


Patient Management Software Comparison

		STARKEY PROHEAR	TIMS	HEARFORM	SIEMENS NAVIGATOR
Base Price	\$149 per Month	\$14,500	\$2640 for 2 users	\$4,845	\$4,995 Server & 2 workstations
No. of Users Included	Unlimited	3	1-2 or 3-6	5	2 to 3
Cumulative 2 year cost	\$2,699 (prepay disc.)	\$14,500	\$3,850	\$4,845	\$4,995
Fee per Additional User	None	\$2,000	\$450 - \$650	\$150	\$200
Fee per Additional Main Office	\$149 per month	\$7,200	\$2,400	\$1,249	\$1,995
Fee per Service Center	\$50 per month	\$7,200	\$2,400	\$1,249	\$1,995
Fee for QuickBooks Module	Included	unknown	unknown	\$0	Does not link
Laptop Installation	Included	\$2,000	\$0	Included	\$1,000
Service Agreement Required	No	No	Yes \$50 mo.	No	No
Technical Support	24hr Phone & Email Training Videos	Phone & Email	Phone & Email	Phone, Email or On Screen Training Videos	Phone & Email
Conversion from Old Database	\$250 - Free if in Excel	Basic Included	\$975	\$200-500	Call for estimate
Major Upgrades	Free - Automatic	\$7,200	Unknown	\$500	Unknown
Mail Merge Letters	Yes, integrated	Requires Word	Yes	Yes, Integrated	Yes
Mail Merge, Print and Post – automatically	.29 –.49 plus postage	No	Yes	Yes, Integrated	Yes
Marketing Tools	Yes	Yes	Yes	Yes	Yes
Networkable	Unlimited	Yes	Yes	Up to 250 users	Yes
Networking requires, additional equipment, servers, or IT professional	No	Yes	Yes	Yes	Yes

Patient Management Software Comparison

		STARKEY PROHEAR	TIMS	HEARFORM	SIEMENS NAVIGATOR
Hearing Aid Histories	Yes	Yes	Yes	Yes	Yes
Reports	Real Time	Yes	Yes	Yes	Yes
Manufacturer order forms	Accepted by all	Starkey only	No	Accepted by all	Siemens only
Track devices	Yes	Yes	Yes	Yes	Yes
Interface with QuickBooks® Pro	Yes, tied for best	Yes	Yes, tied for best	Yes, tied for best	No
Electronic Billing	WebMD®	WebMD®	WebMD®	WebMD®, ClaimsNet, EClaims.com™, Quantum, and others	WebMD®, ClaimsNet, EClaims.com™, Quantum, and others
Requires Installing Software & Updates	No	Yes	Yes	Yes	Yes
Training	Free - unlimited	2 days in MN	No	90 days	No
Security	Most secure	Yes	Yes	Yes	Yes
Automatic instant back ups	Yes	No	No	No	No
Nightly tape back up	Yes	No	No	No	No
HIPAA Compliant	Highest level	Yes	Yes	Yes	Yes
Accessible through Internet	Best	Yes	Yes	Yes	Yes
Accessible from anywhere with a browser	Yes	No	No	No	No
Tied to Manufacturer	No	Yes	No	No	Yes
Website Address	www.sycle.net	www.starkey.com	onlineclaims.com	www.hearform.com	siemens-hearing.com
Telephone	888-881-7925	800-328-8602	406-255-9500	208-453-8806	714-670-8216