



KLAS[™]
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MARKET INTELLIGENCE LEADERS

12187 CYPRESS POINT WAY • DRAPER, UTAH 84020 • (801)226-5120

KLAS Klarification[™] Re: Epic

This notification is a clarification or correction of the public use of KLAS data where the use of KLAS data was unclear, partial or incorrect.

Today's Date: May 5, 2004

Who: Epic Systems

What: Epic Cadence, EpicCare EMR and Resolute

When: (1) 2/22/04-2/26/04
(2) current website

Where: (1) HIMSS Annual Conference & Exhibition 2004, Orlando Florida;
(2) www.epicsys.com

Data Claim: During 2004 HIMSS Conference a poster was displayed at the Epic Systems booth with prominent heading stating "Epic Products named "Best Overall – 9 times in a row!"

Website also claims "KLAS ranks Epic Product #1 Overall - 9 times in a row!" and when the link is accessed, it further states: Epic Products named "Best Overall" - 9 times in a row in Mid-Year & Year-End Report. It goes on to state ... In the most recent KLAS Top 20 Report (December 2003), one of Epic's products ranked first among over 300 vendors and 500 different products - for the 9th consecutive time.

Data Klarification: Data Claim lacks specific reference to Epic product and makes inaccurate references to mid-year KLAS reports. Note: the revised KLAS Data Use policy requires greater specificity/clarity in public reference to KLAS Data; wordings that were previously acceptable to KLAS must now be more specific. These Epic wording restatements are a result of changes to the KLAS Data Use policy.

Data Restatement:

- 1. A "Best Overall" award is an annual award published in the year-end KLAS "Top 20" Report. There is no "Best Overall" award mid-year. KLAS does publish a mid-year Top 20 Report Card, which reports rankings at a year's mid-point.*
- 2. A combination of Epic Products (Epic Cadence/Resolute and Epic EpicCare EMR) named "Best Overall" –5 years in a row! Epic Cadence/Resolute 1999-2001, Epic Cadence 2002, Epic EpicCare EMR 2003.*