

**CLIENT ORDER**

1. **Parties:** The parties to this Client Order are Altera Digital Health Inc. ("**Altera**") and North Sunflower Medical Center ("**Client**").
2. **Order Date:** This Client Order is effective as of June 30, 2022(the "**Order Date**").
3. **Agreement:** In accordance with that certain McKesson Master Agreement (the "**Agreement**") dated July 6, 2010 and entered into by and between Client and Altera, as successor to both Allscripts Healthcare LLC ("**Allscripts**") and McKesson Technologies, Inc. Altera and Client agree that this Client Order is hereby incorporated by reference into the Agreement as of the Order Date. Capitalized terms used, but not defined, in this Client Order shall have the meaning given to such terms elsewhere in the Agreement. The terms herein shall be subject to the terms of the Agreement.
4. **Termination.** On the Go Live Date, the software, services, equipment and other items listed in Attachment 4 (the "**Terminated Solutions**") shall terminate and be of no further force or effect. On the Go Live Date, Client shall no longer have the right to use, access or receive the Terminated Solutions and all of Altera obligations under the Agreement with respect to the Terminated Solutions shall terminate. For the avoidance of doubt, Client may continue to access, use and receive the Terminated Solutions between the Amendment Date and the Go Live Date. The fees for Client's access and use of the Terminated Solutions are included in the Monthly Fees in Attachment 1 of this Client Order. Client shall no longer be required to pay for the fees for the Terminated Solutions that are otherwise set forth in in the Agreement. For the avoidance of doubt, any item purchased by Client under the Agreement that is not a Terminated Solution shall continue to be in effect in accordance with its terms under the Agreement. "**Go Live Date**" means the first day that Client uses Sunrise Community Care in a production environment. The Terminated Solutions were entered into pursuant to the corresponding contract set forth in Attachment 4 and each contract is part of the Agreement. The parties hereby agree that the Agreement and the contracts listed in Attachment 4 for the Terminated Solutions shall be amended as set forth in this Section 4.
5. **Client Order:** This Client Order consists of this cover page and the following Attachments, Schedules and Appendices:

Attachment	Description
1	Scope and Fees
2	Professional Services
3	Reserved
4	Terminated Solutions
5	Release

**IN WITNESS WHEREOF**, both Parties have entered into this Client Order effective as of the Order Date.

**ALTERA**

DocuSigned by:

By: Todd Richardson  
1AE122C2326246F  
 Authorized Signature

Todd Richardson  
 spn

Name Printed, Title

6/30/2022

Date

**CLIENT**

By: Daniel Gyo  
 Authorized Signature

Daniel Gyo, CEO  
 Name Printed, Title

6/30/2022

Date

## **ATTACHMENT 1 TO CLIENT ORDER**

### **SCOPE AND FEES**

#### **1. Software and Services.**

- a. Software Table. Subject to payment of the fees contemplated by this Client Order, Altera grants Client a limited, non-exclusive, non-sublicensable and non-transferable license to access and use the following during the subscription term set forth below: (i) the license and support services for the Software listed in the table below (the "**Subscription Services**") within the initial use metrics authorized ("**Initial Use Count**") below, and (ii) the professional services set forth in Attachment 2 (the "**Professional Services**"). [See Exhibit A to this Attachment for a detailed list of modules and the Altera Software and Third Party Software comprising the Sunrise Community Care Suite Software licensed in the Table below.]

<b>Software Table</b>
<b>Altera Software</b>
Sunrise Community Care (ALLCOMM01000)
Sunrise FHIR R4 Annual Fee (SUB02195)
Sunrise Upgrade Learnlet Library Annual Subscription (10 user 1 year) - Base Subscription - EDWB001 (ESACU11760)
<b>Third Party Software</b>
Allscripts Point of Use Supply – Medical Surgical and Specialty Lab Enterprise License (ASPOU010006)
Multum (ALLCOMMCOMP01520)
Altera Community Direct Message (powered by MedAllies) - per staffed bed for Acute Hospitals (ALLCOMMCOMP02000)
nThrive Claims Validation (Model One) (ALLCOMMCOMP02080)
CPMRC Order Sets (ALLCOMMCOMP02120)
CarePort Interop - Includes both provider types (SPOHCOMP01200)
2bPrecise Foundations (ALLCOMMCOMP02330)
Medical Necessity Checking - Content (ASCLC40240)
APPRISS Prescription Drug Monitoring Program - Sunrise Acute Care (PDMPSAC)
Concord Fax for Allscripts Lab (SUB0231190)
Allscripts FollowMyHealth Subscription - per provider (ALLCOMMCOMP01360)
Allscripts FollowMyHealth Subscription - per bed (ALLCOMMCOMP01370)
Allscripts FollowMyHealth Level 1 Patient Support Base Subscription (ALLCOMMCOMP02050)
Allscripts FollowMyHealth Telemedicine eVisits Subscription (ALLCOMMCOMP02300)
Allscripts FollowMyHealth Telemedicine eVisits Subscription - per midlevel (ALLCOMMCOMP02310)
FollowMyHealth Virtual Visit Subscription - per midlevel (ALLCOMMCOMP02320)
FollowMyHealth Virtual Visits (ALLCOMMCOMP02180)
FollowMyHealth Mobile Patient Experience Essentials, no Personal Health Record, per midlevel (CSFMH001520)
FollowMyHealth Mobile Patient Experience Essentials, no Personal Health Record, per Facility (CSFMH001550)
FollowMyHealth Mobile Patient Experience Essentials, no Personal Health Record, per provider (CSFMH001560)

- b. Payment Schedule:

- (i) The initial subscription term of this Client Order begins on the Order Date and ends eighty-four (84) months after the Order Date (the "**Term**"). The Term shall only be extended by mutual agreement between the parties in writing.
- (ii) In exchange for the Subscription Services and Professional Services in this Client Order, Client shall pay Altera the "**Monthly Fee**" below and the Monthly Fee shall be due each month of the Client Order Term. "**Months 1-15**" refer to the fifteen (15) month period starting July 1, 2022. "**Months 16-84**" are the consecutive months following such period.

	Months 1 - 15	Months 16 - 84
<b>Monthly Fee</b>	<b>\$ 127,170.29</b>	<b>\$ 99,498.39</b>

- (iii) During the first fifteen (15) months following the Order Date (the "**Option Period**"), Client may reduce the Term from eight-four months to forty-five (45) months by providing Altera with written notice of such term reduction (the "**Term Reduction Option**"). After the Option Period, the Term Reduction Option right shall expire and be null and void. If the Term Reduction Option is exercised, the Monthly Fee shall be adjusted as listed in the table below for the remainder of the Term.

	Months 1 - 15	Months 16 - 45
<b>Monthly Fee</b>	<b>\$ 127,170.29</b>	<b>\$ 117,178.13</b>

- (iv) In exchange for the release and other obligations in Attachment 5, Altera shall provide Client with a credit of \$560,469.00 which shall be credited to the Monthly Fees dues under this Client Order until the credit balance is fully exhausted.
- (v) Additional terms applicable to Altera Software (including without limitation Sunrise Community Care) and the applicable EULAs for the Third Party Software licensed under this Client Order are set forth at [www.allscripts.com/legal](http://www.allscripts.com/legal) or a successor site designated by Altera. References to "Allscripts" in the "Altera Software" terms at the above link refer to "Altera".
- (vi) As part of the Sunrise Community Care Direct Messaging, Client agrees to comply with the Provider Organization Trusted Agent Agreement ("**Trust Agreement**"), which is set forth at the above link. Client appoints the following individual employee of Client as its trust agent to carry out the designated responsibilities in the Trust Agreement and Client shall be responsible for the trust agent to comply with the Trust Agreement.

Trusted Agent Appointment		
Name	Email Address	Phone Number
Roger Goss, CIO	<a href="mailto:roger.goss@northsunflower.com">roger.goss@northsunflower.com</a>	662-310-0911

- (vii) All recurring fees are subject to the annual adjustment in the Agreement.

## 2. Pricing Notes; Other Matters.

- a. **Travel and Expenses.** Altera's travel and expenses incurred in performance of this Client Order are not included in the fees above and shall be paid in accordance with the Agreement.
- b. **Assumptions.**
- (i) The assumptions applicable to this Client Order include the accuracy of the Client Disclosed Metrics set forth in or otherwise applicable to this Client Order, any assumptions set forth in this Client Order, any assumptions set forth in the Equipment configuration, Scope Documents and/or that are memorialized in the Project Plans.
- (ii) The Parties acknowledge and agree that changes in the Client Disclosed Metrics, and/or mutually agreed upon changes to assumptions, resource requirements, and/or service deliverables, in each case may result in increases in the Monthly Fee and that such changes will be deemed effective upon written agreement of both parties in a separate or amended Client Order (and neither party shall unreasonably withhold or delay

agreement on any reasonably appropriate modifications to any of the foregoing).

(iii) The implementation services fees are subject to the assumptions set forth in Attachment 2 to this Client Order.

c. **Invoicing.** Client acknowledges and agrees that Altera has engaged Allscripts to provide invoicing and processing services with respect to the invoices and fees contemplated herein, and to collect such fees on Altera's behalf. In connection with these services, Client may receive invoices directly from Altera and such invoices may appear on Altera letterhead. Client agrees to pay all such fees to Altera in accordance with these invoices until such time that Client begins receiving invoices for the fees contemplated herein directly from Altera. At such time, Client shall pay fees directly to Altera in accordance with the terms of the related invoice.

**3. Facilities.** The Facilities for which Software is licensed are as follows:

Name	Address
North Sunflower Medical Center	North Sunflower Medical Center - PO BOX 219, RULEVILLE, MS 38771

**4. Baseline Volume Table.** This table shows Client's initial licensed baseline use volumes for Sunrise Community Care ("**Baseline Volumes**"):

Facilities:	Definition	Baseline Volumes
Providers	Providers means a prescribing clinician in an ambulatory setting who writes prescriptions and is registered in Sunrise Community Care by Client.	20
Beds	Beds means the number of beds licensed for Sunrise Community Care use by Client. The number of licensed Beds for Sunrise Community Care may be different than Client's staffed beds or number of beds licensed under applicable law.	25
Concurrent Users	The total number of active Citrix sessions at any one time. If a user is logged in multiple times, each session counts as a Concurrent User as each session consumes resources in the infrastructure.	200

**5. Growth.** Notwithstanding anything to the contrary, Client must enter into a new Client Order or an amendment to this Client Order with additional pricing to additional Beds, Providers and/or Concurrent Users. The fees for increases in Concurrent User Growth are set forth below. The fee for increases in Providers are \$175 per Provider per month, subject to the annual adjustment.

**6. Concurrent User Growth.** If the Daily Peak Average exceeds the then-effective and applicable Concurrent User limit (CUL) by an average of five percent (5%) for any two (2) consecutive month period, Client shall pay Altera an additional monthly Block Fee (as defined below). Such increase shall be effective in the month immediately following such two (2) consecutive month period. "**Daily Peak Average**" for a given month equals (i) the highest number of Concurrent Users each day on a Monday through Friday basis (each a "**Business Day**") during such month, (ii) divided by the number of Business Days in such month. Altera will report the daily Citrix usage, including Daily Peak Average to Client on a monthly basis. A "**Block**" is the number of Concurrent Users above the applicable CUL and must be purchased in twenty (20) Concurrent User increments. The applicable Block Fee is \$750.00 per month for each additional Block. Client may purchase up to five (5) Blocks at the aforementioned Block Fee rate. After Client has purchased five (5) Blocks, any further increases in Concurrent Users will require an assessment for other changes and potential fee increases.

**7. Client Shipping Contacts:** Client hereby designates the following shipping contact for any items that are to be delivered to Client:

Name	Address
North Sunflower Medical Center	North Sunflower Medical Center - PO BOX 219, RULEVILLE, MS 38771





**Exhibit A to Attachment 1 - List of Modules for Sunrise Community Care**

Sunrise Acute Care Component (ALLCOMMCOMP01000)  
 Manual Laboratory Results Entry Component (ALLCOMMCOMP01020)  
 Order Reconciliation Component (ALLCOMMCOMP01030)  
 Patient Education Log Component (ALLCOMMCOMP01040)  
 Point-of-Service Scanning Component (ALLCOMMCOMP01050)  
 Prescription Writer/ePrescribing Component (ALLCOMMCOMP01060)  
 Secure Health Messaging/Inbox Component (ALLCOMMCOMP01070)  
 Superbill Component (ALLCOMMCOMP01090)  
 Health Manager Component (ALLCOMMCOMP01100)  
 eLink - Enterprise Component (ALLCOMMCOMP01110)  
 Tracking Board - Enterprise Component (ALLCOMMCOMP01120)  
 Allscripts Sunrise Operations Monitor - Enterprise Component (ALLCOMMCOMP01130)  
 Allscripts Base Content Full (Physician and Non Physician) Component (ALLCOMMCOMP01140)  
 Sunrise Emergency Care (ALLCOMMCOMP01150)  
 Sunrise Financial Manager (ALLCOMMCOMP01180)  
 Sunrise Pharmacy (ALLCOMMCOMP01190)  
 Knowledge-Based Medication Admin - Acute (ALLCOMMCOMP01200)  
 Knowledge-Based Medication Admin - ICU (ALLCOMMCOMP01210)  
 Sunrise Radiology - Enterprise (ALLCOMMCOMP01220)  
 Enterprise Registration (ALLCOMMCOMP01230)  
 Sunrise Enterprise Scheduling (ALLCOMMCOMP01250)  
 Allscripts Clinical Performance Management (ALLCOMMCOMP01260)  
 Allscripts Clinical Performance Management - Infection Control (ALLCOMMCOMP01270)  
 Allscripts Clinical Performance Management - Sunrise Financial Manager Analytics (ALLCOMMCOMP01280)  
 Allscripts Clinical Performance Management - Sunrise Surgical Care Analytics (ALLCOMMCOMP01290)  
 Sunrise Ambulatory Care (ALLCOMMCOMP01300)  
 Allscripts Base Content Full (Physician and Non Physician) - Ambulatory (ALLCOMMCOMP01320)  
 Sunrise Surgical Care (ALLCOMMCOMP01330)  
 Sunrise Surgical Care Item File Import License (ALLCOMMCOMP01340)  
 Sunrise Surgical Care Usage Export License (ALLCOMMCOMP01350)  
 Allscripts EPCS for Sunrise Acute Care - per provider (ALLCOMMCOMP01380)  
 Allscripts Lab (ALLCOMMCOMP01410)  
 Sunrise Mobile MD - Physician (ALLCOMMCOMP01420)  
 Sunrise Mobile MD - Nurse (ALLCOMMCOMP01430)  
 IMO Problem IT & Procedure IT Content-Acute. (ALLCOMMCOMP01500)  
 ABC Scales (ALLCOMMCOMP01530)  
 AAP Bright Futures (ALLCOMMCOMP01540)  
 Elsevier Interactive Patient Education - Acute (Std - Languages Incl. English, Spanish, Russian, Portuguese and Vietnamese) (ALLCOMMCOMP01550)  
 Elsevier Interactive Patient Education - Physicians Office (Std - Languages Incl. English, Spanish, Russian, Portuguese and Vietnamese) (ALLCOMMCOMP01560)

Elsevier Interactive Patient Education - ED (Std - Languages Incl. English, Spanish, Russian, Portuguese and Vietnamese) (ALLCOMMCOMP01570)  
AORN Syntegrity Procedure List and PND5 Content (ALLCOMMCOMP01890)  
Loftware Print Server - Premier Edition -10 Printers 4 Clients, 1extra design key (ALLCOMMCOMP01940)  
Allscripts Lab Crystal Reports Designer 2020 (ALLCOMMCOMP01950)  
Sunrise Abstracting - Core Software (ALLCOMMCOMP01960)  
Sunrise Abstracting - ADT Interface (ALLCOMMCOMP01970)  
Sunrise Abstracting - MFN Physician Interface (ALLCOMMCOMP01980)  
Sunrise Abstracting - Billing Interface (ALLCOMMCOMP01990)  
CareSelect Services Subscription (ALLCOMMCOMP02010)  
Sunrise Abstracting - Physician Query Module Kit (ALLCOMMCOMP02020)  
Sunrise Abstracting - Coding Summary Module Kit (ALLCOMMCOMP02030)  
IMO Problem IT & Procedure IT Content-Ambulatory (ALLCOMMCOMP02040)  
Allscripts Community Care Training Subscription Overview (SUB02045)  
Sunrise Medication History - Acute (ALLCOMMCOMP02060)  
CPMRC Content (ALLCOMMCOMP02090)  
Working Diagnosis (Bundle) (ALLCOMMCOMP02140)  
Sunrise Wound Care - Enterprise (ALLCOMMCOMP02150)  
Microbiology (ALLCOMMCOMP02160)  
Mammography rptg/trkg - Enterprise (ALLCOMMCOMP02170)  
Sunrise Accounts Payable (ALLCOMMCOMP02190)  
Sunrise Automated Daily System Close (ALLCOMMCOMP02200)  
Sunrise Fixed Assets (ALLCOMMCOMP02210)  
Sunrise General Ledger (ALLCOMMCOMP02220)  
Sunrise Materials Management (ALLCOMMCOMP02230)  
Sunrise Payroll (ALLCOMMCOMP02240)  
Sunrise WebStation for Executives (ALLCOMMCOMP02250)  
CarePort Interop - Includes both provider types (SPOHCOMP01200)  
Sunrise Connect (SPOHCOMP01180)  
Sunrise Surgical Hub (ALLCOMMCOMP02280)  
Sunrise Scanning - Atalasoft (ALLCOMMCOMP02290)  
2bPrecise Foundations (ALLCOMMCOMP02330)  
SunComm HIM (ALLCOMMCOMP02340)  
Cancer Staging Component (ALLCOMMCOMP01010)  
Sunrise Surgical Care Supply Cabinet Usage Import interface (SPOHCOMP01030)  
Allscripts Lab Public Health Reporting Software (SPOHCOMP01140)

## **ATTACHMENT 2 TO CLIENT ORDER** **PROFESSIONAL SERVICES**

1. **Scope.** The fees set forth in Attachment 1 include fees for Altera standard, prescriptive implementation services for implementation of Sunrise Community Care in accordance with the scope document attached hereto as Appendix 2A (the "**Scope Document**"). Altera' prescriptive implementation services include the following:
  - a. Train-the-trainer and education consultation services.
  - b. In accordance with each Scope Document, the parties will jointly prepare and agree upon one or more project plan(s) that supplements the related Scope Document with additional agreed-upon details, such as, (a) the specification of all tasks and subtasks that need to be performed for the in-scope implementation, an allocation of responsibility for those tasks and subtasks among Customer, Altera and, to the extent agreed, third parties, (b) the target start and completion dates for such tasks/subtasks, and (c) addressing other agreed to matters (collectively, such project plans being the "**Project Plans**"). Unless otherwise agreed and documented by the parties in an executed amendment, each Project Plan shall cover the same scope of work specified in the related "**Statement of Work**" and shall not modify any party's level and scope of responsibility. Once agreed to, a Project Plan will automatically become part of this Client Order. In the event of any conflict between a Project Plan and the related Scope Document, the Project Plan controls. Any capitalized term used in the Scope Documents, but not defined in the Scope Documents or elsewhere in the Agreement, shall have the meaning given such term by applicable Altera standards, practices, policies and procedures as of the Order Date.
  - c. The implementation services assume timely agreement by the parties upon the related Project Plans, and that such Project Plans will assign tasks and subtasks between the parties for the completion of the Professional Services in the Scope Document.

