



Management Discussion and Analysis (MD&A)  
of Financial Condition and Results of Operations

For the Three Months Ended March 31, 2016 and 2015

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## 1.0 INTRODUCTION

The following Management Discussion and Analysis of QHR Corporation (“QHR” or the “Company”) as of May 11, 2016, should be read in conjunction with the unaudited condensed interim consolidated financial statements for the period ended March 31, 2016 and 2015, and related notes included therein. These unaudited condensed interim consolidated financial statements for the three months ended March 31, 2016, including comparatives, are expressed in Canadian dollars and have been prepared in accordance with *International Accounting Standards* (“IAS”) 34 “Interim Financial Reporting”. These financial statements do not include all of the information required in annual financial statements in accordance with *International Financial Reporting Standards* (“IFRS”) and should be read in conjunction with the Company’s 2015 audited consolidated financial statements which have been prepared in accordance with IFRS as issued by the *International Accounting Standards Board* (“IASB”). The MD&A and unaudited condensed interim consolidated financial statements were reviewed by the Company’s Audit Committee and approved by the Company’s Board of Directors.

Additional information relating to the Company including the Company’s most recent Annual Financial Statements is available on our website at <http://www.QHRtechnologies.com> and through the SEDAR website at <http://www.sedar.com>.

### *Forward Looking Statements*

*The following discussion and analysis of the financial conditions and results of operations contains forward-looking statements concerning anticipated developments in the Company’s operations in future periods, the adequacy of the Company’s financial resources and other events or conditions that may occur in the future. Forward-looking statements are frequently, but not always, identified by words such as “expects,” “anticipates,” “believes,” “intends,” “estimates,” “predicts,” “potential,” “targeted,” “plans,” “possible” and similar expressions, or statements that events, conditions or results “will,” “may,” “could” or “should” occur or be achieved. These forward-looking statements include, without limitation, statements about the Company’s market opportunities, strategies, competition, expected activities and expenditures as the Company pursues its business plan, the adequacy of the Company’s available cash resources and other statements about future events or results. Forward-looking statements are statements about the future and are inherently uncertain, and actual achievements of the Company or other future events or conditions may differ materially from those reflected in the forward-looking statements due to a variety of risks, uncertainties and other factors, such as business and economic risks and uncertainties. The Company’s forward-looking statements are based on the beliefs, expectations and opinions of management on the date the statements are made. Consequently, all forward-looking statements made in this discussion and analysis of the financial conditions and results of operations or the documents incorporated by reference are qualified by this cautionary statement and there can be no assurance that actual results or developments anticipated by the Company will be realized. Some of these risks, uncertainties and other factors are described herein under the heading “Risks and Uncertainties”. For the reasons set forth above, investors should not place undue reliance on forward-looking statements.*

### Caution Regarding Forward Looking Statements

Many factors could cause the actual results of the Company to differ materially from the results, performance, achievements or developments expressed or implied by such forward-looking statements, including, without limitation, each of the following factors.

The Company’s revenues may fluctuate from quarter to quarter and year to year depending upon sales cycles, customer demand and the timing of customer purchase decisions;

The Company’s gross margins may fluctuate from quarter to quarter and year to year depending upon a variety of factors including product mix, related cost of sales, competitive pricing pressures and the level of sales generated in the quarter;

The Company faces intense competition in markets where there are typically several different competing technologies and rapid technological changes. The Company faces the risk of emergence of new technologies that may be either competitive to those of the Company or that change the requirements of the Company’s customers for solutions such as those offered by the Company.

## 2.0 BUSINESS OVERVIEW

### 2.1 Overview and History

QHR is a leader in Canadian healthcare technology, delivering solutions for healthcare providers and their patients. QHR believes that technology will change the way we all interact with healthcare, and is bringing this technology to market.

QHR is a pure healthcare technology company, with customers from coast to coast across Canada, supported by a team of over 200 dedicated and focused staff.

QHR went public in 2000 on the TSX Venture Exchange. At the time, QHR's business focus was on providing Enterprise Management Solutions ("EMS") hospital software for HR, staff scheduling, and payroll. In 2004, QHR entered the Electronic Medical Records ("EMR") business by acquiring a product called Accuro@EMR. In the ensuing years, QHR grew its EMR business by a double-digit compound annual growth rate ("CAGR"), which outpaced that of its EMS operations. In 2013, a strategic decision was made to sell the EMS operations and to focus on growing the EMR business. The EMS operations were sold to Logibec for gross proceeds of \$20 million. This transaction provided QHR with a strong cash position from which to focus on growing its EMR business.

QHR's growth in its EMR business has been driven through a combination of organic sales and acquisitions. Since 2004, QHR has completed six acquisitions of other EMR companies. The Company's acquisition strategy has been to convert the acquired customers over to the Accuro@EMR platform and to retire the legacy platforms. The combination of organic sales and acquisitive growth has led to Accuro@EMR becoming the EMR system with the largest market share in Canada. Accuro@EMR is paid for by providers on a software-as-a-service ("SaaS") basis.

In 2014, QHR acquired a technology platform called Medeo. Medeo is a Virtual Care and Secure Messaging product that allows patients to connect to their physicians from their phone or home computer. The acquisition has positioned QHR to capitalize on the emerging trend in healthcare technology of patient-centric tools. With QHR's already dominant position in EMR, it continues to sell Medeo to its existing customer base, while attracting new customers with this expanded functionality. Medeo is also built on API hooks which allow it to be integrated and distributed by other companies as an add-on. Medeo is also paid for by providers on a SaaS basis. It is free to patients.

### 2.2 Our Customers

We are focused on the non-hospital side of healthcare. Our customers are healthcare providers and their patients. The lack of technology adoption among many providers has created critical inefficiencies in the Canadian healthcare system. Our Accuro@EMR and Medeo solutions address these industry challenges to deliver better healthcare outcomes.

**OUR GOAL:                    To Make a Dramatic Difference in Healthcare  
Empowering Providers | Connecting Patients**

Growing demands from an aging patient population are occurring in an environment of budget constraints and ongoing technology integration. As a result, the healthcare system in Canada is strained. Providers (Physicians, Nurses, and Allied Health Professionals) require, at a minimum, better records and clinic management to be more efficient, and to make better point-of-care decisions.

QHR customers are primarily Physicians, both General Practitioners and Specialists, including surgeons. Any medical team that runs a clinic can benefit from QHR's solutions and is therefore, in its target market.

