



THERE'S NO PLACE LIKE SWEARINGEN

NOTES FROM THE SUPPORT DEPARTMENT



Ken Nunley

We are very pleased to announce that DeeAnn Willey has rejoined the Technical Support department. Welcome back DeeAnn!

With our move to the new building, there has been another change in the Support department. Between the hours of 8:30 AM and 5PM CST, the support lines are answered by

our receptionist, Olga. At other times, you can reach a technical support person just as you did before our move.

Once you have entered the main number (713-849-2026 or 800-564-6997) you can enter a person's extension to reach him or her directly. Notice that with the move, our extensions have changed to three digits. Our new extensions are:

- Olga Maciques.....110
- Randall Swearingen111
- Bob Templeton.....113
- Gail Issen.....114
- Ken Nunley.....115
- Steve Cook.....116
- Michelle Weyer.....117
- DeeAnn Willey.....118
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- Lynne Foley.....122
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- Trish Swearingen127

InfoRMS TAKES ON A NEW LOOK

In conjunction with our move to our new building, we have also introduced our new logo and the new masthead of this newsletter.

We have also brought the editorial duties of InfoRMS in-house. We are still experimenting with how to best present the information.

Please be patient with us as we work to develop the new look of InfoRMS.

TIPS & TRICKS (Continued)

monthly:

DATA – Should contain only *.BTR (pervasive) files. Backup Daily

HL7 – Contains two folders where messages are sent to be processed by the interfaces or TCP/IP program. – **Do Not Backup.**

REPORTS – Contains 999 subfolders where transcription reports are saved. – Backup Daily

HELP – Spanish/English help folders – Backup Monthly

RMS_USER – Contains folders for all users in RMS. Some folders contain configuration files (*.ini) and Log files for interfaces. – Do not backup Log files, however the *.ini files should be backed up Daily.

COMPONENTINSTALL – **Do Not Backup.**

UPDATES – **Do Not Backup**

Under the **DATA** folder, several

folders are listed. Of these, the following should be backed up daily:

OTHER - Contains configuration and security files.

TEMPLATES - Contains transcription templates and other graphical templates used at different times by RMS.

IMAGES\DOCS\1-366\ subfolders — Contains scanned documents.

Your backup routine should contain a string that backs up at least the files listed below:

R:\RMS4WIN\RMS_USERS\HL7*.ini — daily

R:\RMS4WIN\RMS_USERS\HL70\UT*.ini — daily

R:\RMS4WIN\RMS_USERS\HL70R\D*.ini — daily

R:\RMS4WIN\RMS*. * - Do not set flag for subfolders. Do this daily or #5 & #6

Or R:\RMS4WIN\RMS*.INI — daily if #4 not done daily

Or R:\RMS4WIN\RMS*.BTR —

daily if #4 not done daily

R:\RMS4WIN\RMS\DATA*.BTR

R:\RMS4WIN\RMS\REPORTS*. *

Include all subfolders plus any that are empty

R:\RMS4WIN\RMS\DATA\OTHER*. *

R:\RMS4WIN\RMS\DATA\IMAGES\DOCS*. *

Include all subfolders plus any that are empty

R:\RMS4WIN\RMS\DATA\TEMPLATES*. *

On a regular basis, purge any BACKUP folders or at least move them to a location that does not get backed up. Once a month, or every two weeks depending on your comfort level, delete log files in the interface users folders. Also go to any interface computer running TCP/IP and delete the log files. These files are located on the C: drive in the following location: C:\Program Files\Swearingen Software\TCP4RMS\InLog and \OutLog depending on the type of interface.

AGAINST ALL ODDS — PART 2

... continued from our last newsletter



Randall Swearingen

"During those dark hours, my loyal customers stood by me and gave me much needed encouragement"

After a few meetings, E-Z-EM liked what they saw in the product and in the RIS marketplace so they offered me employment to head up a new software division to handle RMS. It was a tough decision because I still had my consulting practice going strong. Now, I would have to give up that work and take a cut in pay but the opportunity to let my product bloom was right in front of my very eyes. My instinct had gotten me this far so, once again, I said "Yes".