## **2. Client Requirements.**

- a. **Client Resources.** Client shall timely assign, and, upon Altera' reasonable request and as otherwise required under the Project Plans, provide sufficient numbers of qualified Client personnel who are able to, and who work diligently and reasonably to, coordinate and fulfill performance of Client's responsibilities and facilitate Altera' performance of the Professional Services. Such Client resource requirements include, without limitation, those identified in this Client Order (including the Scope Documents). Client shall ensure that all Client required resources duly complete all of the tasks assigned to Client hereunder within the applicable timeframes specified hereunder (all, as supplemented and amended by the Professional Services Project Plan). For clarification, Client hours specified for the implementation are averaged estimates only based upon prior experience and shall not be interpreted to limit or restrict the work effort required of Client to perform and complete each task and subtask assigned to Client hereunder. Actual hours required by Client may vary significantly based upon various factors such as Client's capabilities and environment.
- b. **Certification Requirements.** If requested by Altera, Client shall ensure that each task assigned to Client under the Project Plans is performed only by Authorized Users who have, prior to engaging on the task, fulfilled all of the Altera-specified certification requirements for the release of the Software applicable to that task and/or the role of the Authorized User in the implementation.
3. **Out-of-Scope Service Fee Rates.** The fees cover the Professional Services specified in the Scope Document but do not include any other services. Client shall pay Altera for all out-of-scope services ("**Out-of-Scope Services**"), monthly, as incurred, and as invoiced by Altera, at the rates agreed upon in advance by the parties for the Out-of-Scope Services. In each case the parties must mutually agree to expand the scope to include the specific Out-of-Scope Services to be provided and memorialize such scope and agreement (and any related fees) in a separate Client Order or an amendment to this Client Order before such services will commence.
- c.



## **APPENDIX 2A TO CLIENT ORDER** **SCOPE DOCUMENT**

### **I Overview**

The purpose of this Statement of Work is to establish the assumptions upon which Sunrise Community Care shall be implemented.

This scope defines the parties' respective obligations, assumptions, and boundaries for this implementation. As such, it is the professional responsibility of all parties to thoroughly understand this document and to meet the commitments outlined herein.

This document should be reviewed periodically by project team members and be used to orient new participants. The Client and Altera shall collaborate, agree to, and finalize, in writing, one or more project plans (as needed) which reflect the scope of the project, prior to kickoff.

### **II Solutions Included in This Implementation**

#### **Sunrise Acute Care**

*Sunrise™ Clinical Content – Provider, Nursing, and Ancillary including Elsevier evidence-based content*  
*Working Diagnosis*  
*Sunrise Wound Care*

#### **Sunrise Emergency Care**

#### **Sunrise Pharmacy / Knowledge-Based Medication Administration**

#### **Sunrise Surgical Care**

#### **Sunrise Radiology**

*Mammography*  
*Sunrise /Radiology Appropriate Use Care (AUC)*  
*ACR Select*

#### **Allscripts Lab**

*Microbiology*  
*Data Innovations*

#### **Sunrise Ambulatory Care**

*Sunrise Ambulatory Care / Electronic Prescribing of Controlled Substances (EPCS)*

#### **Sunrise Enterprise Registration and Scheduling**

*CarePort Interoperability*

#### **Sunrise Digital Record Manager**

#### **Sunrise Financial Manager**

#### **Sunrise Scanning**

#### **Sunrise Abstracting**

#### **Altera Clinical Performance Management (CPM)**

*CPM Modules and Content / CPM Reporting for Sunrise Surgery/ Infection Control/ Sunrise Financial Manager*

#### **Sunrise ERP**

#### **Sunrise Mobile**

#### **Allscripts FollowMyHealth**

*FollowMyHealth TeleHealth*  
*FollowMyHealth e-Visits*  
*FollowMyHealth Video Visits*

#### **Allscripts FollowMyHealth Mobile Patient Experience**

Operations Monitor  
Sunrise Connect  
FHIR R4  
Allscripts Point of Use Supply  
Deconversioning (from Paragon)

III Client Information

The Sunrise Community Care solution assumes two streamline facilities (1 acute, 1 ambulatory) with up to one (1) Emergency Department (ED) and five (5) clinics. The scope of services that are to be delivered under this agreement are based on the following information provided by the Client:

Estimated Project Duration (months)	6
Altera Hosted Client?	Yes
Number of Inpatient Facilities	1
Number of Inpatient Beds	25
Number of Ambulatory Providers	20

IV Altera Methodology and Approach

This approach is based on Altera's pre-configured data, content, prescriptive workflows, and industry standard practices. The Sunrise Community Care Methodology is depicted below.



Deliverables

Deliverables for this fixed-fee/fixed-scope project shall be defined by the project scope here within. Fixed fee meaning that the implementation services will be delivered by Altera at a set price determined by Altera considering the project scope, and the time and resources necessary to complete the project scope. The detailed tasks needed to accomplish each deliverable are outlined in the project plan(s), including the delineation of work effort between Altera and Client including if resources are remote or onsite. Remote is time spent working on Client activities while not on-site. Onsite is time spent working on Client activities at a Client location. Altera reserves the right, in its discretion, to perform any services within the scope remotely (including Client meetings) or to modify existing service processes to mitigate COVID risks to personnel performing the services.

## Milestone Sign-Offs

Each event in the methodology (pictured above deliverables) has defined prerequisites to be completed before the next event commences. A milestone meeting is conducted after each event which requires Altera and Client sign-off. The milestone sign-off meeting ensures that all required work has been completed before the next event begins.

## V Governance and Project Staffing

The purpose of governance is to bring stakeholders together to understand, drive and make decisions on key areas of opportunity and risk, and implement change in a controlled, efficient and effective manner.

The Client shall provide a governance structure at the commencement of the project which supports the following requirements:

- A Project Executive Sponsor who holds the overall project responsibility and decision-making responsibilities for the Client.
- An Executive Steering Committee that is the overall decision-making body, and holds scope, schedule, workflow, and budget control. The committee consists of the following members: Clinical Decision-Maker, Revenue Cycle Decision-Maker, Regulatory Decision-Maker, Education Decision-Maker, Communications Decision-Maker, Policy & Procedures Decision-Maker, and IT Decision Maker.
- A Policy & Procedure Committee for reviewing the existing policies and procedures to reference, review, and modify/document to adhere to the provided standard workflows.
- An Adoption Team that is responsible for adoption plans, education validation, communication plans, set vision/strategy, and organizational change management.
- A Training Team responsible for participation and development in the conduction and creation of the training plans, materials, end user training course, and ongoing education plans.
- A Clinical Team to collect and provide accurate and up-to-date data for localized build, and to acknowledge prescriptive workflow and content in their areas of expertise.
- A Revenue Cycle Team to collect and provide accurate and up-to-date data for localized build, and to acknowledge prescriptive workflow and content in their areas of expertise.
- A Technology/IT Team to establish VPN connectivity, ensure Network/Wifi requirements are met, and to procure, configure, and deploy onsite hardware and end user devices (including training where required).

The Client will staff the project with a sufficient number of properly skilled resources to carry out the effort defined in the project plan(s). The Client shall also assign a Client Project Manager.

Altera shall provide a description of roles and responsibilities as part of the pre-implementation exercises.

All Client resources defined in the project plan(s) shall be available for the allotted amount of time from the onset to project completion. The Client resources shall complete all Client tasks outlined in the project plan(s).

Altera reserves the right to halt implementation activities if the Client resources are not properly skilled, if the Client resource levels become insufficient and/or the Client resources are not available according to the dates in the project plan.

Client project prerequisites include the completion of a pre-project questionnaire, data clean-up in the Client's current system(s), and other preparatory activities. A complete list of prerequisites will be provided within two (2) weeks of contract signing. An Altera team member will be assigned to assist the Client to help drive the completion of these prerequisite activities. Once these prerequisites are completed by the Client, Altera shall make every effort to fully staff the project within sixty (60) days.

The expected duration of a Sunrise Community Care Project is estimated to be six (6) months, once the Altera and Client staffing is assigned.

There will be an established change control process over the scope, functional and performance requirements, and major milestone changes.

## VI Assumptions

Assumptions are categorized as follows:

General Assumptions – required conditions for successful implementation.

Altera Assumptions – clarifications to the scope of work that Altera shall perform.

### General Assumptions

1. Altera shall implement this solution in the Client's Production environment and will supply its standard test plan to the Client. The Client is responsible for developing and performing System Validation and any 3<sup>rd</sup> party testing (i.e. ADM's etc.).
2. The parties shall work together for effective project execution, fulfilment of contractual obligations, and the production of key deliverables on agreed upon due dates.
3. The project timeline is documented in the mutually agreed project plan(s).
4. All changes to the baseline project plan(s), project timeline, or scope documents shall be reviewed and mutually agreed upon by the Client and Altera project leadership as part of approved project change control.
5. A formal project Change Control Process is required to manage all project changes.
6. The scope for services in this project is based on the assumptions contained herein. Any change to any assumption shall require a change request which may result in a change to the project timeline, effort, and budget.
7. Risk and issue identification management are the responsibilities of both Altera and the Client. This means managing risk and issue logs, including progress, follow-up, and resolutions in a timely manner.
8. The Client is responsible for the revision of all policies and procedures to support the implementation and operation of Altera products.
9. Client will use pre-defined workflows without modification. This solution shall provide many benefits, but incompatibilities with the Client's existing processes might be discovered. It is understood and accepted that some Client policies and procedures must be adjusted accordingly. The Client is responsible for end user adoption.
10. Any changes to pre-defined workflows will result in additional costs and will negatively impact the project timeline. Timeline changes may affect the current staff assignments. The project's timeline and Altera staffed resources are contingent upon Client accepting Altera prescriptive methodology and content. Requested changes shall be documented and assessed in terms of schedule, resource, and cost impact. Altera maintains sole decision-making authority over the modification of the delivered content.
11. Subject Matter Experts (SMEs) are required from the user community to participate in the Workflow and Content Acknowledgement Sessions and must include providers. As part of the Pre-Implementation process, Altera shall provide specific resource requirements for the Client to provide skilled staff.
12. Client is responsible for procuring and maintaining an internal network (including wireless) at an industry standard level of speed and redundancy. Client is responsible for connectivity to Sunrise Community Care hosting site. This needs to be in place prior to the Project Kick-off.
13. Client's review, purchase, and maintenance of hardware is expected to be completed before the Project Kick Off Meeting. If the Client requires additional hardware (i.e. handheld scanners, printers, workstations, etc) or network expansion, it is the Client's responsibility to purchase and configure to match or exceed Altera technical specifications. Client is responsible for testing, deployment, and maintenance of all on-site hardware and network capabilities.
14. All printers for this project shall use Microsoft® approved printer drivers.

15. The Client project team shall have Microsoft® Office installed on their machines. The Client Project Manager will have access to Microsoft Project.
16. The Client is responsible for all upgrades to Client-hosted software, such as the installation of additional operating system patches and fixes, hardware driver updates or SQL patches where applicable.
17. Client's users will adhere to the standard security matrix for each application (where existing). The Client's Security Officer will cooperate with Altera in collecting data and assigning appropriate security profiles that meet the Client's requirements and allow proper use of the Altera solution.
18. If the Client determines that any Authorized User(s) should have their access revoked or suspended for any reason, the Client is responsible for notifying Altera using the predefined process immediately. Altera shall subsequently remove the User(s) within one (1) business day of receiving the notification.
19. The Client shall provide remote access in accordance with Altera-approved mechanisms and security measures.
20. The Client is responsible for ensuring they have active and updated services contracts with all affected third-party vendors and these vendors are available to support the implementation and the activation according to the project plan dates.
21. Client shall provide Altera with resources (such as parking, telephone, printer, and copier access) that are equivalent to those furnished to its own IT staff during the implementation, including, but not limited to:
  - Internet access, wireless preferred;
  - Access to any other reasonable and incidental supplies, equipment, and services that would contribute to the efficient execution of the professional services
  - Third party user document
22. Altera supports standard reports as delivered. Patient-facing reports will be updated with Client specific information and logos where appropriate.
23. In the case of a Client with a clearinghouse (i.e. Passport, SSI, Relay Health) the Client is responsible for acquiring and developing the relationship. Altera is not responsible for developing/ acquiring the relationship with the clearinghouse.
24. Client is migrating from no more than two (2) legacy systems. Client is responsible for validating and signing off on data conversion. EPI will be needed for the data conversions. Ongoing use of EPI beyond data conversion is not in scope.
25. The Client is responsible for supplying clean and accurate data for extraction and transformation, meeting Altera specifications. Altera shall request data files as part of the initial assessment. Altera assumes that when Client-supplied data files are delivered to Altera, they are complete and final versions.
26. Altera makes the following assumptions related to data integration:
  - Altera eLink™ shall be used as the interface engine between Altera products. Client's interface engine and personnel are responsible for all translations, data modifications and communication necessary for each third-party/non-Altera application. If the Client does not have an engine and needs to connect to additional 3rd party applications or has customized interface requirements, additional fees will apply.
  - The interface vendors must be included in the Altera preferred vendor listing, to be provided during the project.
  - The Client is responsible for all their third-party interfaces, which includes providing updated documentation, support and modification to interfaces, and other system customizations. Client is responsible for contracting and managing other vendors' tasks for interface work, functional interface testing and end-to-end integrated testing between the Altera products and those vendors.
  - Client resources have a working knowledge of the HL7 standard.
  - TCP/IP is the specified communication protocol in use.



- ACK/NAK coding will be performed at the communication level only.
  - Client shall provide consistent patient identifiers across its entities.
  - Key Patient Identifiers must be unique among all facilities, there must be one MRN per facility, and the Enterprise Master Person Index (EMPI) must be standard across all facilities.
  - If a site has more than one facility, setting (Acute vs. Ambulatory), or legacy system – each with its own MRNs for patients, then an MRN type per facility/setting/system will be created in Sunrise. Legacy MRNs would then be converted into the MRN type for their respective facility/setting/system. Additionally, future state MRNs will be assigned per facility/setting/system and will also be assigned a single Enterprise ID that ties the individual MRNs into a single patient record. Clients fitting this description will also require an additional facility(ies) to be set up in Streamline; if the Streamline facility(ies) are not sold with the initial scope, additional costs will be incurred by the Client.
  - Sending and receiving systems utilize the same medical record number/visit number format and content.
  - A unique provider identification number exists across facilities and entities.
  - HL7 v2.3 is the supported integration version for all Altera solutions.
  - Sunrise is the source of truth for interfaces.
27. The Client is responsible for System Validation and testing with all third-party applications not owned by Altera, including issue resolution with those third-party vendors. Altera shall be responsible for unit and functional testing of the Altera solution prior to handoff to Client for final validation.
  28. The Client is responsible for end user training, including ensuring that end users have basic computer skills and relevant device training. All users must be trained per the project timeline and must complete all training exercises. If additional users are hired or added by the Client, they must pass requisite training.
  29. The Client is responsible for scheduling, tracking, and reporting to Altera on the completion of training for project team members, end users, and coaches.
  30. Altera shall provide Command Center Activation Support. Support for one (1) Command Center activation has been included in the scope of this project. An Activation strategy and resource requirements will be determined as part of the planning for the project.
  31. The Client is responsible for all shoulder-to-shoulder activation support of end users. Client resource hours for shoulder-to-shoulder support is not included in this document and will be determined during the implementation of the project. “Shoulder-to-shoulder support” means that Client is providing in-field, on-site support for the activation of end users. For clarity, Altera shall assist Client by providing remote support.
  32. Client is responsible for all decisions, acts, and omissions of any persons regarding the delivery of medical care or other services to any patients. Prior to Licensed Materials being placed in a live production environment, it is the Client’s responsibility to review and test all Licensed Materials and associated workflows and other content, as implemented. The Client is responsible for notifying Altera of any potential patient-safety concerns with the content/workflows and Altera shall make a best effort to address the concern.
  33. Client is responsible for reviewing and signing off on all order sets and clinical documentation.
  34. Any such use by Client (or its Authorized Users) shall constitute Client’s representation that it has complied with the foregoing. Client shall ensure that all Authorized Users are appropriately trained in use of the then-deployed release of the Software prior to their use of the Software in a live production environment. Clinical Materials are tools to assist Authorized Users in the delivery of medical care but should not be viewed as prescriptive or authoritative. Clinical Materials are not a substitute for, and Client shall ensure that each Authorized User applies in conjunction with the use thereof, independent professional medical judgment. Clinical Materials are not designed for use, and Client shall not use them, in any system that provides medical care without the participation of properly trained personnel. Any live production use of Clinical Materials by Client (or its Authorized Users) shall constitute Client’s acceptance of clinical responsibility for the use of such materials.

35. The Sunrise Solution is designed and configured to support federal regulatory eCQM and Promoting Interoperability requirements. How this is achieved will be reviewed with you by the Altera team during the implementation. YOU MUST INFORM THE ALTERA TEAM IF YOU HAVE STATE OR ACCREDITING ORGANIZATION REQUIREMENTS THAT EXCEED THOSE REGULATIONS OR ADDITIONAL STATE ELELCTRONIC HEALTH RECORD REQUIREMENTS. THESE REQUIREMENTS AND THE SUPPORTING DOCUMENTATION MUST BE PRESENTED TO THE ALTERA PROJECT TEAM AT THE START OF THE IMPLEMENTATION PROJECT. The Altera team will review those requirements and provide guidance on how the system can support those requirements or determine if modifications to the configuration/build is needed to help you with those requirements. Ultimately, it is the responsibility of the Client to ensure all regulatory requirements (electronic and non-electronic) for their organization are being met.
36. Altera is not providing any legal advice on Altera Central or under any Altera services project.
37. Client is responsible for ensuring any revised business processes comply with all federal, state, and local laws.
38. Notwithstanding anything to the contrary herein, Altera make no representation or warranty as to Client becoming a "Meaningful User" of its EHR Software (as modified to meet the definition of certified EHR) under the HITECH and 21st Century Cures Acts

## Altera Assumptions

1. Altera shall implement the most current Generally Available (GA) versions of its software software (full or installable version of code of the application) and fundamental books that were developed, tested and declared deployable for Client consumption.
2. Altera shall not implement or install products on top of unsupported software or on software that must be upgraded in order to perform the implementation or installation services. Accordingly, if the services in this Statement require other software to be upgraded, Client is responsible for such upgrades and if Client desires for Altera to perform such upgrade services, such services must be set forth in a separate Statement for additional fees.
3. Software updates may need some degree of regression testing, which must be scheduled in this Project Plan and could extend the Project timeline. It is the Clients responsibility to ensure that all third-party systems, contracted separately or via Altera, that are connected via interfacing; integration; API's or workflows need to be evaluated with each upgrade. An upgrade or Cumulative Update can add hours and extend duration of a project which may require additional hours which will be contracted for in a separate agreement. It is assumed that version-compatible releases of Altera software shall be implemented during this project.
4. Altera shall perform cumulative software updates (CU) during the implementation to maintain software quality. Client shall implement the most current Cumulative Update ("CU") that is available thirty (30) days before the activation date. A "CU" is a package of software updates to address errors, made available by Altera.
5. For tasks in the project plan(s) to which both Altera and the Client are assigned, Altera' responsibility is to provide guidance toward completion of that task.
6. The Altera Project Manager shall deliver baseline project plan(s) to the Client in Microsoft Project. The project plan(s) describe all project deliverables, resource assignments, prerequisites, and milestone dates.
7. The Altera Project Manager shall deliver a Program Plan to both the Client and Altera Executive Sponsors for their approval. The Program Plan includes major deliverables and milestones from relevant projects.
8. The Altera Project Manager shall maintain and own the project plan(s). Any changes to the project plan(s) shall be mutually agreed upon and documented utilizing the change control processes. If applicable Altera Project Manager(s) shall maintain the program and project plan(s).
9. Altera shall assign resources to implement the Altera solutions and as such shall coordinate the following activities:

- Facilitate the kick-off interface mapping overview with the Client and its third-party vendor
  - Provide an overview of the data collection assets and data to be collected and delivered to Altera for configuration
  - Work with the Client to begin data collection activities
  - Transfer knowledge and provide guidance throughout all tasks in the project
  - Altera to perform the first round of integrated testing for Sunrise Community Care.
  - Provide consultative services on training strategy and training program recommendations
  - Assist with issue identification and escalation within Altera and Client organizations as necessary to achieve resolution.
10. Altera shall load, test, and troubleshoot all Custom Services Delivered configuration that are part of this implementation.
  11. Altera shall provide guidance to the Client on how to manually backload Active Orders, Allergies, History Rx's in Rx Writer, Health Issues, and other clinical data already in Client's current EHR, but not included in the data conversion process. Manual entry of patient-related data is a process that legally must be performed by the Client.
  12. Altera shall present and deliver the pre-defined workflows and shall facilitate acknowledgement sessions for those workflows.
  13. Altera services shall include both remote and onsite work. All onsite professional services shall be performed at the Primary Facility that is designated in the Client Order.
  14. To assist the Client's training team, Altera shall:
    - Recommend a training program and training governance structures.
    - Provide templates and examples of training material including training outlines, a training communication plan, and training schedules.
    - Provide recommendations for creating and maintaining the Client's training environment.
    - Recommend structure and training requirements for establishing a Coaching Network (Super Users).
    - Provide recommendations for reporting training results and measuring training effectiveness.
  15. Altera provides train-the-trainer consulting as part of the implementation for some solutions and services as identified in the project plan(s) and verifies that the Client's trainers are prepared to train. The Client is responsible for establishing a sustainable training program and for training the end-user community. "Train-the trainer" means the Altera resource, a subject-matter expert, trains certain Client employees in the use of a solution and simultaneously teaches them how to train others in the use of the solution.
  16. An Altera Implementation Consultant shall review the standard Altera Reports with the Client if provided with the solution or service. Any custom reports that may be required are considered out of scope.
  17. Standard Altera Command Center Activation support is included in this contract and is detailed in the project plan(s). Clients may, at their discretion, purchase additional Activation support at any time at least two (2) months before Activation. The Client is responsible for all shoulder-to-shoulder activation support of end users. Client resource hours for shoulder-to-shoulder support is not included in this document and will be determined during the implementation of the project. "Shoulder-to-shoulder support" means that Client is providing in-field, on-site support for the activation of end users. For clarity, Altera shall assist Client by providing remote support.

