Hyland Care EHR Services Schedule for New Customer

Hyland will provide to Customer Hyland Care EHR Services (as defined below) during an "Initial Term" as defined in the Order Form. As used herein, "Hyland Care EHR Services" shall mean the services described under the heading in the service offering table below (HYLCAREEHRPLUS or HYLCAREEHR) that corresponds to the service type that is selected by Customer and set forth on the Order Form.

- Hyland Care EHR Services supports one (1) production and two (2) non-production environments.
- Services will be provided in English only;
- Except as otherwise provided in Appendix 3, Professional Services will be provided both onsite at Customer location as well as remotely from Hyland offices, in each case during Standard Business Hours defined as 8:00 a.m. to 6:00 p.m. in Customer's local time zone Monday through Friday, in Customer's designated primary location.
- Resources assigned to perform the Services may be employees or agents (including third party contractors) of Hyland Software, Inc. or its' subsidiaries located in other countries. Such resources may have access to Customer's data and Customer hereby consents to such access and, to the extent applicable, waives any restrictions in the Underlying Agreement (as defined in the Order Form, if applicable) prohibiting the use of such resources or access to Customer's data as needed to perform the Services.

Add-On Managed Services are described in Appendix 2. Customer may purchase Add-On Managed Services by designating on the Order Form those Add-On services it requires.

Service Description

Please reference the Order Form for a description of the service type selected. Descriptions of the Professional Services related to OnBase for Integration for Epic are described in Appendix 3. Descriptions of all other Professional Services included under each type are provided in Appendix 1.

Services	HYLCAREEHRPLUS (MS Operate Level)	HYLCAREEHR (MS Advise Level)
OnBase Integration for Epic (Appendix 3)	Included	Included
Service Desk	Designated	Designated
Service Delivery Manager	Designated	Designated
Monthly Activity Report	Included	
Solution Optimization / Assessment	Included	Included (Subject to Elective Service Credits)
Strategic Workshop	Included	Included
Administration	Included	

Program Management	Included	Included
Solution Lead	Included	Included
Inquiries	Included	(See Appendix 1 for limitations)
Configuration Management Database	Included	
Solution Design Documentation	Included	
Quarterly Sponsor Review	Included	
Long-Term Release Management	Included	
Incident	Review Response Resolution	
Change	Review Response Resolution	Review Response Resolution
Release	Review Response Resolution	
Problem	Review Response Resolution	

Assumptions

Hyland Care EHR Services are based upon the below limitations and assumptions being true. If for any reason these assumptions are not true, this could result in a scope change and may have an impact on Hyland's ability to provide the Hyland Care EHR Services, as well as the proposed cost and timeline to deliver such services:

1. Hyland will coordinate normally scheduled vacation and holiday absences with Customer in advance of those absences. Hyland will notify Customer when a given resource is unavailable due to unplanned time away (i.e. personal illness, personal emergency, etc.);
2. Customer is aware that Hyland Care EHR Services are intended to assist with specific requests for assistance and shall not be used to support in-depth or ongoing project activities, unless planned for in advance and mutually agreed in writing or as specified in Appendix 3. Requests for Professional Services that do not constitute Hyland Care EHR Services shall be provided under a separate mutually agreed upon and executed services proposal or a change order executed by the parties pursuant to the Project Change Control Process described below;
3. Customer understands Hyland Care EHR Services are intended to supplement Customer's needs beyond standard technical support; and
4. Each deliverable created will use Hyland's standard deliverable templates. Customer requested changes to deliverable templates will cause timeline delays.

Exclusions

The following items are not covered under Hyland Care EHR Services:

1. Consultation, expertise and/or support of third-party software or hardware;
2. Services to support Customer end users (including, but not limited to, manual password resets, taking support calls from users, end user training), unless otherwise agreed to in writing by Hyland.
3. Replacement for general Technical Support or Cloud Product Engineering Support;
4. Custom scripted elements and custom development, unless Customer has purchased Custom Script as an Add-On Managed Service;
5. Direct database modifications; and
6. Requests for excluded items or Professional Services that do not constitute Hyland Care EHR Services may be provided under a separate mutually agreed upon and executed services proposal or a change order executed by the parties pursuant to the Change Control Process.

Initiating Requests for Inquiries, Service Requests and/or Change Requests

1. Customers shall communicate Inquiries, Service Requests and/or Change Requests (see appendices for definitions) to the Service Desk by opening an "Issue" via the Hyland Community Customer Project Portal and cannot be communicated through any indirect means;
2. Customer personnel who contact the Service Desk must be authorized by the Service Delivery Manager and qualified to interact on a technical basis at a level required to support the existing Hyland solution. The Service Desk will not respond to requests from non-authorized personnel.
3. Resolution for Service Requests and Change Requests are as follows:
    A. Service Request resolution activity will be performed by Hyland and Customer at a mutually agreed upon time upon Review and Response of the Service Request;
    B. Any Change Request for off-hours maintenance windows or extended involvement, such as blocks of time of eight (8) hours or more, or other activities requested to be performed by Hyland, are subject to Hyland review and must be requested and scheduled 72 hours in advance.
4. Customer must respond to the Hyland Service Desk in a timely manner for the purposes of resolving an open issue. If Customer fails to respond after two (2) attempts by Hyland to contact and coordinate with Customer, within a seventy-two (72) hour period, Hyland will close the case.
5. Hyland will determine whether the request submitted constitutes an Inquiry, Service Request or a Change Request. If the request is determined to be an Inquiry or a Change Request, then Hyland will provide the services described below under "Inquiries and Change Requests.

Inquiries and Change Requests

1. Hyland will evaluate all Change Requests to determine the work effort associated with the request. Based upon the anticipated work involved, Customer may elect to have Hyland perform services to affect the Change or may elect to have the request treated as an Inquiry, with consultation services only.

During the subscription term, Customer will be limited to one hundred and twenty (120) Change Request service engagements (if HYLCAREEHRPLUS) OR ninety (90) Change Request service engagements (if HYLCAREEHR).

During each twelve-month period, Customer will be limited to twenty-four (24) Inquiry service engagements (if HYLCAREEHR).

