

HTS Express

Hi-Tech Software, Inc. ■ *Uniquely Focused on Long Term Care*



Hi-Tech Enhances Electronic Medical Record

Our next update, scheduled for April, will enhance the ability to maintain an **Electronic Medical Record** on each of your residents. Hi-Tech will provide new versions of the Face Sheet, Care Plan, Calendar and Notes programs.

Edit Medical Record: We are transforming **Edit Face Sheet** into a multi-screen format that will be available to Resident Accounting, Resident Trust Accounting, Clinical Census and the Clinical Records System. To see what the new program will look like, select **Clinical: Nursing Care** or **Clinical: Residential Care/Asst Living > View Medical Record**. The new program will access nearly all of a resident's clinical record through selection buttons on the right side of the screen. The program will also allow you to edit information and record additional information such as:

- Longer first and last names, a full middle name, prefixes (Mr, Mrs, etc.) and suffixes (Sr, Jr, etc.), original admit date, and a Canadian Social Insurance Number (SIN).
- Primary physician, dentist, podiatrist, optometrist and four additional physicians identified by specialty.
- Up to 30 ICD9 diagnosis codes, that can be sorted by priority.
- Up to 25 allergies, selected from a standard allergy library.
- Up to 10 contacts identified by 10 different types (1st to Notify, Financial, DPOA, etc).
- Insurance providers sorted by priority.
- Choose hospital and mortuary from a facility-specific library.
- **Print Face Sheet** will print a new one-page format, and it will continue to provide multi-page print options.

Edit Care Plans: It will be easier to select, view and edit problems, goals and approaches. Pop-up windows will display selections so the edit screen can display more care plan text. Approaches will be linked to goals rather than problems. Identify additional disciplines that will carry out the approaches, and **Edit Notes** with care plan related information without leaving the care plan.

Calendar: A complete redesign will make the Calendar much easier to use and provide additional scheduling features.

Edit Notes: Access Face Sheet, Progress and RAP Notes from a one program, and access **Edit Notes** from programs like **Edit Care Plans** and **Edit MDS**. ■

Important Reminder: When you schedule a visit from your IT or hardware technician, please call Hi-Tech at least one day before they arrive so we can have HTS Support available if your technician needs our assistance. ■

Dates to Remember

- St. Patrick's Day,** Tuesday, March 17
- Long Term Care Administrators Week (ACHCA.org),** March 19-23
- First day of Spring** Friday, March 20
- Easter Sunday,** April 12
- Mother's Day,** Sunday, May 10
- National Nursing Home Week** May 10-16
- Memorial Day,** Monday, May 25
HTS closed

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Find the **blue swoosh** hiding in this issue.
Email marti@hi-techsoftware.com.
Tell her where you found it. She will enter the first 10 responders in a drawing for a

Do you still receive a black-and-white paper copy of the HTS Express? You can switch to a full-color copy received at your email address. Email your request to switch to Sharon@Hi-TechSoftware.com



Hi-Tech Welcomes New Clients

*Resident Accounting, Clinical for Nursing,
Therapy Time, CareTracker Interface,
Payroll to General Ledger interface*

Granite Mesa, Marble Falls, TX

*Clinical for Nursing, Resident Referral, Resident
Trust and an Interface with State of North
Carolina*

Black Mountain Neuro-Medical Treatment Center,
Black Mountain, NC

O'Berry Neuro-Medical Treatment Center,
Goldsboro, NC

*Clinical for Vermont Residential Care and
Assisted Living, Resident Referral
and Resident Trust*

Vernon Hall, Vernon, VT

The Squier House, Waterbury, VT

Heaton Woods, Montpelier, VT

Village at Fillmore Pond, Bennington, VT

Current Clients Add Capability

Resident Accounting

Umbrella Mental Health Services,
Nobleboro, ME

Human Resources

Victorian Villa, Canton, ME

Vernon Advent Christian Home, Vernon, VT

CareTracker Interface

Odd Fellows Home, Auburn, ME

Victorian Villa, Canton, ME

Creative Imaging Sets Group Run Dates

Order close	Delivery
Monday, March 2	Tuesday April 14
Monday, June 1	Tuesday, July 14

Contact: Dana Wildes at dwildes@creative-ig.com,
207-807-6284 (cell), or toll free at 866-370-2999. ■

Hi-Tech Implements Webinar Improvements

Hi-Tech has already reacted to the following suggestions.

