

McKesson Information Solutions

HIMSS Briefing

Larry Kurtz

Vice President, Investor Relations

Safe Harbor Clause

Some of the information in this presentation may constitute forward-looking statements which are subject to various uncertainties and could cause actual results to differ materially from those projected or implied. These uncertainties are described in the Company's reports and exhibits filed with the Securities and Exchange Commission.

John Hammergren

**Chairman and
Chief Executive Officer**

McKesson Information Solutions Overview

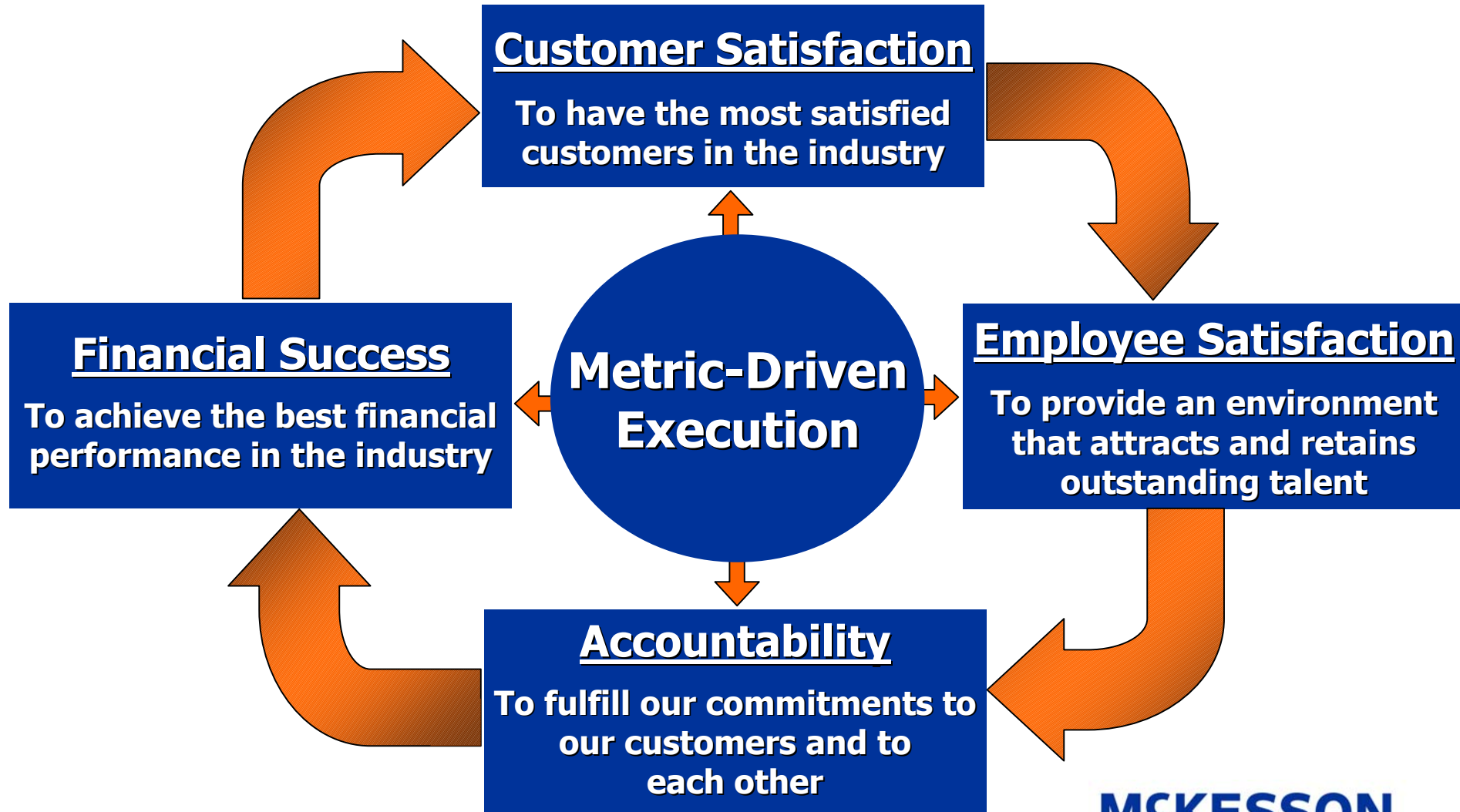
Pamela Pure
Chief Operating Officer

McKesson Information Solutions Overview

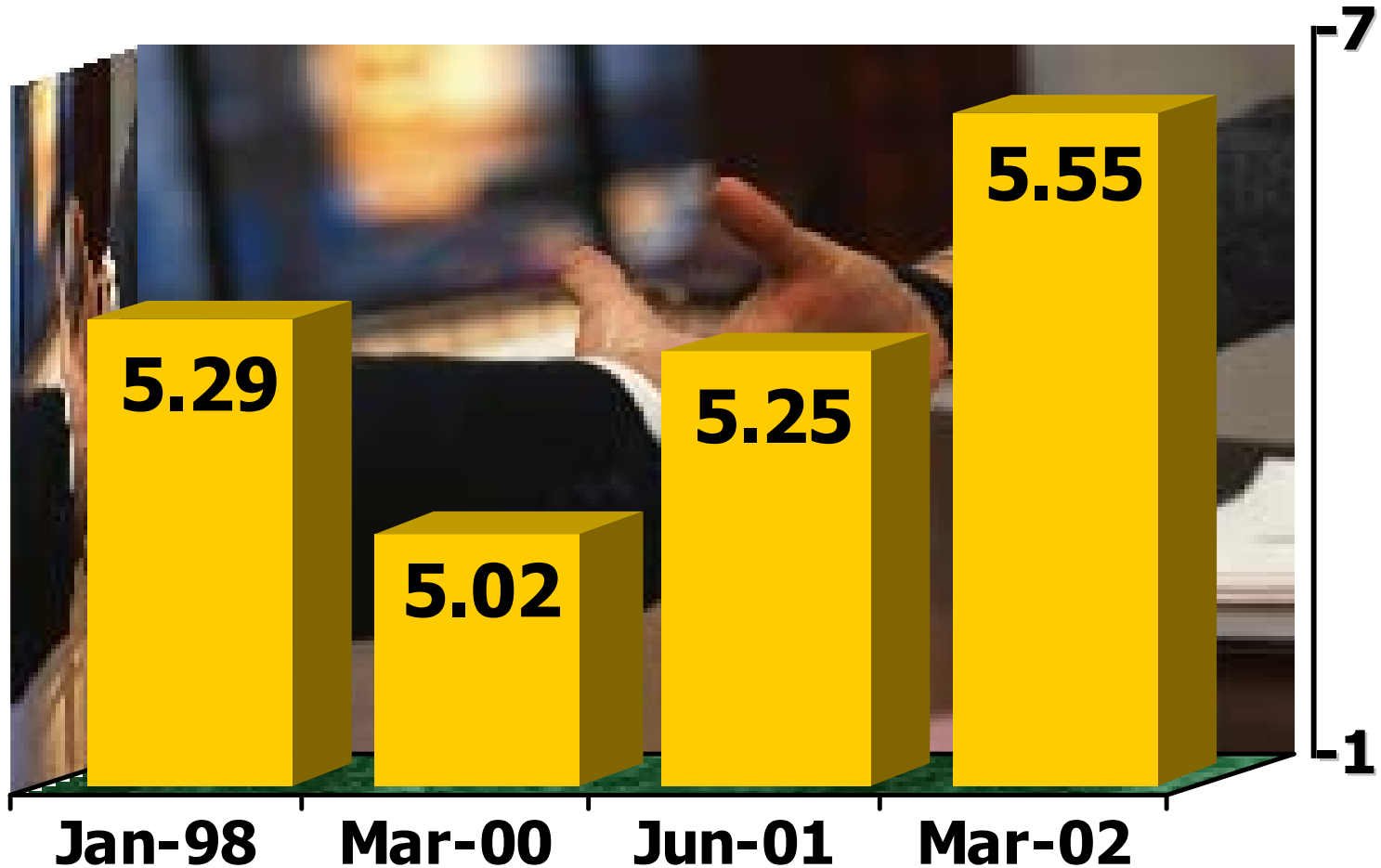
- **Business Update**
- **Horizon Update**
- **HIMSS Announcements**
- **Strategy Breakouts**
 - **Closed Loop Medication Management**
 - **Closed Loop Medical Image Management**
 - **Horizon Expert Orders**
 - **Revenue Cycle Solutions**
- **Q&A**