Inquiries and Change Requests will be managed in the following manner:

A. All Change Requests for which active services are requested and all Inquiries which result in consultation services will be charged a minimum of one (1) active service engagement;

    i. Elective service engagements will be deducted from Customer's balance when the Response is provided by Hyland;

    ii. Hyland reserves the right to charge multiple elective service engagements from the account balance for requests which encompass multiple component changes, issues or matters (and will advise Customer of the number of elective service engagements to be charged, if applicable);

    iii. Provided Customer's elective service engagement balance is sufficient (or Customer purchases additional Change Requests, if required), and subject to (iv) below, Hyland will perform the work required to address the Change Request or Inquiry.;

    iv. Notwithstanding the foregoing, Hyland reserves the right to require a separate Professional Services engagement for requested changes which are determined to require work which is not typically addressed by the Hyland Care EHR Services (such as Software conversions or implementations);

B. Unused Inquiries and Change Requests will not be rolled over into any subsequent period or renewal term;

C. In a single month, Customer may request active services relating to Inquiries or Change Requests that total no more than twenty-five (25) percent of the total annual Change Request or Inquiry service engagement allotment, as applicable;

D. Inquiry and Change Request services are scheduled subject to mutually agreed upon timelines;

E. Hyland will prioritize all Inquiries and Change Requests received from the Customer and will determine the order of scheduling and completion;

F. Hyland will provide a monthly report of elective service engagement information relating to Inquires and Change Requests that will include the following information:

    i. Opening balance

    ii. Credits

    iii. Debits

    iv. Remaining balance

2. Hyland will make reasonable efforts to respond to emergency Inquiries and Change Requests as priority requests, utilizing available resources on an as-needed basis, which may be different from normally designated resources;

3. Customer is responsible to provide sufficient business requirements and/or use cases in order for Hyland to perform Change Request and Inquiry services. Hyland reserves the right to close Inquiries or Change Requests if insufficient details are provided by the Customer or Customer is non-responsive to requests from Hyland for additional information or participation; and

4. Hyland will train qualified, designated representatives from the Customer on newly deployed functionality. However, it is the responsibility for the Customer to train all end-users.

Customer Obligations

To facilitate Hyland's delivery of Hyland Care EHR Services, Customer agrees to the following obligations. The parties acknowledge and agree that failure to meet the responsibilities noted will affect project duration, cost and/or quality in the execution and completion of Hyland Care EHR Services.

Customer Personnel

1. Customer will assign a sponsor/manager, who is the final escalation point for all issues and decisions:
    A. The sponsor/manager will ensure that the appropriate Customer personnel are assigned and made available, when necessary;
    B. The sponsor/manager will manage all customer obligations as defined within this Services Proposal; and
    C. The sponsor/manager will coordinate all key departmental decision makers, technical experts, subject matter experts, end user representatives and third party software application resources.
2. Customer resource(s) requesting assistance must have a working knowledge of Software as well as the overall solution and environment; typically, the resource requesting assistance will be the designated Software administrator/owner;
3. Customer will engage the appropriate business process owners and subject matter experts, who are thoroughly knowledgeable about the current business practices in their respective areas and who are capable of performing their assigned project roles;
4. Customer will provide vendor resources, interface specialists, technical experts, and/or subject matter experts deemed necessary for third party system(s) with which Software will integrate or from which content will be migrated;
5. Customer will notify Hyland of Customer personnel changes to the extent personnel changes impact the performance of Hyland's obligations under this Services Proposal; and
6. Customer personnel contacting the Service Desk must be authorized to do so by the Service Delivery Manager, and qualified to interact on a technical basis at a level required to support the Software solution.

Project Management

1. Customer will designate a single point of contact whose responsibilities include but are not limited to the following:
    A. Execute timely decision-making, completion of all deliverables and action items and resolution of issues throughout the course of the project(s);
    B. Coordinate Customer resources for the testing and regression testing cycles of the configured Software solution, including the tracking and reporting test results; and
    C. Arrange for physical workspace and tools (work desks, networked computers, meeting rooms, training rooms, conference phones, whiteboards, etc.) for duration of the project(s) to accommodate scheduled onsite and/or remote activities as dictated by Customer's reasonable security measures.

Software and Network Environment

Hyland will review with Customer the requirements for establishing connectivity and access to the Hyland Software solution.

1. Customer will provide access and privileges to Hyland resources enabling full administration of the software and solution, including installation of software, configuration modifications, and modification of server and OS settings;
2. Customer is responsible for taking the appropriate actions to enable connectivity and access to the Customer's

environment, whether on-premises or hosted, for Hyland in a timely manner in advance of the start of the Initial Term.

A. For on-premises Customers, this includes.

   i. Local and remote VPN access must be provided to applicable Hyland resources through the use of dedicated user account(s) with appropriate privileges to the Software and/or relevant third-party applications; and

   ii. Access must be provided prior to Hyland's arrival at Customer facilities and/or project discovery sessions.

3. Customer is responsible for providing proper credentials for Hyland to access the Software solution;
4. Customer will ensure the necessary remote access for Hyland resources;
5. Customer will manage third party application setup (i.e. installation, configuration), testing, training, and go- live support related to integration(s) with Software;
6. Customer will package and deploy all Software clients, unless otherwise mutually agreed to; and
7. Customer will deploy all supporting Software client hardware (e.g. scanner, signature device) and related third party software (e.g. drivers, licenses) required for the Software solution.

Non-Solicitation; Non-Hire

During the term of this Schedule and for one (1) year after the expiration or termination of this Schedule, neither Customer nor Hyland will:

a. solicit for employment or for engagement as an independent contractor for the soliciting party or for any other third party a person who is or was an employee of the other party, or otherwise encourage or assist any such person to leave the employ of the other party for any reason, in each case at any time during such person's employment by the other party or within one year (1) after such person has ceased to be an employee of the other party; or

b. hire or engage, directly or indirectly, as an employee or independent contractor a person: (i) with whom the hiring party had contact or who became known to the hiring party in connection with this Schedule; and (ii) who is or was an employee of the other party, in each case at any time during such person's employment by the other party or within one year (1) after such person has ceased to be an employee of the other party.

Each violation of this provision by a party entitles the other party to liquidated damages (not a penalty) in an amount equal to the greater of: (i) $50,000.00, or (ii) 100 percent of the employee's annual earnings immediately prior to leaving the other party's service, and, in either case, all costs associated with the collection of such liquidated damages, including, but not limited to, reasonable attorneys' fees. A general advertisement or a request for employment that is initiated exclusively by an employee of the other party shall not be considered a solicitation pursuant to Section (a). The parties agree that this provision survives the termination of this Schedule.