QHR's technology empowers providers by giving them access to the patient data they need, and the tools required to record data quickly and with greater accuracy. A clinic running Accuro@EMR has no paper charts, receives lab data electronically, and is optimized to cut administration time so the clinicians can focus on their patients.

Healthcare providers and intermediaries are also becoming more and more integrated via technology. Labs are issuing results electronically. Hospitals are online. Medical billing now requires online submission. Secure messaging between physicians is replacing fax. In today's mobile and "wired" economy, it is becoming increasingly difficult to manage a clinic effectively without an EMR solution.

Accordingly, EMR adoption is growing. Across Canada, EMR adoption is now estimated at 65%. With more than half of medical clinics now on an EMR platform, QHR expects the remaining “Paper Chart Clinics” will be required to adopt an EMR solution in order to manage their clinic effectively, meet patients’ expectations and maintain their place in the healthcare system. Standing at the epicenter of this market evolution, QHR is the leader at taking these clinics from paper to full EMR, and is doing it all in one integrated SaaS offering.

## 2.3 Market Opportunity

The market for EMR in Canada is large and is estimated at \$350 million per annum. With the addition of Medeo, QHR has expanded its addressable market.

QHR’s target market is made up of more than 100,000 medical professionals, plus their support staff, across Canada. This includes approximately 75,000 physicians plus Allied Health providers. The market for EMR is being driven largely by:

- Broader adoption of technology among healthcare intermediaries
- Broader adoption of technology among patients for managing their personal and professional lives
- Ability to enhance patient outcomes via the use and accumulation of electronic data
- Healthcare clinics’ desire to run their operations more efficiently and effectively
- An aging population that requires more frequent medical attention
- Availability of a SaaS subscription-based EMR pricing model

QHR offers its customers a SaaS pricing model based on subscription sales. The Company offers its solutions for an ongoing monthly fee that includes access to software, support, and product upgrades.

QHR has customers in BC, Alberta, Saskatchewan, Manitoba, Ontario, and Nova Scotia. QHR has not yet entered the Quebec, Yukon, NWT, Nunavut, PEI, or New Brunswick provinces/territories. As a result, of the total target market of 100,000 medical professionals across Canada, there are approximately 55,000 providers in QHR’s addressable market.

Of the 55,000 providers in QHR’s addressable market, the Company believes approximately 37,000 are using an EMR solution. Since QHR currently has 7,300 providers on Accuro®EMR, it estimates that it has a 20% share of its addressable market. In Saskatchewan and Manitoba, QHR is the dominant player and has captured approximately 80% of those markets.

While proud to have achieved a leadership position in the Canadian EMR market, QHR believes that there remains considerable opportunity for new EMR sales in Canada, as well as the potential to sell other software solutions, such as Medeo, to its growing customer base.

## 2.4 Sales

QHR has the largest install base of any single EMR product in the Canadian market and continues to expand this lead through new EMR sales.

QHR’s new sales can be broken down approximately as follows:

- 1/3 of new sales are coming from clients with paper charts and new startup clinic’s
- 1/3 of new sales are coming from clients moving off of competitor EMR systems
- 1/3 of new sales are coming from growth in our existing clients and from our legacy (acquired) clients

Approximately one third of new sales are coming from clinics that still use paper charts or new startup clinics, which is a leading indicator that the adoption of EMR and expansion of the market continues. The acquisitions QHR has made in recent years have created an opportunity for the Company to convert providers in the acquired client bases over to Accuro®EMR and this along with growth to existing clients has driven approximately one third of new sales activity. The remaining balance of new sales comes from competitor EMR systems. Our success in winning over clients from competitor EMR systems is a testament to the quality of our product, our service and satisfaction of our clients.

Like other enterprise software solutions, such as CRM (Customer Relationship Management), once an EMR solution is installed, most clinics are slow to change vendors as the process of switching to a new platform can be disruptive to their business. With the largest EMR install base in Canada, this market reality works in favour of QHR.

In head-to-head bidding competition, QHR enjoys a high win-rate. For the trailing twelve months ended March 31, 2016, QHR's win-rate is approximately 65%.

QHR's product and service portfolio is its differentiator. Notwithstanding QHR solutions are often more expensive than competitive offerings, this factor has not limited growth in its sales or sales pipeline. QHR's solutions deliver a quick payback to clients by enhancing operational efficiency and creating new revenue opportunities. In many provinces, QHR's solutions qualify the clinic to receive a government subsidy for their EMR purchase.

## 2.5 Company Products and Services

QHR's product portfolio includes:

### **Accuro@EMR**                      Electronic Medical Records

Accuro@EMR is the largest EMR platform in Canada, offering clinics a full suite of integrated functionality including scheduling, billing, electronic medical records, lab results, prescriptions, chronic disease management tools, data reporting, secure messaging, and mobile touch screen access. Accuro@EMR is available as a direct install or on a SaaS basis.

### **Medeo**                              Virtual Care and Secure Messaging

Medeo is a global offering with a focus on the Canadian market. Medeo's virtual care software delivers secure messaging, video conferencing, collaboration, and telemedicine functionality to healthcare providers. This offering is delivered on a SaaS basis through a secure private network, Medeo can be accessed via desktop browsers, smartphones, and tablets. Available to healthcare providers for a monthly or annual fee, the Medeo SaaS virtual care platform improves the access, efficiency and quality of care provided to patients.

## 2.6 Growth Strategy

QHR is in a strong financial and operational position to remain the leader in the Canadian EMR market and to expand its lead over the competition. With more than 80% of its revenue coming from recurring sources, the Company's business model provides visibility and stability from which to pursue its growth strategy. In addition, QHR has a solid balance sheet with \$11.4 million in cash and no debt, which helps to further support its growth efforts.

Overall, QHR's strategy is to profitably grow the business and become a leader in healthcare technology. To deliver on its objectives, QHR will:

1. Grow its EMR SaaS base to increase recurring revenue;
2. Maintain its strong 98% customer retention rate;
3. Build, buy and partner to deliver new products to its current subscriber base;
4. Look for acquisitions to grow its subscriber base and create EMR platform conversion opportunities.