McKesson Information Solutions

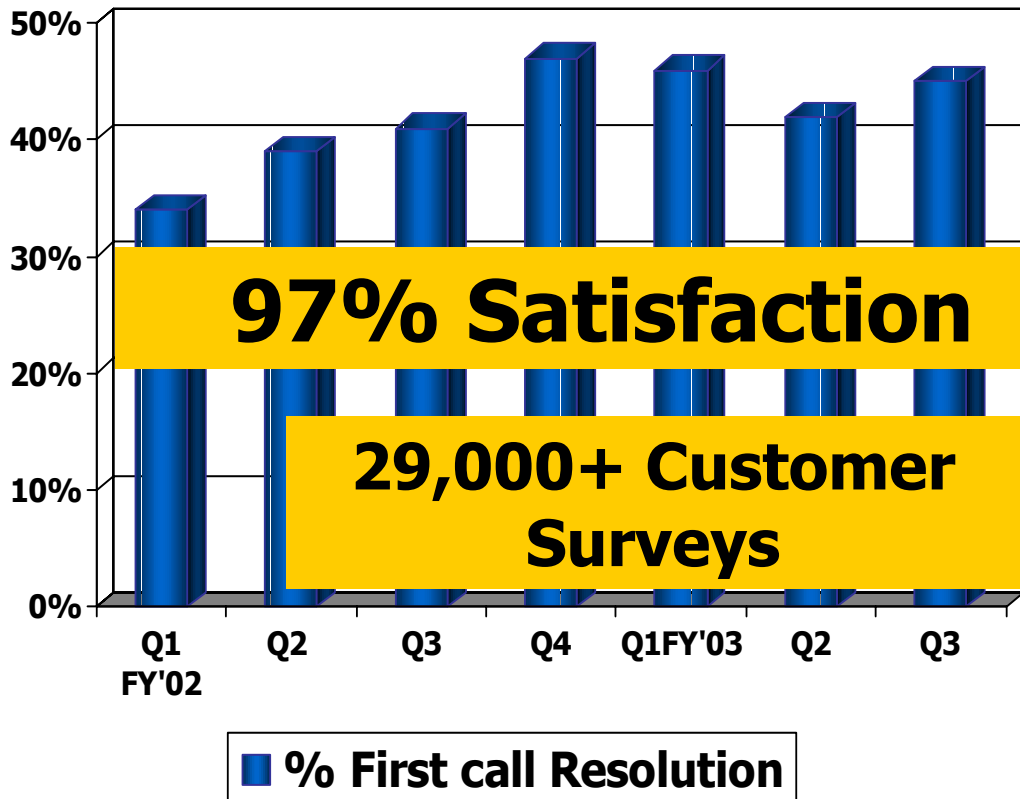
Core Goals



Customer Satisfaction is Improving



Customer Support is Improving

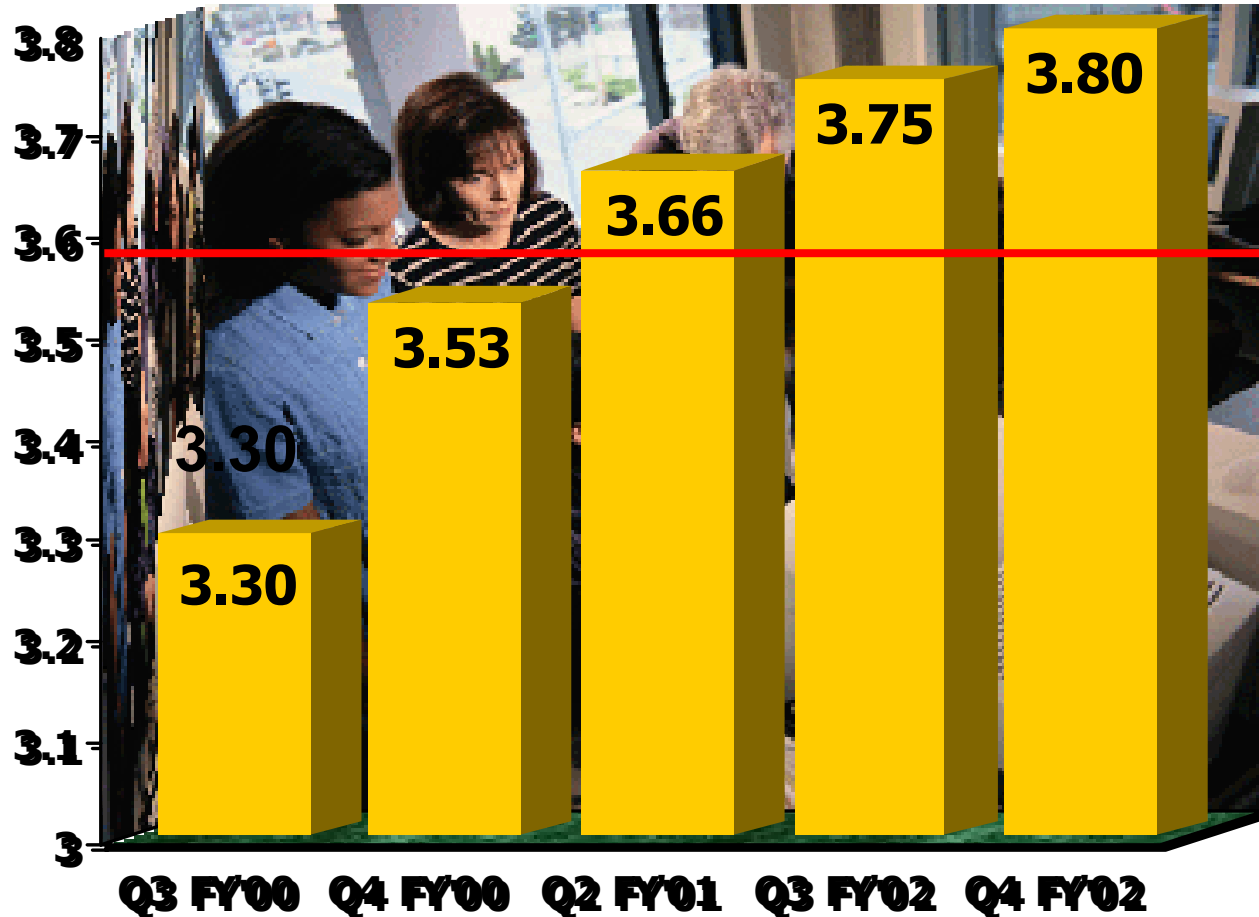


■ SCP Certifications

- 15 Support Organizations
- 88% cases handled by SCP certified centers



Employee Satisfaction Above Industry Standard



- **Survey scores exceed industry standard: 3.59**
- **Turnover: 4.4%**

Accountability – Fulfilling our Commitments

FY'02 New Products

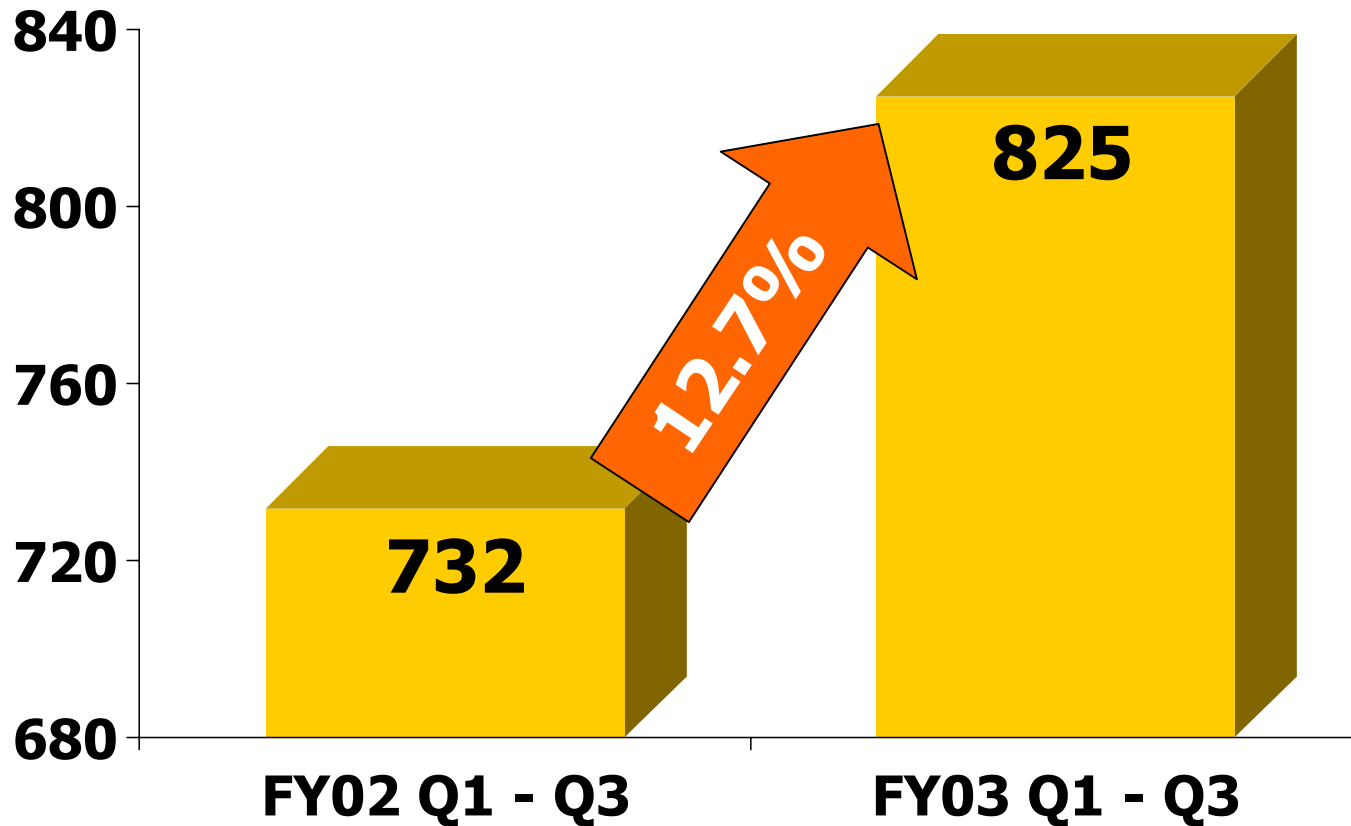
- **Horizon Foundation**
- **Horizon Physician Portal**
- **Horizon Care Record**
- **Horizon Meds Manager**
