



Autonomous Coding Service Definition Document

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Introduction to Autonomous Coding

What is Autonomous Coding?

Autonomous Coding is an expert artificial intelligence (AI) system delivering auto-coding in healthcare by continuously learning from clinical and coding data and experience. It automates coding by recognizing patterns and applying expert-derived rules to clinical information to produce ICD-10 and OPCS codes.

Our innovative auto-coding solution is powered by Autonomous, an 'expert learning system' with over 20 years of application in clinical decision support and automation. An Expert learning system creates automated action and output by experience, just like a human. The system can recognise patterns against existing cases, called 'cornerstones,' and can output ICD-10 and OPCS codes against the rules created for the specific cases provided.

Autonomous Coding automatically applies specialist-level coding expertise to generate ICD-10 and OPCS coded outputs at high volume, replicating decision-making processes at scale, at a granular level of detail, that matches your human experts.

Autonomous Coding improves the quality and speed of coding information delivered to coders - all captured from, and managed proactively by, your human expert and according to the coding standards and rules and your own local protocols.

Autonomous Coding is an intuitive AI tool that empowers your teams to build their expertise into "Knowledge Bases" that drive business value - for today and into the future.

Key Features and Benefits of Autonomous Coding Include:

- Improves coding efficiency, immediately coding at scale 24x7.
- Improves coding accuracy and consistency, with no human variation.
- Trusted, transparent knowledge base of rules. Completely managed by subject matter experts within the organization (clinical coders) using a simple natural language syntax.
- Iterative case-based rule building with infinite rule building capability, with complete audit trail of updates and changes.
- New rules are safely built and deployed in production, in real-time, without IT involvement.
- Expert AI learning system that will increasingly improve over time.
- Data agnostic, can ingest and aggregate data from all available sources (electronic and scanned records, including handwritten) to create a holistic patient view based on all the data, not just a single set of information.
- Real time performance web-based dashboards and reports.
- In-built data quality and auditing workflows.
- Can integrate into existing coding workflows, with no impact to existing manual coding workflows.

Autonomous Coding Onboarding

Once a Autonomous Coding Software License and Services Agreement is signed by Beamtree and the client, the onboarding process will commence.

Beamtree will provide the onboarding documentation package outlined below. Our Autonomous Software Application Specialists will provide a walk-through of all onboarding and product documentation, and will provide support to client teams on the technical set up of Autonomous Coding. Beamtree will manage initial user set-up and access permissions and will train end-users.

Table 1 - Autonomous Coding Client Onboarding Documentation Package

Document Title	Description	Format
RippleDown Interface Specification-REST	Guidance and specification for RippleDown interface- REST	PDF
RippleDown Deployment Guide	Guidance and specification for RippleDown set up.	PDF
RippleDown Knowledge Builder User Guide	Guidance document outlining and explaining how to use the Knowledge Builder application	PDF
RippleDown Validator User Guide	Guidance document outlining and explaining how to use the Report Validator application	PDF

Autonomous Coding Training and Education

During onboarding, Beamtree will provide Autonomous Coding training and education sessions and demonstrations for end-users in the use of the product for:

- Clinical Coders
- Coding Auditors
- Coding Educators
- Health Information Managers
- Any other relevant Technical Team Members.

These sessions are provided both face-to-face and virtually. Autonomous user guides, resources and product overview and tutorial videos will be provided to end-users as outlined below.

Table 2 - Autonomous Training and Education Resources

Title	Description	Format
RippleDown Coding Training Slides	RippleDown Coding training slides to support the delivery of face-to-face and virtual training sessions with the Client's team by our team	PPT / PDF
RippleDown User Guide – Validator	A full user guide and reference manual for Team Members in how to use the RippleDown Validator application	PDF
RippleDown – User Guide – Knowledge Builder	A full user guide and reference manual for Team Members in how to use the RippleDown Knowledge Builder application.	PDF
RippleDown – User Guide – Administrator	A full user guide and reference manual for Team Members in how to use the RippleDown Administrator application.	PDF

After Sales Support

Beamtree provides after sales support through a number of avenues:

- Regular Beamtree Account Manager engagement with client management.
- Autonomous Coding refresher training and demonstrations for staff, as required by an organisation for new starters, etc.
- Bi-Annual Autonomous Coding Product User Groups which provide demonstrations of new features, training, share best practices in use of Autonomous Coding across peers, and discuss the Autonomous Coding product roadmap and user requirements.
- Product support as outlined in the support section below.

