

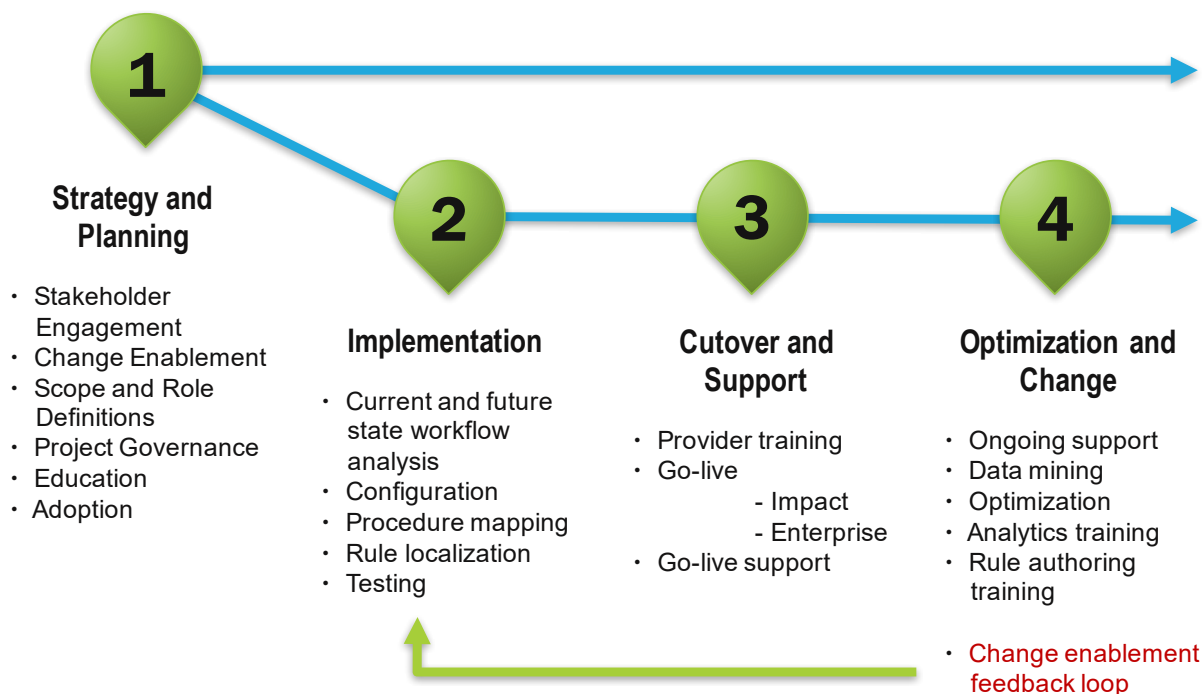
MedCurrent iRefer CDS Service Definition

