Dear Customer Facilitator (Hosted Clients):

Please share this letter regarding important software upgrades and additions with your staff.

We want to thank everyone for their continued support over this past year. Our team has worked hard in the past 12 months to offer you these latest releases. We are excited about the changes and feel confident you will see a noticeable difference.

❖ New Software Features

Over the past 12 months Eldermark has added many new features to its software platform as part of an ongoing commitment to research and development. Please review the pages following this letter for more details.

❖ EMAR—Eldermark’s latest division for medication management is [www.emardirectconnect.com](http://www.emardirectconnect.com).

Eldermark has added Electronic Medication Administration Record (EMAR) to Service Minder™. We’ve even created a separate operating division that focuses on better medication management and prescription drug delivery. Please enquire about how Eldermark can deliver resident prescription medication information to your desktop!

❖ Version 11 Upgrade including Sequel Database Release

Eldermark’s latest major database upgrade is Native Sequel. What this means for you as a customer: Version 11 allows enhanced speed & additional reliability on the server, and computes much faster than our previous release by allowing over 1 million computations per second. Please review the pages following this letter for additional information.

❖ 3% fee increase for Version 11 and Unlimited User Seats; Yearly Support and Maintenance Fees waived

Eldermark has an opportunity to participate in a one-time offer with our database provider and partner, 4D. Starting May 1, hosted clients will see an additional fee related to the new major database upgrade from 4D.
The company is assessing a 3% fee increase as a pass-through cost for our new Sequel Version 11 upgrade and for adding unlimited user seat potential.

This means customers may add additional users without paying the additional one time per-user fee of $350 per seat and $60 per year. Many of our customers have requested additional user seats. Instead of paying the one-time user fee, we have included these costs with the monthly payment. This makes it easier for our clients and our company to manage these additional users as well as ongoing upgrades.

As part of this upgrade, users will experience a major improvement in speed and connections to the server. Native Sequel allows over 1 million computations per second and is easily scalable to the enterprise level.

The offer includes our new Risk Management and Trust account modules—normally paid upgrades but included for free in our latest release.

We know you need to keep costs low and we will continue to do everything we can to maintain this standard. We believe this modest fee increase is well worth the unprecedented benefits you will receive from these upgrades. Remember, user seats are no longer being charged on a per seat basis—this means the $350 per seat one-time cost and $60 per year maintenance fee is no longer being assessed. We believe this is a fair and balanced way to accommodate increasing numbers of additional seat requests from our customers.

Thank you for your continued business! We are confident you will enjoy the latest upgrades. If you have any questions, please contact Craig Patnode directly at 952-931-2219.

Questions?
Contact our dedicated Support Team at 1-866-833-2270
Monday-Friday 7:00am to 5:00pm CST
New in 2009

Clinical Features Listing
- Assessment Scheduling and Assessment Due reports
- PRN Services on printed schedules
- Medication Record - added option to print in unit order

Billing Features Listing
- Security Deposit Balance report

Marketing
- 'Interest Level' option: Hot, Warm, Cold or a customer list

New and coming in 2010

Clinical
- New customizable Face Sheet will feature demographic information and allow facilities to select which fields are printable from the sheet.
- New fields: Race, Primary Language, Veteran, Evacuation Status, Note for Facesheet, Durable Medical Equipment, TB Status, Dental Insurance, County Admitted From.
- Ability to enter multiple Pharmacies, Health Plans
- Contacts: check boxes for POA, Representative, etc.
- Modified Advanced Directives for custom check boxes.
- Code Status with custom check boxes
- Ability to add new Medical Professional and Pharmacy at the resident level.
- Changed Medical History to lookup from diagnosis master and linked to indication for 'On Medications'.
- PRN services to SMM
- Modified layout of tabs in Resident Care Management to re-group items, easing entry.
Billing
- Overhaul of the Billing module with added functionality and reports
- Ability to make accounts 'Inactive'
- Added 'Find' boxes to all listings

Market Minder
- Zip Code Report

New Major Database Upgrade
We'll be rolling out a 4D Native Integrated SQL database upgrade in which you'll see major improvement in speed and connections within Service Minder™ and "unlimited user seat" potential. Native Sequel allows over one million computations per second and is easily scalable to the enterprise level.
4D v11 SQL, QUITE SIMPLY IS THE GREATEST TECHNOLOGICAL ACHIEVEMENT IN THE HISTORY OF 4D

A native integrated SQL engine, a completely new database engine, Macintosh Intel support with a new Universal Binary architecture, Unicode and more... this revolutionary new version breaks all the limits to provide you with better performance, higher productivity and unsurpassed open connectivity.

With 4D v11 SQL performance of your current applications will be dramatically improved thanks to the groundbreaking all new database engine. Macintosh users will see further speed benefits from the new Universal Binary architecture. More importantly your applications will perform better without any changes to your code. Not only do you get incredible new performance but thanks to the unprecedented increase in database storage capacities, 4D v11 SQL scales effortlessly to meet your business data needs.

4D’s world renowned developer productivity is further enhanced with over 200 new features, including new generation component technology, new charting via SVG, improved picture support, active regex support, hierarchical menus and much more.