The next eighteen months proved to be very bittersweet for me. E-Z-EM had historically sold non-technical products such as lead aprons, injection needles, barium bags, etc. but had never endeavored to market a technology product such as RMS, until now. They placed some advertisements and displayed RMS in their booth at trade shows. Unfortunately, they had very limited success at selling RMS, primarily because of the drastic difference in the selling

process of software vs. what they were used to selling. In November of 1988, I strongly sensed that I was on the wrong path and I parted ways with E-Z-EM. Once again, I heard the phrase, "You can never succeed in this marketplace without a big company like us behind you." Despite their warnings, I became self employed again, this time without the steady income of my consulting clients but only the support fees from a handful of RMS customers.

In Part I, I mentioned that I felt indebted to my first customers. That would prove to be very true over the next months to follow. During those dark hours, my loyal customers stood by me and gave me much needed encouragement. People like Paul Andresen, Roy Struve, Bob Templeton, Steve Cook, Chuck Neas, Jack Heriard, Susan Crowley and others. I had likened my situation to having a tiger by the tail and there was no letting go lest I be eaten alive. I now had RMS customers depending on me. If I held onto the tail, I

may continue to financially struggle, maybe to the point of business failure. If I let go, I would let down those great people who believed in me and purchased RMS. This time, it was an easy choice and that was to dig in, work harder, and trust that things would get better.

It wasn't easy surviving the coming months. My overhead was relatively small but paying for booths at the AHRAs and RSNAs as well as limited advertisements proved difficult. I remember driving every day to the Post Office looking for that next check that was "in the mail" so that I could pay my bills. Although business was slow, I was making changes and enhancements to RMS at a torrid rate. Sometimes, I would practically rewrite the entire system in one night just to implement a request made by one of my customers that day. This scenario was repeated over and over for what seemed like forever.

I would like to think that all the hard work and perseverance paid off because as quickly as the dark-

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2005 RMS USER'S CONFERENCE

The Key to Success — April 17 through April 20, 2005

Key West is our destination for the 2005 User's Conference and we're expecting a record number of attendees for our annual event. The enrollment list shows that many radiology managers, technologists, and information systems personnel will be joining us to take advantage of learning and networking.

Remember to plan your arrival for Saturday afternoon (or Friday if you are a UHS employee) and your departure for Thursday morning. You don't want to miss a single event. We will be going out to eat together on Saturday night. Wednesday night we will enjoy a

Luau on the Beach. The activities for the other nights are being finalized as we go to press. Be sure to check out next quarter's newsletter for the a report on the conference.

See you in the Keys!



TIPS & TRICKS



What RMS files should you backup?

As you know, your facility is responsible for creating and maintaining backup copies of your data.

Swearingen Software is not responsible for data backup and recovery.

Therefore, it is important that each facility verify that it has a safe and reliable backup in place at all times. Periodically, you should verify that you can retrieve files from your backup and that RMS works with minimal problems after doing so. Please call us before doing this so that we can assist you and ensure that your system does not crash.

Bob Templeton

The only data you should back up is the data you don't want to lose.

We also recommend that you use the Pervasive Backup Agent that integrates with your existing backup system.

The best and most highly recommended method for obtaining a reliable and safe backup is to do the backup with everyone out of RMS and logged off the server. Be aware that the backup procedure can require up to 8 hours. So plan the time for this task accordingly. The actual time required for a backup at your facility depends on the amount of data to be backed up, your backup hardware, and the speed of your network.

To begin with, we recommend that the entire RMS4Win folder be backed up the night before any

major upgrades are installed. Swearingen Software staff will make an additional backup of any files to be converted prior to doing the conversion.

The following discussion describes the files to backup, the recommended methods to use, and the frequency with which the task should be performed.

RMS4WIN and all subfolders - Backup monthly with everyone out of the system.

RMS - This folder contains executables, users*.btr. icons, dictionary for transcription and setup files. With the exception of the following folders, the RMS folder should be backed up immediately after any upgrade, then

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NEW FEATURES OF RMS 4.5



The release date for RMS 4.5 is getting close. The new features of this version will include an overhaul of the Mammo module and updates to the user password functionality.

Anita Johnson

The new mammo features were developed in conjunc-

tion with a user advisory board. These features include a Mammo worklist tree, several new fields on the mammo transaction screen, ability to design custom mammo letters, and the ability to resolve a mammo transaction. Assessment codes 4A, 4B, and 4C have been added as well as the ability to make fields on the mammo master not be required. There is a new unre-

solved letter run to generate a letter to any transaction that has not been resolved. All letter runs now generate a report that follows the letters and that lists all patients or doctor info that were included in the letter run. There will also be two new reports, one that lists transactions with missing letters and one that lists transactions that are unresolved.