### 3.0 BUSINESS COMBINATION & DISPOSITION

#### Acquisition of Jonoke Software Development Inc.

On June 1, 2015, QHR Technologies Ltd. concluded the acquisition of all the assets of Jonoke Software Development Inc. (“**Jonoke**”), an Edmonton based EMR company. The acquisition provided approximately 750 new physician clients to QHR which represents conversion potential for the Company to its Accuro software platform.

A purchase price of \$10 was paid at closing with the remaining purchase price being paid through an Earn-Out calculation to December 31, 2017. The Earn-Out calculation will be based on Jonoke revenue received as well as the number of Jonoke clients transitioned to the Company’s Accuro software platform.

The allocation of the Jonoke purchase price was prepared on a preliminary basis with management’s best estimates during the second quarter of 2015. The final purchase price allocation and purchase consideration has resulted in adjustments to the preliminary estimate of purchase date fair values disclosed in the table below.

The fair value of the identifiable assets and liabilities of Jonoke as at June 1, 2015, is as follows:

	Fair value previously determined	Measurement period adjustments	Revised
<b>Assets</b>			
Accounts receivable	\$ 13,440	\$ -	\$ 13,440
Prepaid expenses	18,920	-	18,920
Capital assets, net	14,509	-	14,509
Unallocated purchase price	102,502	(102,502)	-
Customer list	-	122,441	122,441
<b>Total assets</b>	<b>149,371</b>	<b>19,939</b>	<b>169,310</b>
<b>Liabilities</b>			
Deferred revenue	64,026	(20,973)	43,053
<b>Total liabilities</b>	<b>64,026</b>	<b>(20,973)</b>	<b>43,053</b>
<b>Total identifiable net assets</b>	<b>85,345</b>	<b>40,912</b>	<b>126,257</b>
<b>Purchase consideration transferred</b>	<b>\$ 85,345</b>	<b>\$ 40,912</b>	<b>\$ 126,257</b>
Cash	\$ 10	\$ -	\$ 10
Net present value of estimated future payments	85,335	40,912	126,247
<b>Total purchase consideration</b>	<b>\$ 85,345</b>	<b>\$ 40,912</b>	<b>\$ 126,257</b>

#### Disposition of RCM Assets

The Company sold substantially all of the assets and operations of its US based Billing Services, Clearinghouse, Tradelink EDI and related product lines (“**RCM Assets**”) to Medical Transcriptions Billing, Corp. (“**MTBC**”), a US publicly traded company with its executive offices located in New Jersey.

Under the agreement, MTBC acquired substantially all of QHR’s RCM Assets, including customer relationships, products, related intellectual property, and some of its employees in exchange for a cash purchase price in an amount to be determined and paid over an earn out period of 36 months from closing. QHR does not anticipate that proceeds from this transaction will be material. The primary benefit of this transaction lies in cost savings, as part of an overall restructuring effort to save \$1.6 to \$2.0 million in annualized expenses.

The summary of the loss from discontinued operations, deferred income tax recovery and loss on sale is as follows:

<b>Results of RCM assets discontinued operations</b>	<b>March 31, 2016</b>	March 31, 2015
<b>Revenue</b>	\$ -	\$ 759,636
<b>Operating expenses</b>	58,142	1,198,659
<b>Loss from operating activities</b>	(58,142)	(439,023)
Deferred income tax recovery	-	(14,853)
<b>Net loss for the period from discontinued operations</b>	\$ (58,142)	\$ (424,170)

## 4.0 FINANCIAL REVIEW

### 4.1 Non-IFRS Measures

Management uses a non-IFRS measure of EBITDA and Adjusted EBITDA as supplemental measures to evaluate the performance of the Company. EBITDA is defined as earnings before income tax expense, financing costs, depreciation, amortization and stock-based compensation. Adjusted EBITDA is defined as EBITDA adjusted for acquisition, transition and integration costs and other expenses that do not impact core operating performance.

Management believes that EBITDA and Adjusted EBITDA provides important measures of the Company's operating performance because they allow management, investors and others to evaluate and compare the Company's core operating results, including its return on capital and operating efficiencies, from period to period by removing the impact of its capital structure (interest expense), asset base (depreciation and amortization), tax consequences, other non-core operating items (acquisition costs) and other non-free cash items.

Both EBITDA and Adjusted EBITDA do not have any standardized meaning prescribed by IFRS, other companies may calculate these non-IFRS measures differently, and therefore our EBITDA and Adjusted EBITDA may not be comparable to a similar titled measure by other companies. Accordingly, investors are cautioned not to place undue reliance on them and are also urged to read all IFRS accounting disclosures presented in the unaudited condensed interim consolidated financial statements and accompanying notes for the period ended March 31, 2016.

Management determined that Adjusted EBITA provides additional transparency with respect to costs that are not related to the normal operations of the Company. These are acquisition, transition and integration costs incurred for the execution of significant projects. As these costs can become large, management believes that disclosure of such costs provides additional clarity of the true operating performance of the Company.

Other charges are comprised of executive/board departure charges, restructuring initiatives which have been undertaken from time to time, acquisition costs and other non-core operating expenses. Acquisition-related costs primarily include advisory services and administrative costs relating to completed and prospective acquisitions.

	<b>March 31, 2016</b>	March 31, 2015
Executive and Board restructure charges	\$ 60,000	837,400
Acquisition-related costs	22,434	53,838
Restructuring	27,523	-
	\$ 109,957	\$ 891,238



## 4.2 Results of Operations

Three months ended March 31	2016	2015	\$ Change	% Change
Revenues	\$ 7,827,620	\$ 6,818,775	\$ 1,008,845	14.8%
Cost of sales	1,049,702	621,457	428,245	68.9%
Gross margin	6,777,918	6,197,318	580,600	9.4%
Service costs	1,846,167	1,478,706	367,461	24.8%
Research and development	797,560	716,391	81,169	11.3%
Sales and Marketing	1,268,787	1,135,520	133,267	11.7%
General and administrative	1,669,850	1,753,375	(83,525)	-4.8%
Other one-time charges	109,957	891,238	(781,281)	-87.7%
Total operating expenses	5,692,321	5,975,230	(282,909)	-4.7%
EBITDA <sup>(1)</sup>	\$ 1,085,597	\$ 222,088	\$ 863,509	>100%
Adjusted EBITDA <sup>(1)</sup>	\$ 1,195,554	\$ 1,113,326	\$ 82,228	7.4%

<sup>(1)</sup> EBITDA and Adjusted EBITDA is a Non-IFRS Measures. See Section 4.1 "Non-IFRS Measure".

