



Ardent Health Services Switches to ChartOne ROI Services

ChartOne's local presence and proven service record key factors in health system selecting new partner

BURLINGTON, Mass., April 14, 2008 — ChartOne, Inc., a premier provider of medical record workflow solutions, announced today they have partnered with three of Ardent Health Services' facilities in Tulsa, OK to simplify and improve the process of releasing protected health information to various requestors. Based in Nashville, Tenn., Ardent's network includes 10 acute care hospitals, a multi-specialty physician group, a health plan and a nationally-recognized medical laboratory. The facilities transitioning to ChartOne include Hillcrest Medical Center, a 511-bed acute care hospital, Oklahoma State University Medical Center, a 345-bed acute care hospital and Hillcrest Specialty Hospital, a 100-bed facility.

According to Julia Kendrick, Health Information Management (HIM) director at Ardent, all three facilities were experiencing a large increase in turnaround time of release of information (ROI) requests and a growing number of customer complaints. There was also an increasing need to improve internal communications and streamline the ROI process throughout the Ardent network. As ChartOne has a local presence in Oklahoma, it was a clear frontrunner in the selection process. ChartOne was immediately able to deliver substantial cost savings and exceptional service satisfaction to Ardent.

"The local support we are receiving from ChartOne is exceptional," said Kristi Richison, HIM director at Hillcrest Medical Center. "ChartOne has not only provided us a huge cost savings but also is a true asset, as its employees serve our organization and patients incredibly well."

"The ChartOne implementation was the smoothest implementation I have ever participated in," said Jeri Potter, HIM director at Oklahoma State University Medical Center. "The ChartOne employees hit the ground running and even fulfilled a request on their first day. After only one month using ChartOne we are no longer receiving customer complaint calls, which we attribute to working with a dedicated, expertly-trained group of individuals who compliment our facility extremely well."

Ardent implemented ChartOne's full range of ROI services, which include release desk management, mail processing, request logging, management reporting and disclosure reporting services, performed by ChartOne employees at the hospital sites. The services provide the hospital and its external requestors with timely, accurate records, improved compliance with government regulations and minimized storage and labor costs. Underlying these ROI processes is innovative technology from ChartOne's eWebHealth division, which helps to minimize errors, streamline processes and ensure authorized requests.

"We are pleased that we are able to improve Ardent's overall ROI communications and customer service so that its facilities can operate more efficiently," said Brian Cahill, CEO of ChartOne. "We've spent the past 25 years helping facilities improve overall ROI operations with the combination of our highly trained ROI professionals and exceptional workflow technology, and are happy to have the ability to provide local support to so many of our partners."

About Ardent Health Corporation

Ardent Health Services invests in quality health care. In people, technology, facilities and communities, Ardent makes considerable investments – producing high quality care and extraordinary results. Based in Nashville, Tenn., Ardent owns and is affiliated with acute care health systems including 10 hospitals, a multi-specialty physician group, a health plan and a nationally- recognized medical laboratory.

About ChartOne, Inc.

With over a thousand customers nationwide, ChartOne is the leading provider of on demand medical record solutions that support hospitals' legal electronic health record requirements. Secure web-based technology from eWebHealth, a division of ChartOne, combines with ChartOne's exceptional professional services to form reliable, flexible, and affordable solutions that help hospitals get paid faster, mitigate risk, increase physician satisfaction, and focus on patient care. For more information, visit www.chartone.com or call (800) 733-2679.

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