

ICE Health Systems Saves Doctors Thousands of Dollars Each Year

ICE's high performing and all-inclusive online system provides users with significant practical and financial benefit.

QUESTIONS FOR PRACTICE MANAGEMENT PROVIDERS	ICE	OTHERS
1. What are my "all-in" annual costs when I work with your company?		
A. How much for the following:		
Practice management software	\$6,000.00	\$2,500.00
Patient education software	\$0.00	\$2,500.00
Patient reminder software set up and integration	\$0.00	\$2,500.00
Imaging software	\$0.00	\$2,500.00
Licenses for each software program that will serve ALL of my offices and chairs.	\$0.00	Varies
Integration of each module with the patient record	Included and Automatic	Varies
B. Furthermore, what are my server costs and my office network costs?	\$0.00	Thousands
C. What are the costs if I increase the number of chairs or add a new office?	\$0.00	Thousands
2. Am I able to run your software without purchasing internal servers and setting up an office network?	Yes	No
3. If I have more than one office, what is the cost to set up full access to all records from all chairs at each office?	\$0.00	Thousands
4. If I have more than one office, can my patients see me at any one of my offices without issue for my record keeping? That is, can I have automated access to their chart and records regardless of what office I am in on any particular day?	Yes	With Significant Cost
5. Can patients view elements of their record from home in a secure environment?	Yes	No
A. If yes, is there an additional cost for this service?	No	Not Possible
B. Can I control what patients view when they access their records?	Yes	Not Possible
6. Does your system work on both PC and Macintosh computers, as my patients definitely have both types of systems and my office may consider using both as well?	Yes	No
7. Does your system track patient access so that I can quickly know their behavior and use it for business success and liability management?	Yes	No
8. How do I integrate the software programs I use to manage my practice?	ICE is a fully integrated solution	May have significant cost
A. How much is this integration likely to cost?	Not Necessary	Significant
B. What does integration actually mean? For example, when I open the imaging program from the management program, will it automatically go to the proper patient?	Fully integrated	Not always

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9. Can I access my records from anywhere?	Yes	In Some cases and with additional hardware and/or software and fees
10. How do you help me with backing up my data? What will that cost?	Automatic - included in fee	Separate service from separate suppliers
11. Is the data that I transmit kept secure? Where is it hosted?	Yes, we use 256 bit SSL encryption. All of our servers are hosted at large data centres in the U.S.	Varies, data is stored in your server
12. Can you integrate my web site and my management system together? This ability would dramatically increase the traffic and repeat access to my clinic's site, which would greatly help with my "ranking" on search engines.	Yes	No
13. Do you provide daily web conferencing support? If so, at what cost?	Included	Limited
14. Can I have my referring doctors send me referrals, with pictures, through my web site so that no paper is used and patients are automatically created in my patient management software?	Yes, included	No
15. Can my patients complete and update their medical histories online, so that our patients and our office can save a great deal of time and money?	Yes, included	No
A. If so, are the medical histories automatically tied into the patient records?	Yes, included	No
B. Is this service included in my subscription?	Yes	Not possible
16. What updated medical information support can you provide for me on a day-to-day basis? Is there an additional cost for this service?	Medical Support and LexiComp™ included	Not possible
17. I work in a multidisciplinary dental clinic. Can your system manage multiple dental specialties, simultaneously?	Yes	Not possible
18. What does your system do to help manage my professional liability on a daily basis? How can you demonstrate this?	Integrated audit trail, tracking patient access, collaborations	?
19. How do I receive upgrades for my system?	Automated with no fee	Installation to server
A. Will the integration of different programs be maintained with upgrades?	Yes	Varies, often No
B. How do you avoid the risk of upgrade incompatibility with other software or my server software?	ICE is, intrinsically, a fully integrated program that works with all systems	Some risk exists
20. I prefer to use Macintosh computers while my office manager wants to use a PC. Can we use both systems within our office?	Yes	No
21. How often do you roll out software updates, upgrades, and bug fixes to your system?	Every six to eight weeks	Annually
A. How does this occur?	Automated and no fee	Installation to server
B. How much clinic down-time will be required to implement updates and upgrades?	No, upgrades are done over night with minimal disruption	Varies