Change Control Process

Requested changes to this Schedule will be managed using the Change Control Process outlined below.

If any party believes that a change to this Schedule is warranted, the party shall issue a Change Request in writing. The Hyland and Customer project teams will review the Change Request, determine the impact, and attempt to agree to the change(s). Once the change(s) are agreed upon, Hyland will provide a formal Change Order to Customer outlining the change in Professional Services, the impact on hours, resources, timeline and/or cost.

Customer and Hyland will fully execute each mutually agreed upon Change Order prior to the requested changes taking effect. Customer and Hyland acknowledge that this may affect Professional Services, timelines and deliverables, and therefore will make reasonable efforts to execute any changes to this Schedule with enough lead-time to minimize the influence on the project. No Change Order is binding upon the parties until it is executed by both parties.

Term and Termination

The Initial Term of this Hyland Care EHR Services Schedule is defined in the Order Form.

After the Initial Term, this Hyland Care EHR Services Schedule will renew automatically for Hyland Care EHR Services, excluding any and Professional Services described in Appendix 3 (which shall be provided as described therein), at the then current service type, for periods equal to the Initial Term (each, a “Renewal Term”), unless either party provides written notice of its desire not to renew at least sixty (60) days prior to the end of the then-current Initial Term or Renewal Term, as applicable.

Unless otherwise agreed to in an Order Form, Hyland will invoice Customer on or after the Effective Date of the applicable Order Form for the Initial Term; provided, that, if the Initial Term is longer than one (1) year, Hyland shall invoice Customer for the first year of such Initial Term on or after the Effective Date and shall invoice Customer for each subsequent year of the Initial Term at least forty-five (45) days prior to the beginning of such year.

At least forty-five (45) days prior to the expiration of the Initial Term (or applicable Renewal Term), Hyland will provide an invoice setting forth the fees applicable to the Renewal Term. Such invoice shall be due and payable on or before the first day of the Renewal Term. Hyland may not increase the fees for any Renewal Term in an amount by more than ten (10) percent of the fees payable with respect to the then expiring term.

Notwithstanding anything to the contrary in the Underlying Agreement (as defined in the Order Form, if applicable), Schedule 1 or otherwise, Customer may not terminate the Hyland Care EHR Services for convenience. All prepaid fees are non-refundable.

Appendix 1 – Hyland Care EHR Services Definitions

Services	**Description**
Service Desk	Responsible for coordinating the management of Inquiries, Service Requests and Change Requests created by the Customer. Such resources that Hyland, in its discretion, provides to Customer may be designated but not dedicated solely to the Customer and may change based on general resource availability. Customer will initiate any such Inquiries, Service Requests and Change Requests to Hyland via Hyland Community.
Service Delivery Manager	Primary Hyland resource responsible for overseeing the successful delivery of Hyland Care EHR Services. Primary responsibilities include: 1. Oversees coordination and management of day-to-day operational aspects of client's environments; 2. Leading the service delivery, managing conflict, and ensuring the team's processes and tasks are carried out efficiently; 3. Escalate Inquiries, Service Requests and/or Change Requests as needed; and 4. Prepare and facilitate Monthly Activity Report(s) and Quarterly Sponsor Review(s), as applicable.
Program Management	A program manager will facilitate project oversight and undertake the following responsibilities: 1. Provide a single point of contact responsible for delivering organization-wide initiatives tied to Hyland Professional Services; 2. Manage Hyland project resources to attempt to minimize resource rotation and reduce project cycle time; 3. Establish and maintain a regular cadence of communication and status reporting with Customer's program manager or project sponsor; 4. Help to achieve Customer's vision, strategies and goals; 5. Develop monthly and quarterly metrics and associated reporting for steady state solutions, as well as projects in flight; 6. Provide a single point of focus for all escalations; 7. Establish working relationships in collaboration with key Hyland and Customer stakeholders; and 8. Schedule design sessions for new projects using the existing solution(s).
Solution Lead	A solution lead will facilitate project oversight and undertake the following responsibilities: 1. Attend monthly meetings with Customer's project sponsor for the lifecycle of the project; 2. Provides overall Solution guidance; 3. Working with Customer to tailor specific requirements to the implemented Solution.

	4. Assisting in preparation of the Solution Design Document to reflect agreed upon Customer requirements. 5. Working with Customer to identify, document, and prioritize enhancement requests. 6. Assisting with quality assurance efforts. 7. Evaluating testing issues to verify defects versus enhancements. 8. Assisting in the Go-Live implementation. 9. Managing technical escalations and related communications. 10. Scheduling monthly Customer check-in meetings to review solution activity and proactively identify, plan, and prioritize solution needs and enhancements.
Monthly Activity Report	A monthly report delivered by Hyland which may include: 1. Summary of work and tasks completed, upcoming work, known issues or risks; 2. Summary of outstanding Inquiries, Service Requests and/or Change Requests; and 3. Other reporting details as mutually agreed upon, to provide clear communication paths and to summarize monthly activity.
Administration	Means services provided under the direction and supervision of the Customer, which may include: 1. Performing recurring activities to ensure stability and availability of Software and solutions; 2. Responding to business needs to create, modify or delete user accounts for existing security groups within the Software; 3. Help maintain non-production environments for testing, training, and/or issue resolution; 4. Respond to questions concerning product capabilities; 5. Maintain a more detailed understanding of the Customer’s environment solutions deployed within Software; 6. Analyzing solution performance trends; 7. Executing solution optimization tasks
Inquiries	Request by Customer for remote online consultation services between the Customer and a consultant 1. Each Inquiry includes up to one (1) hour of remote online consultation services between the Customer and a consultant; A. Customer may record the Inquiry appointment, subject to Hyland agreement, and provided that such recordings are used only internally; B. Hyland may limit the scope of each Inquiry to the questions and discussion items submitted in advance by the Customer in the Inquiry request. 2. Customer shall be permitted up to one (1) additional hour of follow-up consultation relating to each Inquiry;