- **Horizon Business Insight**
- **Horizon Surgical Manager**
- **Horizon Ambulatory**
- **Home Health Portal**
- **STAR and Series Horizon Enablers**

FY'03 New Products

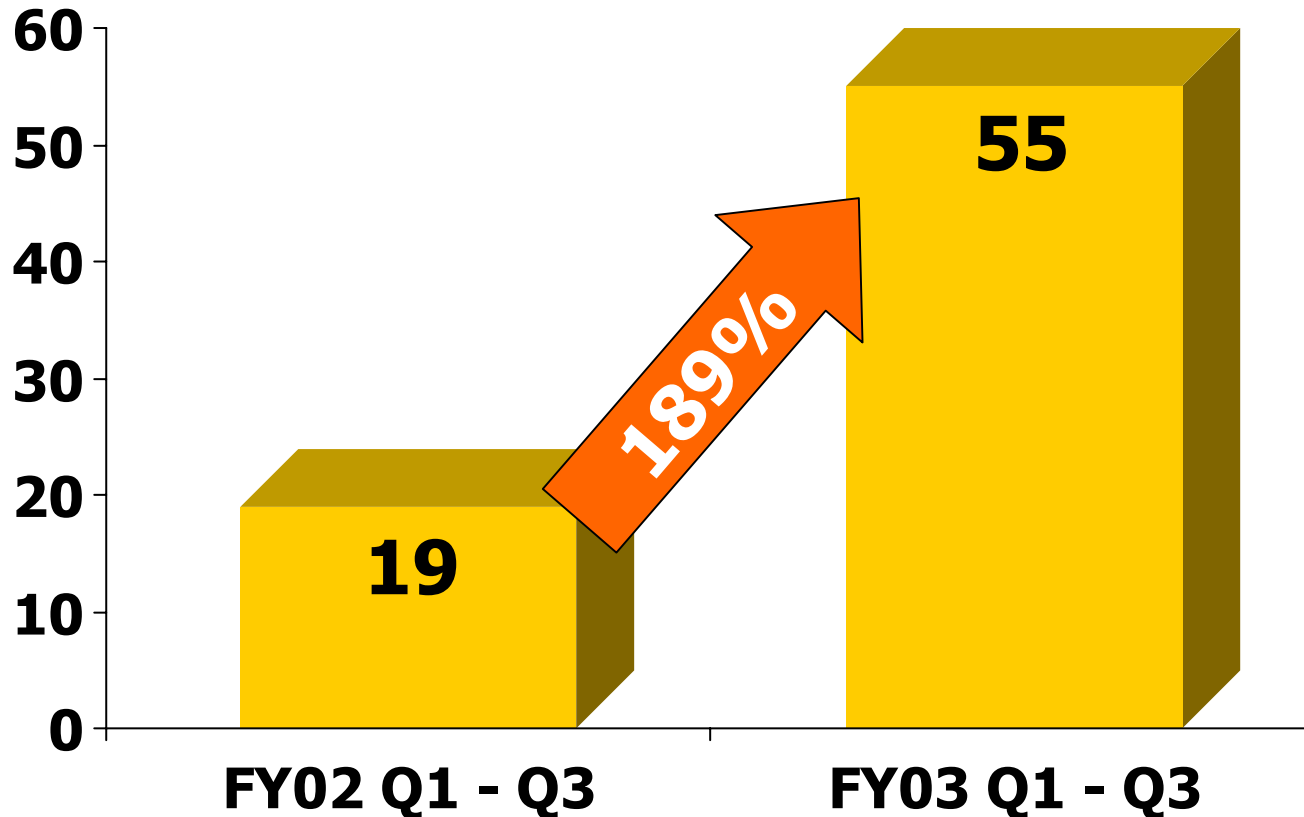
- **Horizon Expert Orders**
- **Horizon Medical Imaging**
- **Horizon Homecare Advanced Clinicals**
- **Horizon Supply Source**
- **Horizon Emergency Care**

Financial Performance

Revenue Growth (millions)



Financial Performance Income Growth (millions)



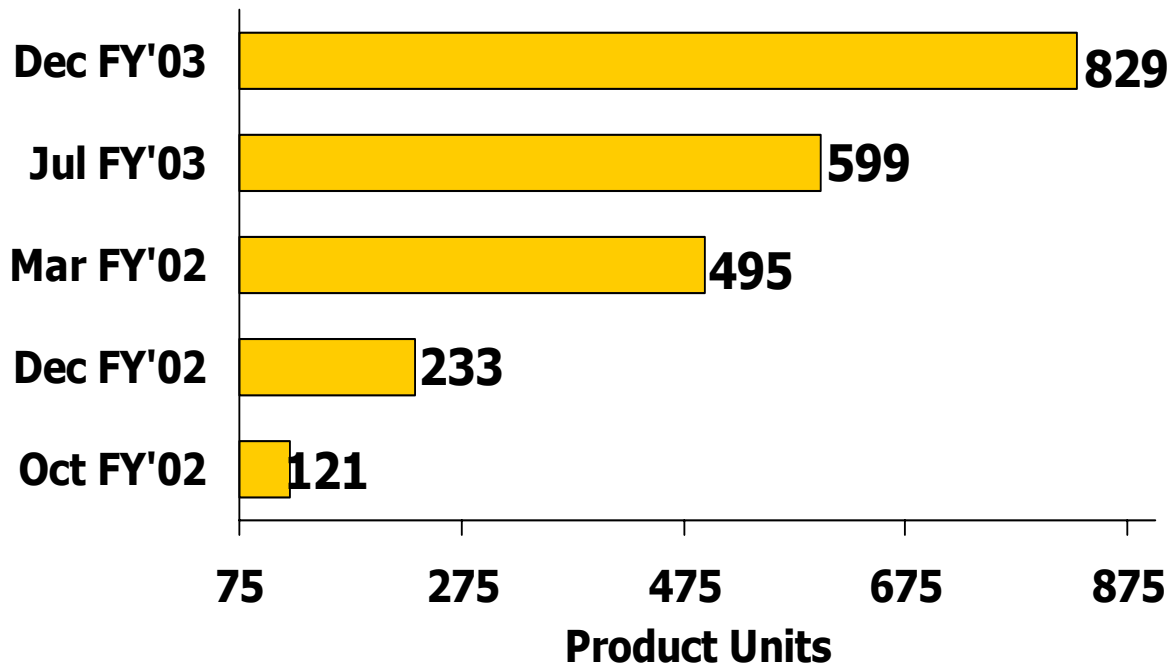
Financial Performance

Q3 Contracts

- **Catholic Healthcare - \$5,585,000**
- **Ascension - \$2,189,000**
- **Munroe Regional - \$1,240,000**