## 4.3 First quarter financial information

Q1 2016, continuing operations financial information is as follows:

- The Company on a consolidated basis recorded revenue of \$7,827,620 an increase of \$1,008,845 or 14.8% over the \$6,818,775 in revenue recorded in the first quarter of 2015.
- Consolidated recurring revenue for Q1 of 2016 was 87.6% of total revenue, which compares to 81.6% for Q1 of 2015 and 86.0% for Q4 of 2015.
- EBITDA<sup>(1)</sup> for the quarter was \$1,085,597, up from \$222,088 for the same quarter last year. This growth in EBITDA<sup>(1)</sup> is partly due to increased revenue and reduced one-time charges.

### Revenues

The Company recorded revenue of \$7,827,620 for the three months ended March 31, 2016, compared to \$6,818,775 for the three months ended March 31, 2015, an increase of 14.8%.

	March 31, 2016		March 31, 2015	
Recurring	\$ 6,859,347	87.6%	\$ 5,563,847	81.6%
Professional services & other	968,273	12.4%	1,254,928	18.4%
	\$ 7,827,620	100.0%	\$ 6,818,775	100.0%

The reduction in professional services which includes training, implementation and data transfer is due to a change in our pricing model which includes a reduction in these professional services to our clients as a competitive strategy to increase our sales success and with increased sales success, increase our subscription revenue growth. The success of this strategy is driven by the long-term benefit of enhanced sales success and incremental recurring revenue exceeding the short-term additional cost of acquiring new clients.

On a consolidated basis, 87.6% of the revenue (approximately \$6.8 million quarterly and \$27.2 million annual run rate) is derived from recurring revenues (March 31, 2015 – 81.6%). The Company's quarterly results have historically been less volatile as recurring revenues provide a consistent revenue stream. The growth in recurring revenue represents a secure and dependable source of cash flow for the Company.

### Operating Expenses

Operating expenses for the three months ended March 31, 2016, were \$5,692,321 compared to \$5,975,230 for the same period in 2015, a decrease of 4.7%. This decrease of \$282,909 relates primarily to a reduction of other on-time charges and controlling variable expenses.

*Economic Outlook and Company Strategy*

Healthcare is a steady and growing marketplace. New client contracts secured during 2016 indicate continued growth opportunities for the Company.

- Total Canadian healthcare spending is expected to reach approximately \$195 billion in 2015. The healthcare sector continues to grow based on demographic changes in Canada and represents approximately 11.7% of Canadian GDP;
- The Company's customers, being physicians' offices, clinics, health agencies, hospitals and long-term care facilities are not usually impacted by the business cycle;
- The Company's products, such as billing, patient scheduling and electronic medical records are mission critical to the running of its customers' enterprises;
- Federal and Provincial Governments continue to make investments in information technology infrastructure thereby creating more demand for the Company's products.

QHR expects to achieve continued growth on its market position and strong organic growth along with the addition of selling complementary products to its existing customer base. The Company is well capitalized to support operational growth and fund acquisitions.

Quarterly financial data from continuing operations	Mar 31	Three months ended		
		Jun 30	Sept 30	Dec 31
<b>2016</b>				
Revenue	\$ 7,827,620			
EBITDA	1,085,597			
Adjusted EBITDA	1,195,554			
Net earnings	155,507			
Comprehensive income	151,320			
Net earnings per share – basic	0.00			
Net earnings per share – diluted	0.00			
Weighted average common shares outstanding				
Basic	49,349,477			
Diluted	50,128,441			
<b>2015</b>				
Revenue	\$ 6,818,775	\$ 6,596,076	\$ 7,050,717	\$ 7,683,901
EBITDA	222,088	(458,147)	626,926	965,097
Adjusted EBITDA	1,113,326	616,668	756,095	1,033,465
Net (loss) earnings	(377,110)	(961,152)	(299,751)	318,070
Comprehensive (loss) income	(103,279)	(1,047,040)	(322,061)	157,306
Net earnings per share – basic	(0.01)	(0.02)	(0.01)	0.01
Net earnings per share – diluted	(0.01)	(0.02)	(0.01)	0.01
Weighted average common shares outstanding				
Basic	48,892,751	49,095,017	49,475,849	49,338,402
Diluted	50,580,807	50,717,937	50,739,067	50,690,375
<b>2014</b>				
Revenue	\$ 6,200,967	\$ 6,117,077	\$ 6,231,585	\$ 6,438,433
EBITDA	1,391,572	1,043,403	1,263,101	(355,088)
Adjusted EBITDA	1,551,572	1,236,903	1,452,601	551,847
Net earnings (loss)	485,939	366,348	398,544	(867,612)
Comprehensive income (loss)	575,323	284,959	534,138	(759,055)
Net earnings per share – basic	0.01	0.01	0.01	(0.02)
Net earnings per share – diluted	0.01	0.01	0.01	(0.02)
Weighted average common shares outstanding				
Basic	48,211,722	48,508,527	48,679,462	48,544,706
Diluted	50,090,314	49,897,403	50,185,523	50,177,427

Certain prior period quarterly amounts have been restated to conform to the financial statement presentation adopted for the current period.

## 4.4 Liquidity and Financial Condition

	<b>March 31, 2016</b>	December 31, 2015
Cash	\$ 11,428,445	\$ 9,374,568
Working capital <sup>(1)</sup>	10,432,467	9,804,642
Shareholders' equity	22,860,647	22,474,637

(1) The Company uses working capital changes as a supplemental non-IFRS financial measure in its evaluation of liquidity. Management believes monitoring working capital items assists in assessing the efficiency of allocation of short term financial resources. Working Capital is calculated by subtracting current liabilities from current assets.

The Company ended the period with cash on hand of \$11,428,445 compared to \$9,374,568 in 2015. The Company had positive working capital of \$10,432,467 at March 31, 2016, an increase of \$627,825 from December 31, 2015.

### *Operating Activities*

For the three months ended March 31, 2016, operating activities (including discontinued operations) resulted in net cash inflows of \$2,326,441 compared to net cash outflows of \$2,199,516 for the same period in 2015. The variance between the cash flows is driven by increased earnings and strong collection efforts on accounts receivables. Net cash outflows in 2015 were due to payments related to the CEO retirement agreement, restructuring costs, acquisition costs and changes to working capital that contributed to the variance between the periods.