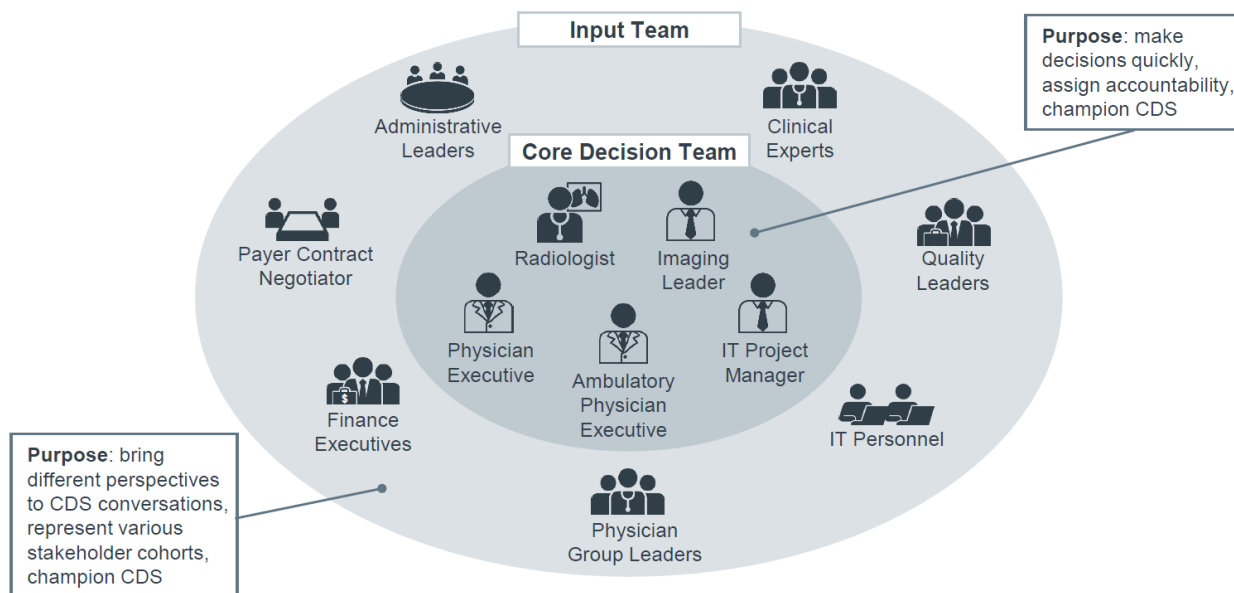
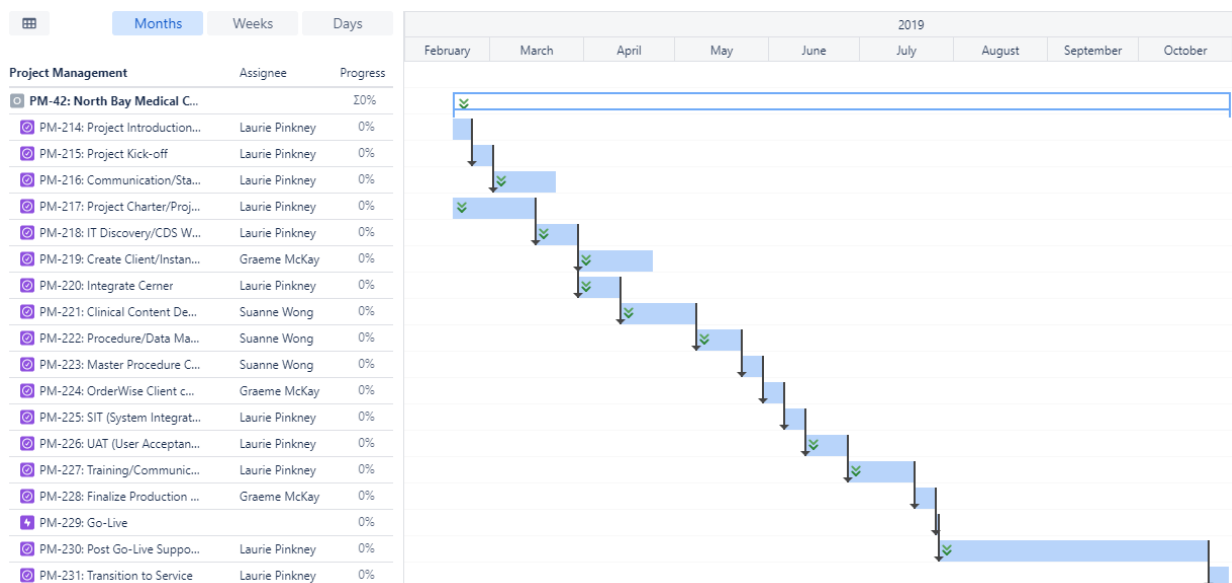
Description:

MedCurrent iRefer CDS is a Clinical Decision Support (CDS) cloud hosted Software-as-a-Service solution. The solution leverages the Royal College of Radiologists (RCR) iRefer referral guidelines as well as other guidelines to provide clinician users with access to best practice evidence at the point of care. The Solution integrates into existing Electronic Patient Record (EPR) and OrderComms (OCS) systems using healthcare interoperability standards.