Financial Performance Clinical Leadership

Clinical Units Sold



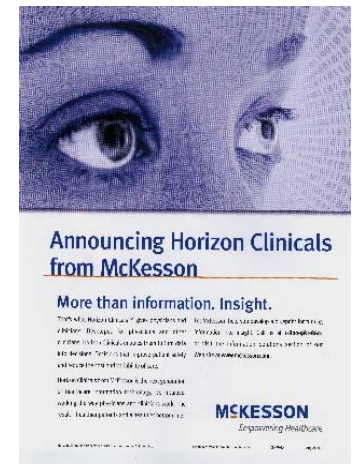
Horizon Clinicals Announced July 2001

Enterprise Solutions

- Physician access
- Medication safety
- Evidence-based POE
- Advanced nursing

Departmental Solutions

- Surgery
- Ambulatory
- Laboratory
- Emergency
- Pharmacy



MCKESSON

Empowering Healthcare

Summary

- **Customer satisfaction increasing**
- **Employee satisfaction higher than industry standard**
- **Meeting commitments to our customers and our employees**
- **Sales & backlog growing**
- **Solid financial performance**

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Horizon Update

- **Its Ready !!**
- **Strong Momentum**

Its Ready !!



Left to right: Concord Hospital's Aggie Shaw, RN, Director of Nursing Education, Diane Allen, Chief Nursing Officer, Mary Ann Cloff, RN, Clinical Systems Coordinator, and McKesson's Michael Armstrong, Enterprise Project Manager

“McKesson’s clinical solutions helped Concord Hospital reduce medication errors by 80 percent.”

MCKESSON DELIVERS ON MEDICATION SAFETY

With McKesson in the room, hospitals like Concord are safeguarding their patients, care teams and organizations.

Visit us at HIMSS, Booth #3111.

MCKESSON
Empowering Healthcare

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Its Ready !!



Left to right: St. Luke's Episcopal Hospital's Kay Carr, Chief Information Officer, Cindy Jackson, RN, Clinical Information Manager, William Granberry, MD, Orthopedic Surgeon, and McKesson's Terri Barylak-Roge, RN, Product Manager, Horizon Expert Orders

“St. Luke’s is reducing care variability, enhancing patient safety and delivering better care.”

MCKESSON DELIVERS ON CLINICAL DECISION SUPPORT

With McKesson in the room, hospitals like St. Luke’s are building best practices for patient care — and increasing physician support for clinical information technology.

Visit us at HIMSS, Booth #3111.

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Empowering Healthcare

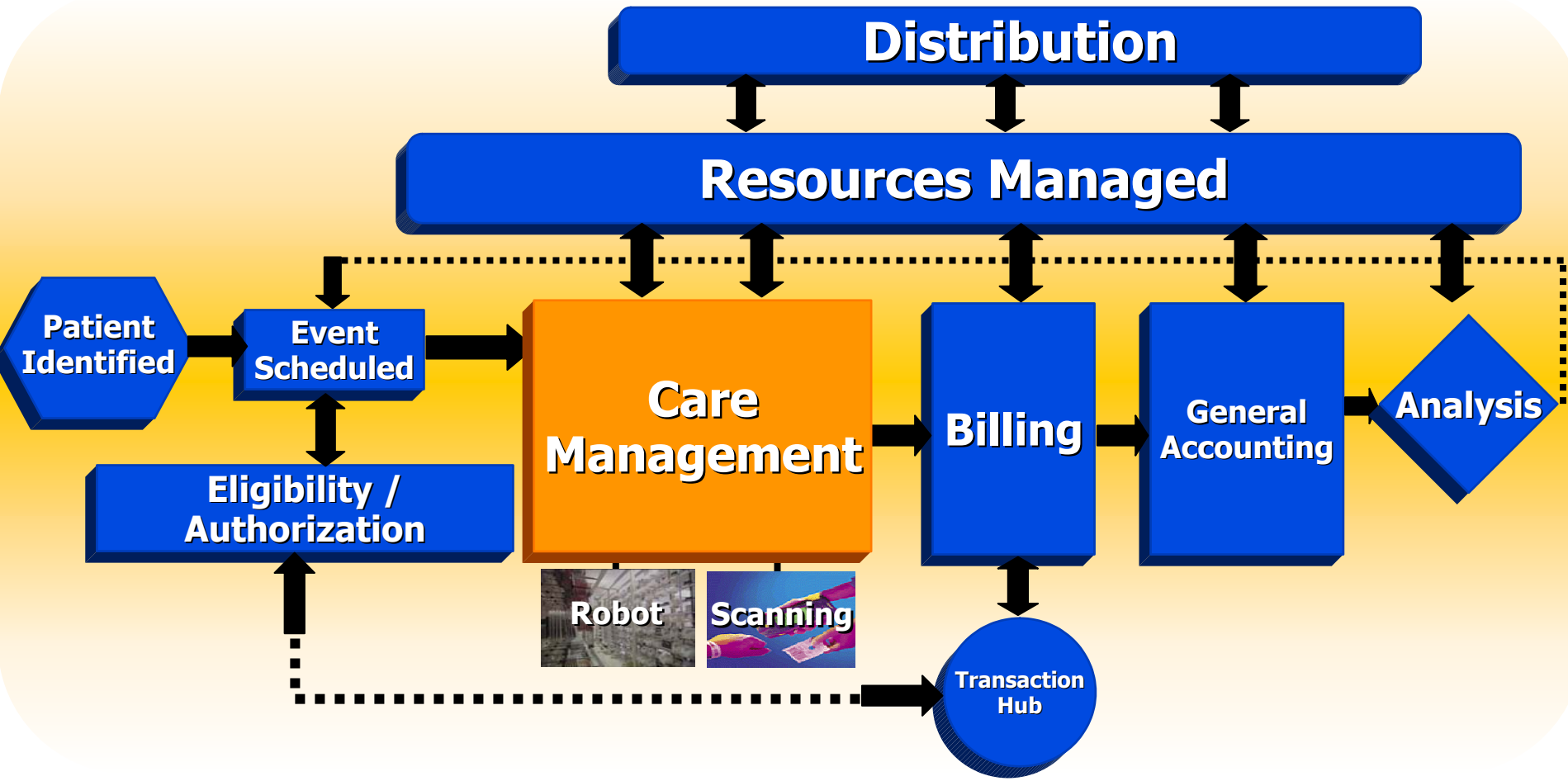
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Horizon Preview

Strong Momentum

- **Unique Differentiation**
- **Track Record for Delivery**
- **Customer Success**

Closed Loop Care



Ensure Rapid Physician Adoption Horizon Physician Portal



Momentum

- 251 hospitals licensed
- 390,000 logins per month

Medical Records

Enterprise Document Imaging

Solution:

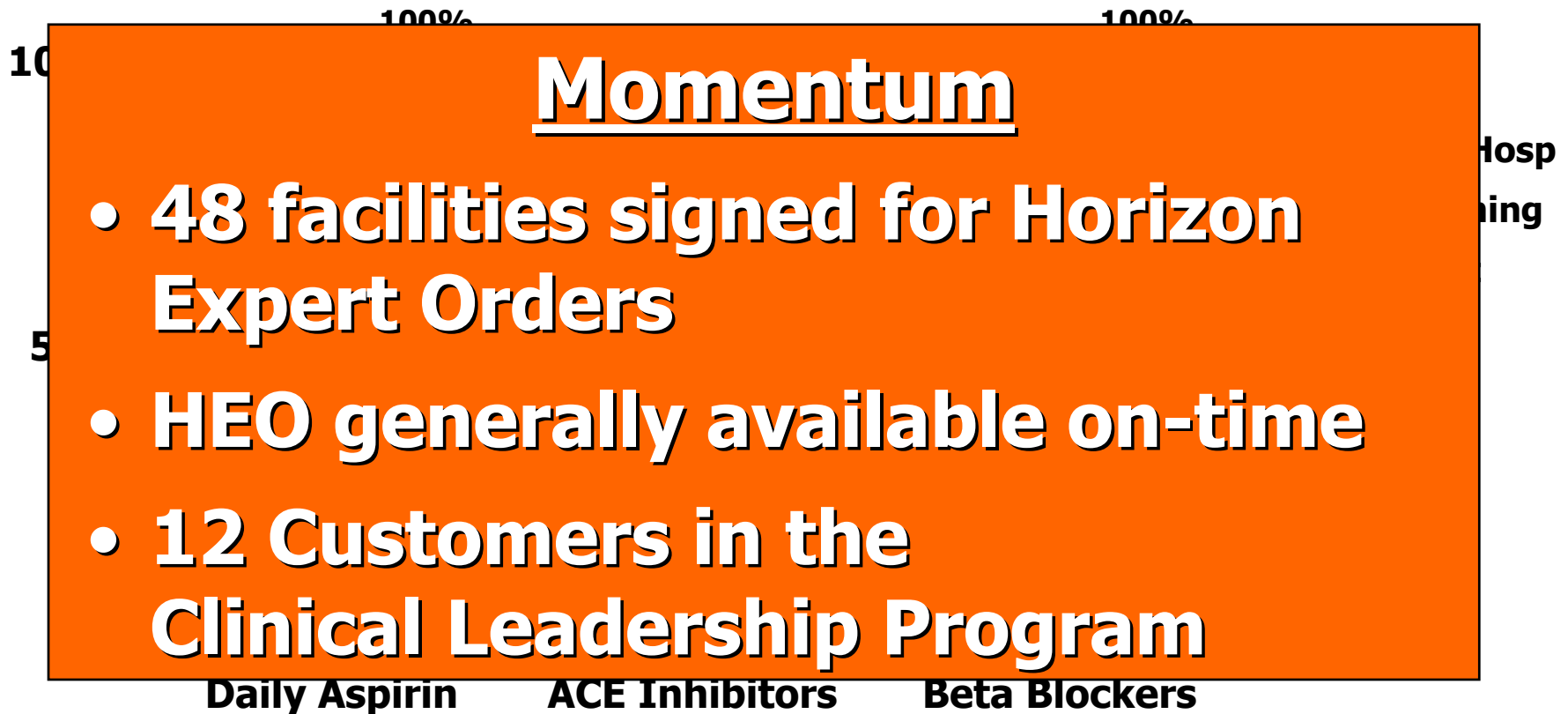
After

Momentum

- 277 facilities
- 20,000+ physicians log into our system every day
- 200 million individual medical records stored on our systems

Minimize Variability of Care Horizon Expert Orders

% of Ideal Patients Who Received Therapy



Reduce Medication Errors

Closed Loop Medication Management

Momentum

- 253 facilities committed to medication safety strategy
- 1,300 pharmacist users
- 92,000+ medication orders processed daily

Physician Workflow
■ Clinical Screening

Verification
■ Intervention tracking

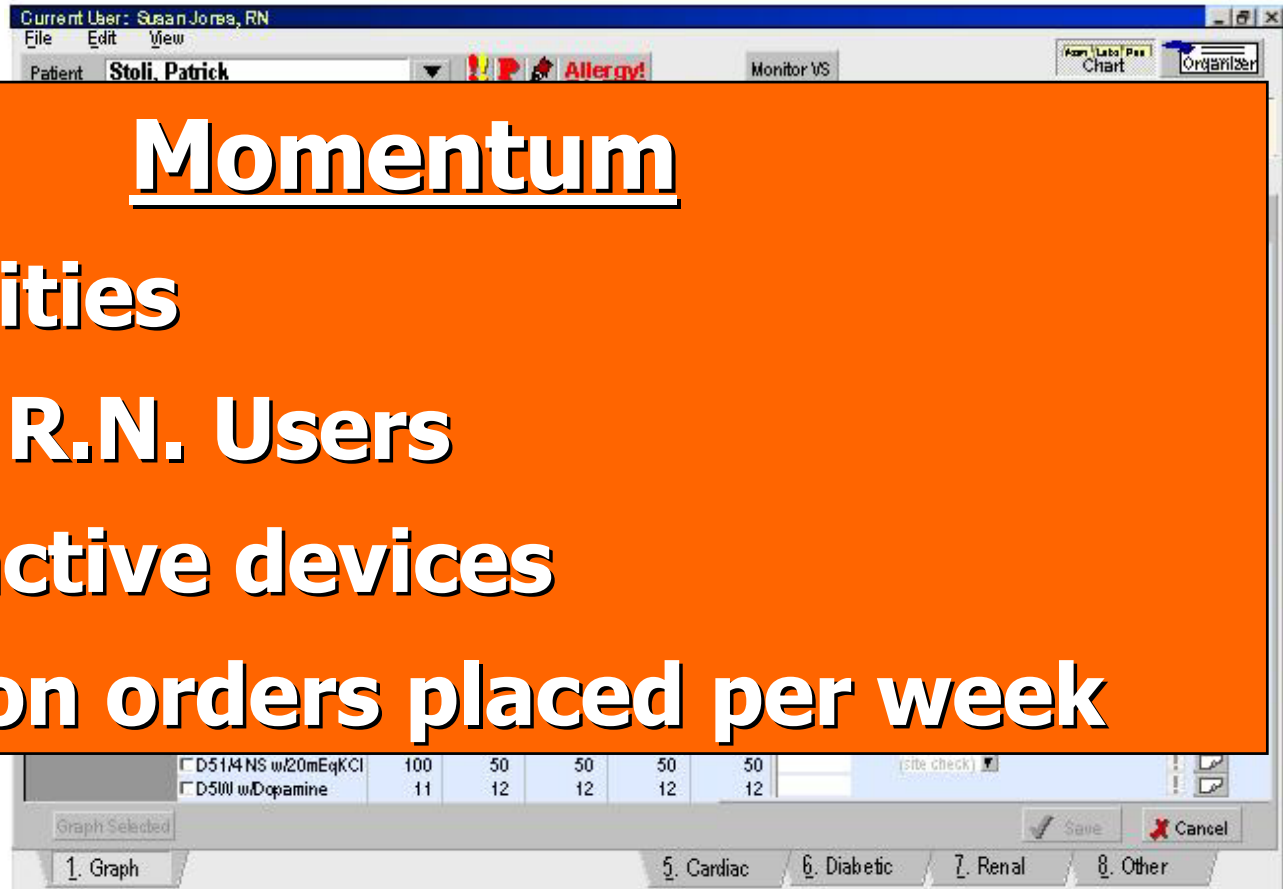
■ Robotics
■ Centralized & Decentralized Dispensing

■ Check "5" rights
■ Care Team Communication

Outcomes
■ Clinical Alerts
■ Longitudinal Record

Increase Care Team Efficiency

Horizon Expert Documentation



The screenshot shows the Horizon Expert software interface. At the top, it displays 'Current User: Susan Jones, RN' and 'Patient: Stoli, Patrick'. There are several icons and buttons, including 'Allergy!', 'Monitor VS', 'Chart', and 'Organizer'. The main content area is an orange box with the word 'Momentum' in large white text. Below this, there is a list of four bullet points. At the bottom of the screenshot, there is a table with medication orders and a 'Graph Selected' section.