### *Investing Activities*

For the three months ended March 31, 2016, the Company had net cash outflows from investing activities of \$274,177 compared to \$177,911 in 2015.

### *Financing Activities*

For the three months ended March 31, 2016, the Company had net financing inflows of \$2,256 compared to outflows of \$6,525 for the same period in 2015.

## 4.5 Capital Resources

Our capital resources as at March 31, 2016, consisted of cash in the amount of \$11,428,445. The Company plans to continue funding cash requirements through operations. If required, the Company has credit facilities in place that can be drawn upon as follows:

### *Operating Line of Credit*

The Company has an available operating line of credit with the Royal Bank (the "Bank") of up to \$1.5 million subject to and limited to standard borrowing base calculations and margining against trade account receivable. The operating line of credit is payable upon demand by the Bank. The Company had \$Nil outstanding on its operating line at March 31, 2016, (December 31, 2015 - \$Nil). The interest rate is at the Bank's prime rate plus 0.6% per annum. At March 31, 2016, the effective rate on this loan was 3.60% (December 31, 2015 – 3.60%).

## 4.6 Contractual Obligations

The Company's known contractual obligations at March 31, 2016, are quantified in the following table:

<b>March 31, 2016</b>	Less than 1 year	1 to 4 years	Total
Capital lease obligations (including interest)	\$ 468,373	\$ 408,471	\$ 876,844
Operating office leases	807,235	1,310,277	2,117,512
Total	\$ 1,275,608	\$ 1,718,748	\$ 2,994,356

## 4.7 Issued Capital

- a) Authorized
  - Unlimited common shares without par value
  - Unlimited Class “A” Preference shares
- b) Issued

Common shares issued and outstanding	Number of shares	Amount
December 31, 2014	49,745,787	\$ 21,261,040
Options exercised	1,573,250	1,562,105
December 31, 2015	51,319,037	22,823,145
Options exercised	230,000	228,887
<b>March 31, 2016</b>	<b>51,549,037</b>	<b>\$ 23,052,032</b>

## 5.0 OFF BALANCE SHEET ARRANGEMENTS

As at March 31, 2016, and May 11, 2016, the Company did not have any off balance sheet arrangements.

## 6.0 RELATED PARTY TRANSACTIONS

For the three months ended March 31, 2016, and 2015 the Company paid compensation to key management personnel and directors and the amounts are recognized as an expense during the reporting period.

## 7.0 FINANCIAL INSTRUMENTS AND RISK EXPOSURES

### *Fair Value Measurement*

The Company’s current financial assets include cash and receivables. The Company’s financial liabilities include accounts payable and accrued liabilities, promissory notes payable and contingent consideration.

The Company has classified its cash, and receivables as loans and receivables, measured at amortized cost using the effective interest rate method. Accounts payable and accrued liabilities, promissory notes payable, contingent consideration and capital lease obligations are classified as other financial liabilities, measured at amortized cost using the effective interest rate method.

The carrying value of the Company’s financial assets and liabilities is considered to be a reasonable approximation of fair value due to their immediate or short term maturity, or their ability for liquidation at comparable amounts.

### *Credit Risk*

Credit risk is the risk of a financial loss if a customer or counterparty to a financial instrument fails to meet its obligations under a contract. This risk primarily arises from the Company’s receivables from customers.

The Company’s exposure to credit risk is dependent upon the characteristics of each customer. Each customer is assessed for credit worthiness through direct monitoring of their financial well-being on a continual basis. In some cases, where customers fail to meet the Company’s credit worthiness benchmark, the Company may choose to transact with the customer on a prepayment basis.

The Company does not have credit insurance or other financial instruments to mitigate its credit risk as management has determined that the exposure is minimal due to the composition of its customer base.

The Company regularly reviews the collectability of its accounts receivable and establishes an allowance for doubtful accounts based on its best estimate of any potentially uncollectable accounts. Included in the over 90 day balance are large government funded contracts. It is not unusual that these government funded contracts can take longer than 90 days to be paid and any such delays reduce cash balances as they occur. Occasionally, the Company has extended payment terms beyond 90 days for clients that have requested special re-payment terms. Pursuant to their respective terms, net accounts receivable were aged as follows as at March 31, 2016 and December 31, 2015:

Trade receivables	March 31, 2016	December 31, 2015
Current	\$ 1,228,927	\$ 1,486,052
31-60 days	159,097	486,333
61-90 days	239,028	46,424
Greater than 90 days	673,677	1,669,151
Allowance for doubtful accounts	(346,108)	(308,893)
<b>Total</b>	<b>\$ 1,954,621</b>	<b>\$ 3,379,067</b>

Allowance for doubtful accounts	December 31, 2016	December 31, 2015
Opening	\$ (308,893)	\$ (215,265)
Allowance	(60,000)	(1,011,334)
Recovery	22,785	917,706
<b>Total</b>	<b>\$ (346,108)</b>	<b>\$ (308,893)</b>

#### *Liquidity risk*

Liquidity risk is the risk that the Company will not be able to meet its financial obligations as they fall due. The Company has in place a planning and budgeting process which helps determine the funds required to ensure the Company has the appropriate liquidity to meet its operating and growth objectives.

As at March 31, 2016, the Company had cash of \$11,428,445, trade accounts and other receivables of \$1,954,621 for a total of \$13,383,066. The Company had short-term financial obligations from accounts payable and accrued liabilities of \$3,478,920, promissory note payable of \$83,495, current capital lease obligations of \$446,828 which total \$4,009,243. The liquidity and maturity timing of these assets are adequate for the settlement of the Company's short-term (less than one year) financial obligations.

March 31, 2016	Less than 1 year	1 to 4 years	Total
Accounts payable and accrued liabilities	\$ 3,478,920	\$ -	\$ 3,478,920
Promissory notes payable	83,495	-	83,495
Capital lease obligations (including interest)	468,373	408,471	876,844
<b>Total</b>	<b>\$ 4,030,788</b>	<b>\$ 408,471</b>	<b>\$ 4,439,259</b>

#### *Interest Rate Risk*

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates.

The Company's policy is to minimize interest rate cash flow risk exposures on long-term financing. The Company is exposed to changes in market interest rates through bank borrowings at variable interest rates.

The following table illustrates the sensitivity of profit and equity to a reasonably possible change in interest rates of +/- 1%. These changes are considered to be reasonably possible based on observation of current market conditions. The calculations are based on a change in the average market interest rate for each period, and the financial instruments held at each reporting date that are sensitive to changes in interest rates. All other variables are held constant.