## VII Solution-Specific Assumptions

This section identifies assumptions associated with specific Altera products that are within the scope of this implementation.

Professional services for all solutions included in this Scope document are based on information in the Client Information section.

Documentation for product features, functionality, and content that is within scope, can be found in Altera Installation

Guides, Configuration Guides, Reference Guides, User Guides, Feature Guides, Integration Guides, and Quick Reference Guides. Those documents are found on Altera Client Connect.

Unless otherwise stated under the solution, required training is identified in the Appendix under the training section.

## Sunrise™ Acute Care

1. Altera shall provide Sunrise pre-configured to reflect industry standard practices and pre-defined workflows, which are designed to support Promoting Interoperability, required objective/measures, Electronic Clinical Quality Measures (ECQM) and CCDA mapping/coding. The Promoting Interoperability requirement is for an Application Programming Interface (API). Altera FHIR solution is the transmission method for operationalizing the use of the API.
2. Sunrise Acute Care includes, but is not limited to, functionality for an acute care setting including patient lists, results, documentation and flowsheets, clinical summaries, eMAR, reports and orders and order sets for clinical professionals.
3. Client will utilize the standard order sets as provided by Altera. During Content Acknowledgment, the Client can review the order sets. Users will have the option to use individual orders should they choose not to leverage the standard sets. Additional order sets can be developed at an additional cost.
4. Allergies will be entered directly into Sunrise, which is the primary repository of allergy information. Allergy updates shall be generated in the form of A08 update messages to ancillary systems.
5. All result messages shall follow the HL7 format as defined in the Sunrise HL7 Mapping Interface Reference Guide.
6. Client uses standard Altera Sunrise UDDI message formatting (OBX segments).
7. Workflow acknowledgement sessions shall be conducted for the following areas:
  - Clinical Workflows for Nursing, Providers and Ancillary Departments
  - Operational Workflows for Non-Clinical Staff
  - Registration and Scheduling workflows
  - Pharmacy, Laboratory and Radiology workflows
8. Altera and the Client shall work together to identify any required operational changes as a result of the workflow and content acknowledgement. The Client will be responsible for updating policies and procedures as appropriate based on those changes. The Client will develop test scripts based on the provided pre-defined workflows and content.
9. Altera shall configure a Breast Milk Management workflow to provide patient and product checking for non-medication items like expressed breast milk.

## Sunrise™ Clinical Content – Provider, Nursing, and Ancillary including Elsevier evidence-based content

1. Altera shall provide content for providers, nursing, and ancillary areas and will include Elsevier evidence-based content. The standard content contains documentation, orders and order sets enabling the care of patients with a large variety of traditional acute care complaints. The content includes items such as, but not limited to:
  - Critical Care Order Sets (Diabetic Ketoacidosis, Pulmonary Embolism, Hypothermia)
  - Medicine Order Sets (Admission and Discharge, Sepsis, COVID, Catheter Insertion, Wound Care)
  - Surgery Order Sets (General Pre and Post Op, Anesthesia, Hip Fracture, Knee Replacement)
  - OB/GYN Order Sets (Induction, Labor and Delivery, Post-Partum, Pre-Eclampsia, Newborn)
  - Common Laboratory and Diagnostic Imaging Order Sets



- Inpatient Admission Documentation (Physician H&P, OB/GYN Admission, NICU/Newborn Admission, Nursing Admission Patient Profile)
- Inpatient Provider Documentation (Physician and Nursing Progress Notes, Consult Note, Vital Signs, Plan of Care and Assessment and Interventions, Sepsis Assessment, Blood Transfusion Reaction, Procedure Notes)
- Inpatient Ancillary Documentation (Rehabilitation Assessments, Case Management/Social Work, Nutrition, Behavioral Health, Pharmacy, Respiratory)
- Surgery Documentation (Pre-Admission Interview, PreOp Checklist, IntraOp Note, PACU Note, Anesthesia Checklist)
- Inpatient Discharge Documentation (Physician Discharge Summary, Nursing Discharge Instructions, Home Medication Summary, Expiration/Death Pronouncement)
- Nursing, Ancillary, and Speciality Flowsheets
- Admission Patient Profiles (Adult, Pediatric, Newborn, and Obstetrics)

### *Working Diagnosis*

1. Altera will deploy and test Working Diagnosis tools. Working Diagnosis is a partner of Altera and provides tools within Sunrise for automating end-user workflows especially for documentation (through Notecetera), problem list management (through ICDx) and patient hand-off (through Huddle).

### *Sunrise Wound Care*

1. The Wound Care content shall be implemented as delivered. Sunrise Wound Care comes with the standard content to support:
  - Wound Assessment, Treatment, and Care Planning
  - Procedural Documentation
  - Hyperbaric Oxygen Therapy
  - Care Management Documentation
  - Wound Care Reporting
2. Calibration Slates, Angle Stickers, Guidance Chart Decals, and Flash Diffusers are included in the Wound Care package.
3. Altera shall enable the Client to perform the following functions:
  - Wound Image Capture and Color Calibration
  - Wound Image Storage with Amazon Web Services (AWS)
  - Electronic Wound Measurements
  - Wound Healing Analysis

### *Sunrise Emergency Care*

1. Altera shall provide the Sunrise Emergency Care content for the Client's database.
2. This implementation includes the Sunrise Emergency Care Follow-Up Board feature to help the ED staff manage post-visit activities. Altera shall configure the Follow-Up Board with a single profile.
3. The Sunrise Emergency Care implementation assumes a single ED.
4. Altera shall deliver Operations Monitor, which provides real-time dashboards on national benchmarks for ED metrics.
5. Altera shall deliver standard Tracking Board views. The standard Tracking Board views covering triage, waiting room, ED and registration.



6. Altera shall configure the Visit Record and shall map the ED Standard Clinical Documentation to defined sections for Nursing Documents, Provider Documents and Triage Notes.
7. The Emergency Care content contains nursing, ancillary and provider documentation, orders and standard order sets enabling the care of patients with a large variety of traditional emergency department complaints, such as, but not limited to:
  - Abdominal Pain
  - Alcohol Withdrawal
  - Altered Mental Status
  - Asthma
  - Chest Pain
  - Chronic Obstructive Pulmonary Disease
  - Community-Acquired Pneumonia
  - COVID-19
  - Diabetic Ketoacidosis
  - Emergency Department Common Orders
  - Back/Flank Pain
  - Headache
  - Heart Failure
  - Stroke
  - Seizure
  - Sepsis
  - Sexual Assault
  - Sexually Transmitted Disease
  - Shortness of Breath
  - Toxic Ingestion/Overdose/Poisoning
  - Urinary Tract Infection and Pyelonephritis

## Sunrise <sup>TM</sup> Pharmacy / Knowledge-Based Medication Administration

*KBMA is commonly referred to as Barcode Medication Administration.*

1. Altera shall provide recommendation on KBMA Readiness.
  - Workflows
  - Labelling of medications
  - Ongoing Maintenance
2. KBMA Implementation assumes Client will use Sunrise Mobile or approved barcode scanners
3. Client Responsibilities for KBMA:
  - If repackaging drug labels, barcodes must be in a linear font in order to be KBMA-compatible.
  - Purchasing and maintaining/programming compatible barcode scanners or Mobility hardware.
  - Scan code association (assigning scan codes to localized NDC's) in preparation for go live and ongoing maintenance of products, packages and scan codes thereafter
  - Altera shall provide training on scan code association.
4. Average Wholesale Price (AWP) is included and can be utilized as the cost basis for pricing calculations.
5. Medication Clinical Decision Support (CDS) is delivered to the Client as standard content without customization.
  - Client will determine general level of alerting for all categories (Drug-Diagnosis Data, Drug-Drug Interaction, Duplicate Medication Therapy, Lactation Data, Pregnancy Data and Allergy Checking).
  - Any customization beyond the general level could require an additional SOW and all such customizations will be completed after activation
  - Client can change any general level settings within the first week of activation without an additional SOW.
6. Additional Hardware Requirements:

- Client is responsible for purchasing and maintaining at least two compatible pharmacy label printers, and other related hardware.
- Altera recommends at least 1 extra printer for testing environment (total of 3).

#### 7. Pharmacy Labels

- Altera requires 2 different sizes of labels (4"w x 3"h and 3"w x 2"h)
- Client is responsible for purchasing labels that are compatible with the pharmacy label printers
- No customizations will be allowed to the standard order or prep label layout

8. Sunrise Pharmacy will accommodate both ADM (automated dispensing machine such as Pyxis, Omnicell or Accudose) and Non-ADM Floorstock (anywhere medications are located on the unit(s) that are not in ADM).

9. Assumes one (1) pharmacy location, single ADM vendor, and no robots.

10. Altera shall pre-deliver generic items and stock items and will modify NDC numbers and product changes to existing Sunrise Pharmacy items per Client formulary.

11. Order Message Manager (OMM) shall be delivered as standard content without customization – electronic communication between pharmacy and nursing.

12. Review Queue shall be delivered as standard content.

- The Client can specify the orders they want to review (if any) when actions are taken by non-pharmacists: All, Discontinued, Suspended, Unsuspended, Modified.

13. Recipe Book shall be delivered as standard content.

14. Sunrise Pharmacy provides the following workflows:

- Medication Management
- Rx Order Review Queue
- JW Waste
- High Alert
- Rx Dispensing
- Total Parenteral Nutrition (TPN)
- Pharmacy Intervention
- OMM – On Demand
- Pharmacy Charge / Credit
- Suspended Orders
- Drug Shortage
- Bag Up / Bag Down
- Restricted Meds
- Delayed Pharmacy Verification
- Purchasing / Receiving
- Non-Formulary
- Auto-Stop
- ED No Verify

15. Sunrise Pharmacy does not support retail/outpatient pharmacies.

16. If the Client participates in a 340B program, a single 340B extract is included in scope of this project. Altera will partner with the Client to develop and test the extract with the 340B vendor. Should an additional extract(s) be required, additional services will apply.

## 2bPrecise Foundations

1. Altera will deploy and test 2bPrecise Foundations tools. The tools will include Dug-Gene Interactions and Family History (Pedigree). 2bPrecise is a preferred partner of Altera. Interfaces include ADT, & Medication Data.

## Sunrise <sup>TM</sup> Surgical Care

1. Altera shall build the Surgery Item catalog to match the existing Materials Management system.
2. Altera shall assist Client in creating and testing the MMIS interface for ongoing maintenance of the Surgery Item File. The Client will be responsible for the ongoing maintenance of the Surgery Item File.
3. If the Client has paper Preference Cards, then Altera will direct a Knowledge Transfer session and complete the build of 10 Preference Cards. The Client will be responsible for the remainder of the build and ongoing maintenance.
4. If the Client has electronic Preference Cards, then Altera will direct a data transformation session to understand what steps are required to move the Preference Cards to the Sunrise Surgical Care format. The Client shall provide a text file report from their current Preference Card database. The Client is responsible for completing a thorough review of the Preference Card content and making any updates or corrections prior to Sunrise Surgical Care activation. The Client will be responsible for the ongoing maintenance of the Preference Card File.
5. Altera shall assist the Client in building integrated scheduling using the Sunrise Enterprise Scheduling application.
6. Altera shall conduct a knowledge transfer session on the build of block schedules (to include six (6) block scheduling examples). The Client shall be responsible for maintaining block schedules.
7. Sunrise Surgical Care allows for Creating Equipment (Scheduling) Resource(s) and Associating Scheduling Resource(s) With Units. The Client will provide the necessary information for Altera Implementation Consultant to build the schedules.
8. Altera offers Data Visualization through the following functionalities:
  - . Scheduling Surgical Cases
  - a. Creating Criteria-Based Case Lists
  - b. Surgery Day Planner/Status Boards
9. Altera shall deliver Sunrise Surgical Care with the following prescriptive content:
  - c. PACU, Pre- and Post-operative Order Sets
  - d. Pre-, Intra- and Post-operative Clinical Documentation based on standard content from the Association of Perioperative Registered Nurses (AORN), which includes pre-admission testing documentation
10. Altera will assist the Client in building their current Procedure list in Sunrise Surgical Care.
11. Altera will direct the Client in mapping their current Procedures to the AORN standard Procedure List.
12. Sunrise Surgical Care provides the ability to track:
  - e. Case usage and charges
  - f. Case participants
  - g. Case details (including times)
  - h. Implant utilization
13. The Sunrise Surgical Care solution includes a license for Surgical Hub. Surgical Hub is a workflow and tracking board feature designed to make communication between surgical staff seamless and efficient. The Client will be responsible for the system validation and training of this feature. The Client must be on 18.4 FR4 or higher for Sunrise Surgical Hub.

## Sunrise <sup>TM</sup> Radiology

1. Sunrise Radiology supports HL7 interface to a third-party speech recognition system. PowerScribe360 and MModal Fluency are Altera preferred vendors. Sunrise Radiology will be integrated with one of these two vendors via HL7. HL7 is our preferred integration method. If the Client requires integration with a vendor other than PowerScribe360 or MModal Fluency for radiology dictation, additional services will be required.
2. Sunrise Radiology implementation assumes a PACS-driven radiology workflow.

3. The Picture Archiving and Communication System (PACS) Orders interface sends data one way from Sunrise to PACS. Standard HL7 data is to be sent and received per Altera specification. A mapping specification review is to be held, and Client is expected to approve the specification before testing begins.
4. If the Client's PACS/image viewer system is compatible, PACS/image viewer images will be made available through the results tab in Sunrise. One PACS/image viewer bi-directional connection is included. Additional PACS/image viewer vendors can be connected at an additional fee.
5. Sunrise Enterprise Scheduling shall be used as the radiology scheduling system.
6. Sunrise Reporting Fax Solution shall be used for auto-fax. Sunrise Reporting Fax Solution shall be supplied as standard for this implementation.
7. Client will use Altera supplied standard radiology configuration and workflows.
8. Altera shall configure the radiology charges to support the Appropriate Use Criteria.
9. Radiology Professional charges/fees are handled by an extract.
10. The implementation includes the ability to participate in the Antimicrobial Use reporting as one of the Client's promoting interoperability measures. If the Client plans to participate, the Client must register with the CDC NHSN to participate in the Antimicrobial Use and Resistance (AUR) Module and be assigned a Facility OID(s). The Facility OID(s) will be included into the configuration for activation.

#### *Radiology Appropriate Use Criteria (AUC)*

1. Altera shall acquire an NDSC license for AUC for Advanced Radiology Clinical Decision Support on behalf of Client.
2. The system shall be delivered by Altera in compliance with AUC requirements. Client will notify Altera if any AUC requirements are found to be missing.
3. Altera shall establish web services connectivity and provide testing and remote activation support. Altera shall configure the radiology charges to support the Appropriate Use Criteria. Altera shall perform all configuration and will work closely with the Client to test.

#### *NDSC ACR Select*

1. Altera along with its partner National Decision Support Company, LLC, ("NDSC") LLC shall provide the following service for the CareSelect imaging product.
2. NDSC Responsibilities
  - Work with Altera to ensure indications and procedure mapping is current.
  - Assist in troubleshooting issues during configuration and testing
  - Optimization support for both content and workflow
  - Provide connection username/password
  - Mapping of procedures to AUC content
3. Altera responsibilities
  - Consult with Client to determine all radiology items, along with the advanced items to meet the regulatory requirement
  - Altera shall configure advanced radiology orders.
4. Client responsibilities
  - Complete testing
  - Provide feedback regarding which radiology items they perform
5. Altera and Client Joint Responsibilities
  - Communications and notifications for the roll out process
6. Subscription Services

- “CareSelect Imaging” defined as the complete web service version, of the appropriate use criteria published by the National Comprehensive Cancer Network and the American College of Cardiology. CareSelect Imaging includes (i) the web services API used to publish the criteria (ii) the integration (iii) support services and (iv) commercially available updates, provided on a subscription basis.
- The term “Subscription Services” as used herein refers to a subscription delivery service provided by way of web services. Except for the company’s API and Altera’ products or services, access and use of the “Subscription Services” will not require any software to be installed on any systems belonging to Altera, Partnering Organizations, Sublicensed Client’s, or other third parties.

### *Sunrise™ Radiology: Mammography*

1. Altera shall supply Mammography Reporting and Tracking tools.
2. Altera shall supply training for the Mammography Reporting and Tracking tools, which includes instruction on creating Breast Imaging Reporting and Data System (BIRAD) codes and follow-up letters and running statistical reports.

### **Allscripts Lab**

1. Client shall assume responsibility for the physical connection of their lab instruments to the network. This includes cabling and installation of terminal servers and A/B switches.
2. Client shall provide and install terminal servers required to connect lab instruments to the network.
3. Client will purchase the necessary Instrument Manager by Data Innovations connections required to support their instruments - all lab instrument connections are an additional third-party cost. Note: Industry standard practice is to always have one extra connection in case any devices need to be switched out at any given time. Allscripts recommends Clients use a Point of Care middleware that is connected to Data Innovations.
4. Instrument Manager by Data Innovations standard connections included: orders, results, test orders, test results.
5. Faxing from laboratory through the system will utilize Concord Faxing. There will be a nominal charge to the Client per page for this functionality, which will be billed to the Client monthly following the first Production use. There is no charge for the fax solution and no hardware or phone lines needed. This only applies to faxing out of Allscripts Lab. Refer to the fees section of the Master Agreement for the per page fee that will be billed.
6. Client will use Zebra label printers.
7. Allscripts shall deliver standard lab labels that will meet regulatory requirements.
8. Client shall provide connections between Client’s servers, print server, and printers.
9. Allscripts shall supply a set of standard expert rules and configure up to five (5) additional non-calculation based, Client-specific expert rules on top of the pre-delivered rule set.
10. This implementation assumes one reference lab is used. If more than one reference lab there will be an additional cost and potential impact to the project timeline. All reference labs will be routed through Allscripts Lab. Client is responsible for engaging their reference lab vendor and obtaining their availability to test in line with the Allscripts Project Plan. If the vendor is unavailable to test during the implementation for any reason, an interface to the reference lab shall be delivered post-activation.
11. Client shall work with the reference lab to obtain a current export of their reference lab tests and associated analytes for up to 200 tests that will be built in Allscripts Lab. If the Client needs more 200 reference lab tests built in Allscripts



Lab, additional fees may be required. The additional scope of work will be discussed and mutually agreed upon during the project life cycle. This is to be delivered to Allscripts during the data collection process in line with the Project Plan.