*"I used the Chat box, but by the time my question was
addressed, the screens had changed to something else.
This was frustrating for me!"*

This is a great observation! We will try harder to make
sure the question and the screens match up, so the an-
swer will be easier to follow. Thanks for the suggestion.

*"It would be helpful if you gave a bit of information
about the webinar, other than just the subject. For ex-
ample, it would be nice to know how basic the webinar
is. I am interested in training that deals with changes
that I might not know enough about."*

Carol Tyrol, Amenity Manor

Thank you for your suggestion, Carol! We have increased
the details we are providing about each webinar. When
you receive your email invitation, please click on the link
to see more information about the content.

*"I only heard about this webinar from a co-worker by
chance. How can I receive invitations myself?"*

If you want to receive invitations to the webinars that
interest you, email webinars@hi-techsoftware.com. Give
us your name, facility name and the applications you use.
We will make sure you receive the invitations you need!

*"I missed a webinar because I didn't realize the time
listed was Eastern Time."*

For our clients outside of the Eastern Time Zone, we un-
derstand that would be misleading, and we apologize.
Although the original invitation lists the webinar time as
ET (Eastern Time) none of the other webinar information
made that clear. We have added that notation to the
Webinar Schedule and to the email link we send to those
who accepted the invitation. All webinar times are East-
ern Time. Assume one hour earlier for Central Time.

*"During the webinar, my computer screen went black a
few times. I think I might have missed something."*

If your computer's screen saver feature is turned on, your
screen could go black due to mouse inactivity. To be sure
this doesn't happen to you, either turn off the screen
saver or just move your mouse once in a while.

*"Listening and watching from my computer was awesome.
I was able to have my lunch and watch at the same time,
multitasking." Rita Sevigny, Newton Center*

Thank you, Rita! ■

HTS Schedules Webinars through May

In January and February Hi-Tech presented 35 *free* Webinars on nearly 30 different topics, which were attended by more than 300 of our users. Our Webinar schedule through May includes previous topics and new topics on our AP, PR, Interfaces, and general accounting applications. View the schedule at www.hi-techsoftware.com > [Hi-Tech Clients](#) > [View Webinar Schedule](#).

When registration opens for a particular Webinar, HTS will send you an invitation. If you do *not* receive an invitation to a webinar that you want to attend, please let us know and we will add your name to that application address list. For more information go to www.hi-techsoftware.com > [Hi-Tech Clients](#) > [Free Webinars](#).

Happy Thoughts on our Webinars



After you attend one of our Webinars, Hi-Tech will send you a brief survey about your experience via SurveyMonkey.com. So far **100%** of our attendees have found the webinars to be worthwhile and just the right length. Most attendees learned something new, and all attendees plan to attend future webinars. Here are some of their comments:

"an excellent way to get in-service on new features."

"I think the webinars are a great addition to your training...[I] don't have to leave the office and can apply what [I've] learned immediately."

"It was a good refresher to make sure we were doing the new RCA submission correctly."

Inoculations and Activities: *"I especially found it helpful to track hospitalization, visits & falls."*

Jane Michaud, of Ridgewood Estates

Physicians' Orders: *"Kris has excellent presentation skills...clear, not too fast and [he] demonstrated how each field/page relates to others."*

Linda Stevens, Narraguagus Bay Health Facility

"Excellent! Can not wait to get started. No more looking through MARs to find information."

Carla LaRoche, Windham Residential Care Facility

"I was home yesterday because of our snow storm. I was able to watch the HR webinar from home. That was a neat option for me!"

Missy Boutot, Northern Maine General

Happy Thoughts on Program Changes

End of Year: *...thank you soooooo much for making life so much easier...by closing the quarter and being able to go right into the next payroll without having to do all of year end!*

Melissa Flayhan, Business Office Manager,
Varney Crossing Nursing Care Center

W-2 printing: *I just wanted to share that this year's printing was AWESOME - no lining up boxes etc. The printing went without a hitch and we already have them in the mail to our employees. Thanks!!!!!!*

Brenda Tardif, Senior Bookkeeper, Schooner Estates.