<b>Interest rate sensitivity</b>	<b>Profit and equity for the period</b>	
	<b>-1%</b>	<b>+1%</b>
<b>March 31, 2016</b>	\$ 114,284	\$ (114,284)
December 31, 2015	\$ 93,746	\$ (93,746)

## **8.0 CRITICAL ACCOUNTING ESTIMATES**

### **8.1 Significant Management Judgment**

The following are significant management judgments in applying the accounting policies of the Company that have the most significant effect on recognition and measurement of assets, liabilities, income and expenses:

#### *Capitalization of internally developed software*

Distinguishing the research and development phases of a new customized software project and determining whether the recognition requirements for the capitalization of development costs are met requires judgment. After capitalization, management monitors whether the recognition requirements continue to be met and whether there are any indicators that capitalized costs may be impaired.

#### *Recognition of deferred tax assets*

The extent to which deferred tax assets can be recognized is based on an assessment of the probability of the Company's future taxable income against which the deferred tax assets can be utilized. In addition, significant judgment is required in assessing the impact of any legal or economic limits or uncertainties in various tax jurisdictions.

#### *Determination of discontinued operations*

Management considers the significance of the line of business to the Company in deciding whether to present operations that have been abandoned or sold as discontinued operations in the statement of earnings.

### **8.2 Estimation Uncertainty**

Information about estimates and assumptions that have the most significant effect on the recognition and measurement of assets, liabilities, income and expenses is provided below. Actual results may be substantially different.

#### *Revenue Recognition*

Revenue from sales arrangements that include multiple elements is allocated amongst the separately identifiable components based on the relative fair value of each component included in the contract. In order to allocate total revenue to the individual components, management is required to estimate the fair value of each of those components as well as the average customer relationship period. A change in the estimated fair value of any component and/or the average customer relationship period may impact the value assigned to other components which also impacts the timing of revenue recognition over the term of the sales arrangement.

#### *Selling prices of multi-element sales arrangements*

Determining selling prices for multi-element arrangements follows a hierarchy of selling prices. If vendor specific objective evidence and third party evidence of selling price do not exist, then management's best estimate of selling price for the deliverable is used. This requires significant judgment in determining the selling price based on an understanding of the customer's use of the related product or service, historical experience and knowledge of the market.

#### *Impairment of long-lived assets*

In assessing impairment, management estimates the recoverable amount of each asset or cash generating unit ("CGU") based on expected future cash flows and uses an interest rate to discount them. Estimation uncertainty relates to assumptions about future operating results and the determination of a suitable discount rate.

*Useful lives of depreciable assets*

The Company reviews its estimate of the useful lives of depreciable assets at each reporting date, based on the expected utilization of the assets. Uncertainties in these estimates relate to technical obsolescence that may change the utilization of certain software and equipment.

*Inventories*

The Company estimates the net realizable values of inventories, taking into account the most reliable evidence available at each report date. The future realization of these inventories may be affected by future technology or other market-driven changes that may reduce future selling prices.

*Business combinations*

The Company uses valuation techniques in determining fair values of the various elements of a business combination based on future expected cash flows and a discount rate. Estimation uncertainty relates to assumptions about future operating results and the determination of a suitable discount rate.

*Stock-based payment*

The Company measures the cost of equity settled transactions by reference to the fair value of the equity instruments at the date at which they are granted. Estimating fair value for stock-based payment transactions requires determining the most appropriate valuation model, which is dependent on the terms and conditions of the grant. This estimate also requires determining the most appropriate inputs to the valuation model including the expected life of the stock option, volatility and making assumptions about them.

*Allowance for doubtful accounts*

The Company provides for bad debts by reviewing all specific customer accounts and trends and sets aside a specific amount towards the allowance account based on this analysis. Uncertainty relates to the actual collectability of customer balances that can vary from the Company's estimation.

## **8.3 Accounting Policies**

*Business Combinations and Goodwill*

Business combinations that occurred prior to January 1, 2010 were not accounted for in accordance with IFRS 3, *Business Combinations* and IAS 27, *Consolidated and Separate Financial Statements* in accordance with the IFRS 1, *Fourth-time Adoption of International Financial Reporting Standards exemption*.

Business combinations are accounted for using the acquisition method. The cost of the business combination is measured as the aggregate of the consideration transferred, measured at the acquisition date at fair value. For each business combination, the acquirer measures the non-controlling interest in the acquiree either at fair value or at the appropriate share of the acquiree's identifiable net assets. The acquiree's identifiable assets, liabilities and contingent liabilities that meet the conditions for recognition under IFRS 3, *Business Combinations* are recognized at their fair values at the acquisition date. Acquisition costs incurred are expensed in the period in which they are incurred except for costs related to shares issued in conjunction with the business combination.

Goodwill is initially measured at the excess of the fair value of consideration transferred and amount of non-controlling interest in the acquiree over the acquisition fair value of the net identifiable assets acquired and liabilities assumed. If this amount is lower than the fair value of the net assets of the subsidiary acquired, the difference is recognized immediately in the Consolidated Statement of Earnings and Comprehensive Income.

After initial recognition, goodwill is measured at cost less any accumulated impairment losses.

*Stock-based Compensation*

The Company grants stock options to buy common shares of the Company to directors, senior officers, certain employees and service providers pursuant to an incentive stock option plan. The Board of Directors grants such options for periods of up to 5 years, with vesting periods determined at its sole discretion and at prices equal to the closing market price on the day the options were granted.

Under this method, the Company recognizes compensation expense for stock options awarded based on the fair value of the options at the grant date using the Black-Scholes option pricing model. The fair value of the options is amortized over the vesting period and is included in selling, general and administrative expense with a corresponding increase in equity. The amount recognized as an expense is adjusted to reflect the number of stock options expected to eventually vest.

#### *Allowance for Doubtful Accounts*

The Company maintains an allowance for doubtful accounts for estimated losses that may arise if any of its customers are unable to make required payments. Management provides for bad debts by reviewing all specific customer accounts and trends and sets aside a specific amount towards the allowance account based on this analysis. The amount reserved is based on the Company's historical default experience direct knowledge of customer credit worthiness, and payment trends. Customer aging is reviewed monthly by management to ensure consistency with best practices. At any time throughout the year, if the Company determines that the financial condition of any of its customers has deteriorated, an increase in the allowance may be made.