12. This implementation assumes that the Client has one lab and that no Medical Necessity Checking (MNC) is performed in said lab.
13. Allscripts shall deliver the Public Health Reporting Module for state reporting. The Client is responsible for contacting the state and obtaining their availability to test in line with the Allscripts Project Plan. If the state is unavailable to test during the implementation, the Public Health Reporting Module will be limited to print and auto-fax for state reporting and an interface to the state shall be delivered post-activation.
14. The Client must purchase specimen collection hardware from Allscripts. The Client is responsible for the physical connection of the Specimen Collection devices and printers. All hardware used for Specimen Collection shall be purchased through Allscripts in order to allow for necessary staging. If the Client decides to use handheld devices, these devices will be purchased through Allscripts.
15. Allscripts shall conduct Specimen Collection staging and application functionality overview and super-user training.
16. Allscripts shall support a house-wide activation of Specimen Collection with Allscripts Lab or within two (2) weeks of the Allscripts Lab activation event.
17. Allscripts LAB includes a PDF export to Sunrise HIM.
18. Allscripts Lab is not an FDA Class 2 blood bank system. There is no logic in Allscripts Lab for transfusions testing verifications. It is not intended to be used as a blood bank system but can be used to document manual work only.
19. The QC module is included in the scope of this project and the timing for implementation of the QC module will be determined during project planning based on Client resource availability and project timing. The task deliverable dates will be documented and mutually agreed upon in the project plan. Best efforts will be made to coincide with the activation date of the overall project however Allscripts will not support an activation date delay for the larger project should this module be incomplete. If the QC module readiness date does not align with the overall project activation date, Allscripts will work with the Client to implement QC 90 days post-live.
20. Application Features
  - Result Monitor
  - Critical Call
  - Bedside Specimen Collection (PPID)
  - Auto Validation
  - Auto Fax outpatient results to order provider
  - Expert Rules for Calculations
  - Order Monitors for tracking specimens/orders
  - Add-On test functionality
  - Specimen Rejection/Auto reorder

## Microbiology

1. Allscripts will be responsible for DI connectivity, instrument set up, and mapping.
2. Allscripts will provide Microbiology workflows:
  - Phrase Records
  - Sub-Result Set Records

- Clock time Defaults
  - Worklists
  - Antibiotic Therapy Records
  - Interpretation Records
  - Media Label Formats
3. Allscripts will work with a Client resource knowledgeable about the site's microbiology workflow to map the flow and will work to set up microbiology instrumentation on DI.
  4. Client will be responsible for testing and validating the Microbiology Flows and test instrumentation.

### *Instrument Manager by Data Innovations (DI)*

#### **Allscripts Lab Instrument Interface**

1. Allscripts shall load the appropriate Data Innovations ("DI") Instrument Manager ("IM") instrument driver(s).
2. The Client shall provide needed IM connection licenses, and Allscripts will install any needed IM license file(s).
3. Allscripts shall provide aid with IM configuration & connection build, test & fluid code mapping, and result rule build.
4. Allscripts shall provide aid to the Client with troubleshooting IM connection & configuration issues, order and result message flow, and message posting issues.
5. The Client is responsible for obtaining the correct hardware, building the virtual server, and providing list of instruments.
6. Allscripts will only interface instruments through DI.

### **Sunrise <sup>TM</sup> Ambulatory Care**

1. The implementation of Sunrise Ambulatory Care assumes that Sunrise Enterprise Registration and Scheduling and Sunrise Financial Manager (SFM) will be implemented to support all locations.
2. The Sunrise Ambulatory Care modules will be implemented for up to five (5) outpatient locations/clinics/specialties consisting of a total of no more than fifty (50) billing providers. This does not include oncology clinics or infusion centers. The Client may select from the following specialties, which are currently included in our standard content:
  - i. Allergy/Immunology
  - ii. Bariatric
  - iii. Behavioral Health
  - iv. Burn
  - v. Cardiology
  - . Clinic Intake
  - i. Dermatology
  - ii. Endocrinology
  - iii. ENT
  - iv. Family Practice/Internal Medicine
  - v. Geriatric

- vi. GI
  - vii. Infectious Disease
  - viii. Nephrology
  - ix. Neurology
  - x. Ophthalmology
  - xi. Orthopedic
  - xii. Pediatric
  - xiii. Plastic Surgery
  - xiv. Podiatry
  - xv. Provider
  - xvi. Pulmonary
  - xvii. Rheumatology
  - xviii. Sleep
  - xix. Surgery
  - xx. Urology
  - xxi. Vascular Surgery
3. Specialties outside of those listed above will require additional scoping conversations and may impact the scope, schedule or budget of the project.
4. Ambulatory documentation and order sets for outpatient clinical providers will be covered by the standard content provided by Altera in the delivered content packages. The Sunrise Ambulatory Care comes with standard content to support traditional ambulatory functions through the use of items, such as:
- xxii. Clinic Notes
  - xxiii. Well Child Visit Notes
  - xxiv. Medical Assistant Intake
  - xxv. Phone/Virtual Encounter Note
5. The Sunrise Ambulatory Care module includes functionality for ambulatory care settings including:
- xxvi. Patient Lists
  - xxvii. Schedule View (1 per clinic)
  - xxviii. Prescription Writer/ePrescribing
  - xxix. Patient Letters (15 to be provided, additional patient letters can be built by the Client using NoteCetera Tokens and this will be taught during train-the-trainer sessions)
  - xxx. Manual Result Entry
  - xxxi. SuperBill (1 per clinic)
  - xxxii. Referral Management
  - xxxiii. Timeline / Visit Record
  - xxxiv. Health Manager
  - xxxv. Tracking Board for Infusion Clinics if applicable

6. Altera shall set up the services to support Compass and Rules Engine.
7. Sunrise does not support direct connections between Sunrise and third-party reference labs. This requires all lab testing to be routed to the hospitals lab department for collection, accession and resulting purposes.
8. Altera shall configure manual result entry for lab range values, naming, and security methods.
9. Client will use the pre-delivered result templates for unaffiliated labs and Altera shall modify the reference ranges to match the high and low values to Altera Lab. Should the Client choose not to use the result templates available, results may be scanned into the patient record manually.
10. If the ambulatory facilities/practices are not installed or activated at the same time as the acute facility, additional implementation and activation fees will be required.
11. This implementation assumes a single legacy system for ambulatory data conversion through the use of CCDAs.
12. Altera shall deliver Health Concerns Manager and Implant Manager (both required for CCDA).
13. Altera shall configure 1 Client Super Bill for each clinic location.
14. Implementation of ten (10) standard ambulatory eCQMs as defined by Altera. Additional eCQMs may be configured at the Client's request for an additional fee.

### *Sunrise Ambulatory Care / Electronic Prescribing of Controlled Substances (EPCS)*

8. This implementation supports up to five (5) ambulatory locations consisting of a total of no more than fifty (50) billing providers. The Client's site must be in the United States and use ID.me as credential service provider.
9. Altera shall install the necessary components to support EPCS in a single Test environment and in the Client's Production environment. This includes TIBCO software and the security agent.
10. Altera shall provide assistance on the process of enabling providers to prescribe controlled substances electronically. This includes processes for granting, enrollment and approval.
11. Altera shall act as the first EPCS tenant administrator and assign EPCS roles, with written permission from the Client. The Client is responsible for determining EPCS roles and performing ID Proofing of EPCS providers per DEA requirements and additionally must comply with Altera attestation methodology so that Altera may assign the appropriate role(s) to providers until self-service management is available for the Sunrise Community Care solution.
12. The Client shall comply with State regulations on the electronic prescribing of controlled substances.
13. Altera shall describe the steps and security measures for the Drug Enforcement Administration (DEA)-compliant production of printed controlled-substance prescriptions from Rx Writer.
14. Medication History for Reconciliation (MHR), Medication History for Ambulatory (MHA), and Eligibility Checking are available for use with Sunrise.
15. Altera will provide PDMP integration. If the state where the Client is located is partnered with Appriss, this will be installed as part of the EPCS deployment. If the state where the Client is located is partnered with another PDMP vendor, the Client will be responsible for contracting with the PDMP vendor to have the installment as part of the EPCS deployment.

### **Sunrise <sup>TM</sup> Enterprise Registration and Scheduling**

1. For Sunrise Enterprise Registration, Altera shall provide the ability to secure the registration records according to type (such as Advance Beneficiary Notice of Noncoverage (ABN), patient demographics, and patient visit).
2. For Sunrise Enterprise Registration, Altera shall enable the Client to perform the following functions:

- Master Patient Index (MPI)
  - Inpatient and Outpatient registration and visit processing
  - Demographic information capture and update
  - Bar code generation
  - Imaging/Scanning
  - Referrals Management
3. For Sunrise Enterprise Scheduling, Altera shall enable the Client to perform the following functions:
    - Booking Process
    - Resource definition and Resource Schedule control
    - Availability Search feature
    - Appointments per patient
    - Access to schedule in Altera clinical applications through the "My Schedule" tab (SES general assumption)
  4. Altera shall include licenses for Local Coverage Determination (LCD) and National Coverage Determination (NCD) on behalf of the Client from OptumInsight.
  5. Altera supplies the Advance Beneficiary Notice of Noncoverage (ABN).
  6. Medical Necessity Checking (MNC) web services shall be configured for OptumInsight
  7. Altera shall configure one (1) standard armband and one (1) standard facesheet for the facility.
  8. Client will use Altera pre-defined dictionaries without modification (i.e. race, religion, gender, etc.), which are in compliance with regulatory guidelines.
  9. Altera shall deliver the following standard reports with Sunrise Enterprise Registration:
    - Access Manager (AM) ED Log
    - Census Summary
    - Charity Report
    - Condition of Treatment
    - Discharge & Expected Discharge
    - Eligibility Visit Statistics
    - MSP Questionnaire Reports
    - Person Demographics Form
    - Pre-Registration and Admit Report
    - Recurring Visits
    - Requested Accommodation
    - Visit Demographics Form
    - Visit History
  10. Altera shall deliver the following standard reports with Sunrise Enterprise Scheduling:
    - Appointment Recap
    - Recurring Appointment Recap
  11. Sunrise Enterprise Registration and Scheduling provides the following workflows:
    - Inpatient Registration
    - Outpatient Registration
    - Recurring Visits
    - Emergency Department Schedule
    - Patient Merge

### *CarePort® Interoperability*

1. CarePort shall assist Altera to implement this solution for the number of annual patient discharges and the number of facilities identified in the Client Information section of this document.
2. CarePort shall assist Altera with the implementation of CarePort Interoperability.



3. Altera shall deploy the Provider Selection Tool as a custom tab within Sunrise.
4. Client shall assist in outreach to post-acute providers to provide virtual education on the Interoperability notification.
5. Client shall be responsible for any outreach or education required for Physicians on receiving the Interoperability notifications via their existing Direct eMail Address.
6. Client shall provide a list of Physicians and/or Post Acute Care providers who have opted out' of receiving Patient Notifications.

### Interoperability/ Integration Services

1. CarePort shall assist Altera with implementing the ADT interface, including the Physician NPI's.
2. Client shall provide team to support implementation efforts for project oversight, workflow review, configuration, testing, and activation.
3. Client shall provide information, resources, and personnel reasonably requested by CarePort. The failure or inability of Client to provide material and resources may adversely impact the successful completion of the Project. Ad hoc personnel, such as auxiliary representatives, may be required during the course of the Project.
4. Altera shall make available technical resources knowledgeable of the application(s). These resources will perform the necessary configuration to ensure operability and message flows associated with the Client application(s).
5. Client is responsible for test and signoff on the integration.
6. Client is responsible for data collection.
7. Client is responsible for system validation.

### Sunrise <sup>TM</sup> Financial Manager

16. Altera shall implement the following functions within Sunrise Financial Manager (SFM): Charging, Billing & Expected Reimbursement, Collections & Statements, Financial Reporting, and Operational Workflows.
17. Sunrise Financial Manager provides the following workflows:
  - Posting Charges & Pre-Payments
  - Billing/Claim Edits (I/ECT)
  - Accounts Receivable (A/R)
  - Patient Guarantor Billing
  - Account Rebill
  - Episode Combine
  - Interim Billing
  - Month End Close
  - Bad Debt
  - Small Balance
18. Altera shall implement Charging templates, as well as, support for inbound real-time charges and system-generated Room/Observation charges.
19. Altera will provide an Interface Error Correction Tool that will identify errors on charge transactions that did not post. The Client shall be responsible for the ongoing review of the Interface Error Corrections Tool and error remediation according to Altera guidelines.
20. State Reporting configuration shall include facility-specific reports required by state governmental or associated agencies containing financial and demographic data, including those required by border state(s). The Client shall provide necessary details to configure state reporting.

21. Altera will provide standard user reports. Operational Reporting shall include standard reports within the following categories: SFM Billing; SFM General Operations; SFM Interface; SFM Patient/Guarantor Statement; SFM Receivables Management.
22. The Financial Reporting/Month End Activities configuration shall include General Ledger structures to support: Revenue, Cash Payments, Cash Adjustments, Accounts Receivables, Bad Debt and Non-Receiveables. Month End Report process requires comparing totals under Accounting Period Maintenance against system delivered: Transaction Posting Report by AP, Income Analysis Report, and Aged Trial Balance Report.
23. The Client shall provide required data to Altera in accordance with the dates in the project schedule. Altera shall provide support for three (3) month end processes following activation.
24. Altera shall provide Abstracting Templates based on visit type.
25. Abstracting shall be integrated with 3M PPS. Client shall license for 3M PPS grouper/pricer data to calculate expected reimbursement, if required.
26. Altera shall implement Billing Details to include billing forms (UB / 1500 template and invoices), billing pre- and post-edits (system-defined and user-defined), specialty billing, and Federal Regulatory standards.
27. Altera shall implement Billing File 837I, 837P.
28. Altera shall implement Remittance Form 835.
29. Model claim edit content is supplied by nThrive and Client will use nThrive claim edits.
  - nThrive claim edits shall be run in SFM (Model 1)
  - Altera is responsible for obtaining the certificate and supplying nThrive with the Insurance plans.
30. The embedded Contract Management Engine shall be configured to support the Client specific reimbursement methodologies based on payer/provider contracts. Altera shall configure and maintain payer contracts.
31. Altera shall implement 835 Remittance Processing and Denials based on Insurance Plan names supplied during the data collection process.
32. Altera shall implement Patient Guarantor Remittance based on patient payments from lockbox vendor.
33. The Patient/Guarantor revenue cycle configuration shall include Budget Plan Progressions, Cycle Progression, Patient/Guarantor Messages, Patient Guarantor Remittance, Revenue Cycle Setup, Self-Pay Balance Transfer, and Billing of Organizational Guarantors.
34. Altera shall implement Workflows for small balance write-offs and bad debt write-offs.
35. Small Balance/Bad Debt write off configuration shall include Bad Debt Agencies and Write Off and Small Balance. The Client shall provide Altera with Bad Debt Vendors.
36. Altera shall connect to up to three (3) collection agencies. The collection agency interface(s) use the collection agency formats for outbound data and allow inbound data transfer in the form of Comments. If the Client's collection agency of choice does not meet Altera standard specifications, additional services will be required to connect to said agency.
37. Sunrise Visual Workflow (VWF) configuration shall include workflows to support Business Office functions and Operations. Scheduling of VWF jobs shall include (Frequency based: Daily, Weekly, Monthly, Ad-hoc), Room Charge evaluation, Observation Charge evaluation, posting restart, 3rd party billing (billing/claim edits, 837 generation/sending of 837 files, DNFB), Invoice Billing, Patient/Guarantor Billing, Statement generation, GL Nightly job, Small Balance write off/Bad debt write off, Financial Class movement.
38. Client will use Altera pre-defined dictionaries – (Examples include Denial Dictionaries and Financial Classes).
39. Client will use Altera for Contract Management.

40. Client will use Altera for Denial Management.

## Sunrise Digital Record Manager

1. Altera and client shall work together to scope and implement Sunrise Digital Record Manager (SDRM).
2. The SDRM module provided by Altera will be a native and integrated health information management solution
3. This SDRM solution requires Client to be live on Sunrise 22.1 and cannot be implemented with earlier releases.
4. SDRM provides a structured view of patient documentation and a single point of access from disparate systems. Examples of features include:
  - 4.1. Viewing scanned and electronic documentation in an integrated workflow
  - 4.2. Ability to bulk import existing file repositories
  - 4.3. Ability to export bulk data
  - 4.4. Scan on demand or by batch
5. Altera shall implement the following DRM modules:
  - 5.1. Document Management
  - 5.2. Deficiency Management
  - 5.3. Release of Information.
6. Additional supported features that are assumed to be included:
  - 6.1. A Digital Records tab that enables users to view the medical record associated with a patient or visit; the list of documents that are viewable using this feature will change based on the patient or visit in context from Sunrise.
  - 6.2. Document tab integration, which enables content scanned or imported into SDRM to be made available in Sunrise via the Documents Tab Reference Pointer Interface; this gives clinicians access to documents, images, and other relevant content from within their native workflow.
7. The SDRM project includes loading of deficiencies and scanning of documents starting on the Activation date.
8. Client must adhere to the hardware and software specifications provided by Altera.
9. Altera shall assist the Client on the setup of one (1) scanner within Sunrise Enterprise Registration & Scheduling and one (1) scanner within the SDRM module. The Client shall set up/install all remaining scanners and make them available on the network to support the Point of Care Scanning module.
10. The solution works with previously certified and supported scanners. These are listed in the document "Opal Architecture Overview". Documentation can be found on Altera Client Central portal at the following link: <https://central.Alteracom> ("Altera Central") Existing scanners already in use can be certified if a loan model is provided for testing prior to project commencement and they meet the requirements of the solution.
11. The implementation of the SDRM can include the capture of documents and/or reports from Sunrise Acute Care and Sunrise Abstracting, using native functionality such as HL7. Additional ancillary feeds may be added for an additional fee. Some Add-ons (such as iProcedures Anesthesia or NovoPath Anatomic Pathology) when in scope will require an additional ancillary feed(s).
12. Signature Manager will be used to manage all deficiencies/incomplete items that originate in Sunrise and any transcription system (i.e., documents, orders, tasks)
13. Altera shall build a single physician deficiency letter that is expected to include Signature Manager and SDRM deficiencies.
14. Altera shall deliver up to two (2) letter templates for Release of Information (ROI) letter generation.
15. The Client shall provide pricing policies and ROI request types for invoice creation.

16. The SDRM project assumes creating of ROI requests starting on the Activation date. The Client is responsible for completing ROI requests in the legacy system.
17. The implementation of Health Information Management ("HIM") includes the capture of clinical data from Sunrise using the standard HIM Reports. Altera shall provide only standard HIM reports. The standard HIM Reports will be delivered without modification and are as follows:
  - 17.1. HIM Flowsheet,
  - 17.2. HIM Laboratory,
  - 17.3. HIM MAR,
  - 17.4. HIM Nursing Tasks,
  - 17.5. HIM Orders,
  - 17.6. HIM Pathology,
  - 17.7. HIM Patient Summary,
  - 17.8. HIM Rx Writer,
  - 17.9. HIM Secure Health Message,
  - 17.10. HIM Health Manager,
  - 17.11. HIM Patient Education Log Report,
  - 17.12. HIM Sunrise Radiology,
  - 17.13. HIM Other Results.
18. HIM Reports will process day forward into HIM starting on the activation date.
19. Altera shall implement the pre-defined list of HIM Document Types and configure up to ten (10) custom Document Types.
20. ADT messages shall come from Sunrise Enterprise Registration. Patient merge messages shall come from Altera Sunrise Enterprise Registration.
21. Client is responsible for maintaining access to legacy data that isn't converted as per hospital policy or state requirements.
22. Document conversion is not included in this scope of work and can be purchased separately and will add time to the project.

