



SMART Management Newsletter

Volume 3 Issue 3

Parallel Growth for Smart and Discovery House

Inside This Issue

President's Message

Mike's Maneuvers

Shelly Gets It Done

New Customers

A Place of
Empowerment for
Youth

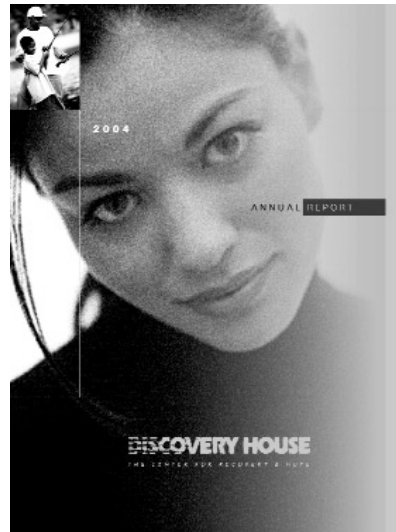
How do you successfully manage fifteen clinics in five states, maintain consistent treatment quality and comply with individual state and federal requirements? The answer at Discovery House is: Smart systems software.

Discovery House (DH) is the model for the Smart software system. The journey began fifteen years ago when the first version of Smart was installed in the first DH clinic in Providence, RI. As treatment and services expanded, Smart created the software to enable directors, counselors, medical personnel and administrative staff to easily integrate the new services into the electronic data base.

Today Discovery House, with more than 350 employees—caring for more than 5000 patients each year—is well on the way to becoming a completely paperless clinic. Patients sign in on electronic signature pads in DH facilities from Maine to Utah. Electronic charts enable records to be updated at the time of treatment. Patient doses are electronically measured and monitored; and tedious and complex reporting forms are provided with the click of a button. And no matter which of the fifteen clinics you visit, there is consistency in all areas of operation.

According to Nancy Murray, Operations VP, "Smart has enabled DH to enhance patient treatment to a superior level. Last year all our clinics became CARF certified, and we believe that the process was accelerated by the clarity, consistency, and quality of our services and programs. We are continually looking at ways to do a better job, and Smart has been right with us meeting our growing needs."

Paul LeBeau, Smart Software VP, added, "DH has provided the challenge, the commitment and the genuine enthusiasm to create the best clinic operations software on the market. Our close working relationship with DH has been not only a tremendous asset to them, but a boon to our other customers who provide the same services to their patients."



Discovery House
2004 Annual Report

Since its inception, Smart has marketed software with the message that "we know what you need because we do what you do." As the management company for Discovery House, Smart has a leg-up on the software needs for treatment innovation, industry trends and a built-in quality control laboratory. There is no doubt that Discovery House is a paradigm for clinic operations; and as long as Smart continues to develop the systems that facilitate operations, Discovery House will continue to grow and serve the communities in need of treatment services.



Discovery House recently opened its fifteenth clinic in Orem, Utah. The other thirteen clinics are located in Maine, Rhode Island, Pennsylvania, Indiana and Utah.



THE PRESIDENT'S MESSAGE



David L. Piccoli, II
President/CEO

Time is our most valuable commodity, and it is always the thing of which we seem to have the least. Each year as we enter the holiday season, we wonder "where did the time go?" A better question might be: "What did I do with my time?"

There is no doubt that the past twelve months have been difficult in many ways. Natural disasters reeked havoc on communities throughout the country. Our country is at war, and the families of our military men and women face every day with uncertainty. Headlines decry poverty and the disintegration of the family. Yet, I hope we can look beyond this, especially at the holiday season, and find time to help rather than gripe and mope.

Ralph Waldo Emerson is credited with two quotes that, I believe, give perspective to our lives. He said, "Can anybody remember when the times were not hard and money not

scarce?" and "This time, like all times, is a very good one, if we but know what to do with it."