Accounts Payable Aging: *"Many Gold Stars" for the Hi-Tech AP Aging that now ties to month-end.*

Ruth Slater, Consultant to Thompson House

Delete A/R Transactions: *"...this is great."*

Tonya Boudreau, The Manor

Happy Thoughts on HTS Support

"The way service should be."

"...you all work as a team there."

"Claire was very helpful in explaining the reason for my problem. Very helpful & understanding in down to earth terms so us non-geeks can understand!"

"Kathy was very helpful, knowledgeable and patient."

"Thank you Jeff. You and your staff were very quick in getting this resolved!"

"I have the highest respect for Connie Harmon. She is very knowledgeable about her work and her professionalism is second to none. Hi-Tech is very fortunate to have her."

"Rachael is always helpful and knowledgeable, as well as pleasant to work with."

"Alicia is an excellent Tech Support person. I have had the pleasure of working with her several times and she is always able to help me with anything!"

Satisfaction with HTS Support via GoToAssist

	☺ Positive	☹ Neutral	☹ Negative
Dec 2008-Feb 2009	97.98%	2.02%	0%

Are you using your Hi-Q Points to get the training you need? Go to www.hi-techsoftware.com/Hi-Q_Training.htm

Clinical Systems News

“I Care Plans” Result in No Deficiencies

Reprinted from the Maine Health Care Association E-News with permission from Tammy Rolfe, MHCA Director of Quality Improvement & Regulatory Affairs

Typically, the care planning process ties into the MDS process - the source of all payment and quality indicator based information for a facility. But care planning is a process that should involve listening to the resident and their caregivers. In the social model of care, facility staff do not focus solely on the medical needs, they focus on the holistic needs of the resident, the spirit, mind and body. Social model care plans include and embrace the information provided by the resident, the family and any primary caregivers. One method of developing care plans that really meet resident needs is called “I Care Plans,” which are prepared in the voice of the resident and are written for the lay person to read. At least one Maine skilled nursing facility, the C.A. Dean Memorial Nursing Home in Greenville, received a “deficiency-free” survey, partly due to the fact that the surveyors were very impressed with their “I Care Plans.”

Tracey Bonney-Corson, Director of Nursing at C. A. Dean, states that the “I Care Plan” has been a challenging yet very positive process for her facility. The “I Care Plan” creates a living document, which truly addresses the person in all their personhood rather than identifying problems and remedies in institutional language. Tracey says that she has created templates that correspond to the *Hi-Tech* care planning system and this has simplified the process a great deal.

Tracey would be happy to share information on how her facility has implemented the “I Care Plans”. You can contact her at tbonneycorson@emh.org. ■

Hi-Tech Adds “I Care Plan” to PGA Library

Hi-Tech has added “I Care Plan” language to its Problem, Goal, Approach Library. These are numbered within 300 to 399 range.

Contact Hi-Tech if you want to merge these into your own library. The merge would replace existing text under the same problem number.

Assist with ADL/IADL

- 300. My memory is not what it used to be and I sometimes need your help with personal hygiene.
- 305. I need your help to keep clean, to get dressed, to eat and to meet my bathroom needs because I cannot physically or cognitively do it myself.

Social & Emotional Issues & Behavioral Symptoms

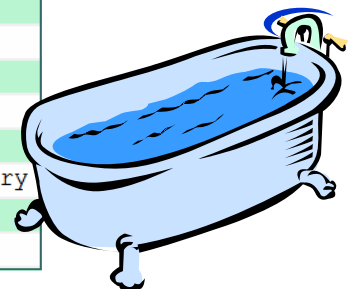
- 325. I will need your support as I transition into my new living environment. I am not used to having so many people around or having a roommate and I miss my own home.
- 335. I no longer remember things so I can not communicate my needs. When this happens, I become agitated.