## Sunrise <sup>TM</sup> Abstracting

1. This project includes one implementation of Abstracting, with all locations being implemented sharing one configuration. This includes but is not limited to, workstreams, work groups, and reports. Multi-facility Sunrise set up will require interface mapping to use a unique facility identifier in Abstracting. The need for more than one unique facility identifier in Abstracting will be an additional charge.
2. Altera shall install and configure the interfaces detailed in the Interface Scope section of the Appendix.
3. Altera shall integrate the 3M encoder, assuming Client has an existing contract with 3M for their encoder. The Client is responsible for third party contracts.
4. Altera shall work with the Client to collect the data required to localize the system. Altera shall build, configure, and modify tables, profiles, roles, and user accounts and configuration options in accordance with the scope outlined herein.
5. All in-scope interface messages shall follow standard specifications which shall be provided during implementation.



6. The Client shall coordinate with any third-party providers to ensure that prerequisite products and services are in place before project Kickoff. Those products and services include agreements, approvals, licenses, data rights, data handling features and functionalities which are required for data transfer between systems, components, and utilities.
7. Altera shall deliver the standard, pre-configured Abstracting workflow.
8. Altera shall configure the following modules:
  - Sunrise Abstracting – Coding Summary Export Module
  - Sunrise Abstracting – Physician Query Module
9. The project team shall assist the Client in the creation of workflow queues and workflow rules by implementing up to ten (10) “standard sample” workflow queues and up to 10 “standard sample” workflow rules. The Client shall create workflow queues and rules to satisfy its requirements.
10. The Client shall complete the processing of existing Encounters in the legacy system or shall add them to the new system manually.

## Altera Clinical Performance Management (CPM)

1. Altera shall provide a standard set of reports. Clients may modify the cohorts/populations run against these reports to obtain different sets of data. Clients can also run SSRS reports against the CPM database. Note that the CPM database is not real time and is up to 24 hours old. Support in writing/troubleshooting custom reports is not included in the standard support model within Sunrise.
2. Altera shall train the Client in application usage and publish one (1) set of reports for end-users. This training is to teach the Client how to use the application. It is not intended to teach the Client the fundamental ability to write reports. The expectation is that if Clients do not have individuals proficient in writing SSRS reports that they will attend that training through Altera.
3. All Promoting Interoperability report templates supplied by Altera are ONC-certified for Promoting Interoperability Attestation Reporting. Variations in the Client's EHR data may result in unanticipated data validity issues.
4. The standard database is configured to support hospital and provider eQMs.
5. Altera is responsible for configuring Sunrise Acute Care upstream data for flow into analytical reports. The Client is responsible for prioritizing which Electronic Clinical Quality Measures (eCQM) shall be implemented. The Client is responsible for decisions about the adequacy of data and configuration to address reporting priorities.
6. The standard configuration of the CQMs is based on the pre-defined content and workflows.
7. Altera shall assist the Client with the first Electronic Clinical Quality Measure (eCQM) data submission. Client shall validate their data and select measures for submission. Altera shall create electronic QRDA files based on Client selections.
8. If the Client changes any Promoting Interoperability content or workflow, capture of the required data will be disrupted and Client assumes responsibility. Client's users will follow the prescriptive workflows in the upstream systems to ensure appropriate data capture to populate the regulatory reports

## *CPM Modules and Content / CPM Reporting for Sunrise Surgery / Infection Control / Sunrise Financial Manager*

1. Altera shall activate the license and perform technical readiness check of this module in Clinical Performance Management (CPM).
2. The Clinical Performance Management modules and content will contain standard reports to support the following:



- EHR Utilization
- Eligible Professional Measures
- Hospital Measures
- 2015 Edition Promoting Interoperability Measures
- Health Topics
- Infection Control
- Surgery
- Sunrise Financial Manager

## Sunrise <sup>TM</sup> ERP

1. The following modules are included with Sunrise ERP:

- General Ledger
- Accounts Payable
- Automated Daily System Close
- Fixed Assets
- Materials Management
- Payroll
- Webstation for Executives

### *General Ledger*

1. Altera shall provide training on build and maintenance of reference masters required to support Sunrise ERP General Ledger.

- Daily Journal Entry Capture
- Cost Reporting
- Operating Income Statements
- Balance Sheets

### *Accounts Payable*

1. Altera shall provide training on build and maintenance of reference masters required to support Sunrise ERP Accounts Payable.

- Vendor Accounts
- Open Payables
- Electronic Pay with MICR Ink
- Patient Refunds
- PO Processing

### *Fixed Assets*

1. Altera shall provide training on build and maintenance of reference masters required to support Sunrise ERP Fixed Assets.
  - Asset Management Tracking
  - Asset Depreciation

### *Materials Management*

1. Altera will work with the Client to convert Inventory Master as well as on hand values as contracted.
2. Altera shall provide training on build and maintenance of Inventory Management.
  - Inventory Master Management
  - Vendor and PO reconciliation
  - Electronic Requisitions
  - Consumable and PAR leveling
3. Assumes a single ADM vendor for the Pocket Content Interface.

### *Payroll*

1. Altera shall support Time Attendance (standard integration with Ansos), W2 Tape, and Direct Deposit Tape / Electronic File.
2. Altera shall work with the Client to upgrade to its most current version and maintain Payroll Employees, Detail and Filings History.
3. Altera shall work with the Client on balancing files and detail prior to activation.
4. Altera shall provide training on build and maintenance of any new features for Payroll entries, deduction, and reporting for the most current version of Payroll.
5. Altera shall work with the Client to support a consistent Payroll run on the upgraded version at activation.

### *WebStation for Executives*

1. Altera shall train the Client on the build and maintenance of dashboard reporting and features of Executive Level standard reporting.
  - Statistical Reporting
  - Department Views
  - Drill Down capability

### **Sunrise <sup>TM</sup> Mobile**

41. Altera shall ensure that the Client's Production environment has compatible versions of Sunrise and Helios Web Services, as noted in Altera documentation.
2. The Client shall have compatible mobile device operating systems on its mobile devices, as noted in Altera product documentation.

3. Altera shall set up standard User Security and Environment Profiles to support Mobility.
4. Altera will come pre-configured to support:
  - Clinical Review
  - Order Entry
  - Barcode Medication Administration
  - Free Text Documentation

## Allscripts FollowMyHealth

1. Allscripts shall deliver a single, standardized dashboard as part of this implementation. The FollowMyHealth Dashboard allows for the Client to manage personal health record data elements and personal health record invites, send out mass patient bulletins, and review reports.
2. Allscripts shall provide guidance to Client on accessing FollowMyHealth documentation and marketing information, however the Client is responsible for patient engagement and marketing plans. Allscripts shall review with Client's marketing strategy and plan for FollowMyHealth.
3. Patient Engagement Platform Access is included as a personal health record with 24/7 access and availability to the patient via desktop or mobile application on Apple and Android mobile devices.
4. Client will implement standard message templates, standard branding and themes.
5. This solution includes a variety of secure messaging options including, general messaging to/from patients, patient demographic updates, prescription refill requests, referral requests and appointment requests.
6. Auto-invite functionality is included. Auto-invite sends email invitations for patients to create their login to the personal health record on patient discharge.
7. Should a duplicate patient exist in the EMR that patient will be stored as a duplicate patient in FollowMyHealth.
8. The following discrete data will be sent from Sunrise to the FollowMyHealth personal health record from the activation date forward:
  - Allergies
  - Appointments
  - Family History
  - Problems
  - Procedures
  - Social History
  - Medications
  - Immunizations
  - Vitals
  - Health Issues
  - Notes
  - Scanned Documents
  - Lab Results
9. Level 1 Patient Support is included. Level 1 support allows patients to reach out directly to Allscripts FollowMyHealth trained support staff for personal health record related questions.

## Allscripts FollowMyHealth Telehealth

1. The Allscripts TeleHealth module must be implemented concurrent to the FollowMyHealth Personal Health Record. If the modules are not implemented at the same time, additional implementation and activation fees will be required for a separate post-live project.

2. The Telehealth Implementation does not include up-front payments through FollowMyHealth. Payments must be handled through the practice.
3. Allscripts shall assign resources to implement the Allscripts solutions and as such shall coordinate the following activities:
  - a. Provide consultative services on test strategy and test script guidelines.
  - b. Assist with issue identification and escalation within Allscripts and Client organizations as necessary to achieve resolution.

### *Allscripts FollowMyHealth Telehealth – eVisits*

1. Allscripts shall provide standard email Visit Form templates.

### *Allscripts FollowMyHealth Telehealth – Video Visits*

1. Allscripts Telehealth Video Visits includes Scheduled Video Visits and On-demand Video Visits.
2. Video Visits are conducted within the FollowMyHealth dashboard and use WebRTC for Video Conferencing. The Client's browser will need to be able to access the video camera, microphone, and speaker on the device for the video conference to work.
3. The Video Visits Dashboard application is available for Apple Mobile devices.
4. The call quality automatically adjusts based on connection. Users may experience issues with speeds below 1Mbps. The recommendation is for the Client to use LTE or WiFi.
5. Allscripts shall provide product Training for Video Visits.

## **FollowMyHealth Mobile Patient Experience**

### **Overview**

The Client acknowledges and agrees inaccuracies in the following disclosures may cause changes to the scope, project plan, timeline, tasks, deliverables, resource requirements, and assumptions and could result in project delays, additional fees, and require FollowMyHealth to perform other services under a separate amendment.

### **Scope of Work**

The information provided by the Client in this Scope of Work section defines the scope of services. Unless otherwise agreed to in writing by the parties, this Scope of Work section describes the complete scope of this project. Any changes to the Client's source systems, environments, or Client-supplied software as documented in this Statement of Work are considered outside the scope of this implementation.

### **Patient Engagement Information**

Existing FollowMyHealth Personal Health Record client? Yes

If yes, how many unique dashboards? 1

Replacing an existing patient health record and/or mobile patient engagement solution? No

### **Ambulatory Information**

Number of clinics: 1

Number of providers (MD, DO): 20

Number of Advanced Practitioners (NP, Mid-Levels): 0  
EHR Source System name and version: SunComm Net New  
Hosted by: Allscripts  
Practice Management name and version: SunComm Net New  
Hosted by: Allscripts

Of note, if not Allscripts hosted, the Client shall provide remote access in accordance with Allscripts-approved mechanisms and security measures, which is SecureLink.

### **Acute Information**

Number of inpatient facilities: 1  
Number of staffed beds: 25  
EHR Source System name and version: SunComm Net New  
Hosted by: Allscripts  
Registration Source System name and version: SunComm Net New  
Hosted by: Allscripts

The Client shall provide remote access using SecureLink and follow Allscripts-approved mechanisms and security measures if Allscripts does not host a source system.

### **Solution Deliverables**

All solutions require the Client, vendors, and 3rd party integrators' cooperation and support to achieve full functionality.

### **Ambulatory Solutions**

FollowMyHealth Mobile Patient Experience (MPE)

MPE is a mobile-first patient engagement solution allowing the Client to contact patients with or without a PHR account.

#### **Reporting and Analytics Dashboard**

Organizations can use CareNarrative, MPE's staff-facing dashboard, and Reporting through SSRS reports. These tools allow organizations to review responses to outreach messages and review solution volumes and metrics.

#### **Appointment Confirmations, Cancellations, and Reminders**

MPE sends text messages or interactive voice messages to patients before their scheduled appointment and allows patients to either confirm or cancel their appointment directly from the text message or interactive voice message.

#### **Satisfaction Surveys**

MPE sends a text message to patients after an appointment with a link to complete five survey questions about their recent visit.

#### **On-Demand Messaging**

Enables organizations to import patient lists, craft messages, and send outreach via text message. Text messages can include practice-related information, special events or announcements such as weather-related closings, and provider scheduling issues. Organizations use On-Demand Messaging for patient outreach, such as reminding patients to get a flu shot or making an appointment for a mammogram or physical exam, and more.

#### **Post Care Summaries with Patient Education**



MPE sends a text message with a link to patients within 24 hours of MPE receiving CCDA data from the organization's source system. Patients can review post-care clinical data and relevant educational materials.

#### Waitlist

MPE sends text messages to qualified patients with the opportunity to join a waitlist for an earlier appointment and accept the earlier appointment.

## Acute Solutions

### FollowMyHealth Mobile Patient Experience

MPE is a mobile-first patient engagement solution allowing the Client to contact patients with or without a PHR account.

#### Reporting and Analytics Dashboard

Organizations can use CareNarrative, MPE's staff-facing dashboard, and Reporting through SSRS reports. These tools allow organizations to review responses to outreach messages and review solution volumes and metrics.

#### Appointments Confirmations, Cancellations, and Reminders

MPE sends text messages or interactive voice messages to patients before their scheduled appointment and allows patients to either confirm or cancel their appointment directly from the text message or interactive voice message.

#### On-Demand Messaging

Enables organizations to import patient lists, craft messages, and send outreach via text message. Text messages can include practice-related information, special events or announcements such as weather-related closings, and provider scheduling issues. Organizations use On-Demand Messaging for patient outreach, such as reminding patients to get a flu shot or making an appointment for a mammogram or physical exam, and more.

#### Welcome Messages

MPE sends a text message to patients after admission to the hospital with helpful information about the facilities.

#### 24-Hour Follow Up

MPE sends a text message to patients within 24 hours of discharge, prompting patients to complete a short survey about their discharge instructions, review updates about their care, and share their progress related to scheduling an appointment with a provider.

#### Post Care Summaries with Patient Education

MPE sends a text message with a link to patients within 24 hours of MPE receiving CCDA data from the organization's source system. Patients can review post-care clinical data and relevant educational materials.

## Governance

The work described in this Statement of Work will be completed by a blended team consisting of FollowMyHealth and Client personnel working together. Missed delivery dates may cause project delays resulting in postponed activations. The project plan assumes that all required resources are available, appropriately skilled, and allotted appropriate time to complete assigned tasks. The project team will reassess and revise if issues and constraints emerge due to the complexity of the Client's technical environment or any other reason. If delays in the scheduled activation arise because of the Client's actions or failure to act, FollowMyHealth is entitled to re-assign project resources.

## Project Phase Requirements

FollowMyHealth and the Client will complete defined deliverables throughout each project phase.

### Kick-Off

FollowMyHealth and the Client will use commercially reasonable efforts to assign staff within thirty (30) days of the Client's signed contract date.

FollowMyHealth project manager(s) will provide a baseline project plan(s), including deliverables, delivery dates, and dependencies. FollowMyHealth project manager(s) will maintain and own project schedules. FollowMyHealth and the Client will assess changes and how changes impact the project's schedule, cost impact, and risks and mutually agree upon changes before updating the project.

#### Solution Education

FollowMyHealth will provide one to three one-hour solution training sessions, including administration staff train-the-trainer training sessions, to support the Client's ability to implement and maintain FollowMyHealth.

The Client is responsible for identifying all third-party content during implementation, including, but not limited to, forms, assessments, and educational materials. Third-party content may result in additional licensing fees for FollowMyHealth and the Client.

#### Build (as needed)

The Client is responsible for accurately and timely completing data requirements workbooks and configuration decision workbooks when applicable.

As needed and upon Client request, FollowMyHealth will guide the Client on how to complete workbooks.

#### Validation

FollowMyHealth will provide test matrixes to support functional and integrated testing completion.

The Client is responsible for completing the provided test matrixes before activation.

FollowMyHealth and the Client will work together to resolve critical issues discovered during testing. FollowMyHealth defines a critical issue as a defect that negatively impacts patient care, jeopardizes patient safety, prevents a physician from accessing critical patient data, causes data corruption, causes claim denials, and causes incorrect payments, and the issue has no workaround or forces a user to logout.

#### The FollowMyHealth activation process is described below:

**Configuration:** The Client is responsible for entering and maintaining FollowMyHealth configurations using available FollowMyHealth configuration tools during testing, activation, and post-activation in test and production environments. The Client is responsible for making any necessary configuration changes to non-FollowMyHealth products in test and production environments to support the implementation. Configurations beyond the standard configuration provided by FollowMyHealth require a separate contract and scope of work.

**Training:** FollowMyHealth will provide consultative services on training strategy and provide one to three one-hour remote train-the-trainer training sessions to the Client's Training Specialist(s), which shall occur no later than thirty days after Go-Live (defined below). FollowMyHealth will not offer training for client-specific workflows. FollowMyHealth will provide access to standard training documentation and marketing materials. The Client is responsible for updating workflows, revising policies and procedures, creating and maintaining training documentation to support the adoption and use of FollowMyHealth. The Client will schedule and conduct internal staff training. Staff using FollowMyHealth must complete Client's internal training before Activation of FollowMyHealth.

**Go-Live:** means the date FollowMyHealth that FollowMyHealth has completed its portion (as permitted by Client) of the FollowMyHealth Services required for Activation (defined below) of the generally available version of FollowMyHealth in a production environment for initial use. FollowMyHealth will advise Client of the Go Live date via FollowMyHealth's standard milestone notification process. If Client delays prevent FollowMyHealth from completing its portion of the FollowMyHealth Services required for Activation, FollowMyHealth will notify Client of such delays and FollowMyHealth will take reasonable steps to mitigate the impact of such Client delays. Following reasonable mitigation, Go-Live shall be deemed achieved. Upon achieving Go-Live, the project will be considered transitioned to Activation.

**Activation:** means the date upon which Client first commences use of the generally available version of FollowMyHealth in a production environment. Activation is Client-driven.

**Activation Support:** FollowMyHealth will provide consultative services on activation support strategy and remote activation support for up to ten business days after activation or until FollowMyHealth and the

Client resolves critical issues (as defined by FollowMyHealth). If the Client chooses to activate a pilot site first, FollowMyHealth will provide remote activation support for the pilot site. The Client is responsible for following site activations. The Client is responsible for defining and communicating the activation support strategy to staff and delivering staff shoulder-to-shoulder activation support.

#### Transition to Support

The Client will secure ongoing support through Allscripts' case management process. All Client resources supporting FollowMyHealth will join Allscripts Central and the FollowMyHealth Community, where support resources and documentation related to the application are available.

### Project Resources

Client staffing expectations throughout the project include the following resources and their responsibilities (the Client may combine resources and their roles and responsibilities):

Executive Sponsor: Responsible for cultural, technical, or business-related changes to FollowMyHealth

Project Lead: Serves as the organization's voice throughout the project, executes goals and objectives set by the Executive Sponsor and project team, and is responsible for managing deliverables, scope, timeline, and budget

Practice Project Lead and Core Team: Responsible for learning and managing FollowMyHealth applications, completing functional and integration validation testing, end-to-end workflow validation into and across source systems.

Trainers: Trains the Client staff on FollowMyHealth workflows and functionality.

Marketing: Provides input and approval as needed on any marketing materials or message content to patients or staff and develops and implements a patient engagement strategy.

Technical and Interface Resource(s): Creates connectivity points (as needed) and builds and supports integration with FollowMyHealth.

Staff: The Client's resources who use FollowMyHealth.

FollowMyHealth will conduct all project activities remotely. FollowMyHealth staffing expectations throughout the project include the following resources and their responsibilities:

Project Manager: Responsible for managing the project team deliverables, scope, timeline, and budget.

Implementation Consultant: Responsible for ensuring the Client knows how to configure and utilize FollowMyHealth solutions, conducts super user training, and provides temporary post-go-live support.

Solutions Architect: Creates connectivity points (as needed) and builds and supports integration with the Client.