#### *Intangible Assets*

Intangible assets acquired separately are measured on initial recognition at cost. The cost of intangible assets acquired in a business combination is its fair value as at the date of acquisition. Following initial recognition, intangible assets are carried at cost less any accumulated amortization and any accumulated impairment losses.

The useful lives of intangible assets are assessed as either finite or indefinite.

Intangible assets with finite lives are amortized over the useful economic life and assessed for impairment whenever there is an indication that the intangible asset may be impaired. The amortization period and the amortization method for an intangible asset with a finite useful life are reviewed at least at each financial year end. Changes in the expected useful life or the expected pattern of consumption of future economic benefits embodied in the asset is accounted for by changing the amortization period or method, as appropriate, and are treated as changes in accounting estimates. The amortization expense on intangible assets with finite lives is recognized in the Consolidated Statement of Earnings and Comprehensive Income.

The assets with indefinite useful lives are not amortized, but are tested for impairment annually at the CGU level. The assessment of indefinite life is reviewed annually to determine whether the indefinite life continues to be supportable. If not, the change in useful life from indefinite to finite is made on a prospective basis. Gains or losses arising from disposal of an intangible asset are measured as the difference between the net disposal proceeds and the carrying amount of the asset and are recognized in the Consolidated Statement of Earnings and Comprehensive Income when the asset is derecognized.

The Company records amortization of intangible assets with finite lives on a straight-line basis at the following annual rates, which approximate the useful lives of the assets:

Assets	Period
Developed technology	3 - 5 years
Customer relationships	1- 10 years
Acquired technology	3 - 7 years
Software	3 years

#### *Impairment of Non-Financial Assets*

The Company assesses at each reporting date whether there is an indication that an asset may be impaired. If any indication exists, or when annual impairment testing for an asset is required, the Company estimates the asset's recoverable amount.



The recoverable amount is the higher of an asset's or CGU's fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For an asset that does not generate largely independent cash inflows, the recoverable amount is determined for the CGU to which the asset belongs.

An impairment loss is recognized when the carrying amount of an asset, or its CGU, exceeds its recoverable amount. A CGU is the smallest identifiable group of assets that generates cash inflows that are largely independent of the cash inflows from other assets or groups of assets. Impairment losses are recognized in the Consolidated Statement of Earnings and Comprehensive Income.

An impairment loss is reversed if there is an indication that an impairment loss recognized in prior periods may no longer exist. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortization, if no impairment loss had been recognized previously. Such reversal is recognized in the Consolidated Statement of Earnings and Comprehensive Income. An impairment loss with respect to goodwill is never reversed.

The following criteria are also applied in assessing impairment of specific assets:

Goodwill is tested for impairment annually and when circumstances indicate that the carrying value may be impaired.

Impairment is determined for goodwill by assessing the recoverable amount of each CGU or group of CGU's to which the goodwill relates. Where the recoverable amount of the cash generating unit is less than its carrying amount an impairment loss is recognized to the extent the carrying amount exceeds the recoverable amount. Impairment losses relating to goodwill are not reversed in future periods.

Intangible assets with indefinite lives are tested for impairment annually either individually or at the cash generating unit level, as appropriate, and when circumstances indicate that the carrying value may be impaired.

#### *Revenue Recognition*

##### *Continuing Operations*

Revenue is measured at the fair value of consideration received or receivable from customers for goods and services provided by the Company, net of discounts and sales taxes. Service revenue consists primarily of fees for implementation or customization services, for license and activation of the Company's software as well as hosted services and support, maintenance and professional services. The Company also derives revenue from the sale of hardware and software licenses. The Company's fee model is described for each of the Canadian and US locations below.

Typically, the Company's Canadian software license agreements are multiple-element arrangements that also include the provision of maintenance, hosted services, professional services and, in certain cases, hardware. These multiple-element arrangements are assessed to determine if the elements can be treated as separately identifiable components for the purposes of revenue recognition. Consideration from the arrangement is allocated to each of the separately identified components on a relative fair value basis. Revenue is recognized for each component according to the stated revenue recognition policy.

Revenue from the provision of services is recognized when the Company has provided the services to the customer, the collection of the related receivable is deemed probable and the amount of revenue and costs incurred or to be incurred can be measured reliably.

Revenue from hardware and software license sales is recognized when the hardware is shipped or the software is delivered and when all significant contractual obligations have been satisfied. Revenue is recognized upon delivery where there is evidence of an arrangement, the significant risks and rewards of ownership have been transferred, the amount of revenue and associated costs can be measured reliably and it is probable that the associated economic benefits will flow to the entity.

Deferred revenue results from unearned activation fees in the Canadian operation, advance payments of support and maintenance and payments made in advance of the delivery of implementation or customization services where the Company has not met the criteria for revenue recognition as described above.

EMR systems are sold based on monthly and annual subscription agreements with recurring revenues dependent on the number of physicians and other health professionals using the software at the customer site. The monthly fee is a blended payment for the use of the software, on-going enhancements and technical support and is recognized as the service is delivered on a monthly basis.

To initiate a new customer on the Company's EMR system, professional services are provided which include custom development and data integration services as well as training services. The Company considers each of these services to represent a separate component. Accordingly, the revenues from these services are recognized when the services within each component have been provided.

In some instances, the Company charges an activation fee to on-board new EMR customers as part of a multiple-element arrangement. When activation fees are charged, the Company allocates this fee to the various components of the arrangement on a relative fair value basis.

#### *Discontinued Operations*

In Canada, the Company also derived revenue from the sale of integrated software solutions to exchange information for health plan enrolment, health insurance eligibility and other applications. This software solution consist of the sale of software licenses as well as professional services such as consulting, training and installation. These sales were considered multiple-element arrangements that consist of three separately identifiable components, a software license, professional services to implement the software at a client's site and recurring support and maintenance services.

Revenue from the sale of software licenses was recognized after the completion of the initial warranty period. Professional services to implement the software was recognized as services were rendered and annual maintenance and customer support revenue was paid in advance and recognized on a straight-line basis throughout the year.

In the United States, the Company derived revenue from fees collected for processing medical billing claims, determining eligibility, setting up records, and producing patient statements. These revenues were recognized as the services were provided.