- **CDS:** iRefer CDS integrates with existing EPR/OCS workflows to deliver referral guidelines at the point of order entry to support providers' clinical decision-making processes
- **Analytics:** Enables health systems to access real-time, actionable data on ordering behavior, resource utilization and content gaps
- **Authoring Studio:** Allows healthcare organizations to build, modify and/or endorse guidelines with drag-and-drop functionality to support customization and commercial endeavors

Implementation Plan:





Onboarding Support:

Kickoff meeting with key project team members to outline roles and responsibilities. Online training via remote web session, user training videos and user documentation provided as part of standard offering. Onsite training using train the trainer methodology is provided for upto 10 customer participants subject to additional costs for travel, etc. Additional training can be provided based on customer requirements based on standard rate card. Full customer support during Go-Live and transition to steady state services.

Services Constraints:

- Microsoft Azure Platform as a Service hosted in UK Data Centre (data residency in UK)
- 99.9% Uptime Service Level Agreement.

Access Requirements:

- Internet Connection (1Mbps or higher)
 - Internet Browser (Chrome, Firefox, Edge, Safari)
 - Firewall access to public URL
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- Planned maintenance determined based on customer requirements, usually maintenance windows are Sundays between 12am-3am

User support:

- Telephone, Online Ticket system, Email
- Monday through Friday, excluding Statutory holidays, 8am to 5pm are standard business support hours. Level 3 severity issues within 4 hours during business hours. Level 2 severity issues within 2 hours during business hours. Level 1 severity within 1 hour on a 24/7 basis.
- Priority 1(Urgent) – User cannot perform basic functions; financial or patient care negatively impacted; no workaround is available. Response within 1 hour on a 24/7 basis. Resolution target within 3 hours.
- Priority 2(Important) – User can perform basic functions; some features are unavailable; some features are unavailable or loss of effectiveness and efficiency is evident; temporary workarounds are available. Response within 2 hours during Business Hours. Resolution target within 24 hours.
- Priority 3(Routine) – User can perform materially all functions; minor inefficiencies, loss of effectiveness, or opportunity for improvement is evident. Response within 4 hours during Business Hours. Resolution target per mutual agreement with customer. The 3 support levels are included in standard pricing model. Issue resolution is managed by assigned support desk resource who engages applicable MedCurrent team members to resolve issues.

Data Backup and Disaster Recovery:

1) Guaranteed Availability

99.9% Uptime SLA. Availability during periods of Planned Availability divided by the Planned Availability as measured each Month. Pro-rated service credits provided to customer if SLAs are exceeded. Customer has option to cancel subscription with 30 days notice at any time.

2) Resiliency

Microsoft Azure resiliency practices are followed. Full redundancy, failover, backup provided through Microsoft.

3) Backup

Databases are backed up daily with 30 day history on MS Azure environment.

Offboarding Support:

At end of contract, customer's Microsoft Azure instances will be turned off and not accessible. If required, customer DB will be backed up and sent securely to customer. Following contract end, customer iRefer CDS software instance will be permanently deleted, unless customer requests other instructions, at a nominal professional services cost, to be determined based on specific requirements and mutual agreement.

Pricing and Invoicing:

MedCurrent iRefer CDS has 3 offerings for customers:

Offering	Included Features
PRO	- Core platform (Integrated CDS, Analytics, Authoring Studio) - Royal College of Radiologists (RCR) iRefer guidelines licence - Microsoft Azure UK hosting (Test and Production environments) - Platform maintenance and support
AUTOMATE	Includes all PRO features plus the following: - Automation features - Enhanced radiology guidelines
AI	Includes all AUTOMATE features plus the following: Artificial Intelligence (AI) enabled workflows and features

Pricing is comprised of the following components:

A) Professional Services Fees:

- 1) MedCurrent Professional Services Fees (project management, testing, integration, training, clinical mapping, etc.) for either PRO, AUTOMATE or AI offering.
- 2) Multi-Site deployments, i.e. Primary EPR/OrderComms integration is shared between multiple spoke sites, will be charged a separate professional services fee for each additional site for either PRO, AUTOMATE or AI offering.
- 3) Standalone Web-based iRefer CDS portal (non-integrated) professional services are available only under the PRO offering option.

