MTBC Brings Artificial Intelligence to Medical Practices

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Intelligent Virtual Assistant Saves Time While Placing the Patient Front and Center

SOMERSET, N.J., July 25, 2018 (GLOBE NEWSWIRE) -- [MTBC](#) (NASDAQ: MTBC) (NASDAQ: MTBCP), a leading provider of proprietary, cloud-based healthcare IT solutions and services, today announced launch and validation of the first phase of features supported by Allison, a voice-activated virtual assistant that leverages artificial intelligence (AI) within its talkEHR™ to provide "smart" navigation and contextual responses to physicians' queries to reduce administrative burdens and improve the patient experience.

"Our vision with Allison – our AI-empowered virtual assistant – is to enable healthcare providers to practice more efficiently and deliver a higher level of patient care," said A. Hadi Chaudhry, President. "For example, during an office visit, a physician typically renews a patient's prescription using a traditional EHR and this seemingly simple task takes many steps and up to five minutes to complete. By contrast, a talkEHR user need only say, 'Allison, re-prescribe active medication,' and Allison populates all necessary fields in seconds, prompts the physician for sign-off, and then routes the prescription to the patient's pharmacy. This is the type of assistance that Allison provides to physicians throughout the care continuum, and the scope of assistance is continuously expanding."

In addition to responding to a simple voice prompt to provide physicians with briefings on their daily schedules, pull up a list of the provider's tasks to be completed, and offer a rundown on any orders needing signature from the provider, Allison takes administrative support a step further. Through voice processing capabilities known as intuitive dictation, Allison applies machine learning to automatically update a patient's medical record in four key areas of every patient encounter: vital signs, review of systems, physical exam, and refilling medications.

Though voice recognition has been used in the clinical setting for nearly a decade, that capability alone has not effectively addressed two of the most common pain points that physicians and patients report, namely the time required to give verbal commands for each discrete data field in which a provider needs to enter information, and the distraction that digital data entry creates during appointments. By adding natural language processing capabilities akin to those used in Apple's Siri, Amazon's Alexa and the Google Assistant, MTBC's Allison allows physicians to conveniently prompt the virtual assistant to enter pertinent data from the patient encounter and fill in the applicable fields within the medical record saving time and ensuring that the patient remains the center of attention throughout the visit.

"The advent of EHR has created great potential when it comes to healthcare data management and analysis, but unfortunately, the transition also has increased provider and staff workloads and limited face-to-face interactions, which directly impacts patient satisfaction," Chaudhry said. "With Allison, physicians now have an AI-powered extension of themselves, offering solutions for a more effective, efficient, error-free patient encounter that shifts the focus back to the physician-patient relationship."

talkEHR — MTBC's next generation SaaS EHR solution — is offered completely free of cost to U.S. healthcare providers. talkEHR users are also eligible to upgrade to MTBC's premium, end-to-end medical billing solution, which is offered at one of the lowest price points in the industry. Healthcare providers interested in learning more about talkEHR can watch one of MTBC's [testimonial videos](#) or visit [www.talkEHR.com](#) for additional information.

About MTBC

MTBC is a healthcare information technology company that provides a fully integrated suite of proprietary web-based solutions, together with related business services, to healthcare providers. The company's integrated Software-as-a-Service (or SaaS) platform helps customers increase revenues, streamline workflows and make better business and clinical decisions, while reducing administrative burdens and operating costs. MTBC's common stock trades on the NASDAQ Capital Market under the ticker symbol "MTBC," and its Series A Preferred Stock trades on the NASDAQ Capital Market under the ticker symbol "MTBCP."

For additional information, visit [www.mtbc.com](#).

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Forward Looking Statements

This press release contains various forward-looking statements within the meaning of the federal securities laws. These statements relate to anticipated future events, future results of operations or future financial performance. In some cases, you can identify forward-looking statements by terminology such as "may", "might", "will", "should", "intends", "expects", "plans", "goals", "projects", "anticipates", "believes", "estimates", "predicts", "potential" or "continue" or the negative of these terms or other comparable terminology.

Our operations involve risks and uncertainties, many of which are outside our control, and any one of which, or a combination of which, could materially affect our results of operations and whether the forward-looking statements ultimately prove to be correct. Forward-looking statements in this press release include, without limitation, statements reflecting management's expectations for future financial performance and operating

expenditures, expected growth, profitability and business outlook, increased sales and marketing expenses, and the expected results from the integration of our acquisitions.

These forward-looking statements are only predictions, are uncertain and involve substantial known and unknown risks, uncertainties and other factors which may cause our (or our industry's) actual results, levels of activity or performance to be materially different from any future results, levels of activity or performance expressed or implied by these forward-looking statements. New risks and uncertainties emerge from time to time, and it is not possible for us to predict all of the risks and uncertainties that could have an impact on the forward-looking statements, including without limitation, risks and uncertainties relating to the Company's ability to manage growth, migrate newly acquired customers and retain new and existing customers, maintain cost-effective global operations, increase operational efficiency and reduce operating costs, predict and properly adjust to changes in reimbursement and other industry regulations and trends, retain the services of key personnel, and other important risks and uncertainties referenced and discussed under the heading titled "Risk Factors" in the Company's filings with the Securities and Exchange Commission.

The statements in this press release are made as of the date of this press release, even if subsequently made available by the Company on its website or otherwise. The Company does not assume any obligations to update the forward-looking statements provided to reflect events that occur or circumstances that exist after the date on which they were made.

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