloudPCR can integrate into your local hospital system using HL7, or can accommodate multiple (HIPAA compliant) alternatives including: 1. printable display form, 2. insta-fax allows with one click to fax the report to the hospital's HIPAA compliant fax machine, 3. web based platform where hospitals can log-on to see ePCR data for their transfers.

**Q: Is support available 24/7?**

A: Yes. CloudPCR offers a variety of Service Level Agreements (SLA) depending on the customer's needs including 24/7 support. We believe in swift response times for all, and our standard agreement provides 48 hour turnaround (average same day resolution).

**Q: Do you offer training?**

A: Yes. To ensure a trouble-free launch, CloudPCR provides a full suite of training options that include; online accessible videos, WebEx meetings and onsite visits all with our standard pricing.

**Q: Do you accept customer feedback?**

A: Yes. CloudPCR is as good as it is today based on our awesome community of users and their great feedback. We are always seeking improvements, which is why CloudPCR encourages users to report defects or name desired features. To make this easy our software has a request tool built right into it where it allows users to screenshot their browser and submit a request directly to the CloudPCR development team.

**Q: If I switch to CloudPCR, can I import my previous (historic) patient data?**

A: Yes. CloudPCR can import your historical patient data based on standard NEMESIS data files.

**Q: Do you have competitive pricing?**

A: Yes. CloudPCR offers a web based (Software as a Service) model. This allows us to have one of the bare bottom lowest total costs of ownership in the industry.

**Q: Do you require large upfront costs or long term contracts?**

A: No. CloudPCR's flexible cloud based software model allows customers to start risk-free with no upfront charges and no annual contracts! We believe in allowing our customers the freedom to continue to use us because they believe we are the best not because they are trapped.

## The Vision Behind CLOUDpcr

We strive to merge great technology with common sense to create the world's best PCR system.

## Who are we?

We are a team of passionate software developers working to provide fast and effective patient reporting by creating a PCR system more advanced than any other on the market.

## What makes us different?

For years, the PCR market has been behind the technology curve, but CLOUDpcr puts an end to that by taking the same technology used in big hospitals and optimizing it for ambulances.

## Our Guarantee

Simply stated, CLOUDpcr users are guaranteed accurate entries, faster form completion, and better data, or they pay nothing.

## Customer Service

We know implementing a new system is not always easy. With CLOUDpcr, we provide easy-to-use tutorials, a built in e-help system, and on-site training, which is all included standard.



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