Medical Management Issues

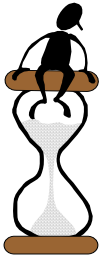
- 350. I have a history of having UTI’s due to: __Poor hygiene habits; __Poor fluid intake; __My catheter; __Diabetes Mellitus
- 353. I have high blood pressure and need your support to follow my Doctor’s recommendations.
- 361. I have a high risk for injury because of my __dementia; __seizure disorder; __restlessness.
- 362. My physical mobility is impaired because I can not understand or follow instructions. Because of __stroke; __loss of limb.

See Goal and Approach for Problem 300 below. ■

PROBLEM #	GOAL #	APPR #
0300	0001	0001 RA,NA
My memory is not what it used to be and I sometimes need your help with personal hygiene.	Help me to always be appropriately groomed and to become more independent with bathing and personal hygiene.	Set-up for my bath in the bathroom. Help me be as independent as possible by giving reminders when necessary and helping with feet and back.



CMS Delays MDS 3.0 till October 2010



CMS has announced that it has delayed implementation of the MDS 3.0 until 10/01/2010. This gives nursing care facilities much more time to prepare for the transition.

To keep informed about the new schedule, and to download the MDS 3.0 draft form and other tools, visit the CMS MDS 3.0 website at

www.cms.hhs.gov/nursinghomequalityinits/25_nhqimds30.asp.

Over the next 18 months:

- Register for and “attend” free CMS webcasts.
- Have your MDS nurse attend AANAC Certification training for 3.0.
- Attend MDS 3.0 training scheduled through your health care association or DHHS.

Hi-Tech Software will continue programming the required changes for the MDS 3.0. We will be ready with an update for our clients prior to the mandatory implementation date. ■

Do You Know About these Recent Changes?

With Release 9.01 we made the following changes to the Clinical Records System

- We changed the term “MDS-RCA” to “RCA” throughout the system.
- **MARs/TARs:** For readmits within the current month, printed administration records will not include orders that have Stop Dates before the resident’s current Admit Date.
- **MDS Quality Assurance** searches will skip assessments with a Reason for Assessment of 7 (Discharged - Return Anticipated) and 9 (Re-entry) and look at the previous assessment.
- **Reporting > RCA > CareTracker Audit** (new report).
- **View Medical Record** allows you to add photos to your residents’ records. These photos will also



be displayed by **Edit Medical Record**, to be provided with our next update in April. For instruction on how to attach photos, see the Users’ Instruction Manual, the Release 8.11 Update Memo, or attend a free Webinar on April 7 or 29.

In May we will present Webinars on program changes to be provided in our next release (see Page 1).

Go to www.hi-techsoftware.com > **Hi-Tech Clients** > **View Webinar Schedule**. ■

Keep A History on Readmitted Residents

Re-Use Previous Resident ID

When a discharged resident returns to the facility, you can maintain a clinical history on the resident by using the *same* Resident ID number. Upon discharge, enter a Discharge Date in **Edit Face Sheet**. When the resident returns, in that same record, remove the discharge date, and if necessary, change the Admit Date. Create a new Stay record. If Clinical is integrated with Resident Accounting, process discharges and admits through **Enter Census Changes**. ▼

D/C All Meds Using Discharge Date

In **Edit Orders**, select the resident and choose **Medication/Treatment Orders** to display these types of orders. Check all orders and then click **Change Checked Order Stop Dates**. This will display a window where you can enter a **New Stop Date**. Enter the discharge date and click Ok to apply that date to all the orders. Click End, choose **Other Orders** and repeat this process for the orders listed on this screen.

When the resident is readmitted, enter all orders as *new orders*. ▼

Use Discharge Date to Inactivate Care Plan

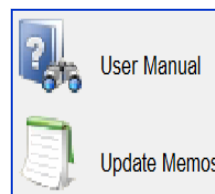
In **Edit Care Plan**, select the resident and **Display Care Plan**. On the next screen, at **Print Problem List?** select **Problem List Only** and OK to print the list of problems to work from.

Return to **Edit Care Plan**, choose the resident, **Manual Selection** and Ok. On the **Edit Resident Care Plan** screen, under **Problem Lib#** enter the problem number. At **Date**, enter the discharge date. At **Type** select **Inactive**.