	3. In response to Customer Inquiries, Hyland will, as appropriate: A. Conduct reasonable research and preparation in order to respond to the Inquiry (provided the Customer has delivered a written summary of questions at the time of the Inquiry request); B. Provide consulting services in relation to Software use; C. Recommend solution configuration changes and/or design reviews; D. Attempt to identify root causes of problems and/or troubleshoot solution configuration; and E. Make recommendation(s) for remediation and resolution paths for Customer. 4. Hyland's response may be delivered electronically or verbally; 5. Hyland will use reasonable efforts to schedule consultations in response to Inquiries within a seventy-two (72) business hour period from time of submitted Inquiry; and 6. Any additional Inquiries requested by Customer will result in a pricing adjustment and will follow the defined Change Control Process outlined in this document.
Configuration Management Database Document	Document describing database used by Hyland to store information about hardware and software assets to ensure consistency in configuration management and shared knowledge of Customer's Software solution.
Solution Design Documentation	Documentation used in maintaining information pertaining to the design of the Customer's Software solution. Hyland is responsible for maintaining updated Solution Design Documentation based on changes made to Customer's solution.
Quarterly Sponsor Review	Every ninety (90) days Hyland will conduct a review with sponsors from each organization to maintain alignment around key metrics and assess customer experience. This ongoing and collaborative review is intended to allow concerns and feedback to be heard early and often, allowing time for any necessary corrective actions.
Long-Term Release (LTR) Management	A designation given to certain Enhancement Packs (EP), generally once per year, to identify the builds Hyland will support for the longest duration according to Hyland's Technical Support policies. EPs generally include enhancements, fixes and security updates provided to Customers multiple times per year. Customer has access to use Hyland Care EHR Services for one (1) LTR Release annually for the number of products defined in the Order Form, using Hyland's recommended approach through Hyland Care EHR Services.
Solution Optimization Assessment	Annual solution assessment by Hyland. Any Change recommendations included in the assessment documentation will require elective Change Requests to implement.
Strategic Workshop	One (1) annual engagement designed to help Customer discover the top priorities and deliver a 12-month action plan to achieve quick wins that may drive changes to the Software solution.
Incident	Is defined as an unplanned interruption to Software or solution or reduction in the quality of the Software.

	For the purposes of Hyland Care EHR Services, Incidents are defined as System Outages or a Service Request which: 1. Affects a business line and causes serious interruption to business activities and must be resolved with urgency; and 2. Customer and Hyland determine is critical.
Problem	Is defined as a cause, or potential cause, of one or more Issues. Hyland will perform a quarterly review of historical Issues to support the identification of underlying causes of issues through in-depth investigation. This focuses on root cause analysis and review of recurring Issues to improve outcomes and performance.
Change	Changes are any addition (installation), modification or removal of anything that has an effect on existing Software or solutions. Changes are: 1. often the result of business requirements or changes in the Customer Software solution at the request of the Customer; 2. not the result of Incidents and Problems; 3. scheduled services that the Customer must request and schedule 72 hours in advance; and 4. subject to review by Hyland if work effort for Change Resolution is greater than eight (8) hours. For any requested Changes, Customer is responsible to submit a Change Request via Hyland Community as an Issue.
Release	Management of incremental software, documentation, processes or other component upgrades required to move from one software component version to another. As part of any Release update process, the Service Desk will review the impact and urgency to the Customer against the existing Software solution. Component Software updates that are Customer requests for the purpose of obtaining additional features or functions are considered discretionary and are handled as a Change. Component software updates to remediate Service Requests are handled as part of Incident Resolution.
Review	An evaluation of an Incident, Problem, Change or Release created by Customer and sent to Hyland for review and comment. The purpose of a Review is to evaluate a component and propose a Response for potential resolution or closure.
Response	Hyland actively engages in identifying root cause and makes recommendation(s) for how to correct.
Resolution	Hyland receives/produces a response resolution plan and acts to implement a Response. A Resolution is complete when functionality is materially restored, or a recommendation is made to the Customer to remediate a Service Request or Change Request. If a configuration change is required to resolve an Issue or implement a Change, the Service Desk will follow the change management practices established with the Customer.
System Outage	The primary business function is stopped with no redundancy or backup. Deemed as an error that causes total or substantial Software failure, which means the Software is down and Customer is unable to access the Software in any way within its production environment. If a System Outage is caused by Changes requested by Customer to the production environment, Hyland may reverse or “undo” such Changes in order to revert to the previous functionality.

	Customer is responsible for reporting a System Outage by submitting a Technical Support Case via Hyland Community or contacting Technical Support: https://community.hyland.com/login?returnUrl=/customer-portal/wiki/hyland-support/technical-support-phone-numbers
Service Request	Request by Customer relating to routine day-to-day tasks or Incidents which are not defined as System Outages. There are no limitations on the number of Service Requests submitted during the Term. Service Desk will attempt to begin Review of Service Requests within one (1) hour of reported impact during Standard Business Hours. If reported during off-hours, the Service Desk will begin actively working within one (1) hour of the next business day. Hyland and the Customer will commit the necessary resources to resolve the situation within Standard Business Hours.
Change Request	Request by Customer for any addition (installation), modification or removal of anything that has an effect on existing Software or solutions. Changes are categorized based on type of Change Requests. Service Desk will attempt to begin Review of the submitted Customer Change Request within one (1) business day, during Standard Business Hours. If reported during off-hours, the Service Desk will begin actively working the next business day.

Appendix 2 - Description of Add-On Managed Services

The following Add-On Managed Services are available, if applicable.

Add-Ons Available
Custom Script Requests
Additional Change Requests

Custom Script Enhancement(s)/Development Requests

Custom Script Requests

If Customer purchases Custom Script Requests as an add-on Managed Service, Customer will be entitled to use its Change Request account balance to open a Change Request relating to a non-software code or configuration item used in a customer Hyland solution, including but not limited to APIs, Unity Scripts, or pre-processors. See "Initiating Service Requests and Change Requests" and "Enhance/Expand Change Request" sections for details regarding submission and management of Change Requests.

Additional Change Requests

Hyland will provide additional quantities of Change Requests (with each quantity being comprised of ten requests) as indicated on the Order Form or through the Change Control Process.

Hyland will update Customer's account balance to reflect the additional Change Requests that will be available during the course of the subscription term.

Appendix 3 – OnBase Integration for Epic

OnBase integration for Epic will be provided at all of the Customer facilities identified in the Underlying Agreement, as described under "Project Scope," below.

The Professional Services described in this Appendix will be provided both onsite at Customer location as well as remotely from Hyland offices, in each case during Standard Business Hours defined as 8:00 a.m. to 6:00 p.m. in Customer's local time zone Monday through Friday, in Customer's designated primary location.