Finally, 4D v11 SQL adds support for even more market standards through its new native integrated SQL engine, enhanced XML and new Unicode technology.
4D v11 SQL’s database engine has been written from scratch to ensure that your 21st century applications can deliver 21st century performance. As organizations data needs explode, the all-new 4D v11 SQL database engine was uniquely designed to manage these new data storage requirements.

A DATA EXPLOSION

The storage and processing capacities of 4D v11 SQL databases have taken a giant leap forward, without compromising performance levels, and in fact, with even higher performance than before. Any existing 4D databases can instantly benefit from a new lease on life and 4D v11 SQL projects can now meet the most stringent of specifications.

The 4D v11 SQL database also benefits from new 4D developer-requested features:

- Deleting tables and fields.
- Multi-level nested transactions with automatic sub-transactions
- New types of fields and attributes: Integer 64 bits, Float, support of Null values.
- Support for Unicode (UTF-16, UTF-8) for storage and handling of data.
- 64-bit access to data files, optimized and “64-bit ready” memory management.

SCALABILITY

The scalability of an application is its natural ability to evolve in terms of volume, power and functionality to adapt to the rapidly growing needs of business users. The new capacities of the 4D database combined with the openness provided by the new native integrated SQL engine give 4D v11 SQL applications maximum scalability and allow 4D developers to provide competitive solutions for the most ambitious projects.

Comparison of capacities of 4D v200x / 4D v11 SQL database
HIGHLIGHTS OF WHAT’S NEW WITH 4D v11 SQL

Over 200 new features

DATABASE
- Unlimited data file size
- New database structure limits
  - 32,767 tables, 32,767 fields per table
  - 1 billion records per table
  - 2 GB for Text fields
- New Float and Integer 64 bits data types
- Support for Null values
- Support for table and field deletion
- Unlimited nested transactions, automatic sub-transactions
- Separate storage of large binary fields (BLOBs, text, pictures)
- Full-text queries by keywords - new “Contains keyword” operator
- Storage and handling of data in Unicode (UTF8, UTF16)
- Import/Export of structure definitions in XML and HTML
- Optimization of sequential queries

INDEX MANAGEMENT
- New types of indexes: Composite, Cluster B-Tree, Keyword
- Storage of indexes as separate files
- Advanced management via an index explorer
- New commands for creating and managing indexes
- New query analyzer using indexes for “by formula” queries

SQL ENGINE
- New integrated SQL engine at the core of the 4D architecture, SQL-92 compatible with direct access to the structure and data
- Multiple query modes: SQL code in Method editor (Begin/End SQL tags), QUERY BY SQL command, integrated ODBC commands
- Connections between 4D and SQL objects
- Display of SELECT query results in a list box
- Simultaneous access to both the internal database and to external ODBC sources
- Interactive debugging via the 4D debugger

NEXT-GENERATION COMPONENTS
- Simplified architecture
  (a component = a structure file)
- Installation by simple drag and drop
- Complete code protection via compilation
- Components have their own namespaces
  Sharing of project methods, EXECUTE METHOD command

DESIGN INTERFACE
- General modernization of Design interface
- Development and test environment unified
- New Structure editor with enhanced ease of use, zoom function
- Management of SQL attributes
- New independent project forms
- Find in Structure
- Drag/drop and copy/paste between databases generalized and configurable
- Global Replace/Prefix in database
- Searching for method callers, search options in Design mode
- Restart Interpreted/Restart Compiled commands
- Explorer enhancements: display of tables as lists, method / form duplication commands
- Customization of keyboard shortcuts
- Support of XLIFF for translation of interfaces
- Match regex command
- New generation macros to automatically fire on events
- Control of print jobs

FORMS AND OBJECTS
- Windows Vista style sheets
- Metal look available for windows under Mac OS
- List boxes associated with fields or expressions
- Hierarchical list objects entirely rewritten: multiple instances, maximum size of an item extended to 2 billion characters, standardized management of properties, searching in list
- Subforms as pages
- Native access to date, time and number formats
- Extensive support of drag and drop for text and pictures
- New On Begin Drag Over form event, new On Drop database method
- Full control of inter-application pasteboard for drag and drop and copy/paste
- Color picker
- Native “Barber shop” thermometers
- Use of external picture files by reference in forms

MENUS
- New menu management entirely by programming
- Multiple-level hierarchical submenus
- New “Dynamic pop up menu” command
- New Menu editor

PICTURE MANAGEMENT
- Native support of most common formats (JPEG, PNG, SVG, GIF, BMP, TIF, PDF) with shadowing and transparency
- References counter to optimize repeated display
- Contextual menu for picture management in Application mode
- New operations and conversions by programming (TRANSFORM PICTURE, CONVERT PICTURE commands)
- Export and display of SVG graphics (DOM EXPORT TO PICTURE command)
- SVG rendering engine

NEW MAINTENANCE AND SECURITY CENTER (MSC)
- Centralized database checking, backup and repair tools
- Graphic and user-friendly interface
- Verifying and compacting available by programming
- Live verification of running databases

WEB SERVER
- Digest mode authentication
- Configuration of requests log