

## **SCI Solutions and Mountain States Health Alliance Team to Deliver Advanced Enterprise-wide, Centralized Scheduling**

*Access Management Solution to Improve Order Processing, Pre-registration  
and Scheduling Efficiencies*

**LOS GATOS, Calif. and Johnson City, Tenn. – January 25, 2010** – [SCI Solutions](#), the premier [Access Management solution](#) provider for healthcare, today announced it has signed an agreement with Mountain States Health Alliance (MSHA) for the Schedule Maximizer® and Order Facilitator® solutions to support its centralized scheduling and self-service portal initiatives. [Schedule Maximizer](#) is SCI's Internet-based, enterprise Access Management solution that combines with sophisticated workflow tools to streamline a hospital's complex patient and resource scheduling requirements. [Order Facilitator](#) is SCI's preeminent web solution for automating outpatient orders from community physicians to increase provider satisfaction and reduce operational delays.

MSHA provides an integrated, comprehensive continuum of care to people in 29 counties in Tennessee, Virginia, Kentucky, and North Carolina. Under the terms of the agreement, MSHA will implement the Schedule Maximizer and Order Facilitator solutions in the following facilities: Johnson City Medical Center; North Side Hospital; Johnson City Specialty Hospital; Sycamore Shoals Hospitals; Johnson County Community Hospital; Indian Path Medical Center, Smyth County Community Hospital, Kingsport Day Surgery and Franklin Woods Community Hospital. MSHA will also install SCI's Provider and Consumer Portals as well as Eligibility Verification, Medical Necessity and Appointment Fax itinerary modules. The implementation plan entails full integration for all Tennessee facilities occurring in Phase 1, with expansion to MSHA Virginia facilities following as the second phase of the project.

According to Genny Webb, Director of Corporate Business Office, MSHA, "We are excited to implement the suite of services offered by SCI Solutions." She continued, "Our patients and physicians deserve the best products on the market—those that will make it easier for them to do business with Mountain States Health Alliance." She added, "We have listened to their requests and concerns and SCI's suite of Access Management tools will provide them what they need."

Lynn Musselwhite, AVP-Patient Financial Services, MSHA stated, "Our organization is looking forward to partnering with SCI Solutions as we continue to streamline our internal processes and make our systems more efficient and patient-centered." She added, "We looked at several vendors, but SCI Solutions is far ahead in the services they offer for physicians, patients and hospitals."

"We are pleased with the opportunity to provide our advanced Access Management solutions to help MSHA to streamline their administrative processes, improve their customers' satisfaction and maintain their competitive edge," stated [John Holton](#), CEO, SCI Solutions.

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### **About SCI Solutions**

SCI Solutions is transforming healthcare Access Management with products and services that facilitate the efficient and secure exchange of clinical and financial information between patients, physicians and healthcare facilities. SCI provides a variety of applications and self-service portals that help physicians and patients interact easily and at their convenience for many of their access-related needs. From a hospital's clinical departments, to its financial executives, to its physicians SCI improves their effectiveness while making the patient's service experience first class.

Founded in 1999, SCI Solutions is headquartered in Los Gatos, California with additional offices in Tucson, Arizona, Pensacola, Florida and employees throughout the United States. For more information about SCI Solutions visit [www.scisolutions.com](http://www.scisolutions.com).

### **About Mountain State Health Alliance (MSHA)**

Mountain States Health Alliance (MSHA) is a locally owned and managed healthcare system based in Johnson City, Tennessee. Formed after Johnson City Medical Center Hospital, Inc. acquired six Columbia/HCA hospitals in Northeast Tennessee on September 1, 1998, it received its official name in January 1999.

Today, MSHA is integrated both vertically and horizontally and is the largest regional healthcare system with 14 hospitals operating at approximately \$1.0 billion in net revenues. MSHA provides an integrated, comprehensive continuum of care to people in 29 counties in Tennessee, Virginia, Kentucky, and North Carolina. Each hospital is fully accredited, most by The Joint Commission. For more information about MSHA visit <http://msha.com>.

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