Project Scope

Pre-Visit Documentation Workflow

Scope

The project will consist of initiation, requirements analysis, implementation services and project management in association with the capture, management and linking of documents that arrive in advance of a scheduled or unscheduled patient visit, including referral documents. The documents will be linked to the Epic EMR. This project allows for the scheduling work to be performed in a centralized or decentralized setting in hospitals and clinics.

Content Capture

1. Day forward capture of scanned or faxed documents such as referrals and orders for classification, storage and linking to Epic;
2. Software's "sweep" functionality of purchased Software and/or Rightfax Server integration (if viable) will be utilized; and
3. Configuration (if necessary) of a document separation scan queue.

Content Management

1. Documents will be manually separated (if necessary) in a scan queue that supports document separation;
2. Software Workflow filters will be applied (if necessary) to incoming documents based on keyword values for Department, Status and Sub-Status;
3. Order analyzers, appointment schedulers and other end users interacting with received documents will execute Workflow Tasks that indicate the status of the faxed order;
4. Faxed order status options will be pre-configured based upon a standardized solution model; and
5. Once received documents have been fully indexed, Software will generate an outbound HL7 message to Epic to create the document retrieval link at the appropriate level within Epic, based upon the document type assigned to the received document.

Interfaces

1. Content captured will be interfaced via Software HL7 to Epic Bridges through the use of the HL7 middleware. A workflow system task will use the Software HL7 Interface for outbound communication:
    A. Outbound MDM messages to interface captured documents to the EpicCare system;
    B. Incoming SIU messages for the capture of scheduling data from Epic; and
    C. Inbound MDM ("Bi-Directional Scans Maintenance Interface") messages to update metadata assigned to documents stored in Software after having been updated within Epic:
        i. The Bi-Directional Scans Maintenance Interface must be procured through Epic.

Content Delivery

1. Integrated single document retrieval from document hyperlinks within the patient record in EpicCare using the API integration between the Software and Epic;
2. EpicCare Link/MyChart (if necessary); and/or
3. Document retrieval using native client(s) of the Software.

Assumptions

This project is based upon the below assumptions being true. If for some reason these assumptions prove to be false, this could result in a scope change and may have an impact on the proposed cost and timeline to deliver:

1. Customer’s fax server solution has the capability to make documents available to the Software from a location and in a format that the Software can import;
2. Customer is on a version of Epic that support incoming SIU, Bi-Directional Scans, and ZRE interface;
3. Customer’s existing Epic solution allows for documents to be assigned to scan eligible appointment Contact Serial Numbers (“CSNs”), Orders, and/or Referral IDs:
    A. Charts can be created within Software for appointments based on incoming SIU messages;
    B. Documents can be attached to appointments via batch scanning, integrated scanning or native Software document import functionality;
    C. If an appointment is re-scheduled and a new CSN is generated by Epic, the software will create a new chart and re-assign the document(s) attached to the original chart to the new chart; and
    D. If an appointment is cancelled within Epic, Epic will convert the cancelled appointment to a Scan-Only Encounter. OnBase will move the documents attached to the appointment to the new Scan-Only Encounter CSN.
4. Customer’s software Workflow will not be used to validate tasks or ensure that processes are followed in the proper order. Customer resources will be trained in the proper order to execute tasks and will be responsible for ensuring that tasks are executed in the proper order and at the proper time; Software Workflow features such as Timers, User Interaction or Load Balancing are not available outside Software Workflow. will either deploy Intelligent MedRecords to automate document classification or staff will be responsible for manually updating document keywords to facilitate the creation of an HL7 message;
5. Users can see all documents within a given status and not know who or if another scheduler is actively working the document;
6. Documents are not automatically assigned to users on a first-in first-out process;
7. Customer will be responsible for the implementation and management of any fax server software or infrastructure enabling faxed documents to be stored on an accessible network directory; and
8. Documents will attach to records within Epic at the appointment level, and the Customer version of Epic will allow for this integration.

Exclusions

The following items are considered out of scope for this engagement:

1. Creation of Workflow E-forms (an electronic HTML form acting as a document in Software) is not included in this estimate;
2. Automatic assignment of documents to specific users for processing;
3. Individual documents will not be automatically assigned to individuals, groups or roles; Individual users will be able to filter documents based upon criteria identified to perform their business task(s);
4. Notifications about documents in a Workflow queue for a period of time are not included;
5. External communication (fax/e-mail) of documents is not included; and
6. Custom development to accommodate electronic fax solutions incapable of making documents available to the Software from a location and in a format that the Software can import.

Registration Solution

Scope

This project area will consist of integrating Software with the Epic modules relevant to Registration (i.e., Epic Cadence and Epic Prelude), enabling Software capture and management of documents, and the linking of documents to Epic.

Content Capture

1. Capture of registration documents such as insurance cards, photo identification, and consent forms.

Content Delivery

1. Integrated document retrieval from document hyperlinks created within select Epic Registration contexts (determined by Customer in consultation with Epic); and
2. Document retrieval using native client(s) of the Software (Customer HIM staff and other select users).

Third-party Application Integration

1. Software will integrate/interface with the following applications:
    A. Epic ADT/Prelude Registration (Inpatient); and
    B. Epic Prelude Registration (Ambulatory).

Exclusions

The following items are considered out of scope for this engagement:

1. Electronic Completion and signing of forms using a device such as a tablet PC, interactive pen display, or signature pad capable of capturing digital ink; and
2. The implementation of an OnBase Mobile eCapture solution for use with mobile devices, such as iPads, to capture patient signatures on consent forms.

Clinical Records Solution

Scope

Content Capture

1. Capture of select clinical documents, such as lab results, via scanning or the use of other Customer-owned Software modules;
2. Batch scanning and barcode recognition as available of clinical documents, with documents linked to Epic via HL7; and
3. Import of electronic documents from up to five (5) ancillary clinical systems, with documents linked to Epic via HL7. Documents must be in non-proprietary document formats (e.g. PDF, TXT, RTF and JPG). The pricing for this proposal is based upon the assumption that native import functionality of purchased Software modules (e.g. HL7) will be leveraged for document import:
    A. OnBase software supports as many ancillary system imports as required. The number above represents the number of imports Hyland services will create as part of this services project. Customer admins will be trained on how to create further imports as needed.

