



FOR IMMEDIATE RELEASE

Hagerstown, Maryland Sept 30, 2010



DocuTrac, Inc. has announced that they are partnering with CallPointe.com to offer an automated appointment reminders service to their customers. The service, available in QuicDoc® and Office Therapy® Professional Version 9 Software and in QuicDoc Enterprise Edition Software, will provide customers with the convenience of extracting appointment information for reminder calls directly from their EMR or billing software.

CallPointe located in Tucson, Arizona has invested in superior technology to make sure customers receive the highest level of service. Advanced digital technology provides a system with exceptional accuracy in delivering messages while eliminating the pauses that accompany most automated messages.

According to CallPointe, the national no-show average for health care providers is 18 to 20 percent. The service can pay for itself with just a modest reduction in a provider's no-show rate, but typically customers using CallPointe have experienced dramatic reductions in no-shows. DocuTrac wants to offer their customers the benefit of this service allowing them to reduce their no-shows rates, improve their office workflow, and their bottom line.

The reminder service was given the name of Courtesy Calls. This name was voted best by DocuTrac employees in a competition which was won by Ian Young from DocuTrac's Technical Support Department.

DocuTrac is headquartered in Hagerstown, MD and currently provides electronic billing and documentation software solutions to behavioral health providers throughout the United States. Further information may be obtained by calling 800-850-8510 or visit www.quicdoc.com