### General Requirements and Assumptions

FollowMyHealth will:

Implement the most current generally available version of its software. Allscripts defines generally available as a complete or installable version of the application software developed, tested, and declared deployable for Client consumption. Functionality requests beyond the generally available software require a separate contract and scope of work and will not delay FollowMyHealth activation.

FollowMyHealth will use the FollowMyHealth Conduit service for all data exchange feeds as possible. Any changes to FollowMyHealth's standard integration plan may impact the project's schedule, and the Client may incur additional fees.

Create a single dashboard per unique EMR database contracted as part of this implementation.

The Client will:

Ensure all patient outreach complies with HIPAA and the 2015 TCPA Declaratory Ruling and Order.

Provide a hosting server if the Client is self-hosted that conforms to system requirements provided by FollowMyHealth to house the FollowMyHealth Conduit service. The Client will provide the data strings to the database and a service account with the necessary permissions for accessing the database and executing its functions.



Provide access and support to all environments that host Allscripts software if not hosted by Allscripts. These environments must be constantly available to FollowMyHealth personnel during regular operating hours (or otherwise specified in the contract or writing by the Client). Unavailable or unstable environments will cause implementation delays.

Ensure source systems' data integrity and availability. FollowMyHealth relies on data from the Client's source systems to trigger outreach and display content. Incorrect data or unavailable data will cause implementation delays.

Ensure that each EMR provides a unique patient identification number and provider identification number to FollowMyHealth. The unique identification numbers must exist across all facilities and entities. FollowMyHealth will store patients and providers with the same identification numbers from the EMR as a duplicate patient or provider in FollowMyHealth.

FollowMyHealth Solution-Specific Requirements (only contracted FollowMyHealth solutions apply)

PHR Only: The Client will establish an account with Experian to utilize Experian's patient verification solution.

PHR Auto Invite Only: Auto Invite functionality requires the Client is to create a custom SQL query, add a custom SQL table, or generate a CSV file. Using the standard APM interface requires no Client action.

PHR and Telehealth Only: The Client will establish an account with one of the following payment gateway vendors to utilize payment functionalities: SphereCommerce, First Data, Authorize.Net, or TempusPayment.

MPE Mobile Check-In and Online Bill Pay Only: The Client will establish an account with payment gateway vendor SphereCommerce to utilize payment functionalities.

## Operations Monitor

1. Project includes configuration of a web portal which is required to access Operations Monitor via a web browser and/or Altera Gateway.
2. This implementation supports one Facility on one Sunrise database.
3. This implementation supports the installation of a single web server to host the Operations Monitor Portal. Additional Web Servers are out of scope.
4. Altera shall deliver the following:
  - Install the Sunrise Operations Monitor tool and, and build the standard checkpoints and metrics based off the Emergency Department localization.
  - Perform testing and validation of the delivered views/metrics to ensure data capture is accurate.

## Sunrise Connect

1. Sunrise™ Connect is a Carequality integration solution that is powered by dbMotion. The Client is seeking to connect to Carequality and exchange documents with participating healthcare organizations with whom they share patients. Sunrise™ Connect offers a single tenant platform for participants to contribute and view data from Carequality participants.
2. EHR Agent Hub will be deployed over the Client's EHR to view data using Patient View.
3. Sunrise Connect will utilize IBM Infosphere as the Enterprise Master Patient Index (EMPI).
4. Implied Patient Consent model of patient privacy & security will be deployed.
5. The following are Client responsibilities and pre-requisites to kick-off this project:
  - Client will agree with the Participants contractual agreement with Carequality.
  - Client will provide up to five Carequality participants with whom they want to integrate.

- Client will acknowledge that by participating with Sunrise Connect, they will share data in a single tenant Sunrise Connect for data exchange.
  - Client will identify the practices participating in the Project, and execute any necessary agreement with them prior to Project kick off.
  - Client will have resources available for the validation and activation of the integration.
  - Client is responsible for determining the user groups in their organizations who will be given access to Carequality.
  - Client is responsible for providing a selection of Carequality participants for validation.
  - Client is responsible for defining the test use case(s) for viewing external documents for patients in Sunrise Connect.
6. An up-to-date list of the qualified implementors will be sent prior to kick off.
  7. For CCDA Inbound Messages:
    - Altera will not perform data quality analysis of the messages (those would be verified by the Client as part of its testing process).
    - CCDA will include unique patient identifiers with a distinct OID per practice.
    - If patients' data is shared across practices, then the CCDA should include the global patient identifier that is shared across the practices with a single OID.
  8. Sunrise Connect will only load Carequality data as documents. Clinical data will not be loaded discretely.
  9. Altera will provide Test Patients with specified demographics for the Client to add to their EHR and to send sample ADT and CCDA data for the Test Patients to Sunrise Connect TEST.
  10. Testing of the Sunrise Connect use case will be done for the Test Patients by connecting to a TEST Altera Tenant proxying a Carequality participant.
  11. In PRODUCTION, connectivity between Sunrise Connect to the source system will be tested. No additional testing will be required.
  12. The Client has the option to choose one of their selected Carequality participants to test end to end connectivity in PRODUCTION using either a test patient or a real patient, once they have been registered as a participant.
  13. Altera is responsible for connecting the EHR with Sunrise Connect and Carequality through the Altera Brokering Gateway.
  14. Altera shall support analysis, configuration, testing, and activation of data integration, deployment of EHR Agent Hub, and Carequality integration for exchange of documents.

### *Carequality Participation Agreement*

42. As part of the professional services provided under this Statement, Client will be provided the configurations as outlined in the scope of work for the participation in the CQ framework.
43. There are certain additional terms required by the vendor to pass-through, which Client agrees to comply with (in addition to the Agreement, as amended). These terms are available for review at <https://www.Altera.com/legal/> under the End User License Agreement Section, and such terms may be modified or amended from time to time, effective on the date that the amended version is posted to such website.
44. By signing this Statement, Client agrees to such posted terms. For purposes of clarification, Client is considered a CQ connection and Altera is considered the Sponsoring Implementer as defined and outlined in the pass-through terms.
- 45.



## ***Sunrise Clinical Manager – Fast Healthcare Interoperability Resources (FHIR R4)***

1. Client will be required to be on the most current Sunrise Clinical Manager (“SCM”) version 22.1 in the Production environment.
2. The Client is responsible for Contracting with FHIR API vendor (Apple Heath or vendor of choice).
3. Scope includes one Sunrise Database/FHIR endpoint.
4. Altera shall assist Client with implementing FHIR R4 with the following tasks
  - a. Implementation will be for one (1) environment only PROD– additional environments will require an additional contract):
  - b. Tasks:
    - i. Based on FHIR R4 standards.
    - ii. Analysis on existing C-CDA components that require codification based on current Promoting Interoperability - Contract Management System (“CMS”) requirements
    - iii. Assist Client with codifying components based on (CMS) requirements.
    - iv. Assist with SCM configuration where applicable
    - v. Assist with Medical Logic Modules (“MLM”) that are necessary for Patient Auto-Invitation and Patient Invite Status
    - vi. Assistance for Order or documentation to get Invitation code utilizing a custom MLM
    - vii. Custom invitation form (based on sample form)
    - viii. Assist the Client in Postman Testing
    - ix. Provide guidance with registration and testing with FHIR API vendor (Apple Heath or vendor of choice)
    - x. Assist Client with content migration to production
    - xi. Provide remote go-live support for up to twenty-four (24) hours once FHIR R4 is live in productions
    - xii. Note: FHIR R4 annual subscription is valid for up to 1M transactions per month, any transactions over that can be subject to additional charges.
5. Client Responsibilities:
  - a. Client will be responsible for all data collection, system testing and end-user training if applicable.
  - b. Client will make available its hardware, software, and network to Altera staff during Weekday Hours.
  - c. Client will make available all information, resources, and personnel reasonably requested by Altera.
  - d. Client will provide Altera with resources (such as parking, telephone, printer, and copier access) equivalent to such resources furnished to its own IT staff during the Term of the Services, including, but not limited to:
    - i. Access to dial out capabilities or wireless connections (preferred);
    - ii. Access to any other reasonable and incidental supplies, equipment, and services that would contribute to the efficient execution of the professional services.
  - e. Client is responsible for any travel related expenses needed, as defined in Clients Master Agreement.

46.

## **Deconversioning (from Paragon)**

1. Altera shall provide a technical resource to perform the following de-conversioning services as it relates to patient data
  - o Extract of in-scope patient conversion items (MPI and Visit data) for the time period described in the data conversion section of this document

- Extract of problems, allergies, medications, immunizations via CCDa (assumes codified data exists in source system) for the time period described in the data conversion section of this document.
  - Extract of Paragon lab results via HL7 (assumes Client is live on Paragon LIS or Altera Lab today) for the time period described in the data conversion section of this document. Only results with associated orders will be extracted.
  - Extract of Paragon radiology results via HL7 (assumes Client is live on Paragon RIS today) for the time period described in the data conversion section of this document. Only results with associated orders will be extracted.
  - Extract of future outpatient scheduled events
2. Altera shall provide a technical resource to perform the following de-conversioning services as it relates to data collection.
    - Lab order items
    - Rad order items
    - Medication list (Client will be responsible for the mapping from First Data Bank to Multum)
    - Charge master
    - Users (Client will be responsible for role mapping)
    - Providers
    - General Ledger
    - Block schedules (assuming Client wishes to replicate existing block schedules)
    - Employer Information
    - Insurances
    - Surgery Preference Cards
  3. Note that the data collection de-conversioning services are intended to aid in the data collection process and expedite the Client's effort, however it does not replace the data collection process entirely. The Client is still responsible for reviewing, validating and signing off on any data before it is converted into Sunrise.
  4. Any personal preferences tied to user profiles in Client's legacy system cannot be extracted and will not be brought forward.

### ***Allscripts Point of Use Specialty Lab and Med Surg***

1. Centralized Implementation: Events will occur in a central location with a single POU and Customer implementation team. Customer resources will work together under one management team at the central location throughout the project, including: Design, Build, Test, Train, and Activation planning phases. First productive use will occur at each facility with POU resources supporting major departmental work groups.
  2. Client shall provide go live activation end-user support.
  3. Allscripts shall deliver services during weekday business hours of 9:00AM – 5:00PM ET.
- 47.

### *Allscripts Point of Use Specialty Lab and Med Surg / Interfaces*

<b><i>Interface Scope for Allscripts Point of Use</i></b>	<b><i>Details</i></b>	<b><i>Direction</i></b>
ADT	HL7 via TCP/IP	Inbound
Charge	HL7 via TCP/IP	Outbound
Item	HL7 via TCP/IP	Inbound
Requisitioning	X12850 Files	Outbound

Replenishment Integration	HL7 ASN via TCP/IP	Inbound
Usage Message with SCC		

### 1. Allscripts Point of Use Specialty Lab and Med Surg / Activation

<i>Allscripts Point of Use</i>	<i>Total Hours</i>	<i>Total Days</i>
Implementation Consultant- Point of Use	40	5

### 2. Allscripts Point of Use Specialty Lab and Med Surg / Client Resources

<i>Client Resources for Allscripts Point of Use</i>	<i>Total Hours</i>
Project Manager	120
Application Administrator	120
Technical Analyst DBA	120
Application SME	220

### 6. Allscripts Point of Use Specialty Lab and Med Surg / Supported Environments

<i>Allscripts Supports these Environments</i>			
DEV	TEST	PROD	TRAINING
	✓	✓	

## RCCoE Testing Center of Excellence - Gold

Altera shall assist the Client with the manual and automated Quality Assurance (QA) planning and execution efforts for Revenue Cycle products through the Center of Excellence (TCoE) Gold Plan.

#### 1. Gold RCCoE

- 1.1. Pre-Post Go Live Assessment
- 1.2. L1 and L2 Support
- 1.3. Dashboard Roll-Out
- 1.4. Weekly Status Updates
- 1.5. Weekly Ticket Review
- 1.6. Monthly Partnership Review
  - 1.6.1. Focus Areas
- 1.7. Edits
- 1.8. Work Queues
- 1.9. Denials
- 1.10. A/R
- 1.11. Reporting
- 1.12. Workflow

#### 2. Interface & Job Monitoring

- 2.1. Claims
- 2.2. VWF
- 2.3. IECT
- 2.4. Interfaces
- 2.5. Upgrade Consultative Review

### 2.5.1. Feature Review

### 2.6. TCOE- Rev Cycle

## 3. Product Scope Assumptions

### 3.1. Deliverables

#### 3.1.1. Altera shall act as QA lead over the core Altera products as follows:

- 3.1.1.1. Clinical Modules, including:
- 3.1.1.2. Revenue Cycle Management (RCM) Modules, including:
- 3.1.1.3. Sunrise Enterprise Registration (SER),
- 3.1.1.4. Sunrise Enterprise Scheduling (SES),
- 3.1.1.5. Sunrise Financial Manager (SFM),
- 3.1.1.6. All Out of the Box Reports used by Client and reports where the only customization is inclusion of the Client logo on the report

#### 3.1.2. Altera shall provide the following for each product module designated above:

- 3.1.2.1. Test plan
- 3.1.2.2. Test scheduling (in project plan)
- 3.1.2.3. Manual and automated test cases/test scripts (as available)
- 3.1.2.4. System/Functional Testing Summary Report at the conclusion of each level of System/Functional Testing
- 3.1.2.5. Integration Testing Summary Report at the conclusion of each level of Integration Testing
- 3.1.2.6. User Acceptance Testing Summary Report at the conclusion of each level of User Acceptance Testing. It is intended that Altera will only collate and communicate the results of User Acceptance Testing, as the testing execution will be done by Client end users.
- 3.1.2.7. Smoke Testing Summary Report at the conclusion of Go-Live Testing after migration to production
- 3.1.2.8. Weekly Status Reports

#### 3.1.3. TCoE will perform the following types of testing:

- 3.1.3.1. Functional/System Testing (validation of individual products' functionality)
- 3.1.3.2. Integration Testing (Validation of the integration between individual products)
- 3.1.3.3. User Acceptance Testing (Validation of a complete system by end users) will be done by Client utilizing test scripts provided by the TCoE
- 3.1.3.4. Smoke Testing (basic system validation in PROD – part of go-live)

#### 3.1.4. Testing will be performed on the following environments:

- 3.1.4.1. TEST including System/Functional, Integration.
- 3.1.4.2. PROD including Smoke Testing only and for first site.

## 4. Consulting Services

### 4.1. Activation

- 4.1.1. No Altera activation support is included.
  - 4.1.1.1. If any Activation Support is required, an Amendment to the scope will be required.

## 5. Client Responsibilities

- 5.1. Client provides access and support to all environments that have Altera software on them. These environments are constantly available to Altera personnel during normal operating hours (or as otherwise specified in the contract).

- 5.2. Client will provide remote access (in accordance with its current security measures and Altera's approved mechanisms: SecureLink to facilitate implementation processes as well as any other support.)
- 5.3. Client has staffed the Project Team with enough properly skilled resources to carry out the effort defined in the project plan. All Client resources defined in the project plan shall be available for the allotted amount of time from the onset of the Testing project through completion. The Client resources will complete all Client tasks outlined in the project plan. Altera reserves the right to halt implementation activities should Client resources be insufficient or not available. Client is responsible for managing risk and issue logs including progress and follow up.
- 5.4. Client is responsible for all third-party interfaces, if applicable, which includes providing updated documentation, support and modifications of interfaces, and other system customizations.
- 5.5. Client shall acquire knowledge of the software and documentation and shall actively input quality test data into the system throughout the course of the project to allow testing, ultimately managing the configured product.
- 5.6. Client is responsible for the revision of their policies and procedures as applicable.
- 5.7. Client will make available its hardware, software, and network to Altera staff during mutually agreed hours of work
- 5.8. Client will make available all information, resources, and personnel reasonably requested by Altera.
- 5.9. Client will provide Altera with resources (such as parking, telephone, printer, and copier access as applicable) equivalent to such resources furnished to its own IT staff during the Term of the Services in this Statement, including, but not limited to:
- 5.9.1. Internet access capability; wireless preferred.
  - 5.9.2. Access to any other reasonable and incidental supplies, equipment, and services that would contribute to the efficient execution of the professional services.
- 5.10. Altera shall use commercially reasonable efforts to assign staff within sixty (60) days of the date Client executes this Statement.

## 6. Miscellaneous Assumptions

- 6.1. Approval for the utilization of any additional contracted hours by the TCoE will be facilitated by the Altera Outcomes Executive (AOE).
- 6.2. Altera TCoE performance will be evaluated periodically and shared with project leadership (corrective actions must be taken within a week or escalated to the project sponsor for the resolution).
- 6.3. Altera TCoE will share the Testing artifacts with Client keeping in mind that they are considered Intellectual Property of Altera. The exception to this is related to test scripts and test plans developed for testing configurations or custom functionality created at the request of Client. Any custom work will be considered the Intellectual Property of Client and will not be re-used with other Altera Clients.
- 6.4. Client will be responsible for printer and fax testing at the respective facilities, however steps for testing printing and faxing will be built into Altera test cases and workflows. There is an expectation that anything printed can be done to a local printer during the testing phase.
- 6.5. Client will be responsible for device monitoring testing at the respective facilities, however steps for verifying device monitoring will be built into Altera test cases and workflows. There is an expectation that the testing of the information from a device will flow into the respective clinical documentation. Any coordination will be facilitated by Client.
- 6.6. Any custom reports built by Client will be tested by Client.
- 6.7. Customizations including but not limited to the Treatment Summary tab, Symptom Inventory Tool (SIT) Integration, Order Preference Sets, Physician Referral Management and Sepsis workflows have not been



included as part of the scope. A scope change request will be completed when all information is known and evaluated.

6.8. If modifications are made to the Client workflows or requirements, the test cases will be updated to reflect the latest information. Any modifications to workflows or changes to test cases after approval will be mutually agreed to by Altera and Client and will require a scope change request.

6.9. All required third party systems will have a test system available for integration testing.

6.10. Altera members will be using these environments to perform testing and will provide relevant clinical or business test data.

6.11. Testing status and summary reports will be generated and sent via email.

6.12. Client will provide the required Defect Tracking tools to TCoE members during the lifecycle of the project. Altera will use their own test case management tools.

6.13. It is anticipated that all testing activities will be completed from Altera India offices.

6.14. If any travel to Client onsite offices for the purposes of testing will be billed on actuals per the Master Services Agreement (MSA) travel terms with Client.

6.15. Client is responsible for all decisions, acts, and omissions of any persons in connection with the delivery of medical care or other services to any patients. Before any software is placed into a live production environment, it is the Client's responsibility to review and test all software and associated workflows and other content, as implemented, make independent decisions about system settings and configuration based upon Client's needs, practices, standards and environment, and reach its own independent determination that they are appropriate for such live production use. Any such use by Client (or its Authorized Users) shall constitute Client's representation that it has complied with the foregoing. Client shall validate that all Authorized Users are appropriately trained in use of the then-deployed release of the software prior to their use of the software in a live production environment. Clinical materials are tools to assist Authorized Users in the delivery of medical care but should not be viewed as prescriptive or authoritative. Clinical materials are not a substitute for, and Client shall ensure that each Authorized User applies in conjunction with the use thereof, independent professional medical judgment. Clinical materials are not designed for use, and Client shall not use them, in any system that provides medical care without the participation of properly trained personnel. Any live production use of Clinical materials by Client (or its Authorized Users) shall constitute Client's acceptance of clinical responsibility for the use of such materials.

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## Appendix

### Supported Environments

Altera supports TEST and PROD environments for Sunrise Community Care and reserves the right to adjust the availability of the environments as needed. The TEST environment will only be available during business hours defined as non-Altera holiday business days during the Client's regular support hours of 8AM to 6PM local time.

Click or tap here to enter text.

<b>Altera Environments Supported</b>	
<b>TEST</b>	<b>PROD</b>
✓	✓

- CarePort Interoperability supported only the in PROD environment.