Momentum

- 255 facilities
- 116,325 R.N. Users
- 98,888 active devices
- 6.5 million orders placed per week

<input type="checkbox"/> D51/4 NS w/20mEqKCl	100	50	50	50	50	(title check)
<input type="checkbox"/> D5W w/Dopamine	11	12	12	12	12	

Graph Selected: 1. Graph, 5. Cardiac, 6. Diabetic, 7. Renal, 8. Other

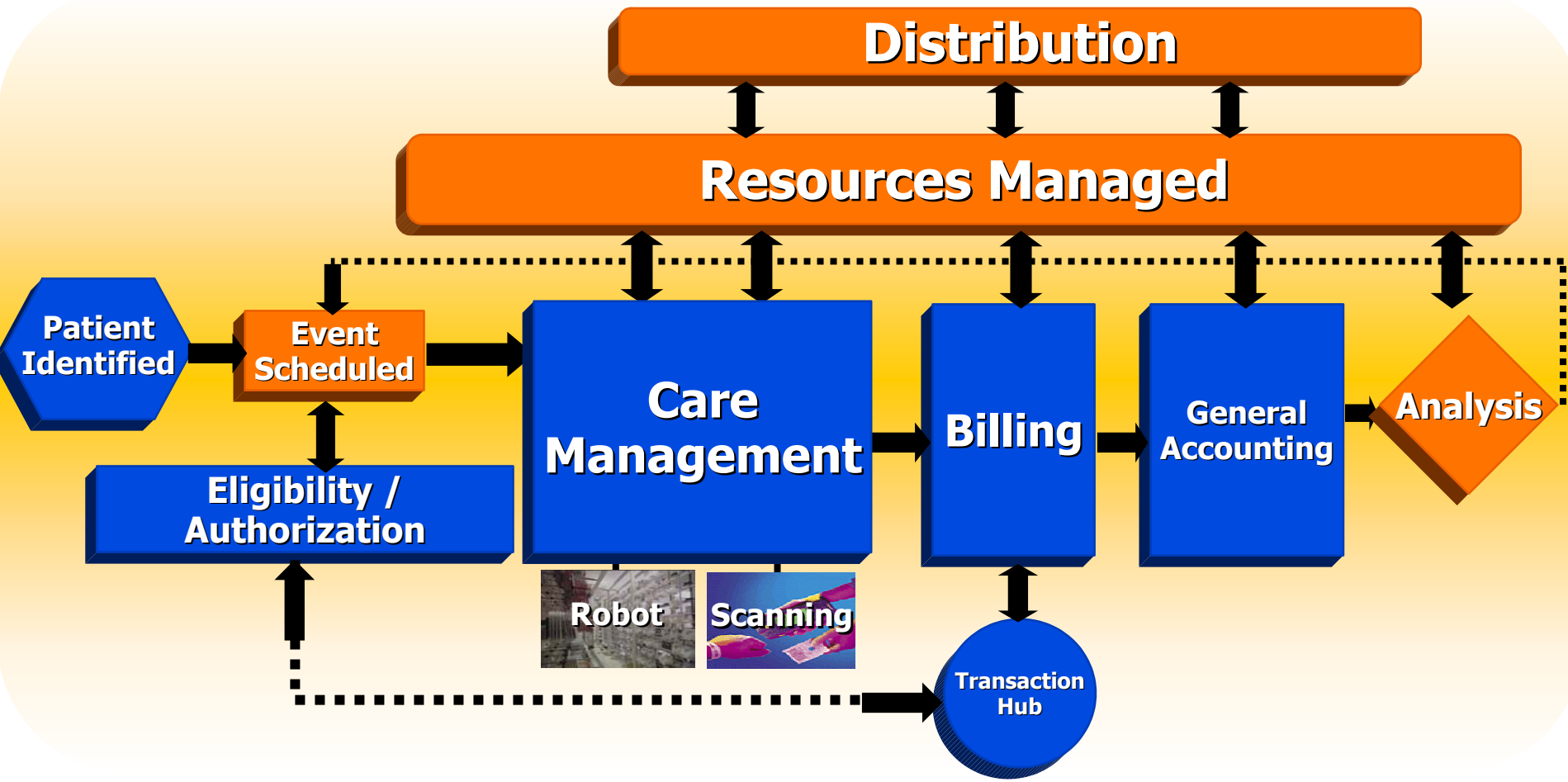
Manage Diagnostic Testing Horizon Medical Imaging



Momentum

- **#1 Ranking in KLAS and MD Buyline**
- **More than 500 installations**

Closed Loop Care Resource Management

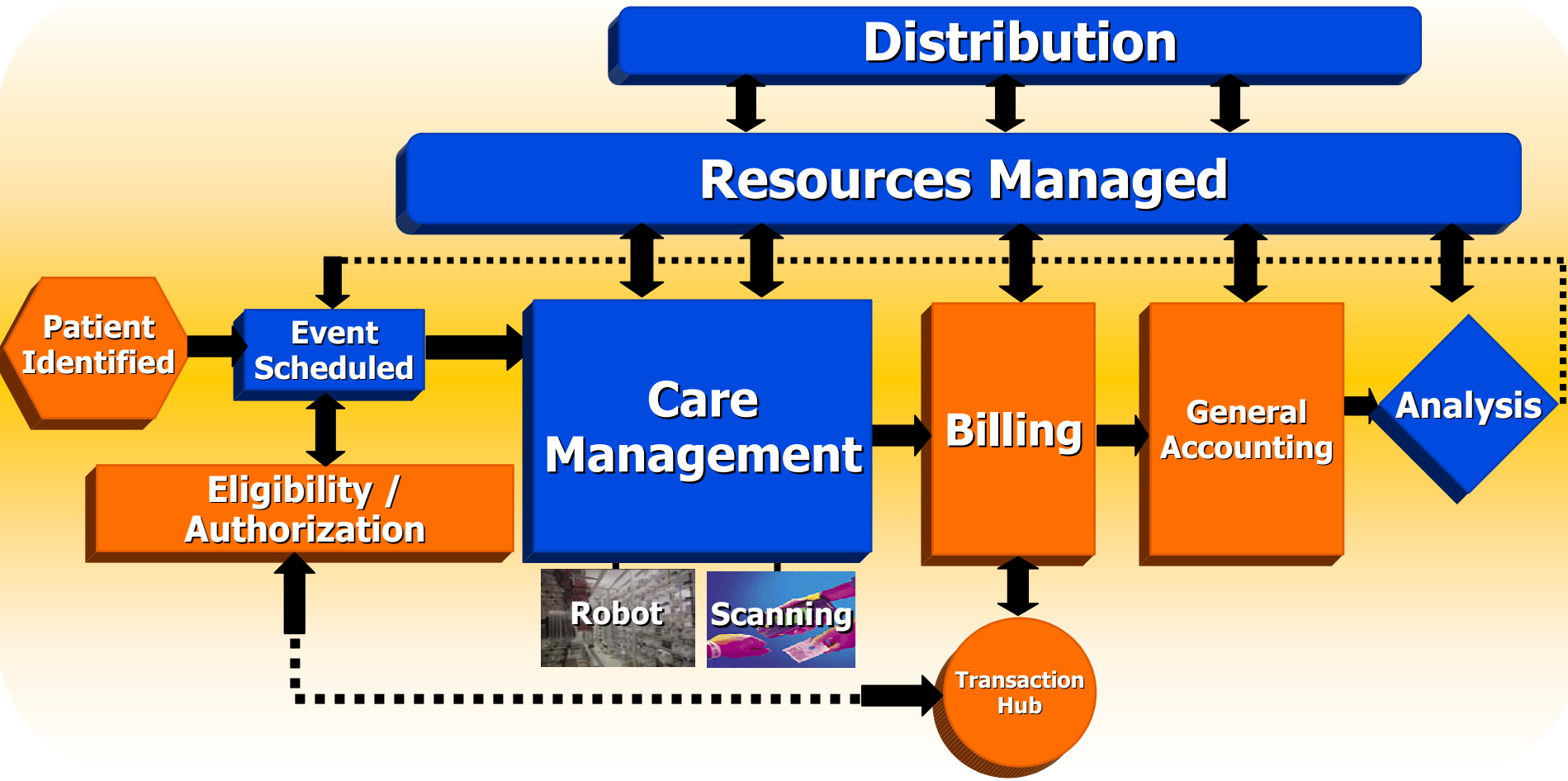


Closed Loop Resource Management

Momentum

- **376 facilities using Healthcare Scheduling**
- **462 facilities using Materials Management**
- **124 facilities scheduled for Horizon Surgical Manager**
- **841 facilities using McKesson's decision support solutions**

Closed Loop Care Revenue Cycle Management



Revenue Cycle Management

Benefits:

Momentum

- 55 customers in the “Million Dollar Club”, \$350+ million saved or recovered
- Over 300 million EDI transactions per year
- 285 customers using our Contract Management solution
- 267 customers using our Compliance solution
- 207 customers using our Claims solution

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HIMSS Announcements

- **Pre-Service Manager**
- **Horizon Care Access**
- **Horizon Business Folder**

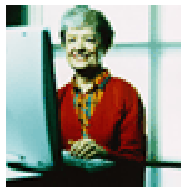
Revenue Cycle Solutions

Pre-Service Manager

- **Communication link to electronically expedite information between physician office and hospital departments**
 - **Regardless of differing applications**
 - **Efficiently share up-to-date information**
 - **Capture information before the patient arrives**



Patient Demographics Screen



PracticePoint Plus - Release 7.5 - Prod - [(02424) Registration Verification for Gail Jacks]

File Edit Registration Billing ManagedCare PatientCare Setup System Windows Help

Guarantor: 0000-9290 Jacks, Gail
Address: 3387 Cactus Drive
City, st, zip: Scottsdale, AZ 85260
Employer: Macy's
Phone(H): (480) 984-6675 Phone(W): (480) 993-3887

SSN: 432-43-2432
Credit code:
Collection code:
Guarantor status: FC:
Pat resp balance: 0.00

OK
Cancel
Scheduling

Patient: 12-26-0 Jacks, Gail
Address: 3387 Cactus Drive
City, st, zip: Scottsdale, AZ 85260
Phone(H): (480) 984-6675 Phone(W): (480) 993-3887
Employer: Macy's
Occupation: V Dem 12/02 JT
Emergency contact: Kelly Marino

SSN: 432-43-2432
Sex: F FC: MG
Birth date: 08/01/1956
Age: 46 Years
Signature on file: N
Preferred physician: 40

Guar Info...
Pat Info...
Person Info...
Send Info...

Coverage Information

Eff Date	Exp Date	Carrier	Certificate	Copay Amount	PCP
Prim: 08/01/2002	12/31/2004	Managed Choice (claims)	887733453-RE	15.00	
Sec:				0.00	

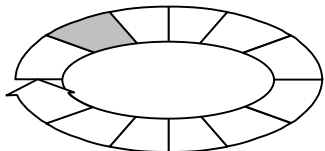
** Patient has additional coverage **

Verify Elig... Coverage Info...

No appointments found for selection criteria.

Start | PSM... | Onli... | Tes... | Plus Pra... | Onli... | 12:55 PM

■ A demographic page is displayed with all of the patient details



Pre Services Manager ePackage Form



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 Sex: F
 Birth date: 08/01/1956
 Age: 46 Years
 Signature on file: N
 Preferred physician: 40

Coverage Information

Eff Date	Exp Date	Carrier	Certificate	Copy
Prim: 08/01/2002	12/31/2004	Managed Choice (claims)	887733453-RE	
Sec:				

** Patient has additional coverage **

Verify Elig...

Test Request/On-Line Outpatient Order Form - Microsoft Internet Explorer provided by McKesson Custom IE 6 0721

Test Request/On-Line Outpatient Order Form

For all tests needing to be completed within 48 hours of the test request, the request must be called into scheduling.

1 Patient Information

Insurance Card Image(front) Insurance Card Image(Back) Driver's License Image

*Last Name *First Name Middle *Sex *Date of Birth

*Address *City *State *Zip

*Home Number Work Number SSN *Insurance Company

2 Procedure Information *All Medicare patient orders must meet Medicare Necessity, if not an ABN is to be signed and faxed

add *ICD9 Diagnosis add *Procedure(s)

*Preferred Facility ABN Signed Precent Number Precenting Location

Ref. Date Pref. Day Time of Day *How to notify patient *Notifier

Home Phone Work Phone Cell phone eMail

Comments:

3 Procedure Questions

Yes	No	Question	Yes	No	Question	Bone Density
<input type="radio"/>	<input type="radio"/>	Is patient claustrophobic?	<input type="radio"/>	<input type="radio"/>	Is patient allergic to iodine?	Patient weight <input type="text"/> lbs.
<input type="radio"/>	<input type="radio"/>	Does patient have any metal in their body?	<input type="radio"/>	<input type="radio"/>	Is patient a diabetic?	
<input type="radio"/>	<input type="radio"/>	Does patient have a pacemaker?	<input type="radio"/>	<input type="radio"/>	If yes, is patient taking glucophage?	
<input type="radio"/>	<input type="radio"/>	Does patient have a history of cancer?	<input type="radio"/>	<input type="radio"/>	Does patient have kidney problems or disease?	
		Patient weight <input type="text"/> lbs.				

4 Ordering Provider

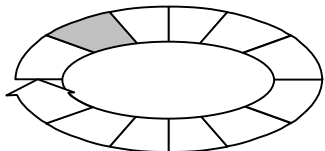
*Provider's Name Contact Person Office Number Fax Number

Freddie Parker 770-427-4682 ext. 770-499-9562

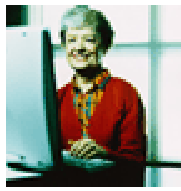
Provider Digital Signature Mt: Code:

A provider's Digital Signature constitutes this as an official order. No other order is required.

- The user opens up the Pre Services Manager ePackage request form
- Form launched from a button on the local PC (not a remote Web site)



Integrate data into ePackage Form



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 Employer: Macy's
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SSN: 432-43-2434
 Credit code:

Patient: 12-26-0 Jacks, Gail
 Address: 3387 Cactus Drive
 City, st, zip: Scottsdale, AZ 85260
 Phone(H): (480) 984-6675 Phone(W): (480) 993-3887

SSN: 432-43-2434
 Sex: F
 Birth date: 08/01/1956
 Age: 46 Years

Information

- Clicking on the Pre Services Manager icon (in the Windows Tool Tray) moves the information from the practice management application into the ePackage form
- Works with any application
- Easy to implement (hours)
- Saves time and reduces errors

Test Request/On-Line Outpatient Order Form - Microsoft Internet Explorer provided by McKesson Custom IE 6 0721

Test Request/On-Line Outpatient Order Form

For all tests needing to be completed within 48 hours of the test request, the request must be called into scheduling.

1 Patient Information

Insurance Card Image(front) Insurance Card Image(Back) Driver's License Image

*Last Name *First Name Middle *Sex *Date of Birth

*City *State *Zip

Home Number Work Number SSN *Insurance Company

(480) 984-6675 (480) 993-3887 432-43-2432

2 Procedure Information *All Medicare patient orders must meet Medicare Necessity, if not an ABN is to be signed and faxed

+add *ICD9 Diagnosis +add *Procedure(s)

*Preferred Facility ABN Signed Precert Number Precert Location

Pref. Date Pref. Day Time of Day *How to notify patient *Notifier

Home Phone Hospital
 Work Phone Office
 Call phone:
 eMail:

Comments:

3 Procedure Questions

Yes	No	Question	Yes	No	Question	Bone Density
<input type="radio"/>	<input type="radio"/>	Is patient claustrophobic?	<input type="radio"/>	<input type="radio"/>	Is patient allergic to iodine?	Patient weight <input type="text"/> lbs.
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Patient weight lbs.