What we can do with our time is devote some of it to providing assistance where it is most needed. We can prepare packages from home for the troops, adopt a family experiencing difficult time and provide the food for a holiday meal or gifts. It takes only time to help serve meals at a shelter; take an elderly neighbor shopping, to church or to visit a friend or relative; shovel a neighbor's sidewalk; or join with others to make home repairs for a needy family. The ways to help are endless, and each one of us has the opportunity to help in some fashion.

Because time is so valuable to us, I believe it goes hand in hand with good works. Comedian Bob Hope said, "If you haven't got any charity in your heart, you have the worst kind of heart trouble." Let us all make a commitment to donate our time and energy to making the holiday season a brighter one for those most in need of caring friends. You just might find your own holiday "time" a lot more productive and meaningful.

SHELLY GETS IT DONE



Shelly Faria, Corporate Executive Assistant

When it comes to involvement in every aspect of Smart Management, no one is more entwined in the corporate structure than Corporate Executive Assistant, Shelly Faria. A petite fireball of energy and enthusiasm, no two days are alike for her except that they are all extremely

busy, beginning at 7:30AM when she arrives at Smart. As the Executive Assistant to President and CEO David L. Piccoli, II, Shelly not only ensures that the busy executive is on schedule and on target with his duties, she is his representative in the day-to-day administrative functions of the company.

There is a good reason why Shelly is the right person for the job. She's been with Smart almost since its inception. "My first office was literally a closet," she says with a grin. "I've watched us grow, I am very comfortable with all the people here, and I really like the honesty of our corporate culture."

According to Vice President/Finance Pete Morris, "Shelly is a very dedicated worker who, in my opinion, has the special skill to handle everything David throws at her and she is never 'too good' to do the little things."

Paul LeBeau, VP Smart Software, said, "Shelly is dedicated to Smart and puts her heart and soul into her work. No matter what, she is always willing to help and can always be depended upon for a compassionate ear." Paul added with humor, "Shelly thinks she's short, but I prefer to think of her as vertically challenged."

Shelly holds a degree in Computer Science and Administration from Bristol Community College. She resides in Swansea, MA with her husband Rick and their six-year-old daughter Katie. Shelly enjoys riding motorcycles with Rick, driving her Corvette, and doing craft activities with Katie.

Everyone who works at or visits Smart gets to meet Shelly, and that's a good thing. She may be small in stature, but she has a bird's eye view of what makes Smart Management as good as it is.

MIKE'S MANEUVERS

MIKE'S MANEUVERS

NEW!! NEW!!
Version 2.4 Highlights

SMART has been working diligently to implement many of the great ideas offered by our customers. Each year, we incorporate those ideas along with our own, into a SMART release of a new version of our software, which will have new development and enhancement changes at no additional charge to the customer. These upgrades are included in your annual support/maintenance agreement. Below are just some of the enhancements you will see when you get updated to Version 2.4. Keep the ideas coming!



SMART Core Product
Got Mail? Now everyone can send and receive interoffice eMail

Report Enhancements. Many of your requests have been implemented. The Fact Sheet. We're almost there with a computerized psycho-social fact sheet.

SMART Paperless Clinic (Electronic Signatures)

Electronic Forms. Customize your own forms with logo and signatures. Auto Alerts. Staff automatically alerted to forms needing their signatures.

SMART Clinical Treatment

Treatment Plan Scheduling. Now you scheduled based on admit date or date last done—you make the choice.

SMART Medical Treatment
Patient Dashboard Change. Birth Date, Last Dose & Med Visit are now in bold for easier review. Medical Order Printing. Now you can also print from patient inquiry. Medical order Templates. Customize your own to reduce time in typing. Internal Transfers. No long expires a medical order when transferring from one medicating treatment unit to another.

SMART Third Party Billing
Report Printing. Improved performance of financial report printing. Electronic Remittances. Improved functioning. New Claims. See 3rd Party Billing for enhanced features.

*Version 2.4 is available now.
Contact Mike Carruthers at
800-942-4540, ext. 115 or
mcarruthers@smartmgmt.com for
more information*

SMART HELPS CREATE PLACE OF EMPOWERMENT FOR YOUTH



At a recent Ribbon Cutting ceremony, students demonstrated the discipline and skill they have acquired at the Ishi Dojo Youth Fitness Center.

