FAQ for Customers – QuickMAR changes

Updated July 13, 2020

This is an exciting time for PointClickCare Senior Living customers. PointClickCare acquired QuickMAR in March 2019 and we have been gathering customer feedback and evaluating the strengths of the current offering. Customers find QuickMAR easy to use and its medication management capabilities are highly regarded.

However, the EHR capabilities in CareSuite are still in the early stages of development and have lower adoption. Rather than continue to expand functionality that is redundant with mature features in the PointClickCare EHR, we have made the difficult decision to stop developing or offering several CareSuite features and introduce a new integration with PointClickCare that will give organizations more options to solve needs beyond medication management.

We are also rebranding the product line to reflect a renewed emphasis on medication management. The new product name is QuickMAR and the name CareSuite will be retired.

This FAQ describes the scope of these changes and how you may be impacted. Please contact 1-888-401-6199 or email us at salesinfo@pointclickcare.com if you have additional questions regarding this announcement.

What is the product called?	The name CareSuite is retired. The product is now called QuickMAR.
What features going into maintenance?	The five features listed below are the <u>only</u> ones that will go into maintenance mode: • Care Plans and Assessments • Custom Forms • Incident Reporting • Sales Lead Tracking • Billing
Are these features going away?	Maintenance mode means that QuickMAR will no longer expand the development of these features, and customers may not start using these features, however we will continue to support and maintain them.
Can we continue using these features?	If your community is already using any of these features, you may continue to access them. There are no immediate plans to stop supporting these features.
We are not using these features today. Can we start using them?	Unfortunately, these features are no longer an option, however, the newly introduced integration with PointClickCare creates another option for organizations that are looking for an assessment library and other EHR tools.
Will we be forced to move to PointClickCare for EHR?	Your organization will not be forced to move to PointClickCare, but we hope that you will consider PointClickCare as one of your EHR options.

Will I need to pay more to use PointClickCare's EHR	We are introducing a new product package that combines QuickMAR with PointClickCare to serve communities that need assessments or broader EHR capabilities. Communities can upgrade to this package at any time with no impact to your pharmacy relationship. We are offering special pricing incentives to lower the cost of adding on PointClickCare and to help ease the burden of transition. Please consult with a PointClickCare account representative to learn more about the options.
Is QuickMAR going away?	No, QuickMAR is not going away. In fact, we are increasing our investment in the future of the platform as we work towards modernizing it and unifying it with PointClickCare.
What if I am currently using CareSuite and need changes to my assessment because of changes in state regulations?	Unfortunately, we are not making any changes to assessments and forms after August 31, 2020. However, we will make reasonable exceptions on a case by case basis. We also encourage you to evaluate the extensive assessment and forms libraries available in PointClickCare as they are much more comprehensive than those currently available in CareSuite.