When the resident is readmitted, if previous problems should remain in the care plan, reactivate them by changing the **Date** and **Type** to **Active**.

To review changes to a resident’s care plan problems choose **Reporting > Care Plans > Problem History**. ►■

View Program Instructions from HTS Menu



Click the icons on the left side of the Hi-Tech menu to view program instructions in the **Users’ Manuals** and **Update Memos**. ■

Financial Systems News

2009 Medicare B Fee Schedule Includes Only Valid Codes

In January, Hi-Tech posted the 2009 Medicare B Fee Schedule to its website. The file includes only valid HCPC codes. Codes that you entered manually in previous years might not be part of this schedule. Before you add these codes back into your Medicare B Fee schedule, consult your therapy company to determine if the code is valid. The 2009 therapy cap is \$1,840 for combined PT and ST, and \$1,840 for OT. ■

Verify Coverage for Therapy Services

Because residents and/or family members may change their coverage to a Medicare C plan without notifying you, you should verify therapy coverage before you provide services to your residents. ■

CMS Awards Contract to NHIC

On November 19, 2008, CMS announced that National Heritage Insurance Corporation (NHIC) will administer Part A and B Medicare claims for Maine, Massachusetts, New Hampshire, and Vermont. See the transition schedules at:

www.medicarenhic.com/J14_prov/j14_faqs.shtml

To receive updated information, sign up for the J14 Transition Mailing List at: www.medicarenhic.com/. Click J14/A/B MAC.

If you receive EFT payments from NGS, to authorize NHIC to continue EFT payments, mail a *new* CMS-588 Electronic Fund Transfer Agreement and a copy of voided check/deposit slip to:

NHIC Corp
Provider Enrollment
J14-EFT
P.O. Box 3434
Hingham, MA 02044

Obtain the CMS-588 at:

www.medicarenhic.com/ne_prov/enroll_forms.shtml.

Submit the CMS-588 by the following Due Dates to accommodate the cut-over date.

CMS-588	Due Date	Cut-Over Date
Maine	4/15/09	5/15/09
New Hampshire	5/5/09	6/5/09
Vermont	5/5/09	6/5/09
Massachusetts	4/15/09	5/15/09

Do You Know about these 9.01 Changes?

Resident Accounting

- **Medicaid Rate Change:** If you do not recognize a contractual adjustment, select **Set Room Rate = Medicaid Rate** to make the Room Rate the same as the Contract Rate in the census transaction file.
- **Cash Receipts:** If resident's payor is Medicare C, select **Commercial** to access **Co-Ins. Amount**.
- **Reporting > Receivables > Cash Receipts Register**
- **Room Adjustments** displays HIPPS codes for commercial insurances.
- **Census > History Detail** includes the RUG category if it is part of the room record. It will provide the commercial PPS RUG category, and will not include it in the Medicare summary.
- **Medicaid Billing > Select Bills > MCR C Co-Ins Billing** is now available for MaineCare.
- **Custom Reporting > Resident Accounting > Screen 2** does not list 057 Blue Cross number or 105 BC Group No. Saved report designs might include these items. New reports should use Other insurance numbers for Blue Cross.

Payroll: Create EOQ File: (*Vermont*) creates the PR941.VT file to upload payroll data to the state.

Wage/Tax List and Extract W-2 Data: box 15 (tax state) uses the State entry in **Employee Maintenance**.

Condensed GL > Edit GL Transactions.

Accounts Payable: Invoice History Detail Report creates check history file AP58.SEQ that you can import into a spread sheet program like Microsoft Excel.

Trust Accounting: End of Day Trial Balance includes the resident's discharge date from face sheet. ■

Therapy System Helps You Manage Case Mix

If you have in-house therapy staff, use the **Hi-Tech Therapy Time System** to report therapy time, interface to billing and the MDS, and manage your case mix more effectively. To learn more go to www.Hi-TechSoftware.com ► **Rehab Therapy Time**.