Content Delivery

1. Integrated document retrieval from document hyperlinks created within select EpicCare contexts (determined by Customer in consultation with Epic);
2. Integrated document retrieval via the launch of the Hyland Clinician Window from EpicCare; and
3. Document retrieval using native client(s) of the Software (Customer HIM staff and other select users).

Content Management

1. Clinician Complete & Return:
    A. The routing of batch scanned documents to a physician's Epic in-basket for the purpose of Acknowledgment.
2. Deficiency Analysis and Completion using Deficiency Pop (If Applicable):
    A. Software will extend Epic's deficiency analysis and completion capabilities to facilitate analysis and completion of documents stored in Software;
    B. Missing Signature and Missing Information deficiencies are supported by Software; and
    C. Software will deliver deficiency, completion, and refusal data to Epic to support consolidated deficiency management in Epic.
3. Epic Chart Search Functionality:
    A. Epic is configured for Epic Chart Search.
    B. MDM Messaging is currently sending via Workflow, not Scan Queue HL7 Sending.
4. Release of Information ("ROI"):
    A. Epic ROI reports will automatically include documents linked in Epic to Software.
5. Document Corrections:
    A. The Solution will include a workflow to facilitate document corrections, such as misfiles and duplicate scans, with the corrections being performed by HIM or other authorized staff; and
    B. Epic end users will be able to initiate the correction process directly from the Epic-integrated Software viewer.
6. Document Maintenance:
    A. Document maintenance may be facilitated through the Bi-Directional Scans Maintenance Interface;
    B. When a document record ("DCS") is changed in Epic, a Bi-Directional Scans Maintenance Interface message can be sent to Software, within which the document metadata will be updated accordingly; and
    C. Documents can also be soft deleted from Epic through this process.
7. Software will automatically process patient merge messages from Epic. Software will facilitate, but not completely automate, the un-merging of patients;
8. Integration with the Epic Web BLOB Server Pass-Through:
    A. Specific use cases by which the Epic Web BLOB Server Pass-Through ("WBP") will be utilized by Customer will be identified and investigated during Project Requirements Analysis;
    B. Only day-forward documentation may be stored in Software leveraging WBP;
    C. The following types of documents stored in the Epic Web BLOB Server will not be eligible for WBP:

i. Documents from external organizations retrieved through Image Exchange;

ii. HTML template-based e-signatures;

iii. Files not compatible with the Media Manager or the Media tab in Chart Review;

iv. Files that exist without corresponding document records in the Document (DCS) master file; and

v. Other documentation identified as ineligible by Epic.

D. Documents stored in OnBase by way of the WBP will exist as ‘read-only’ documents:

i. Only WBP calls initiated from within Epic will be able to perform file edits. Such requests will trigger in-place replacements of files stored in Software and will not utilize Software revisioning capabilities;

ii. Only WBP calls initiated from Epic will be able to perform document deletions. Such requests will trigger document purges from within Software; and

iii. Only HL7 messages initiated from Epic will be able to perform metadata updates on WBP documents. Metadata update processes will work in conjunction with the ADT interface and Bi-Directional Scans Maintenance Interface. Metadata updates include Keyword changes and Document Type changes. These updates can be triggered as a result of typical patient activity or the Edit document process initiated from within Epic and will require the use of the Software Document Update Processor. These types of metadata updates are one-way and only triggered from Epic. No updates to document metadata performed in Software will be sent to Epic.

E. Document security in Software will be maintained separately from Epic security. This may result in documents being viewable in one system and not the other if security models between Software and Epic are not aligned.

9. Dashboard Reporting Packages: Pre-configured Reporting Dashboards to allow users to monitor performance and analyze trends in real-time. These reports include:

A. HIM Operations I Package

i. Scanning Productivity by User Group;

ii. Indexing Productivity by User Group;

iii. QA Productivity by User Group;

iv. Document Type Summary;

v. My Scanning Productivity;

vi. My Indexing Productivity;

vii. My QA Productivity;

viii. Batch Snapshot;

ix. Capture Process Designer Batch Processing Time;

x. Capture Process Designer Batches Currently in Processing; and

xi. Committed vs Created Documents.

B. HIM Operations II Package

i. Barcode Processing Configuration;
ii. Chart Analysis Report - Native or Workflow;
iii. Coding Report - Native or Workflow;
iv. Document Corrections - Current Correction Requests;
v. Document Corrections - Filed In Error Report;
vi. Document Corrections - Productivity;
vii. Document Corrections - Requested Corrections;
viii. Document History Log;
ix. Document History Log by User;
x. Document History Log for MRN;
xi. Document Type Views;
xii. EMR Integrated Scans;
xiii. Outstanding Deficiency Reporting;
xiv. Page Changes During Batch Processing;
xv. Scan Queue Document Types;
xvi. Content Conditioning – Documents Currently In Review Queues; and
xvii. Content Conditioning – Productivity.

C. System Administrator Package

i. Bar Code Processing Configuration;
ii. Chart Type (Epic vs. MRM) Report;
iii. Chartless Documents;
iv. Configuration Log;
v. Document History Log;
vi. Document Import Summary;
vii. Facility Chart Tabs & Doc Types Report;
viii. HL7 Sending Report;
ix. Keywords Assigned to Document Types;
x. License Registration by License Type;
xi. New/Inactive Facilities Report;
xii. Physician Report;
xiii. Scan Queue Document Types;
xiv. User Group and Login Report;
xv. Workflow Document Types;

xvi. Workflow Timer Report;

xvii. ADT Testing Dashboard;

xviii. Merge Testing Dashboard;

xix. Unmerge Testing Dashboard;

xx. Document Attachment Dashboard; and

xxi. New /Inactive Admit Types Report.

D. Release of Information (ROI) Package

i. ROI Request Logs; and

ii. ROI Request Snapshot.

Interfaces

1. HL7 interfaces will be leveraged for both inbound and outbound data communications with Software:

   A. A single (1) incoming ADT interface to capture patient and encounter data;

   B. Incoming SIU interface to capture scheduling data;

   C. Orders interface is included in scope;

   D. A single (1) outbound MDM interface to link documents to the EMR; and

   E. Inbound MDM ("Bi-Directional Scans Maintenance Interface") interface to update metadata assigned to documents stored in Software after having been updated within Epic.

Third-party Application Integrations

1. Software will integrate with the following applications:

   A. EpicCare Link/MyChart;

   B. EpicCare (Ambulatory/Inpatient);

   C. Epic Health Information Management:

      i. Chart Deficiencies (Inpatient); and

      ii. Release of Information.

