

## Reaching Hi-Tech Software in Case of a Disaster

Hi-Tech is open for business Monday – Friday 8:00am-5:00pm Eastern Time with the exception of major holidays.

If a disaster occurs outside of these hours, Hi-Tech will determine the need to intervene after hours on a case-by-case basis.

Contact Hi-Tech by emailing [support@hi-techsoftware.com](mailto:support@hi-techsoftware.com) and explain the situation along with what is needed. This will alert Hi-Tech of the situation so we can determine the necessary intervention. Please note that we do *not* monitor phone calls after hours.

- Re-installation of the Hi-Tech system requires copies of three folders : **Data, Object and RMCobol**.  
IMPORTANT: The **Data** folder holds all of the client's specific detail, making it the most important folder required for a complete reinstallation.
  - Back up the Data, Object and RMCobol folders *every* day. See NOTE below.
  - In case of a disaster, you can restore these three folders to an alternate location.
- Hi-Tech will provide Installation Instructions for restoring these three folders from your backup.
  - If necessary, we can also provide the Object folder (the Hi-Tech program files).
  - You can obtain the newest version of RMCobol from our website.

If there are any questions, please feel free to contact us at 207-474-7122, or email [support@hi-techsoftware.com](mailto:support@hi-techsoftware.com).

NOTE: A reliable backup is critical to the integrity of your facility's electronic medical records. Hi-Tech's **Backup and Recovery Service** helps to protect your Hi-Tech clinical and financial data from the effects of natural disasters and hardware failures that can cost hours, even days, of downtime.

When you add our **Backup and Recovery Service**, Hi-Tech staff will monitor the status of your backup every day and assist you with file restoration in the event of corruption or loss of any Hi-Tech data. We can schedule automated daily, weekly and monthly backups of your Hi-Tech data to a cloud server or local device, eliminating your need to manage your backups on site.

Ensure your peace of mind by calling Lynne Hammond at (207) 474-7122 to talk about adding this valuable and necessary service to your system.