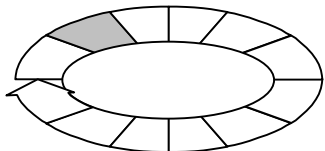
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*Provider's Name Contact Person Office Number Fax Number

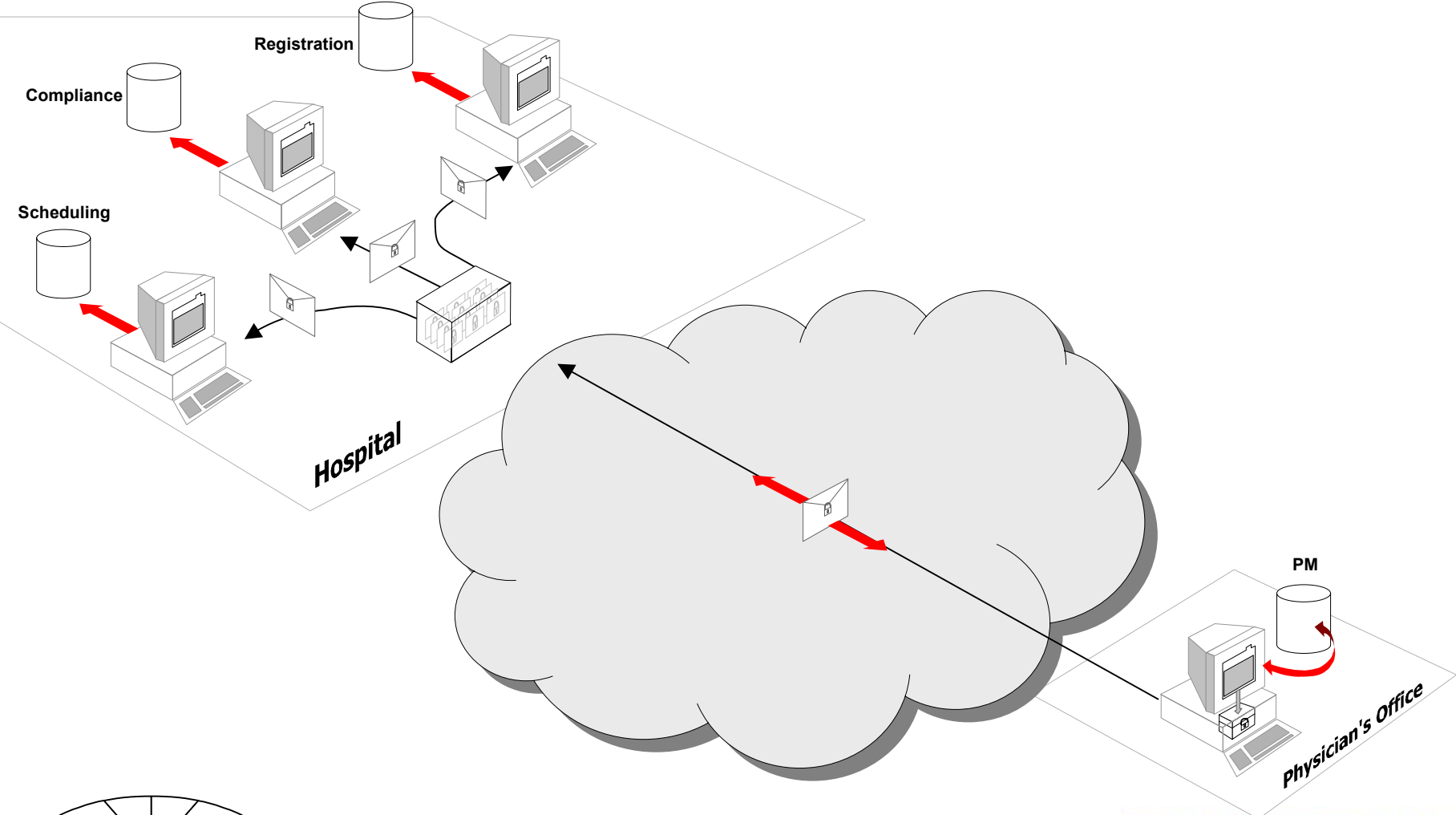
Freeda Parker 770-427-4682 ext. 770-499-8582

Provider Digital Signature M: Code:

A provider's Digital Signature constitutes this as an official order. No other order is required.



ePackage Delivered Securely over the Internet



Proof Statement

- **Live at WellStar in Atlanta, GA since Sept. 2002**
- **20+ practices use the solution to refer patients for all non-stat radiology requests**
 - **No patients have lost or forgotten the signed order or been turned away at registration**
 - **Average time to complete order reduced from 10 min to 1 min**
 - **Nurse overtime in practice reduced 40%**
 - **Reduction of central scheduling phone hold time from 6 minutes to 34 seconds**
 - **Average time to schedule patient reduced from 10 min to 6 min**
 - **Significant reduction in call backs and interruptions**
 - **Increase in employee and physician satisfaction**

Horizon Care Access

- **New wireless nurse communication solution**
- **Enhances nurse/patient/physician efficiency and patient satisfaction**
- **Extends McKesson's ongoing commitment to nursing**
- **Routes a patient's nurse call directly to the appropriate caregiver**
- **Instrumental in creating a 5% increase in Press-Ganey score at Evanston Northwestern**



Horizon Business Folder

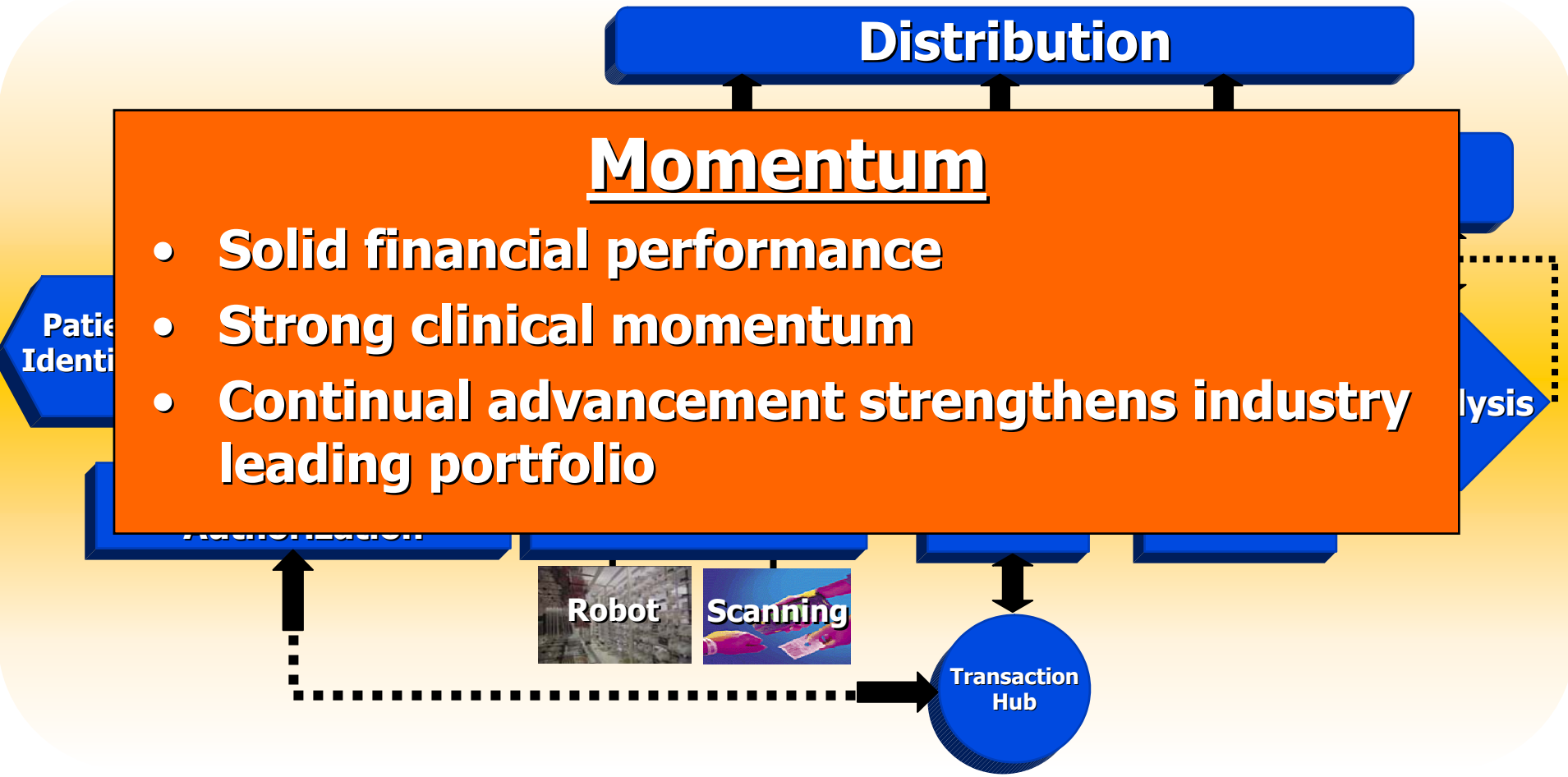
- **Enables document imaging and management designed for the patient accounting office**
- **Integrates with *market leading* Horizon Patient Folder – medical records solution**
- **Streamlines the management of claims documentation, remittance advices, etc.**



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Closed Loop Care



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