   D. EpicCare Everywhere.

Assumptions

This project is based upon the below assumptions being true. If for some reason these assumptions prove to be false, this could result in a scope change and may have an impact on the proposed cost and timeline to deliver:

1. Release of Information module/license is required for ROI dashboard package;
2. Image Retrieval API service is required for EpicCare Everywhere Integration;
3. Hyland will configure Dashboard Reporting Packages using standard document and workflow data providers;
4. Customer is on a version of Epic that support incoming SIU and Bi-Directional Scan:

   A. The Bi-Directional Scans Maintenance Interface must be procured through Epic.

5. Customer will supply initial bulk export of the physician metadata required to assign the responsible provider to deficiencies, as well as the subsequent daily metadata updates; and
6. Hyland will train system administrator on copying/modifying standard dashboards for other user groups. System Administrator will be responsible for the maintenance of existing and the creation of new dashboards as required.

Exclusions

The following items are considered out of scope for this engagement:

1. Professional Services for the configuration of custom dashboards using the Reporting Dashboards module.

Unity ROI Solution

Scope

The project will consist of initiation, requirements analysis, implementation services and project management in association with the Release of Information ("ROI") Unity solution. This solution will allow HIM or other authorized users to create and process ROI requests for documents not linked to Epic.

Content Management

1. Create, manage and approve ROI requests to gather documents based on specific criteria;
2. Assemble and sort relevant documents within Software;
3. ROI requests are assigned to users and the status of the request is maintained in Software; and
4. Search for requests by requestor and patient information.

Content Delivery

1. Software Medical Records Unity Client; and
2. Print or export to PDF file for delivery.

Third-party Application Integration

1. ROI requests may be scanned within Epic ROI in order to initiate the ROI request in Software; and
2. Software may optionally generate an MDM message to Epic containing the ROI package such that the full release can be performed from Epic.

Deployment

1. The solution will be deployed within Customer HIM departments to be defined during project Requirements Analysis.

Assumptions

This project is based upon the assumptions below being true. If for some reason these assumptions prove to be false, this could result in a scope change and may have an impact on the proposed cost and timeline to deliver:

1. Billing for ROI requests is managed in Epic;
2. Customer is licensed for Software Release of Information module;
3. The UnityROI solution will be leveraged to facilitate the completion of ROI requests requiring the inclusion of documents stored within software that are not linked to the patient record in Epic; and
4. Customer will be responsible for identifying the Software document types which will be eligible for inclusion within the

UnityROI solution.

Hyland Clinician Window

Scope

The project will consist of initiation, requirements analysis, implementation, and project management Services in association with the Healthcare Clinician Window (“HCW”). Hyland will perform the following:

1. Installation of the HCW Software components; and
2. Configuration of the following elements of the HCW:
    A. Document Collections;
    B. Banner attributes (enabled/disabled);
    C. Unified Types;
    D. Categories;
    E. Filter Categories;
    F. Date Format;
    G. Content List; and
    H. Corrections integration.

Deployment

1. Hyland will support migration of Software solution changes to production environment and Hyland services will support the go-live as a part of the overall Epic go-live.

Third-party Application Integrations

1. Software will integrate with the following applications:
    A. EpicCare (Ambulatory/Inpatient).

Assumptions

This project is based upon the below assumptions being true. If for some reason these assumptions prove to be false, this could result in a scope change and may have an impact on the proposed cost and timeline to deliver:

1. Customer must be on Software version EP5 or later;
2. Customer must have IDP installed within Software;
3. Customer must utilize Healthcare Corrections version 2.0 or later; and
4. Customer understands that routine maintenance of the Software solution is required to support the use of the HCW.

Exclusions

The following items are considered out of scope for this engagement:

1. Integrations with any Vendor Neutral Archives (“VNA”) and/or third-party medical imaging zero-print viewers;
2. Integration with any other solution other than Software;
3. Installation, configuration, and integration with any third-party diagnostic imaging viewers; and
4. Installation, configuration, and integration to NilRead or any other diagnostic viewer to display DICOM images within HCW.

Billing Office Solution

Scope

This project area will consist of integrating Software with Epic Resolute, including Professional Billing and Hospital Billing.

Business Correspondence Processing

1. Paper business correspondence will be batch scanned and moved to a Software queue for indexing and QA:

    A. Actionable correspondence will be managed directly within Epic. Software will create a nightly text file containing the document handle for each piece of correspondence that was scanned into Software that day. This file will then be automatically imported into Epic, and a Correspondence Record is created for each document handle in the file. This will create a direct link to the document from the Epic Correspondence Record. It is recommended that Correspondence Records are created for the Correspondence Solution:

        i. Customer is on a version of Epic that supports Correspondence import and subsequent creation of Correspondence records via flat file.

Batch Payment Posting in Epic Resolute

Software will be used to scan EOBs, or acquire existing EOB images, to create posting batches in Epic:

1. The document representing the posting batch will be linked to Epic via an HL7 ZBI message. Customer is responsible for purchasing the ZBI interface from Epic and any required configuration services. Epic will create the posting batch based on the information in the ZBI message. EOBs retrieved from lockboxes for the Epic/Software batch posting integration must be multi-page TIFF images. Combining multiple images to create a posting document is not in scope;

2. When an end user opens a Software-created Epic batch for posting, Epic will open a Software viewing window to facilitate payment posting;

3. For each posted transaction, Epic will record the page visible in Software, creating a link to the specific page of the posting document;

4. The posting documents will be run through the Software OCR Processor, allowing subsequent text-based search of posting documents from a Software client; and

5. Epic will be configured to produce a flat file mapping Epic batch IDs to Software document ids, enabling Software to index the posting documents to the Epic batch IDs. As a result, the Software posting documents will be retrievable by Epic batch ID from a Software client.

835 Processing

1. Software will be configured to import up to five (5) distinct 835 feeds;

2. The Software 835 Processor will index the file at the level of specific payments and create 835 file virtual EOBs (i.e. EOBs for individual payments) suitable for use in follow-up packets (e.g. a partial-pay appeal packet); and

3. The 835 file virtual EOBs will be created using Software's standard XML style sheet. The virtual EOBs can be customized per 835 file to suit the needs of specific payers, but that configuration is outside the scope of this project and is typically only required when demanded by specific payers (uncommon).