### Technical Requirements

- There are multiple Client workstations per environment. Client workstations contain the Client applications that enables users to access, add, and modify the clinical data stored in the Sunrise Database and data from ancillary systems. The Sunrise Enterprise Clients are run as an Altera Gateway application.
  - Note:** The recommended configurations are for Altera-supplied software only. The Client should determine adequacy for their needs, taking into account additional products and usage for the Client workstation.

#### 2. Desktop Client Workstation

<b>Component</b>	<b>Requirement</b>
CPU	Dual core 2.66 GHz or better
Memory	4 GB DDR4 RAM
Hard Drive	250 GB higher (7200RPM+ or SSD)
Network Interface Card (NIC)	GB network adaptor
Peripheral Devices	Nvidia GB networks graphic card <i>NOTE: Application will run without optimal graphics card but site must understand that graphics processing will be slower</i>
Audio Output/Input	Microphone for diction
Software O/S	Microsoft Windows 10

#### 3. Thin Client Device

<b>Component</b>	<b>Requirement</b>
CPU	Dual Core 2.66 GHz or better
Memory	4 GB
Hard Drive	100 GB free disk space
Network Interface Card (NIC)	
Peripheral Devices	Nvidia/Intel GB networks graphic card
Software Other	Current Version of Citrix Receiver or Remote Desktop Connection (RDS).

#### 4. Mobile Client Components

<b>Component</b>	<b>Requirement</b>
OS Requirements	Android 5.0 and above iOS 11.3 and above
Devices Supported	iPhone XS, XS Max, X, 8, 8 Plus, 7, 7 Plus, SE iPad, iPad Pro Samsung Galaxy S9, S9+, J7, Note 9 Google Pixel 3, Pixel 3 XL Samsung Galaxy Tab S4
Peripheral devices Supported	Zebra TC51-HC Zebra TC52-HC Honeywell Captuvo SL42h (iPhone Gen 7)

	AsReader sled for iOS
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### Technical Requirements for FollowMyHealth Telehealth

1. The following are supported browsers for the Telehealth functionality:
  - a. Google Chrome™
  - b. Microsoft® Internet Explorer® 10.0 and later. Refer to the information under "Video Client plug-in" for information about the requirement to download a one-time executable file.
  - c. Apple® Safari®. Refer to the information under "Video Client plug-in" for information about the requirement to download a one-time executable file.
2. System Requirements:
  - a. Microsoft® Windows® 7.0 or later
  - b. Apple® Mac® OS X 10.0 or later
  - c. Recommended camera peripherals: Logitech™ Pro Webcam C920 or Logitech™ Pro Webcam C930e for PC or Mac
  - d. Recommended audio peripherals: PC Webcam microphone or internal audio for Mac

### Technical Requirements for Experiential Learning

1. The following are the technical requirements for the Experiential Learning content to play correctly:
  1. Microsoft Windows XP SP2 or later
  2. Version 10.1 or later of Adobe Flash Player®, ideally the latest updates for security reasons
  3. Internet Explorer 8.0 – 10.0 (32 bit only), Mozilla Firefox, or Google Chrome
 

**NOTE:** Internet Explorer 11.0 and other browsers have unreliable results and are therefore not currently supported
  4. Intel Pentium II 450MHz or faster processor (or equivalent)
  5. 128MB of RAM
  6. Sound card with speakers or headphones
  7. Screen resolution of 1280 x 800

### Interfaces Included

<b>Interface Scope for Sunrise Acute Care, Sunrise Enterprise Registration, and Sunrise Enterprise Scheduling</b>	<b>Details</b>	<b>Direction</b>	<b>From</b>	<b>To</b>	<b>Via</b>
ADT Interface Out to the Interface Engine	HL7, single port/source feed	Outbound	Sunrise	Client's Engine	Client's Engine
ADT Interface Routed to the Transcription Vendor	HL7	Outbound	Sunrise	Client's Transcription Vendor	eLink
ADT Interface to PACS	HL7	Outbound	Sunrise	Client's PACS Vendor	eLink
SIU Interface	HL7	Outbound	Sunrise	Client's Engine	Client's Engine
Transcription Interface – Inbound (single feed from engine)	HL7	Inbound	Client's Transcription Vendor	Sunrise	eLink

Automatic Dispensing Machine (ADM) Interfaces as follows: Pharmacy Dispensing Orders (ADM) including ADM Inventory Interface (Pocket Load/Unload), ADM Orders / Sunrise Pharmacy, ADM Orders Override Interface, and ADM Formulary Update	HL7	Outbound and Inbound	Sunrise	Client's ADM Vendor	eLink
Immunization History	HL7	Outbound			
Immunization Registry Interface Query	HL7	Bidirectional	Sunrise	Client's State Registry	eLink
Interface MU – Syndromic Surveillance	HL7	Outbound	Sunrise	Client's Syndromic Surveillance Vendor	eLink
Eligibility Interface (270/271) – one (1) vendor	1	TCP/IP	Sunrise	Client's Eligibility Vendor	eLink
ADT Interface Routed to Altera LAB	HL7	Outbound	Sunrise	ALab	eLink
Laboratory Orders/Results Interface	HL7	Bidirectional	Sunrise	ALab	LabLink
SIM Charger Interface from Sunrise Acute Care – Billing Outbound to Sunrise Financial Manager	HL7	Outbound	Sunrise	SFM	eLink
SIM Pharmacy Charger Interface from Sunrise Acute Care – Billing Outbound to Sunrise Financial Manager	HL7	Outbound	Sunrise	SFM	eLink
Ambulatory Charger Interface from Sunrise Ambulatory – Billing Outbound to Sunrise Financial Manager (required for Superbill)	HL7	Outbound	Sunrise	SFM	eLink

<b>Interface Scope for CarePort Interoperability</b>	<b>Details</b>	<b>Direction</b>	<b>From</b>	<b>To</b>	<b>Via</b>
ADT	HL7	Inbound	Sunrise	CarePort	eLink
Physician NPI	HL7	Inbound	Sunrise	CarePort	eLink

<b>Interface Scope for Sunrise™ Surgical Care</b>	<b>Details</b>	<b>Direction</b>	<b>From</b>	<b>To</b>	<b>Via</b>
Surgery Charge Interface to Sunrise Financial Manager	HL7	Outbound	Sunrise	SFM	eLink
Item File Import Interface (if required)	HL7	Inbound	Sunrise ERP	Sunrise	eLink
Case Usage Export (if required)	HL7	Outbound	Sunrise	Sunrise ERP	eLink

<b>Interface Scope for Sunrise Radiology</b>	<b>Details</b>	<b>Direction</b>	<b>From</b>	<b>To</b>	<b>Via</b>
Dictation Interface Orders	HL7	Outbound	Sunrise	Client's Dictation Vendor	eLink

Dictation Interface Results	HL7	Inbound	Client's Dictation Vendor	Sunrise	eLink
PACS Orders	HL7	Outbound	Sunrise	Client's PACS System	eLink
PACS Results	HL7	Outbound	Client's PACS System	Sunrise	eLink
Charges Interface to SFM (Technical Fees & Supplies)	HL7	Outbound	Sunrise	SFM	eLink
Radiologist Billing Extract (Professional Fees)	Extract	Outbound			
Radiology Orders and Results	HL7	Outbound	Sunrise	Sunrise	eLink

<b>Interface Scope for Altera Lab</b>	<b>Details</b>	<b>Direction</b>	<b>From</b>	<b>To</b>	<b>Via</b>
Point of Care Interface	HL7	Outbound	Data Innovations	Client's POC Middleware	Point-To-Point
Acute Reference Lab Orders	HL7	Outbound	ALab	Client's Acute Reference Lab	LabLink
Acute Reference Lab Results	HL7	Inbound	Client's Acute Reference Lab	ALab	LabLink
Interface MU – Reportable Results	HL7	Outbound	ALab	Client's State Agency	LabLink
ADT and Laboratory Orders from Sunrise	HL7	Inbound	Sunrise	ALab	LabLink
Laboratory Orders and Results	HL7	Outbound	Sunrise	ALab	LabLink
Laboratory Billing and Charges	HL7	Outbound	ALab	Sunrise	LabLink
Data Innovations Instruments Interface	HL7	Outbound	ALab	Data Innovations	LabLink
Single Import feed w/ 5 reports to HIM	DIP	Outbound			

<b>Interface Scope for Sunrise™ Financial Manager</b>	<b>Details</b>	<b>Direction</b>	<b>From</b>	<b>To</b>	<b>Via</b>
Charge Interface – maximum 2 non-Altera	Real Time	Inbound	Up to 2 Non-Altera Vendors	SFM	eLink
Collection Interface – maximum three (3) -Assumes vendor conforms to spec	Batch	Outbound	Sunrise	Up to 2 Early Out/Bad Debt/ Collections Vendors	eLink
Collection Interface – maximum three (3) Comments>Returns -Assumes vendor conforms to spec	Batch	Inbound	Up to 2 Early Out/Bad Debt/ Collections Vendors	Sunrise	eLink
837I, 837P, 835 pkg	EDI Package	Bi-Directional	Sunrise	Client's Claims Clearinghouse	eLink



GL Extract (SFM to Sunrise ERP)	Batch	Outbound	SFM	Sunrise ERP	eLink
Refund Extract (SFM to Sunrise ERP)	Batch	Outbound	SFM	Sunrise ERP	eLink
Refund Comment Extract (Sunrise ERP to SFM)	Batch	Inbound	Sunrise ERP	SFM	eLink
Abstracting Interface	HL7	Inbound	Sunrise Abstracting	SFM	eLink

<b><i>Interface Scope for Sunrise™ Digital Record Manager</i></b>	<b><i>Details</i></b>	<b><i>Direction</i></b>	<b><i>From</i></b>	<b><i>To</i></b>	<b><i>Via</i></b>
ADT Interface – Inbound from Enterprise Registration & Scheduling	HL7	Inbound	Sunrise Reg/Sched	HIM	eLink
MDM Interface – Outbound to Sunrise	HL7	Outbound to Sunrise	HIM	Sunrise	eLink
MDM Interface (Document Extract)	CDC	Inbound from Sunrise	Sunrise	HIM	eLink
Sunrise Feed: Sunrise HIM Reports	DIP	Inbound from Sunrise	Sunrise	HIM	eLink
Altera Lab Single Import Feed	DIP	Inbound	ALab	HIM	
Sunrise Abstracting Import Feed	HL7	Inbound from Sunrise Abstracting	Sunrise Abstracting	HIM	eLink

<b>Interface Scope for Sunrise Abstracting*</b>	<b>Details</b>	<b>Direction</b>	<b>From</b>	<b>To</b>	<b>Via</b>
Sunrise Abstracting – Standard Abstracting-ADT Interface	HL7	Inbound	Sunrise	Sunrise Abstracting	eLink
Sunrise Abstracting – Standard Abstracting-Physician MFN Interface	HL7	Inbound			eLink
Sunrise Abstracting – Standard Abstracting-Coding Summary Export Interface to Sunrise HIM	Cold Feed	Outbound	Sunrise Abstracting	HIM	eLink
Sunrise Abstracting to Sunrise Financial Manager	HL7	Outbound	Sunrise Abstracting	SFM	eLink
Sunrise Abstracting – Posted Charge Feed	HL7	Inbound	SFM	Sunrise Abstracting	eLink
Sunrise Abstracting – Physician Query Integration	Query				eLink
MFN Interface	HL7	Outbound	Sunrise	Client's Engine	eLink

*\*If Sunrise Acute Care and Sunrise Financial Manager are multi-facility, interface mapping for Abstracting to use one unique identifier will need to occur.*

<b>Interface Scope for Sunrise ERP / Electronic Health Record (EHR)</b>	<b>Details</b>	<b>Direction</b>	<b>From</b>	<b>To</b>	<b>Via</b>
ANSI 855 – P.O. Confirmations (Materials – optional)	EDI	Inbound	Client's Vendors	Sunrise ERP	eLink
ANSI 850 – P.O. Requests (Materials – optional)	EDI	Outbound	Sunrise ERP	Client's Vendors	eLink
ANSI 832 – P.O. Electronic Price Catalog (Materials – optional)	EDI	Inbound	Client's Vendors	Sunrise ERP	eLink
ANSI 810 – Electronic Invoices (Materials – optional)	EDI	Inbound	Client's Vendors	Sunrise ERP	eLink
ANSI 856 – Vendor Shipment Notifications (Materials – optional)	EDI	Inbound	Client's Vendors	Sunrise ERP	eLink
Time and Attendance*	Flat File	Inbound	Client's Vendors	Sunrise ERP	eLink
GL Extracts (SFM to Sunrise ERP)	Extract	Inbound	SFM	Sunrise ERP	eLink
Refund Comments Extract (Sunrise ERP to SFM)	Flat File	Outbound	Sunrise ERP	SFM	eLink
Refund Extract (SFM to Sunrise ERP)	Extract	Inbound	SFM	Sunrise ERP	eLink
Items Master (Sunrise ERP to Sunrise Surgical Care)	SQL Script	Outbound	Sunrise ERP	Sunrise	eLink
Pocket Content Interface (Surgical Case Usage)	HL7	Inbound	Sunrise	Sunrise ERP	eLink

*\*Vendor must conform to Altera specifications*

<b>Interface Scope for FollowMyHealth</b>	<b>Details</b>
Health Record Interface	Window Services
Results Interface	Windows Services
Auto-Invite Interface	Windows Services

<b>Interface Scope for Sunrise Connect</b>	<b>Details</b>	<b>Direction</b>	<b>From</b>	<b>To</b>	<b>Via</b>
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Encounters & Demographics (Client EHR/Sunrise)	HL7 Version 2 ADT / MLLP	Inbound	Sunrise	Sunrise Connect	
Documents (Client EHR/Sunrise)	CCDA / XDR	Inbound	Sunrise	Sunrise Connect	
Documents (Carequality Participants)	CCDA / XCA	Inbound	Sunrise	Sunrise Connect	
Documents (Carequality Participants)	CCDA / XCA	Outbound	Sunrise Connect	Sunrise	

## Conversions Included

The following table represents the conversions included in scope for this project. The following data conversions are included as part of the products' deployment. It is expected that we will have (1) initial pull, followed by subsequent "catch up" runs for all categories of conversion. The detail needed to accomplish agreed upon interfaces shall be outlined in the project plan(s), including the delineation of work effort between each of the Parties' resources.

Data Conversion – MPI & Visit		
Up to ten (10) years Acute and Ambulatory MPI Patient Demographic Information, limited to the following: <ul style="list-style-type: none"> <li>• Medical Record Number ("MRN")</li> <li>• Patient Name</li> <li>• Patient DOB</li> <li>• Patient Gender</li> <li>• Patient Race</li> <li>• Patient Address</li> <li>• Home Phone</li> <li>• Work Phone</li> <li>• Email Address</li> <li>• Language</li> <li>• Marital Status</li> <li>• Religion</li> <li>• SSN</li> <li>• Ethnicity</li> <li>• Deceased Indicator</li> <li>• Death Date</li> <li>• PCP</li> </ul>	Up to ten (10) years Ambulatory Visit Data, limited to the following: <ul style="list-style-type: none"> <li>• Encounter Number</li> <li>• MRN</li> <li>• Visit Type (will default to "ambulatory")</li> <li>• Care Level</li> <li>• Service</li> <li>• Attending Provider (whoever saw the patient)</li> <li>• Referring Provider</li> <li>• Admit Type (choose from predefined dictionary)</li> <li>• Visit date and time</li> <li>• Check out date and time</li> <li>• Discharge to location (will default to "Routine-Home")</li> <li>• Patient location (where the patient was seen)</li> <li>• Mode of arrival</li> <li>• Chief Complaint</li> </ul>	Up to ten (10) years Acute Visit Data, limited to the following: <ul style="list-style-type: none"> <li>• Visit Number</li> <li>• MRN</li> <li>• Visit Type</li> <li>• Patient Type/Care Level</li> <li>• Service</li> <li>• Attending Provider</li> <li>• Admitting Provider</li> <li>• Referring Provider</li> <li>• Consulting Provider</li> <li>• Admit Type</li> <li>• Admit Source</li> <li>• Admit date and time</li> <li>• Discharge date and time</li> <li>• Discharge disposition</li> <li>• Discharge to location</li> <li>• Patient location</li> <li>• Accommodation code</li> <li>• Onset of illness</li> <li>• Mode of arrival</li> <li>• Chief Complaint</li> </ul>
Data Conversion – Outpatient/Ambulatory Scheduling		
Conversion of future outpatient and ambulatory scheduled appointments using the Sunrise Appointment Load Tool*		

Altera shall consume outpatient scheduling events for future scheduled appointments in the prescribed Altera XML format.

*\*Requires Legacy Vendors to conform to the Altera standard specifications*

#### **Data Conversion – Results**

- Discrete LAB
- Textual LAB
- Other Textual Results (Radiology/Pathology/Cardiology)

Altera shall consume results\* attached to visits that have occurred in the last two years and have a corresponding order. The results shall file as a converted result and will not participate in any go forward trending. Text based results will not include any reference pointer/image link. The prescribed methodology to submit results will be via HL7 ORU/TCPIP connection.

*\*Requires Legacy Vendors to conform to the Altera standard specifications*

#### **Data Conversion – CCDA Import for Problems, Allergies, Medications, Immunizations (PAMI)**

Conversion of Problems/Allergies/Medications and /Immunizations (PAMI)

Altera shall consume as discrete data elements Problems, Allergies, Medication and Immunization from the CCDA.

The Vendor shall export in batches the CCDA's attached to patients who have had visits in the 10-year period for conversion, only exporting the MOST RECENT CCDA one time for the patient.

*\*Requires Legacy Vendors to conform to the Altera standard specifications /national specification.*

#### **Data Conversion – Import Utilities for Item Master (Sunrise ERP)**

*\*Requires Legacy Vendors to conform to the Altera standard specifications*

## **Training Included**

### **1.0 End User Training Consultation**

The following Training Consultation services are included:

#### **1.1 Train the Trainer Services**

1. Altera provides and/or coordinates train-the-trainer sessions for solutions and services as identified in the project plan(s) and verifies that the Client's trainers are prepared to train.
2. Altera shall provide Client a mix of the following resources to help Client prepare end users for success with the Altera solutions being deployed. An Altera Training Consultant will review which options are available for each product. The available options vary based on the product, and may include:
  - a. Virtual product workflow review sessions
  - b. Altera Experiential Learning, which consists of:
    - Role-based Courses that contain job aids as well as short, user-driven simulations covering basic product functionality
    - Role-based Readiness Evaluations
  - c. Application Overview Training Guides that can be adapted into Role-based end user training scripts.
  - d. Product Documentation

#### **1.2 Training Consultation**

Altera shall provide Client with virtual Training Consultation sessions covering the following topics:

1. Training industry standard practices
2. Submitting user enrollment requests
3. Running end user training completion reports in the Altera Learning Center
4. Review of training resources available for each Altera solution
5. Establishing governance for the training program
6. Creating a training schedule
7. Creating a training communication plan
8. Preparing classrooms
9. Best practices for training delivery and classroom management
10. Selecting and preparing Coaches to provide activation and on-going training support
11. Drafting and validating your end user training scripts
12. Preparing your Test environment for training
13. Tracking training completion
14. Reporting training results

### 1.3 Client Responsibilities

1. Client is responsible for designating appropriate number of training resources to deliver training for the Altera solutions in scope. These resources will be trained by Altera to utilize the training resources provided by Altera to train Client End Users.
2. The Client is responsible for establishing a sustainable training program and for training the end-user community.
3. Client is responsible for ensuring all end users successfully complete all assigned training activities relevant to their role.
4. Client is responsible for training any additions or deviations to Sunrise Community Care workflows provided by Altera and creating any supplemental training material required to train end users on those additions or deviations.
5. Client is responsible for scheduling time and space for all end users to complete required training.
6. Client is responsible for communicating expectations for training to end users.
7. Client is responsible for monitoring and reporting training completion of end users.
8. Client is responsible for providing all printed materials.

