

General

Q. Is Data Oriented Systems shutting its doors?

A. No – we are just discontinuing our CAD-Care product line. All other software remains unaffected.

Q. Why are you discontinuing CAD-Care?

A. It is not economically viable to continue support. Over the past 30 years, Data Oriented Systems has been slashing software prices while competitors have only increased them. Despite this, recent, nation-wide cutbacks on healthcare spending have made for a very uncertain future for healthcare and thus, healthcare software.

Q. Which company should I use from now on for MDS submissions?

A. Currently, we do not have a suggested replacement for our software. If your facility has found a company that you feel is a good replacement, please let us know so we can post it here.

Billing

Q. Do I still have support?

A. If you have received a bill in 2010 and it is paid, you will have product support until October, 2010 or until MDS 3.0 specifications are active, whichever is sooner.

Q. October isn't a full year of maintenance. Do I get a refund?

A. Yes – your facility will be prorated the prorated difference between the termination date and your anniversary date.

Technical

Q. How long will my software work for?

A. The CAD-Care software will continue to operate normally until December, 2010. At that time, the program will cease to function.

Q. How do we transfer our current patient records from CAD-Care to our new system?

A. Submission data may be converted to standard data formats via the State software, however, CAD-Care patient records cannot be automatically transferred to another system. Currently, we have no plans to create a converter. If your new software vendor is interested in taking on this task, please have them contact us and we will be more than happy to provide the data specifications that they may use.

Q. I no longer have support and need assistance. What are my options?

A. We are providing a detailed, general troubleshooting guide online which can be found at <http://www.dataoriented.com/ccsupport.pdf>