

SoftWriters, Inc.

FrameworkLTC Users Group Meeting

SEPTEMBER 17-18, 2009
Pittsburgh, PA



Pittsburgh, PA is one of the country's most delightful surprises. No longer the dirty steel town of old, Pittsburgh is now a true renaissance city. A city of modern cathedrals and Old World, neighborly charms, filled with high-tech companies, friendly faces, fun and adventure.

- Albrecht Powell

Join us at this inaugural meeting of the FrameworkLTC Users Group and take part in the educational sessions, listen to informative vendor presentations, interface with other users, and share your thoughts on the direction and role of the FrameworkLTC Users group.

All FrameworkLTC customers are invited to attend. We look forward to seeing you this fall.

- The SoftWriters Team



SoftWriters, Inc.

3960 William Flynn Highway • Allison Park, PA 15101
(412)492-9841 • Fax:(412)492-9851 • www.frameworkltc.com

Inaugural FrameworkLTC Users Group Meeting

September 17-18, 2009 • Pittsburgh, Pennsylvania

Thursday, September 17

6:00 - 7:00 Cocktail Reception

Friday, September 18

7:00 - 7:45 Continental Breakfast

7:45 - 8:00 Welcome

Tim Hutchison, President/CEO, SoftWriters, Inc.

Paula Carlock, Director of Pharmacy Operations, Rx Partners, Inc.

8:00 - 8:45 Recent FrameworkLTC Enhancements

Greg Hutchison, Support and Training Supervisor, SoftWriters, Inc.

FrameworkLTC continues to evolve. New features and functions are suggested by our customers every day and are included in new releases of the application. This session will consist of a discussion of recent enhancements to FrameworkLTC and will provide an overview of the newest application features.

8:45 - 9:30 **VENDOR SESSION - NetRx, LLC**

Ginny Roberts, COO, NetRx, LLC.



Originally formed in 1993, NetRx, LLC is a Co-op alliance for LTC Pharmacies. Their goal is to make sure that NetRx member pharmacies have all the latest services and marketing opportunities available to them. They strive to stay ahead of the curve. Working within the NetRx membership to form focus groups to find the best for their members, the NetRx members can share and grow together.

9:30 - 10:15 **Master Class: Getting The Most from your FrameworkLTC Data**

Timothy E. Hutchison, President/CEO, SoftWriters, Inc.

One of the most notable advantages of using a product like FrameworkLTC is the ability to extract additional value from the data you are already capturing. In this session relational database concepts will be introduced and you will be taught how to use this data in custom reports using Excel and Crystal Reports, as well as other leading edge tools.

10:15 - 10:30 Break

10:30 - 11:15 **VENDOR SESSION - The Integra Group**

Louie Foster, Director of Product Management, The Integra Group



Integra provides innovative pharmacy workflow solutions to many FrameworkLTC pharmacies. DocuTrack automates all paper faxes processes while DeliveryTrack provides electronic signature capture, real-time proof of delivery and route optimization. The discussion will focus on how these solutions integrate with FrameworkLTC to reduce costs, increase productivity and allow you to provide better customer service.

Program Schedule

11:15 - 12:00 VENDOR SESSION - Blue Chip Consulting Group



John Satterfield, Managing Consultant, Blue Chip Consulting Group

Blue Chip is an Information Technology Professional Services company headquartered in Cleveland, Ohio. As a Microsoft Managed Gold Partner, they specialize in eBusiness and Enterprise Architecture solutions. From infrastructure to business intelligence, Mr. Satterfield will explain the products and services offered by Blue Chip, and describe how they can help you get the most from your FrameworkLTC deployment.

12:00 - 1:00 Lunch

1:00 - 1:45 VENDOR SESSION - Cardinal Health



Dan Field, Director of Marketing, Long Term Care Sales, Cardinal Health

Cardinal Health is focused on helping pharmacies thrive in today's complex environment. Increased life expectancies and medical technologies have changed the nature of healthcare consumption, delivery, and cost. Mr. Field will introduce the products, offerings, and services offered by Cardinal Health that enable Cardinal customers to compete in this changing environment.

1:45 - 2:30 VENDOR SESSION - Point Click Care



Steve Knapp, Account Exec. Pharmacy Svcs, Point Click Care

Point Click Care is the market leader in Long Term Care software-as-a-service (SaaS) and has revolutionized how long term care businesses manage their information. Recently, PCC and SWI have cooperated on a project to bring their eMAR solution to FrameworkLTC customers. Mr. Knapp will take us on a product tour of that eMAR solution.

2:30 - 2:45 Break

2:45 - 3:45 Roundtable Discussion Future FrameworkLTC Users Group Structure and Activities

Paula Carlock, Director of Pharmacy Operations, RxPartners, Inc.

Ms. Carlock will lead a discussion on the continued formation of the FrameworkLTC Users Group. Possible topics for discussion include the formation of a board, frequency, content and duration of meetings, CE Credits, and other user group activities.

3:45 - 4:00 Closing Remarks

Timothy E. Hutchison, President/CEO, SoftWriters, Inc.

Your participation in this event will ensure its success.
Please support this user community by attending.
We look forward to seeing you this fall.

Meeting Details

Hotel Information

The meeting will be held at the Pittsburgh Marriott North at Cranberry Woods. This beautiful hotel was the winner of the 2005 "Marriott International Hotel of the Year" award, and is the newest full-service luxury hotel north of Pittsburgh.

Pittsburgh Marriott North
100 Cranberry Woods Drive
Cranberry Township, PA 16066
Phone: (724)772-3700
Fax: (724)772-3731



Meeting Attire

Attire for this meeting is business casual. Average Pittsburgh temperatures in September range between 65° and 75°.

Ground Transportation

The Pittsburgh Marriott North is approximately 30 miles (40 minutes) from Pittsburgh International Airport. Taxi and Shuttle services are available from the airport. SoftWriters would be happy to provide driving directions upon request.

Please return registration forms to:

SoftWriters, Inc.

Hampton Stoneworks Professional Building

3960 William Flynn Hwy.

Allison Park, PA 15101

Attn: User Group Meeting

FrameworkLTC Users Group Registration Form



Name _____

Preferred name for badge _____

Pharmacy Name _____

Position _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

Registration Fee: \$75.00 per attendee

Registration Deadline: August 31, 2009

Registration fees are not refundable, but are transferable.

Payment Enclosed Please invoice the pharmacy

Signature _____