

Horizon Healthware Adds New Customer, Wins One Back, With Reputation-based Sales Approach

Raleigh, NC, August 19, 2009 – Horizon Healthware announces the signing of back-to-back contracts that highlight the company's reputation-based, no-pressure approach to sales. E Squared Community Services was referred by another Horizon customer and Harnett County Home Health came back to Horizon after an unsuccessful attempt at implementing a different vendor's system.

"Satisfied customers are our best advertisement," said Regina Parham, President & CEO of Horizon Healthware. "We've always placed the highest priority on meeting our clients' needs and it's very gratifying when accomplishing that goal also results in new business."

It was the direct referral by a satisfied Horizon customer that led E Squared Community Services, LLC to Horizon Healthware. E Squared's President, Emily Leak, learned of Horizon when a colleague raved about Horizon's "Software as a Service" web-hosted option. Leak was looking for affordable ways to improve efficiency in the E Squared billing and accounting office and the introduction to Horizon couldn't have come at a better time. "It was obvious right away that the program had the features we needed and, with the strong endorsement of other users, the only thing I needed to know was the price," noted Leak.

E Squared chose the web-based, remote hosted version of Horizon's PROMISE billing and agency management system, which means the agency did not need to buy any in-house server equipment. In this Software-as-a-Service (SaaS) deployment, the E Squared staff simply uses their internet connection to access the PROMISE application on servers maintained by Horizon Healthware. "We're very pleased. Within 2 weeks of being introduced to Horizon, they provided us with a very simple and cost-effective solution, including our first training," Leak added.

Harnett County Home Health needed no introduction to Horizon Healthware; they had previously used Horizon's PROMISE billing software for 20 years when the agency decided to implement a different system in 2006. Harnett County returned to Horizon Healthware in July 2009, selecting Horizon's new integrated solution for both billing and clinical point-of-care.

Harnett County's Health Director, John Rouse, was frank about the reasons for coming back to Horizon Healthware. "Changing vendors is always a hard decision to make, but for our agency to do well going forward, we know we need computerized charting," Rouse observed. "Horizon's excellent reputation and the way they worked with us so patiently – even after we'd moved on to a different vendor – meant a lot. We appreciate that Horizon has truly been a caring partner to our agency on the financial system side, and we're optimistic that working with them on the clinical side will be as good an experience."

Rouse's optimism was well-founded. Less than 3 weeks after the new contract was signed, with Horizon's standard 2 half-days of training, the nurses of Harnett County Home Health were entering OASIS assessments and visit notes on their tablet PCs. "ClinicPro really is as easy to use as it looks," says Harnett's Home Health Supervisor, Donna Surles, RN. "I can't tell you how wonderful it is to have our nurses up and running so quickly on the new system. We're so glad to be working with Horizon again!"

About Horizon Healthware, Inc. – Horizon Healthware, a trusted provider of software to in-home care agencies for over 25 years, offers solutions for patient tracking, billing, clinical documentation, visit scheduling, supply inventory control, electronic claims filing, electronic remittance posting, financial and statistical reporting, and more, with interfaces to telephony, accounting, payroll and other systems for seamless data management. Horizon's unique a-la-carte pricing allows agencies of all types, sizes, and budgets to implement the modules that suit their needs, on their choice of a web-based or in-house operating platform, and to expand with other software components as their

business grows. Horizon Healthware is an employee-owned company based in Raleigh, NC. For more information, visit Horizon's website at www.HorizonHealthware.com.

About E Squared Community Services, LLC – E² Community Services, LLC has been providing mental health services to adults, adolescents and their families since November 1, 2006. Services provided under the North Carolina Department of Mental Health, Developmental Disabilities, and Substance Abuse include: Community Support, Community Support Team, Diagnostic Assessment, and Outpatient Therapy, and are available to residents of Anson, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, and Richmond counties. Find more information at www.esquaredcommunityservices.com.

About Harnett County Home Health – Providing home-based medical care to residents of Harnett County, North Carolina since 1977, Harnett County Home Health offers a range of services that include Nursing services provided by Registered Nurses as well as a Wound Certified Nurse, Physical Therapy, Speech Therapy, Occupational Therapy, Nutrition Services and Certified Nursing Assistants. The agency is Medicare Certified and Joint Commission Accredited, and payment options include Medicare, Private Insurance, Medicaid, Veteran's Administration, HMOs, and private pay. For more information, call (910) 893-7544 or see the Health Department's page on the Harnett County website: www.Harnett.org.

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