



Pharmacist's Companion Subscription 2004

The Pharmacist's Companion subscription includes

- Product Support
- Use of Apothacare Clinical Databases
- Automatic Software Upgrades and Updates
- Training Tools

Subscription payment options:

Monthly automatic credit card payment, an annual expiration date will be issued.

Invoiced quarterly, an quarterly expiration date will be issued.

Invoiced annually, includes a 5% discount, an annual expiration date will be issued.

The expiration date of the subscription will be reflected on the log-on screen. The revision date of the clinical databases in use will also be reflected on the log-on screen. Clinical databases will not be available for use after the expiration date.

Contact: Apothacare, PO Box 1869, Redmond, OR 97756-0541
800-736-8456 ext. 303
PCsubscription@apothacare.com

Product Support

Included with subscription

On-line manual available from Help Menu in Pharmacist's Companion. Does not require an Internet connection to view manual.

Write to support@apothacare.com for questions and trouble shooting.

Toll free phone support during regular office hours, pacific time zone. 888-298-2156 ext. 301

Internet accesses to Apothacare's User Support secure web site (www.apothacare.com): download software patch releases, search frequently asked questions and use the Knowledge base.

On-line diagnostics: User must have communication software installed on computer with Pharmacist's Companion (Microsoft Net Meetings, PC Anywhere or Net-Op) and phone modem or high bandwidth, Internet accesses.

Data recovery for problems that occur when using Pharmacist's Companion as described in the manual, Customer Support web site, knowledge base, and written instructions from Apothacare Product Support.

Delivery of support files via Apothacare web site or as an e-mail attachment.

Special fees

Delivery of support files via ground, second day or next day delivery.

Data recovery for problems caused by hardware problems, viruses and third party software conflicts.

Data recovery for problems caused by using non-licensed copies of Pharmacist's Companion, using copies in excess of purchased software licenses and using non-licensed plug-in modules.

Data recovery for problems that re-occur due to User not applying an error correction, enhancement or new release supplied by Product Support.

Data recovery for problems that re-occur due to removing or copying over an error correction, enhancement or new release supplied by Product Support.

Software installation: \$50.00, plus shipping of computer to and from Apothacare.

On-site visit for installation or data conversions: \$750 a day, plus expenses.

Clinical Databases

Pharmacist's Companion is built around clinical databases. The clinical databases used in your copy of Pharmacist's Companion depend upon the configuration purchased and your subscription.

Plug-in Module	<i>Included pre-designed packages</i>			
	MPC	Starter	Professional	Consultant Manager
Basic drug list, comments and OSCAR categories	✓	✓	✓	✓
ImpactRx		✓	✓	✓
Lab Monitoring		✓	✓	✓
Apothacare's Drug Encyclopedia			✓	✓
Personal Recommendation Library			✓	✓
Provider Data Import				✓

Included with subscription

Updated clinical databases are posted monthly at www.apothacare.com. They may be download directly into Pharmacist's Companion or to a diskette for transfer to a licensed copy of Pharmacist's Companion on a different computer.

The revision date of the clinical databases will appear on the log on screen.

Send suggestions and comments to clinical@apothacare.com.

Special fees

Clinical update shipped on CD.

References

The clinical databases are created and maintained by Apothacare. The primary references used are:

- ASFS Drug Information
- Drug Facts & Comparisons
- Federal Interpretive Guidelines
- Goodman & Gilman The Pharmacological Basis of Therapeutics
- Hansten & Horn's Drug Interactions, Analysis and Management.
- Interpretation of Diagnostic Tests
- product package inserts
- USPDI Drug Information for the Professional

Software Upgrades and Updates

Included with subscription

Software patch releases available at Apothacare's Product Support secure web site (www.apothacare.com).



Software Updates with new versions of Pharmacist's Companion will be released on CD and shipped directly to subscriber.

New software modules will be automatically shipped to Pharmacist's Companion Professional and Consultant Manager subscribers.

Special fees

Software patches shipped on CD.

New software modules will be made available to purchase for Pharmacist's Companion MPC and Starter systems.

Training

Included with software purchase

On-line manual

CD-ROM Training and demonstration.

On-line Training Sessions

Requires high bandwidth, Internet access, a voice phone line and computer with communication software installed: Microsoft Net Meetings, PC Anywhere or Net-Op.

2 hour session: \$250.00

4 hour session: \$500.00

On-site Training Sessions

Requires a meeting room, attendees have Pharmacist's Companion installed on their computers, electrical outlets for computers and trainer's projector.

\$750 a 4-hour session, plus travel expenses.