



CUSTOMER FAQ

1. Who is Nightingale and what do they do?

Nightingale Informatix Corporation (www.nightingalemd.com) serves the North American market with leading software and services for physician offices and for physician services companies. Nightingale has offices in Rancho Cordova, CA, Kansas City, MO, Pembroke, MA, Wexford PA, and Markham, ON.

Nightingale is one of the fastest growing healthcare service and software companies in North America and is recognized as an industry leader in Web-based (cloud based) clinician and community based Electronic Health Records (EHR) and Electronic Medical Record (EMR) systems.

Nightingale serves a broad range of customers including small primary care and specialist practices, large multi-site, multi-disciplinary outpatient clinics, and large scale regional health organizations and networks.

Nightingaleon Demand, has achieved ONC-ATCB 2011/2012 Certification from CCHIT in the United States for meaningful use.

Nightingale offers an integrated EHR with integrated practice management, transcription and revenue cycle management services. Nightingale's comprehensive service offering allows customers to enhance patient care, increase revenue opportunities and optimize operations. Nightingale is continuously innovating and enhancing its services to meet the needs of its growing and diverse customer base.

Nightingale – Healthcare connected. www.nightingalemd.com

2. What has Nightingale acquired?

Nightingale has acquired the Complete Practice Management team and technology solution from Medrium. This includes Medrium's complete development and customer support and service team. Nightingale has not acquired Medrium's BPO business. This will remain with the current shareholders.

3. What does this mean for Medrium CPM customers and how does this benefit me?

In the short term, nothing will change. You will continue to use Medrium as you are today and will still get the same great service that you are used to receiving.



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Longer term, Nightingale is planning to make a significant investment in the Medrium software platform. Nightingale will bring to Medrium's customers its depth of experience and functionality in EHR technology and services. Nightingale serves approximately 8,000 providers across North America.

4. What is going to happen with our support?

There has been no change to your support, you will continue to have the same team. Contact phone number remains the same, but there will be a change in the email address to contact Medrium support. See below..

Tel: 1-877-MEDRIUM

E-Mail: techsupport@nightingalemd.com

5. Does this mean our product is going to change?

The Medrium technology platform will not be changing. One of the great benefits of this acquisition is that Nightingale uses the the same technology toolsets as Medrium. They will be merged into one platform and we will be adding additional features and functionality to your software .

6. How do I log in to Medrium?

The log-in entry page will now be located on Nightingale's website – to log into your account as usual, you can proceed to this website:

<http://www.nightingalemd.ca/us/login/>

7. Does Nightingale have an EHR that is certified for meaningful use?

Yes, both Nightingale and Medrium's EHR software meet ONC-ATCB 2011/2012 Certification in the United States for meaningful use..

8. Who do I contact for more information?

For further information please contact Nightingale at:

Tel: 1-866-852-3663

E-Mail: info@nightingalemd.com

9. Is the product name going to change?

Yes, the product will now be called: "Nightingale Medrium On Demand"



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10. Will my pricing plan or service change?

No, your pricing will not change, and you will be charged for services as you are today. The same applies to services you currently receive. Over time we expect to provide you with opportunities to receive additional service offerings.

11. What is happening with Medrium's BPO business?

Medrium's Business Process Outsourcing (BPO) business are not being acquired and will remain with existing shareholders.

12. Can Medrium BPO customers still access the Medrium platform?

Yes, Medrium BPO customers will be still be able to access the Medrium platform; access will not change.

The only thing that will change is your log-in entry page. You will be logging in from the following link: <http://www.nightingalemd.ca/us/login/>