

Madison Awarded "Best in KLAS" for 2002

Ranked #1 Enterprise Master Patient Index (EMPI) Vendor by Healthcare IT Executives for Second Straight Year

CHICAGO, IL (February 24, 2003) - For the second year in a row, Chicago-based Madison Information Technologies, Inc. received the top overall rating among leading Enterprise Master Patient Index (EMPI) vendors for its ALIGNDEX® identity management system. The study, "2002 Year-End Top 20 Report 'HIT Best in KLAS'," rates customer satisfaction with information technology suppliers and is conducted annually by KLAS Enterprises, a leading healthcare analyst group.

EMPI software enables hospitals and other healthcare organizations to maintain accurate patient identifiers, an increasingly complex challenge in today's healthcare industry. Patient identity errors, ranging from input errors to duplicate records, cost the healthcare industry \$250 billion in wasted administrative efforts. Inaccurate patient identifiers can also affect patient safety and increase mortality rates.

Madison scored considerably higher than other EMPI suppliers in the survey demonstrating the company's commitment to customer service in the healthcare industry. IT executives gave Madison top ratings in 16 out of 18 of the select performance / business indicator categories, indicated in the report.

Rankings of Madison against other major EMPI Vendors

Some of the categories Madison led were:

1. Lived Up to Expectations
2. Quality Releases and Updates
3. Implemented within Budget
4. Fair Contract
5. Quality: Money's Worth
6. Documentation
7. Implementation on Time
8. Quality of Training
9. Telephone Support
10. Contracting Experience

"Madison is proud to receive such high satisfaction ratings from our clients for the second year in a row," said Madison CEO, Bill Conroy. "We strive to be a great company to do business with, and the high marks that customers gave us for 'Keeps promises' and 'Best Vendor' indicate we're doing well on this goal. With the ALIGNDEX software, we've given hospital administrators and physicians the ability to instantly access accurate, up-to-the-moment patient records, regardless of where the patients records are stored in the system. Our real-time capabilities cut costs associated with searching for and cleaning data."

Each year, KLAS publishes a Top 20 Report rating client satisfaction with information technology suppliers. The report, based on an extensive annual survey of IT executives, identifies the leading supplier in 20 application areas, including EMPI. Suppliers included in the EMPI portion of the study include Siemens, McKesson, 3M, SeeBeyond and EPIC. Companies included in the survey process must have a considerable market share, an available product, and a participating client base large enough to produce statistically significant results.

With Madison's ALIGNDEX software, healthcare organizations can implement a strategic enterprise-wide identity management system that could save hundreds of thousands of dollars in data cleanup maintenance by reducing errors and duplicate records at the point of registration. More importantly, duplicate records can be deadly in the healthcare industry, and Madison's identity management solution can help improve patient safety.

Developed to work in web-based or legacy system environments, the ALIGNDEX software simultaneously supports both system- and facility-level requirements for managing customer identities. Its scalable, service-oriented architecture will manage hundreds of millions of patient records. The ALIGNDEX software employs a unique data model that does not require enterprise-level standardization of data, which reduces data ownership issues that often arise. It also has a unique multi-entity capability that supports the simultaneous management of identities for different types of objects such as patients, providers and other entities.

About Madison Information Technologies, Inc.

Madison Information Technologies, headquartered in Chicago, Illinois, is a leading provider of Enterprise Identity Management (EIM) solutions for the healthcare industry, including customer data integration software and related identity assessment and remediation services. With a focus on providing Identity Management solutions, the company and its subsidiaries have served more than 600 healthcare organizations.

About KLAS Enterprises

KLAS is an organization established in 1996 to provide the healthcare information technology (HIT) industry with unbiased factual information on HIT vendor performance. With an average of 25 years in HIT /healthcare experience KLAS executives collect rankings and rating of HIT vendors and personally interview healthcare executives on their HIT vendor experience. KLAS, in concert with hundreds of CIOs and other healthcare professionals, has created a dynamic database of information about the performance of Healthcare Information Technology Software Vendors. This extensive database contains vendor performance data representing over 4000 healthcare facilities, 300+ vendors and 500+ different products. KLAS's performance reports are used by vendors to ensure they are meeting the needs of customers, and by healthcare providers to find out which vendors truly deliver what they promise.

For further information contact KLAS Enterprises, LLC at 801-226-5120 or on their Web site.

How to Obtain a Copy of the Report

Call toll free 1-866-268-9438 or sign onto the KLAS Store at www.healthcomputing.com and purchase your copy of the EMPI study. There are discounts for "providers" that are VHA or HIMSS members. The EMPI study is a "must have" for vendors or consumers alike as it provides valuable insight, performance ratings and implementation experiences from those already in the EMPI market.