B) Single Site Licence Fees:

Customer has option for annual subscription (OPEX) licence (OPTION A) or 3 year capital (CAPEX) licence (OPTION B) based on assigned annual radiology order volume tier.

-OR-

C) Multi-Site/Hub-Spoke Licence Fees:

Customer has option for annual subscription (OPEX) licence (OPTION H) or 3 year capital (CAPEX) licence (OPTION I) based on the collective annual radiology order volume tier for the entire enterprise hub. In addition, each additional site (spoke) will incur an additional service fee based on their individual annual volume tier.

OPTIONAL Fees

(OPTIONAL – Applicable to Additional Diagnostic Services)

Customer can include additional diagnostic services, including Pathology, Echocardiography, Physiological Sciences, Endoscopy or Pulmonology, provided under the AUTOMATE or AI offering.

For Single site deployments, Customer has option for annual subscription (OPEX) licence (OPTION C) for enterprise licence and per pathway licence or 3 year capital (CAPEX) licence (OPTION D) for enterprise licence and per pathway licence.

For Multi-Site/Hub& Spoke deployments, Customer has option for annual subscription (OPEX) licence (OPTION J) for enterprise licence and per pathway licence or 3 year capital (CAPEX) licence (OPTION K) for enterprise licence and per pathway licence. In addition, each additional site (spoke) will incur an additional service fee.

(OPTIONAL – Applicable to Clinisys ICE Integrations Only)

For Single Site deployments of Clinisys ICE InterOP - Customer has option for annual subscription (OPEX) licence or 3 year capital (CAPEX) licence (OPTION E)

For Multi-Site/ Hub & Spoke deployments of Clinisys ICE InterOP - Customer has option for annual subscription (OPEX) license or 3 year capital (CAPEX) licence (OPTION L). The Hub(primary) site is charged the primary enterprise licence and each spoke (secondary) site is charged a separate spoke licence.

By default, Clinisys includes 2 data imports/exports as part of the InterOP services. Any additional data imports/exports above the 2 will be charged separately as one-time fees.

With Clinisys ICE integration, fees are collected from Customer by MedCurrent and remitted to Clinisys on customer's behalf.

(OPTIONAL – Applicable to Oracle Cerner Millenium EPR Integrations Only)

Oracle Cerner -MedCurrent Integrated Solution Interface Fee – Customer has option for annual subscription (OPEX) license or 3 year capital (CAPEX) licence (OPTION F). Fee is applicable for either Single Site or Multi-Site deployments.

(OPTIONAL – Applicable to Epic EPR Integrations Only)

Epic ConnectionHub Integration Transaction Fees - Customer is charged GBP0.13 per CDS transaction processed by Epic EPR based on actual usage. Minimum of GBP1600 per annum applies. Epic will invoice MedCurrent quarterly for actual usage and MedCurrent will charge customer on a quarterly basis based on usage at a rate of GBP0.13 per CDS transaction.

- Additional local EPR/OrderComms vendor project fees are direct responsibility between Customer and third party vendor
- Additional professional services are based on change order based on professional services rate card (150GBP per hour) and scoped in agreement with customer.
- Standard GCLOUD15 Call Off contract terms apply
- Customer has option to cancel contract with 30 days notice at any time based on GCLOUD15 call off contract terms and conditions
- Invoicing is NET30
- After sales support is provided through professional services team and customer has dedicated account manager for any follow-up requests.