AGAINST ALL ODDS — PART 2 (Continued)

ness came, it passed. Before I knew it, an HIS vendor (Source Data Systems) began including RMS in their HIS sales. A clinic system vendor (CyCare) began including RMS in their clinic system sales. Not only that, film companies like Kodak, 3M and DuPont began giving RMS away in return for a long-term film contract.

The rapid growth allowed me to

hire my first employee. The two of us worked out of my house for about six months before continued sales allowed me to move into a real office space and hire a couple of more employees including a programmer. Interestingly enough, although we have increased our rental space several times over the years, we are still in the same building today fourteen years later. This is soon to change because by the

time this newsletter gets to you, we will have moved into our newly built headquarters (see detailed article on the new building elsewhere in this newsletter). Shortly after expanding the size of Swearingen Software, Varian Associates, a leader in the linear accelerator field contacted me and the next thing I knew, we were developing an oncology software package for them. Life was good.

To be continued ...

SWEARINGEN SOFTWARE MOVES INTO NEW FACILITIES



6950 Empire Central Drive

On July 28, 2004, Swearingen Software broke ground on a 8,200 square foot headquarters building, and as of January 24 2005, we are proud and excited to an-

nounce the opening of the new building. The one-story brick and stucco structure is nestled snugly on a 2.11 wooded acre lot and was designed to incorporate room for future growth. It contains nine offices (not counting Randall's), a support area for 6 people, an exercise room (with shower), a training room that can allow us to train up to 12 students (instead of 6), a conference room, a break room, a reception and gallery area and several closets.

While Randall and Trish jointly tackled the design phase of the new building, it was Trish who masterfully handled the project for us and coordinated almost every detail.

"We've wanted a quality office for several years, and now that dream has finally come true."

Her painstaking efforts have certainly paid off as we now have a very functional and beautiful building. Thanks Trish!

The new training room sports state-of-the-art computer desks, new computers, comfortable chairs, dimmable lights, a pull-down projector screen, and two marker boards. Just outside the training room is a gallery area with a sofa, two side chairs and a coffee table where customers can relax during breaks, make phone calls, etc. For those customers who would rather communicate with nature during their breaks, they can stroll the 2.11 acre wooded property and watch the squirrels play or they can look onto the park behind our property which contains a beautiful lake fully populated with ducks.

Randall Swearingen explained, "The new office is a big step up for Swearingen Software. We've wanted a quality office for several years and now that dream has fi-

nally come true. This is just the first of several big business moves we will see in 2005 as I concentrate on moving the company forward by enhancing our image as well as our core business."

Our new address is 6950 Empire Central Drive, Houston, TX 77040. Our phone numbers remain unchanged. The new phone system has required us to use a 3 digit extension (instead of 2) which we accomplished by adding a 1 to the front of each existing extension. For example, Lynne Foley is now at extension 122 (instead of 22).



FREE IN-HOUSE TRAINING

In addition to the Webex training sessions offered each month, Swearingen Software offers customers free in-house training in our beautiful new facility. These three-day training sessions cover the basics of the RMS Software System. They are ideal for any of your staff who are new to RMS or who have

never had any formal training on the system. Training is scheduled for the following dates in 2005:

June 14 – 16
September 13 – 15

Training is also scheduled during the User's Conference at Key West. To assure a valuable learning

experience at the in-house training sessions, classes are kept to a maximum of twelve students. Registration is on a first come, first served basis.

To schedule training for your staff, please call 1-800-564-6997 and speak to someone in the Support Department.

WELCOME OLGA!



Olga Maciques

Swearingen Software is pleased to welcome Olga Maciques to our team. Olga is the new receptionist here at SSI. She will help us in our dedication to offer the finest customer service by giving customers more of what they want, an actual voice when

they call! Olga hails from Las Vegas, NV where she has worked as a receptionist for over 12 years. She relocated to Houston to be closer to her 3 daughters and 2 grandchildren who all reside here. With the added bonus of her Spanish speaking capabilities, she adds a new flavor to the mix, allowing our bilingual customers to enjoy the

flexibility of having someone available on staff who may help in translating if necessary. Olga will be joining us in Key West, FL for the Users Conference, where she looks forward to meeting many of you in person, as well as getting to know all of you by phone over the coming months.