Call Lynne Hammond at (207) 474-7122 to learn how to add these valuable capabilities to your system. ■

Print Signatures on Checks

Contact **Hi-Tech Software Support** to learn how to print signatures on Payroll & Accounts Payable checks from a secure, electronic file. ■

Vermont Medicaid News

Effective January 1, 2009, co-insurance and deductible claims must be accompanied by the new UB-04 Medicare Attachment Summary. Explanation of Medicare Benefits is no longer accepted. Find this form at www.vtmedicaid.com > Downloads > Forms >

02/06/09	Fillable document	UB 04 Medicare Attachment Summary
	Non-Fillable PDF	Form

Providers who were required to obtain more than one NPI number should provide a list of all their NPI numbers to EDS to ensure that NPI numbers in crossover claims match those on file.

If your Medicare co-insurance is not automatically crossing over to Vermont Medicaid, perhaps your NPI numbers do not match.

View February 2009 Advisory for more information. ■

Texas Completes TILES to RUG Transition

To stay informed go to www.tmhp.com. Scroll down to **Bulletins and Banner Messages** on the right and select Long Term Care Bulletins. ■

Maine Revenue Services Changes Rules

As of 1/1/2009 *Rule 102* requires that you electronically submit (e-file) state taxes if you have a tax liability of \$50,000 or more in 2009. As of 1/1/2010, you must e-file if your tax liability is \$25,000 or more in 2010.

Maine Revenue Services encourages Maine facilities to also e-file unemployment compensation and Competitive Skills Scholarship Fund (CSSF) taxes. Changes to *Rule 104* will make e-filing mandatory according to the schedule below.

<u>Employees</u>	<u>Deadline</u>
50 or more	1Q 2009
10 or more	2-4 Quarters 2009
5 or more	2010

After 2010, all facilities must e-file.

The Hi-Tech Payroll System creates the file under **End of Quarter > Create EOQ File**.

For more information go to:

- www.maine.gov/revenue/magmedia/magmedia.html > MEETRS Upload Instructions [[rtf 95 MB](#)] [[pdf 580 KB](#)]
- Call the Maine Department of Labor at 626-8475
- Email meetrs.tax@maine.gov ■

MaineCare News: MIHMS Project

Work is underway to build a new MaineCare Management Information System—the Maine Integrated Health Management Solution (MIHMS)

- The State will communicate throughout this process. Read and understand *all* correspondence that you receive from the State, including information sent with Remittance Advice reports.
- The State staff is making a great effort with implementation and testing to avoid the issues that happened with the current MeCMS system.
- Attend monthly MIHMS Provider Forums in Augusta or by web using WebEx. If you have not yet signed up and provided an email address, send your name, contact e-mail address, and provider name to MaineCare2010.DHHS@maine.gov.
- You must have an NPI (National Provider ID). If you have questions about the NPI, email: MaineCare2010.DHHS@maine.gov
- Provider enrollment/re-enrollment is scheduled to begin in late February. You will be notified about regional State training.
- Those that haven't included information in the current electronic billing file will need to start soon so they are prepared for the February 2010 implementation of MIHMS (Physicians, ICD codes, etc.).
- National codes will replace local State billing codes before the new MIHMS System goes live in 2010.
- The State will begin accepting 837 files after a provider has enrolled/re-enrolled. The 837 file will be translated into its current EMC format until the MIHMS system is in operation in February 2010.

For more information on the MIHMS project, go to www.maine.gov/bms/fiscal_agent_project_index.html

Subscribe to the listserv to receive updates at: www.maine.gov/dhhs/bms/member/innerthird/listserv.shtml ■

Do You Know How to Code the UB-04?

HCPRO, Inc. has published a special report, *Medicare Part A billing: How to code the UB-04*.

Access this report at: www.hcpro.com/supplemental/medicare_a_special_report.pdf. ■



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Email *new* support-related issues to support@hi-techsoftware.com

Several support people receive emails to this address. If you fax an issue to HTS, call to provide additional information, and Sharon will log your issue in the order received.

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See previous *HTS Express* and *Hi-Tech Hi-Fives* at www.Hi-TechSoftware.com > *Hi-Tech Clients* > Newsletters.



*25 Years
Uniquely Focused
on Long Term Care*

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