Recently Ishi Dojo Youth Fitness Center hosted a ribbon cutting ceremony at their location in Providence's South Side. Ishi Dojo is a non-profit youth fitness center that combines physical fitness, nutrition and martial arts to change the lives of young people who need guidance and mentoring.

David L. Piccoli, II, President and CEO of Smart, and Brian McDonough, a personal trainer and martial arts expert who, as a troubled youth was redirected on a more positive path when he walked into a local martial arts center, joined forces to create Ishi Dojo.

"I felt compelled to give kids a chance for greater success in life," said David. "And I feel strongly that the three-facet program at Ishi Dojo is a very effective way to help them. This is a unique program. We are not providing a place to just pump iron or learn karate. Every individual involved will have nutritional instruction, cultural experiences, mentoring and role-playing to build self-esteem."

Brian added, "Kids learn when they are having fun; therefore, our program is designed to be a fun experience for everyone involved. We also feel it is important to involve the parents as much as possible in what we are offering the kids."

Recently, Smart joined with Caritas, Inc., a residential substance abuse treatment program, to provide the

Ishi Dojo program to pre-teen and teenage girls under Caritas treatment. The fifteen girls are brought to Ishi Dojo with a counselor twice each week for instruction in kenpo, jujitsu and physical fitness. The girls look forward to their sessions and are gaining the discipline and personal skills to help them stay drug-free and create a better life for themselves.

The staff at the Smart home office are helping to support the neighborhood students who are unable to pay for the Ishi Dojo program by making a monthly donation to the gym and health club at the Ishi Dojo center, a benefit offered to all Smart employees.

The Ishi Dojo Youth Fitness Center is open to boys and girls ages 6-18.



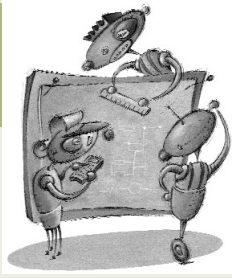
NEW CUSTOMERS



We are pleased to announce that two renowned organizations have joined the Smart family of customers. They are the **Crossroads Centre of Antiqua** and **Boston Public Health** at Massachusetts General Hospital.

Founded by musician Eric Clapton, a recovering addict and alcoholic, the mission of Crossroads Centre Antiqua is to provide treatment and education to chemically dependent persons, those with other compulsive addictive behaviors, their families and significant others. Treatment is provided through Residential Care, Family and Aftercare Programs.

Boston Public Health partnered with Mass General Hospital to provide comprehensive addiction assessment, treatment and referral services to Mass General patients and consultation with providers. Services are available at inpatients sites as well as outpatient sites including the Emergency Department. More than 850 patients are treated each year, ranging in ages from 16 to 85.



Mind Fun

Try your knowledge of trivia with these questions.

1. What is the distinguishing feature of corals?
 - A. Free-swimming
 - B. Parasitic with algae
 - C. Silica Skeleton
 - D. Skeleton of calcium carbonate
2. What movie won the Academy Award for best picture in 1966?
 - A. A Man for All Seasons
 - B. Annie Hall
 - C. All About Eve
 - D. The Deer Hunter
3. Which Major League Soccer team plays in Kansas City?
 - A. Crew
 - B. United
 - C. Galaxy
 - D. Wizards

4. On What tv show does the main character work in a bookstore called Buy the Book?

- A. Ellen
- B. The Nanny
- C. Grace under Fire
- D. Touched by an Angel

5. What does the Russian word "Sputnik" translate into?

- A. Fellow wayfarer
- B. Star searcher
- C. Peace
- D. Wandering nomad

6. Which of the following teams plays football in the big 12 Conference?

- A. Akron
- B. Iowa
- C. Arkansas
- D. Kansas State

Answers: 1. D, 2. A, 3. D, 4. A, 5. A, 6. D

PRSRST STD
US POSTAGE
PAID
PROVIDENCE, RI
PERMIT #01476

66 Pavilion Avenue
Providence, RI 02905