#### *Income Taxes*

Income tax expense consists of current and deferred tax expense. Income tax expense is recognized in the Consolidated Statement of Earnings and Comprehensive Income.

Current tax expense is the expected tax payable on the taxable income for the period, using tax rates enacted or substantively enacted at period end, adjusted for amendments to taxes payable with regard to previous periods.

Deferred taxes are recorded using the statement of financial position liability method. Under the statement of financial position liability method, deferred tax assets and liabilities are recognized for future tax consequences attributable to differences between the financial statement carrying amounts of existing assets and liabilities and their respective tax bases. Deferred tax assets and liabilities are measured using the enacted or substantively enacted tax rates expected to apply when the asset is realized or the liability is settled.

The effect on deferred tax assets and liabilities of a change in tax rates is recognized in earnings in the period that substantive enactment occurs.

A deferred tax asset is recognized to the extent that it is probable that future taxable profits will be available against which the asset can be utilized.

Deferred tax assets and liabilities are offset when there is a legally enforceable right to set off current tax assets against current tax liabilities, when they relate to income taxes levied by the same taxation authority, and when the Company intends to settle its current tax assets and liabilities on a net basis.

The Company accounts for income tax credits in accordance with IAS 12, *Income Taxes* where credits are recorded as a credit to income tax expense on the Consolidated Statement of Earnings and Comprehensive Income.

## **9.0 CONTINGENCIES**

The Company may be subject to a variety of claims and suits that arise from time to time in the ordinary course of business. The consequences of these matters are not presently determinable but, in the opinion of management after consulting with legal counsel, the ultimate aggregate liability is not currently expected to have a material effect on our results of operations or financial position.

## **10.0 BUSINESS RISKS AND UNCERTAINTIES**

Investors should carefully consider the risks and uncertainties described in its unaudited condensed interim consolidated financial statements for the three months ended March 31, 2016 before making an investment decision. If any of the risks actually occur, our business, financial condition or operating results could be materially harmed. This could cause the trading price of our common shares to decline, and you may lose all or part of your investment.

### **10.1 Risks Associated with Financial Results**

Our inability to generate sufficient cash flows from our operations may affect our ability to continue as a going concern. Our consolidated financial statements have been prepared on a going concern basis, which presumes the realization of assets and the settlement of liabilities in the normal course of operations. The application of the going concern basis is dependent upon us having sufficient available cash resources and achieving profitable operations to generate sufficient cash flows to fund continued operations. Should we fail to generate sufficient cash flows from operations, we will require additional financing to remain a going concern.

Our inability to accurately forecast our results from quarter-to-quarter may affect our cash resources and result in wide fluctuations in the market price of our stock. Our operating results have varied on a quarterly basis in the past and may fluctuate significantly in the future as a result of a variety of factors, many of which are described below. Due to these and other factors, most of which are outside of our control, our quarterly revenues and operating results are difficult to forecast. As a result, we may not be able to accurately predict our necessary cash expenditures during each quarter or obtain financing in a timely manner to cover any shortfalls. We also believe that period-to-period comparisons of our operating results may not be meaningful and one should not rely on any such comparisons as an indication of our future performance.

### **10.2 Risks Associated with Business and Operations**

Our exposure to business and operation risks includes but is not limited to the following:

We recognize the threats posed by operating in an uncertain global economic environment. The uncertain global economy and financial markets continue to limit overall visibility to end markets. This uncertainty may continue to impact our industry, resulting in lower demand for some of our products. This environment can pose significant risk to our business by impacting demand for our customers' products, the financial condition of our customers or suppliers, as well as the level of customer consolidations. A deterioration in economic environment may accelerate the effect of the various risk factors described in this MD&A, as well as result in other unforeseen events that will impact our business and financial condition.

To succeed, we must be able to control spending and prudently allocate financial resources to optimize value. To drive sales, our products must meet the needs of existing and potential customers and be competitively priced; additional judgment will need to be exercised if the granting of credit to customers is required to close the transaction. In view of the current difficulty, both in obtaining credit and accessing the capital markets, stewardship of cash continues to be critical to our success.

We cannot be sure we will be able to identify market trends, enhance our existing technologies or develop new technologies in order to effectively compete in the EMR industry. To succeed, we must be able to enhance our existing technologies and develop new technologies and products to meet market requirements. To drive sales, our products must meet the needs of existing and potential customers and be competitively priced. Additionally, there must be sufficient interest in and demand for our products. If we do not develop these new technologies and products in a timely and cost effective manner, or if others develop new technologies ahead of us, we may not achieve profitability in the EMR industry and may not be able to participate in selling these new technologies or products.

We depend on key employees and we cannot be sure that we will be able to keep these employees or hire and train replacements. Our success depends on the skills, experience and performance of our senior management and other key personnel. While we offer competitive compensation packages and stock options to attract key employees, we do not carry key person insurance on these employees.

Highly skilled technical employees and management in the communications industry are in demand and the market for such persons is highly competitive. We cannot be sure that we will be able to retain these employees or hire replacements. If we do not successfully retain the key personnel or hire and train replacements, we will be unable to develop the new products and technologies necessary to compete in our markets or to effectively manage our business.

We may encounter difficulties completing or integrating our acquisitions which could adversely affect our operating results. We expect to expand our presence in new end-markets or expand our capabilities, some of which may occur through acquisitions. These transactions may involve acquisitions of entire companies and/or acquisitions of selected assets of companies. Potential difficulties related to our acquisitions include:

- integrating acquired operations, systems and businesses;
- retaining customer, supplier, employee or other business relationships of acquired operations;
- addressing unforeseen liabilities of acquired businesses;
- limited experience with new technologies; and
- not achieving anticipated business volumes.

Any of these factors could prevent us from realizing the anticipated benefits of an acquisition, including additional revenue, operational synergies and economies of scale. Our failure to realize the anticipated benefits of acquisitions could adversely affect our business and operating results. Our failure to support the carrying value of goodwill and intangible assets in periods subsequent to the acquisitions could require write-downs that adversely affect our operating results.

Mergers or other strategic transactions by competitors could weaken our competitive position or reduce our revenue. If one or more of our competitors were to merge or partner with another of our competitors, the change in the competitive landscape could adversely affect our ability to compete effectively. Our competitors may also establish or strengthen co-operative relationships with existing or prospective clients, thereby limiting our ability to promote our products and services. Disruptions in our business caused by these events could reduce our competitiveness and ultimately our revenue.