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**New Survey Data Estimates Community Clinics Save the U.S. Healthcare System
over \$3.5 billion a year**

TCI Software's healthcare software platform measures reduced ER visits and hospital admissions

Southern Pines, N.C. — Feb. 26, 2020 — A recent patient satisfaction survey conducted among more than 12,000 clinic patients estimates that community clinics save their local hospital systems and other providers \$3.8 billion annually through reduced ER visits and hospital admissions. The survey data was collected in 14 states over 18 months by TCI Software, Inc. a North Carolina based healthcare software company.

In addition to the cost savings, 96.2 percent of the patients regard their community clinic as their primary care provider, and 46.2 percent said they were not receiving healthcare before being treated at their clinic. Sixty percent of patients reported that the number of their ER visits decreased in the last year and 55 percent say the number of their hospital admissions have decreased according to the survey.

The reported data was collected in real-time as patients exited clinic appointments. They were asked to answer 12 to 15 questions using an onsite computer tablet and their answers were captured in real-time on TCI servers. Clinic administrators can access their patients' feedback 24/7 and compare their clinic's results to other clinics.

"The surveys give us a trove of real-time feedback from patients," said Tim Maroney, president and CEO of TCI Software. "From rating the quality of care patients received to measuring reduced ER and admissions costs resulting from that care, the surveys provide information clinic administrators and providers can use to improve care, increase patient satisfaction and reduce costs," he added.

About TCI Software, Inc.

Headquartered in the Research Triangle region in North Carolina, [TCI Software, Inc.](http://www.tcisoftware.com) software was named 2019 "Company of the Year" by [CIOReview](http://www.cio.com) magazine for its contributions to healthcare technology. For more information, please visit www.tcisoftware.com.

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