Lockbox Integration

1. Software will be configured to integrate with up to four (4) electronic lockboxes;

2. Documents associated with the billing office, correspondence, EOBs, or 835 files, may be received by Customer via

lockboxes. Software will import documents from the lockboxes, and initiate the business processes described in this Project Area;

3. Customer is responsible for securely downloading lockbox contents to a defined location on the same local area network (LAN) hosting the Software;
4. If applicable, scoping is based upon the assumption that native import functionality of purchased Software modules (e.g., DIP) will be leveraged for lockbox document import. Any custom development required to provide a pre-processor that parses lockbox images and allows them to be processed by software is not included in the scope of this project area but may be facilitated through the use of elective change blocks.

Content Delivery

1. Business correspondence and any documents in Software associated with the relevant MRN or invoice number will be retrievable from Epic Resolute. The integration will be achieved by configuring Epic Activity Buttons to invoke the Software QueryPop; and
2. Document retrieval using native client(s) of the Software.

Interfaces

1. HL7 interfaces will be leveraged for outbound communication from Software:
    A. Outbound ZBI message to interface documents to the billing system:
        i. The Epic ZBI interface must be procured through Epic in order to allow for the integration of scanned EOBs to the batch selection screen within Epic Resolute.

Third-party Application Integrations

1. Software will integrate with the following applicable applications:
    A. Epic Resolute – Hospital Billing; and
    B. Epic Resolute – Professional Billing.

Exclusions

The following items are considered out of scope for this engagement:

1. Professional Services for the ingestion of documents received by Customer via electronic lockbox(es).

Requirements Analysis

Included in the project cost is dedicated time for Software solution requirements analysis, documentation and review. Requirements Analysis activities include:

1. Requirements Capture: Hyland will collaborate with Customer's project team to discover and define the detailed requirements of the Software solution. Discussions focus on the requirements to meet Customer's business objectives, including any integration(s) that may be in scope for the project:
    A. Customer project team may consist of subject matter experts from the business areas and technical experts from IT, interfaces and applications: and
    B. Agenda will reflect a single collaborative session per project area. For example, where the same department is repeated across multiple entities, representatives of each entity should attend requirements gathering sessions.
2. Requirements Documentation: Hyland composes formal documentation containing the requirements of the Software solution. Additional follow-up items may be discussed with the Customer subject matter experts to close gaps in the

understanding of the captured requirements during the Requirements Capture. Once complete, the documentation is delivered to Customer's project team.

3. Requirements Review: Hyland reviews the Requirement Document with Customer's project team to validate the Software solution requirements. Modifications to the document are made and a finalized Requirements Document is delivered to Customer's project team; and
4. Project Schedule: Hyland will update the Preliminary Project Schedule to reflect a more detailed schedule based upon the Requirements Documentation.

Solution Build

Included in the project cost is dedicated time to build the Software solution. Solution build activities include:

1. Solution Design: Hyland will design the solution based on the Requirements Document. In the case that the solution contains a Workflow or WorkView application, Hyland will conduct a walkthrough demonstration of Workflow or WorkView, soliciting Customer feedback; and
2. Solution Installation and Configuration: Hyland will install and configure the complete Software solution to fulfill the documented requirements captured in the Requirements Document. Implementation accounts for two (2) environments: Production (PROD), and one (1) Non-Production User Test ("UT") Lite environment.

Testing & Training

Included in the project scope is dedicated time for solution testing and user training activities. Testing and training activities include:

1. Customer will manage the deployment of Software testing\training workstation(s) (e.g., PC(s) and Scanner(s)), including the installation of all necessary software/clients, unless otherwise defined within this Appendix.
2. Unit Testing: Hyland will validate that the solution conforms to the Requirements Document. Upon completion of unit testing and incorporation of any changes to the solution, Hyland will inform the Customer unit testing is complete;
3. Training Material Generation: Hyland will compose training materials specific to the configured solution for use by Customer's designated trainers. Customer trainers may modify the document to meet Customer's training approach;
4. Customer will prepare and supply the necessary testing\training resources including, but not limited to the following:
    A. HL7 messaging
    B. Sample, production-like content
    C. Electronic feeds (e.g., lockbox files, EDI 835, ancillary reports)
    D. Paper documents
    E. Sample test patients and encounters, preferably in all environments including Production.
5. Execution of up to two (2) Software training sessions described below:
    A. One (1) "train-the-tester" session on the Software Solution, for up to five (5) designated testers; and
    B. One (1) "train-the-trainer" session for up to five (5) persons that Customer intends to conduct end-user training.
6. Customer will secure training room(s) ensuring that all resources participating will have the proper workstations and materials, as set forth by the Hyland project team.
    A. If these provisions are not met, Hyland has the right to cancel and reschedule training.
7. Execution of one (1) solution-specific configuration walk-through for up to two (2) designated Software system

administrators provided by Hyland to Customer; and

8. Customer Testing Support: Hyland will support the Customer's testing of the configured solution. Customer-created business test cases are used by Customer's resources to test the Solution. Customer should prepare for these activities by defining test plans and scripts early in the project process. Hyland will make changes to the Software configuration to cause the Solution to function in accordance with the Requirements Document.
9. Customer will create, maintain, and execute test plans and cases, as well as track and report testing results during the testing cycle(s); and
10. Customer will train additional end users on the use of Software.

Go-Live Support

Customer may elect to receive support for up to two (2) go-live events. Dates of the go-live events will be subject to mutual agreement; however, if two go-live events are elected, the second event must be completed no later than four (4) months from the completion of first go-live event. Customer's System Administrator/s will be first point of contact for go-live support. Go-live support will be provided as follows for each go-live event:

1. Hyland will provide up to two (2) resources for onsite go-live support (Hyland may add resources if it determines additional resources are needed) during normal business hours for consecutive days (Monday – Friday, 8am – 5pm, Customer local time) from a central support location; provided, that such onsite support duration and business hours may be adjusted with mutual agreement between Customer and Hyland:
    A. If one (1) go-live event is agreed upon, onsite support will last up to two (2) weeks; or
    B. If two (2) go-live events are agreed upon, onsite support will last up to one (1) week for each go-live event.
2. Following the conclusion of onsite support, Hyland will provide up to two (2) resources to provide one week of remote go-live support (Hyland may add resources if it determines additional resources are needed) during normal business hours for consecutive days (Monday – Friday, 8am – 5pm, Customer local time) .

***** End of Document *****