## 2.0 Sunrise Community Care Training Subscription Overview

### 2.1 Experiential Learning Overview

Experiential Learning provides the foundation for your Altera training program. Providers and staff are taught the most efficient ways to complete their work within Altera products through role-based eLearning programs. Short lessons using real-world scenarios and simulations keep learners engaged. Each course has a corresponding job aid that can be downloaded or printed. Learners demonstrate competency completing workflows and knowledge of key concept by completing Readiness Evaluations. Robust reports have both detailed completion and competency results enabling your leaders to ensure accountability and gain insights into which workflows are most challenging for your providers and staff.

### 2.2 Subscription Content

1. Your Sunrise Training Subscription provides Client access to all available Experiential Learning for products in scope.
2. Altera Education Services routinely updates Experiential Learning as required based on application changes and new features/workflows introduced by Altera.
3. Application changes introduced by the Client, including the reconfiguration of the application, are outside of scope of Experiential Learning. A separate sales services order or contract is required to update Client-specific adapted or custom content.



## 2.3 Content Delivery via Altera Learning Center

1. Experiential Learning is available 24/7 via the Altera Learning Center. The Learning Center tracks course completion and readiness evaluation scores for each individual learner, and this data can be aggregated in robust reports that enable your leaders to ensure accountability and gain insights into which workflows are most challenging for your providers and staff.
2. Clients will be able to designate several users as reporting admins in the Altera Learning Center to track completion and readiness evaluation scores at the program and course level.
3. Clients must submit requests to add or deactivate learner accounts, and to add or remove programs using the Altera Program Enrollment Portal.
  - A user may be deactivated only if the user is no longer employed by the Client.
4. Altera shall enroll unique users into the Altera Learning Center (ALC) as outlined in the terms of the contract and per Enrollment Portal requests. Each learner account requires their own username and has unlimited access to the product specific role-based Experiential Learning programs in the Altera Learning Center for the term of the contract. Usernames cannot be shared. Each user has a unique transcript that records course and readiness evaluation completion data. All users must have a standard email address to be enrolled in, log in to the ALC, and to receive training related communications.
5. Altera is committed to protecting the personal information that Altera receives. Altera shall take appropriate and commercially reasonable technical and organizational measures to protect information against unauthorized access, accidental loss or damage and unauthorized destruction.
6. Altera maintains a self-service, password-protected support website, which is available 24x7 except for scheduled maintenance and is accessible through Altera Central.

## 2.4 Client Responsibilities

1. Client is responsible to providing Level 1 support to Experiential Learning end users.
2. The Client is responsible for ensuring all end users have basic computer skills required to complete the Experiential Learning programs.
3. Client will monitor and track the completion of Experiential Learning by trainers, testers, and Coaches.
4. The Client will ensure that all Authorized End Users complete any assigned Altera Experiential Learning programs which includes passing all the Readiness Evaluations in the assigned programs.
5. Client is responsible to provide governance to ensure that training requirements are met in alignment with agreed upon timelines.
6. The Client Training Lead is accountable for ensuring all Client Experiential Learning tasks in the project plan are completed on time.
7. Client shall make workstations or training labs available to end users to complete Experiential Learning. These workstations must meet the minimum Technical Requirements for the Experiential Learning content to function properly.

In addition:

- All users must have a standard email address to be enrolled in Experiential Learning programs, receive communications regarding expectations and information for completing assigned Experiential Learning programs, and to login to Altera Central to access the Altera Learning Center.
- High bandwidth internet connection with verified access to the Altera Learning
 

**NOTE:** Most content will download with a downstream bandwidth of at least 100Kbps or higher, however some larger content (10mb+) will be best viewed with a 1,000Kbps connection or higher.

## 2.5 Definitions

Terms commonly used within this document are defined in the table:

Term	Definition
Application	The software application created and sold by Altera as part of your Altera software solution.
Coach	Coaches are more than Super Users. They are the “go-to resource” at each clinical site or area for activation and post-activation. Coaches

<b>Term</b>	<b>Definition</b>
	are expected to be the positive influencers during times of change and have the expectation to support the continuous learning initiatives for the Sunrise Application. Coaches play an important role in ensuring their peers are using the most efficient workflows taught during training.
Course	Courses are groups of lessons of related topics. Courses are arranged into role-based programs. Each course includes a job aid.
End-User	Client personnel and/or personnel of Client's Affiliates who are authorized by Client to access and use the Experiential Learning.
Experiential Learning	A role-based training solution using eLearning to teach providers and staff the most efficient ways to complete their work within Altera products. Short lessons using real-world scenarios and simulations keep learners engaged. Learners must demonstrate competency completing workflows and knowledge of key concept by completing readiness evaluations. Robust reports have both detailed completion and competency results enabling leaders to ensure accountability and gain insights into which workflows are most challenging for providers and staff.
Job Aids	Downloadable and printable reference material outlining the required steps to complete a task or workflow in an application.
Lesson	A lesson is 3-8 minutes of eLearning content with one stated learning objective. Time is measured as the time it takes for the lesson to play from beginning to end when all the required steps are completed, and all the audio is played.
Level 1 Support	Initial support level responsible for basic end user issues.
Modules	Modules are used within Programs to group Courses and Readiness Evaluations in the Altera Learning Center.
Program	Programs are role-based packages that group content using Modules and Courses.
Readiness Evaluations	Interactive assessments test the end user's ability to complete application workflows and demonstrate knowledge of key concepts.
Roles	A defined job function that performs a like set of tasks.
Rollout	The implementation or deployment of Experiential Learning.
Simulation	An interactive eLearning workflow that replicates a workflow performed in the application.
Subject Matter Expert (SME)	A person who is the primary authority on an application or process and can impart their knowledge to others.
Sustainment	The process of updating and maintaining experiential learning to stay current on the most recent software release of the application.

<b>Term</b>	<b>Definition</b>
Technical QA	To perform end user test cases to ensure courses and readiness evaluations meet the desired level of quality.
Training Consultant	The Altera personnel who is responsible for Altera deliverables defined in the Experiential Learning Rollout Services section of the scope of work.
Training Lead	The Client's primary contact for training items.
User	A single user enrolled in Experiential Learning as part of the Client's subscription package.

### 3.0 Subscription to Sunrise Upgrade Learnlet Library

#### 3.1 Learnlet Library Overview

The Sunrise Upgrade Learnlet Library, available by subscription only, consists of short, feature-rich videos describing changes to the Sunrise product from one release to the next. Each Learnlet lesson focuses on one topic, or two closely related topics, and typically lasts less than five minutes. Topics include workflow changes and new features. Learnlets include printable, editable Quick Reference Guides.

The intended audience for Learnlets are System Administrators, Clinical Informaticists, and Trainers who are interested in understanding the difference between new and previous versions of the Sunrise products.

#### 3.2 Subscription Details

1. Altera shall supply up to ten (10) user licenses for Client's staff with a one-year subscription to the Sunrise Upgrade Learnlet Library. A user license is limited to a single named user. Additional named users may be added at standard rates in a separate contract. Named user licenses may not be swapped outside the adjustment window, or shared among resources, with exception of terminated resources whose licenses may be reallocated at any time. Non-terminated resource license may only be reallocated during the adjustment window, which is defined as thirty (30) days before to thirty (30) days after the annual renewal anniversary.
2. The Client will name each individual subscriber and may transfer access to a new subscriber only upon termination of employment of an existing subscriber.
3. The one-year subscription to the Sunrise Upgrade Learnlet Library shall commence at project initiation or when the first user enrolls, whichever occurs first, and shall automatically renew annually.
4. Updates to the Library shall be available to the Client's subscribers at no additional cost.

#### Solution Specific Training Assumptions

##### *Sunrise Abstracting:*

1. This project includes the setup and train-the-trainer services for up to four (4) trainers.

##### *Altera Clinical Performance Management (CPM):*

1. Altera shall conduct training for up to four (4) participants. Altera shall conduct up to four (4), two (2) hour WebEx™ sessions to complete the knowledge transfer and answer questions.

##### *Sunrise ERP:*

1. Altera shall conduct a virtual instructor-led training of Sunrise ERP Functionality and Build for two days with up to twelve (12) attendees.

##### *Altera FollowMyHealth:*

1. Altera shall provide remote Train-the-Trainer training.

*Altera FollowMyHealth Telehealth*

1. Altera shall provide product Training for Email Visits, which includes:
  - Reviewing standard Form templates and the creation of additional form templates
  - Associating providers with Email Visit Form
  - Configuring patient “needs to know” text
2. Altera shall provide product Training for Video Visits.

**Required Training**

48. Training for Future Release SDRM will be defined when Altera SDRM future release is GA which is estimated to be released in QTR2 2022 and is subject to change. Client will be required to purchase when training is released on a separate contract.

**Altera Activation Support**

<b><i>Onsite Activation Support</i></b>	<b><i>Day Shift Hours</i></b>	<b><i>Night Shift Hours</i></b>	<b><i>Total Days</i></b>	<b><i>Total Hours</i></b>
Project Manager	12	0	10	120
Implementation Architect	12	0	10	120
Implementation Consultant – Acute	12	0	10	120
Implementation Consultant- RCM	12	0	10	120
Implementation Consultant- Lab	12	0	10	120

<b><i>Remote Activation Support</i></b>	<b><i>Day Shift Hours</i></b>	<b><i>Night Shift Hours</i></b>	<b><i>Total Days</i></b>	<b><i>Total Hours</i></b>
Project Manager	0	12	10	120
Integration Consultant	12	12	10	240
Implementation Consultant - Acute	0	12	5	60
Implementation Consultant - RCM	0	12	5	60
Implementation Consultant- Lab	0	12	5	60
Implementation Consultant- Pharmacy	12	12	5	120



Implementation Consultant-Radiology	12	12	5	120
Implementation Consultant-Ambly/Mobility/EPCS	12	0	5	60
Implementation Consultant-Surgery	12	12	5	120
Implementation Consultant-Supply Chain Management	12	0	5	60
Implementation Consultant-Fiscal Management	12	0	5	60
Implementation Consultant- FMH	12	0	5	60
Implementation Consultant-Abstracting	12	0	5	60
Custom Services	8	0	5	40
Report Writer	8	0	5	40
CarePort Interoperability Support Consultant	8	0	2	16

<b>Activation Support for Future Release SDRM</b>	<b>Total Hours</b>	<b>Total Days</b>
Project Manager	40	5
Implementation Consultant	40	5
Integration Consultant *	12	3
Custom Services – MLM	20	5
Custom Services – Reports	8	4
Systems Engineer	32	4

## Client Resources

This is an example of a Client Resource Grid. The Client and the Project team will work together to update based on Clients' resources for the project.

<b>Client Resources</b>	<b>Resources</b>	<b>Estimated Hours</b>
<b>Executive Sponsors/Steering Committee</b>	3	180
<b>Project Manager</b>	1	840
<b>Clinical Informaticist</b>	1	330
<b>IT Resource</b>	1	268
<b>Physician SMEs</b>	2	300
<b>Acute SMEs</b>	2	390
<b>ED SMEs</b>	2	320

<b>Ambulatory SMEs</b>	2	300
<b>Surgery SMEs</b>	2	310
<b>Radiology SMEs</b>	2	340
<b>Registration/Scheduling SMEs</b>	2	360
<b>Financial SMEs</b>	2	365
<b>Sunrise HIM SMEs</b>	1	360
<b>Abstracting/Coding SMEs</b>	1	263
<b>Interoperability SME</b>	1	272
<b>Lab SMEs</b>	2	345
<b>Pharmacy SMEs</b>	2	315
<b>Sunrise ERP SMEs</b>	2	305
<b>Wound Care SMEs</b>	1	288
<b>Sunrise Connect SMEs</b>	1	74
<b>Interface Analyst</b>	1	410
<b>Trainers/Super Users</b>	2	330
<b>Activation Support (At-the-Shoulder) for End Users</b>	~ 5:1 ratio	

## Project Timeline

This timeline is an estimate based upon the project scope and should take approximately four (4) to six (6) months. The official project timeline shall be finalized as a part of project plan review. Expansion packages may increase the duration of the project timeline.

Phase	Component	Pre-Start	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Prep Work	Pre-Project Activities							
Hear It / Learn It	Kick-Off							
Localize It	Client Specific Build							
See It	Workflow/Content Acknowledgment & Train the Trainer							
Test It	System Validation							
Do It	Activation Readiness, End User Training, & Activation							

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**ATTACHMENT 4 TO CLIENT ORDER**  
**TERMINATED SOLUTIONS**

Contract	Product Line	Terminated Solution
1-1HM14W_PS1	Paragon EHR	Paragon Ambulatory Care Practice Management, Maintenance
335215	Compliance Advisor	Allscripts Compliance Advisor Additional LMRP Maintenance [Contract - 1-15VWR2]
		Allscripts Compliance Advisor Perpetual Maintenance [Contract - 1-12MT1O_PS1]
	Jardogs	Allscripts FollowMyHealth Level 1 Patient Support Base Subscription [Contract - 298319]
		FollowMyHealth Patient Engagement Premium - Per Bed [Contract - 335215]
		FollowMyHealth Patient Engagement Premium - Per Provider [Contract - 335215]
	Paragon Carebridge	Extranet VPN - Customer Gateway [Contract - 1-12MT1O_PS1]
		Session Access Manager over VPN [Contract - 1-12MT1O_PS1]
	Paragon EHR	American Hospital Formulary Service (AHFS) [Contract - 1-12MT1O_PS1]
		ChartFX for .NET Maintenance [Contract - 1-12MT1O_PS1]
		FDB Enhanced Data Bundle - Multiple Applications [Contract - 1-12MT1O_PS1]
		FDB Order View [Contract - 1-12MT1O_PS1]
		FDB OrderKnowledge Data and OrderSpace Bundle [Contract - EIS-232877]
		Health Language Content [Contract - 1-18QSQH]
		Paragon Accounts Payable Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Ambulatory Care PM and EHR Subscription - per provider [Contract - 335215]
		Paragon Automated Daily System Close Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Care Plans Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Clinical Assessments Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Clinician Hub Physician [Contract - EIS-232877]
		Paragon Computerized Physician Order Entry Maintenance [Contract - 1-12MT1O_PS1]
		Paragon eLearning Subscription for Upgrades [Contract - 335215]
		Paragon Emergency Department Management Maintenance [Contract - 1-12MT1O_PS1]
		Paragon General Ledger Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Hospital EPCS & Prescription History Subscription Fee [Contract - EIS-232025]
		Paragon Instrument Manager (HB3-Software) Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Instrument Manager-Instrument Expansion (HBE-Software) Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Instrument Manager-Instrument Expansion (HBE-Software) Maintenance [Contract - 1-181W8Y]
		Paragon Instrument Manager-Instrument Expansion (HBE-Software) Maintenance [Contract - 1-1B79CB]
		Paragon Instrument Manager-Instrument Expansion (HBE-Software) Maintenance [Contract - 1-1J7MY3]
		Paragon Laboratory Management Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Materials Management Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Medical Records Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Medication Administration Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Medication Reconciliation Maintenance [Contract - 1-187HFX_PS1-A]
		Paragon Microbiology Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Operating Room Management Maintenance [Contract - 1-12MT1O_PS1]
		Paragon OptumInsight ICD10 Codes & Titles - Production File [Contract - 1-1NLMD8]
		Paragon Order Management Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Patient Management Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Patient Supply Charging Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Patient View Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Payroll Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Pharmacy Imaging Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Pharmacy Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Radiology Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Referrals and Authorizations Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Registration Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Release of Information Maintenance [Contract - 1-187HFX_PS1]
		Paragon Resource Scheduling Maintenance [Contract - 1-12MT1O_PS1]

Contract	Product Line	Terminated Solution
		Paragon RX Crystal Reports Professional Edition Maintenance [Contract - 1-12MT1O_PS1]
		Paragon Therapeutic Results Maintenance [Contract - 1-12MT1O_PS1]
		Paragon WebStation for Executives Maintenance [Contract - 1-12MT1O_PS1]
		Rules Engine for Paragon® Upgrade - BizTalk 2010 to 2013 Embedded License Maintenance [Contract - 1-191S6N_PS1]
		Truven Integrated Care Notes Hospital License [Contract - EIS-249606]
		Truven Integrated Micromedex Hospital License [Contract - EIS-249606]
	Paragon IMS	SystemCare for Horizon Patient Folder Premium Annual Subscription [Contract - 1-12MT1O_PS1]
		SystemCare Networks Basic+ Annual Subscription [Contract - 1-17LT8P]
		SystemCare Wireless Backbones Basic+ Annual Subscription [Contract - 1-17LT8P]
427623	Paragon EHR	Tier1 Maintenance:1:Paragon Clinician Documentation:01-NOV-2021:31-MAY-2026
EIS-249553	Paragon EHR	Hospital Quality Reporting Program

## **ATTACHMENT 5**

### **RELEASE**

1. **Release.** Client hereby forever completely releases, acquits, and forever discharges Altera and its affiliates and subsidiaries and all of their officers, directors, principals, shareholders, partners, successors, assigns, servants, representatives, employees, agents, licensees, and attorneys (hereinafter “the **Released Altera Entities**”), from any and all claims, demands, actions, causes of action (including without limitation any claims for contribution, indemnity, damages, injunctive or equitable relief of any kind or nature whatsoever), whether known or unknown, suspected or unsuspected, arising out of any acts, omissions, transactions, happenings, violations, promises, contracts, fraud, agreements, facts or situations related to the dispute which occurred or existed at any time up to and including the Order Date, whether accrued or hereafter maturing, including, but not limited to, any and all claims that were or could have been asserted and any and all conduct and actions or omissions by Altera prior to or on the Order Date. Without limiting the provisions of the foregoing in any way, Client hereby covenants and promises not to sue or to pursue any legal or administrative action against anyone, including, without limitation, any of the Released Altera Entities, at any time based upon any claims, demands, actions, or causes of action released by the foregoing.
2. **No Admission of Liability.** Altera does not admit any liability by virtue of entering this Client Order, and the fact that either party entered into this Client Order shall not be admissible in any court of law, except for purposes of seeking enforcement of the terms and obligations of this Client Order.
3. **No Disparagement.** Client will not engage in any conduct or communications designed to disparage the Related Altera Entities, in relation to any products or services, or either Party’s actions, in relation to the Terminated Solutions. Such limitation includes a requirement by Client not to privately criticize or disparage any such entities or persons in a manner intended or reasonably calculated to result in public embarrassment to, or injury to the reputation of, any such entities or persons in relation to the subject matter set forth above. Further, neither Client shall not make any public statement concerning either the Related Altera Entity performance in connection with the Terminated Solutions, except that, in response to an inquiry, the responding Party may state that "Client and Altera have mutually agreed on a termination of the Terminated Solutions contracted between the Parties." Altera does not include in this limitation on disparagement statements by Client addressing (i) the usability, interoperability or security of the Altera system or Altera services, (ii) relevant information regarding users' experiences when using the Altera system or Altera services, (iii) Altera' business practices related to exchanging electronic health information, and (iv) the manner in which a user uses the Altera system or Altera services, pursuant to the requirements of 45 CFR § 170.403, Communications, of the 21st Century Cures Act.
4. **No Assignment of Claims.** Client represents and warrants that it is the sole owner of any and all claims it has ever had against Altera and that it has not sold or assigned and will not sell or assign any such claims, in whole or in part, to any person and that it has not filed any lawsuit against Altera which is presently pending.
5. **Anti-Kickback Statute.** Altera and Client intend to have the payments herein meet the requirements of 42 CFR 1001.952(h), the Discount Safe Harbor of the Anti-Kickback statute. Client may have an obligation to report payments under this Agreement in accordance with the Discount Safe Harbor and shall accurately reflect the payment on any claims submitted.
6. **Amendment.** The parties agree that this Attachment 5 amends the Agreement (including the contracts for the Terminated Solutions).