



Since the announcement of the emsCharts and Golden Hour transaction, we have been asked many questions. It is important to us that our employees, customers, sales representatives, partners as well as those interested in our industry have access to the factual information. Should you wish further clarification on any of the issues or have any questions about emsCharts, Golden Hour, or what we hope to achieve together, please contact either company. We are excited to move forward with great focus on growing our businesses while introducing new innovations and technological advances to support our customers and industry.

WHO IS GOLDEN HOUR?

Golden Hour provides a suite of products and services in support of the emergency transport industry. These services include Dispatch, Clinical Charting, and Billing Services for the pre-hospital market including both Air Medical and Critical Care EMS.

IS emsCHARTS NOW OWNED BY GOLDEN HOUR?

emsCharts is now a wholly owned subsidiary of Golden Hour. Golden Hour is now the parent company for emsCharts, but emsCharts will continue to operate as it always has as a separate entity with separate product offerings.

IS emsCHARTS BECOMING GOLDEN HOUR?

No. emsCharts is now a wholly owned subsidiary of Golden Hour and will continue to operate as it always has, as a separate entity with separate product offerings. It will continue to employ the people who work there today. emsCharts and its clients will benefit from the strong heritage of products and services that have been so popular and will now benefit from the additional experience and expertise that comes from Golden Hour.

I AM AN emsCHARTS CUSTOMER. HOW WILL I BE AFFECTED BY THIS?

You should notice no difference in your emsCharts service and product offerings. emsCharts will continue to operate as it always has and will honor all existing emsCharts contracts. emsCharts clients will continue to receive the products and services to which they have become accustomed, supported by the same emsCharts team they have come to know. There will be no major changes to the products in the immediate future. However, emsCharts and Golden Hour are now able to focus full attention on delivering the highest level of personal service as well as the innovation needed to support our customers and the EMS industry moving forward.

WILL MY emsCHARTS SUBSCRIPTION CHANGE?

No. Your emsCharts subscription will not change as a result of this transaction. We remain committed to honoring all existing emsCharts contracts as we always have.

IS emsCHARTS GOING OUT OF BUSINESS?

Absolutely not. emsCharts is a strong company and will continue to provide electronic patient data solutions for EMS in both the Ground EMS and Critical Care/Air Medical markets. We are optimistic for what the future holds and will build more robust capabilities and provide additional professional support to ensure that we can provide the highest level of customer service and new, innovative product offerings.

WHAT WILL HAPPEN TO THE emsCHARTS EMPLOYEES/SALES REPRESENTATIVES/PARTNERS?

They will stay the same. emsCharts will maintain the same relationships with our sales representatives and our partners. There will be no change to existing agreements and strategic partnerships. And, the dedicated employees of emsCharts, including John and Pete, are still the same professionals who have supported our customers.

WILL I HAVE A NEW POINT OF CONTACT AT emsCHARTS MOVING FORWARD?

Your emsCharts Point of Contact will remain the same.

WHAT CHANGES WILL I SEE TO MY emsCHARTS SUBSCRIPTION?

There will be no change to your emsCharts subscription as a result of this transaction. We are committed to honoring all existing emsCharts contracts including the subscription model.

WILL THE CAD IMPORT AND BILLING EXPORT FEATURES IN emsCHARTS BE GOING AWAY?

No. The Permanent Injunction that was scheduled to go into effect in January 2015 will not be enforced. emsCharts CAD Import and Billing Export features are available for use by all emsCharts customers and will continue into the future, without interruption. emsCharts and Golden Hour are committed to doing what is best for the industry, including providing support for import into emsCharts and export from emsCharts.

WHAT WILL HAPPEN TO MY SUBSCRIPTION PRICING?

All contract pricing will be honored. emsCharts is committed to maintaining the current fee schedule for the foreseeable future.

A YEAR FROM NOW, CAN I STILL EXPECT EVERYTHING TO BE THE SAME?

Yes. You can expect emsCharts to continue to provide the same products and customer service that you have come to know. These will not change. However, it is our sincere hope that you will notice some positive forward movement with the company as we provide even greater focus on our customers, our partners and the product innovation we bring to the industry.

WILL emsCHARTS START SELLING SOFTWARE TO NEW CUSTOMERS AGAIN?

Yes. emsCharts will resume sales to new customers effective immediately.

WILL emsCHARTS CONTINUE TO DEVELOP NEW FEATURES OR WILL THEIR PRODUCTS BE PHASED OUT OVER TIME?

emsCharts products will continue to be offered, developed and supported long into the future. We are committed to continually innovating for and with our customers so that we can better support their needs in the future.

DOES emsCHARTS HAVE THE RESOURCES TO CONTINUE TO DEVELOP THEIR PRODUCTS FOR THE FUTURE?

Absolutely. emsCharts will soon be hiring new development staff to get back on track with the creation of new, innovative emsCharts software products. This transaction will ensure that emsCharts will have the resources needed to focus on innovation and continued development of our products for the future.

I LEFT emsCHARTS BECAUSE I WAS UNSURE OF HOW THIS SITUATION WOULD RESOLVE ITSELF. IS IT SAFE TO COME BACK NOW?

Absolutely. Any uncertainty for the future of emsCharts is now in the past. The Permanent Injunction will not be enforced and emsCharts will emerge from bankruptcy as a healthy company. emsCharts will continue to provide industry leading products, services, and customer support. You are safe to come back to emsCharts immediately or when the time is right for your agency.

WILL MY DATA BE MOVED TO GOLDEN HOUR SERVERS? WILL GOLDEN HOUR OWN MY DATA FROM emsCHARTS?

Absolutely not. Your data will remain safely and securely on emsCharts servers as it always has. Just as your data is not owned by emsCharts, it will not be owned by Golden Hour either. Your data is your data — it always has been and always will be. We remain committed to the absolute protection of your data.

WILL I BE FORCED TO SWITCH TO GOLDEN HOUR'S PRODUCTS AND SERVICES?

Absolutely not. Your Service Agreement with emsCharts will remain in effect unless you choose a different option. You will not be forced to switch to or use another product. We will do everything we can to make sure that you have the necessary options to ensure that you are in the right and best product for you.

IS emsCHARTS MOVING?

emsCharts will remain headquartered in Pittsburgh, PA. We are looking at new office space to handle future growth and will be relocating by the end of the year to a newer facility. While this move is unrelated to the transaction, it does present an opportunity to create a workspace to better support the professionals of emsCharts. We will share our new address when the details have been finalized.

HOW CAN YOU MOVE FORWARD WITH ALL THE LITIGATION TALK OVER THE PAST YEARS?

For many years, emsCharts and Golden Hour have shared different perspectives on the issues embedded within the litigation. However, today we are pleased that is behind us. It is not part of our current dialog or our future conversations going forward. There is no litigation between the companies and we are free to look forward with and for our customers. We truly share a commitment to work together to better support each of our respective customers with focused, personal service and new, innovative products.

HOW CAN YOU SUDDENLY BE FRIENDS WORKING TOGETHER?

There are many companies that have successfully joined together under challenging and difficult circumstances. Even in professional sports, some of our favorite or most disliked athletes are traded to or from a certain team — they must then work together for a new common cause and eventually find ways to connect on a personal level. In this case, we are committed to working together to build on what we share in common — a genuine commitment to our customers and their success. And even in this short time, we're discovering that there is more commonality than we may have realized in a number of areas including how much we care for our industry, and how hard we work for the benefit of our customers.