Autonomous Coding Support

Autonomous Coding Support Process

Beamtree provides support for the Autonomous Coding application via telephone and via email to support@beamtree.com.au during the support hours specified below.

Support Hours

Beamtree provides access to Software Support Services during the following hours on Business Days (Support Hours):

Country	Monday-Friday
United Kingdom	09:00 - 17:00

Service Levels

The support levels described below will be applied for any problem or issue escalated through the defined support levels. The activities identified are the minimum required and may be supplemented by further actions during the course of the problem investigation in order to expedite a resolution.

- **First-level Support:** Beamtree will provide basic help desk services, and this will typically include initial call handling, call logging, assignment of call priority (Critical, Major, Minor and Limited) and queue placement and escalation to second-level support as required. This level will also include initial problem diagnostic services for identifying problems and generic application faults, analysis and if possible, problem resolution.
- **Second-level Support:** Beamtree will provide second-level support. Second-level Support will provide more detailed problem diagnostic services as well as any problem duplication for identifying complex problems and Licensed Software Defects that cannot be resolved by the first-level support. Second-level support includes the application of any Updates that the Licensee support is able to implement. Second-level support will also provide interface and escalation to third-level support as required.
- **Third-level Support:** At its own cost, Beamtree will engage a support specialist or third party, for product design problem analysis, and to formally escalate problems. Third-level Support will include provision of reasonable levels of technical assistance to the Second-Level Support organisations and timely delivery of Updates, patches or hot fixes and associated User Documentation.

The client will be given a Service Request number and will be provided with regular status and progress updates of client-escalated problems.

Service Request Classification

Beamtree defines four classifications of Service Requests. In order to classify a request, the client's technical contact will confirm with Beamtree the impact of the problem and recommend an appropriate classification. Where Beamtree and the client disagree on the classification of a particular problem, the client and Beamtree's primary technical contacts will undertake to work on the problem based on the client classification recommendation. In the case of a classification

disagreement, review of the classification will occur as a follow-up activity, prior to the final closure of the Service Request.

- **Critical Priority:** Service Requests that have been verified by Beamtree as problems affecting critical business functions, which cause major functionality to affect service for the client. There is no acceptable workaround.
- **Major Priority:** Service Requests that have been verified by Beamtree as problems affecting data corruption or prevents volumes of transactions from being processed or otherwise causes a major disruption to business operations, which cause major functionality to affect service for the client. There is an acceptable workaround that allows the client to restore service.
- **Minor Priority:** Service Requests that have been verified by Beamtree as causing particular features or functionality to be inoperative, but do not affect service for the client. There may or may not be an acceptable workaround.
- **Routine:** Service Requests that are verified by Beamtree as being cosmetic, minor or enhancements which will be considered for inclusion in future new releases or updates.

Software Defects and Enhancements

Beamtree will provide to the client corrections of defects in the Autonomous Coding application. Beamtree may provide periodic updates of the Autonomous Coding software that may incorporate:

- corrections of any defects;
- fixes of any minor bugs; and
- at the sole discretion of Beamtree, enhancements to the Licensed Software.

Autonomous Coding Maintenance Windows

Beamtree may be required to perform maintenance operations for the Autonomous Coding software, which may affect the continuous operation or functioning of the Autonomous Coding software.

Beamtree will provide the client with at least 7 Business Days' prior written notice of the maintenance downtime, except when circumstances beyond the control of Beamtree prevent it from doing so.

Where there is an unforeseen outage of the Autonomous Coding software, Beamtree will notify the client via an email alert.

Autonomous Coding Updates and New Releases

Beamtree may make available updates and/or new releases for the Autonomous Coding software during the term of the agreement. All updates and releases will be communicated to clients via release notifications. For significant updates or changes, additional client training support such as demonstrations will be made available.

Autonomous Coding Offboarding

The client offboarding process for Autonomous Coding is outlined below:

1. Client notifies Beamtree of intention to terminate contract by set date.
2. Beamtree disables client access to application on agreed date, and creates a copy of data or deletes all data stored by Beamtree.
3. Attestation letter is provided to client confirming all data held by Beamtree has been deleted (where data is deleted) within 60 days of client deletion request.

Any additional requirements required by a client organisation at the end of the contract over and above the steps outlined above can be negotiated with Beamtree for an additional cost.