EXSCRIBE Software Implementation and Support Policies

1. A typical implementation project requires approximately 90-120 days from the time a server is made available for EXSCRIBE's deployment services to install the Software. This is a guide and does not constitute a guarantee that these times can be kept. There are many outside influences (third party vendors, physician and practice availability, natural occurrences) that can delay a project outside of this scope. EXSCRIBE does commit to make the necessary effort to keep a practice's implementation within this timeline unless otherwise agreed.

2. CUSTOMER will be transitioned from "Implementation" to "Support and Maintenance" 45 days after the Go-Live Date.

3. The following customization is included in the Purchase Price:

DME Order, Excuse/Necessity Notes, Imaging Order (CT, EMG, MRI, X-Ray), Injection Order, Lab Work Order, Physical Therapy Order, Prescription Request, Referral Letters, Surgery Orders, and state specific Worker's Comp forms.

4. Additional customization requested by CUSTOMER will be invoiced EXSCRIBE's then-current hourly rate (currently $125.00 per hour) based on the time necessary to complete the work

      a. EXSCRIBE will provide CUSTOMER with a written estimate of the cost of any additional customization for CUSTOMER's review and approval prior to beginning work.

      b. Unless otherwise agreed, payment in full for customization services must be received by EXSCRIBE before customization work can begin.

      c. Examples of additional customization include (but are not limited to) forms in addition to those identified above, changes in the OMR form/template following initial CUSTOMER acceptance, etc.

5. CUSTOMER agrees to grant EXSCRIBE remote access to its server and workstations via VPN, Remote Desktop or similar high-speed connection. Access via "Log-Me-In" or a similar service is not acceptable.

6. CUSTOMER agrees to give EXSCRIBE a minimum of two weeks' notice when making changes or upgrades to its infrastructure and/or systems integrated with or affecting Exscribe EHR in order to enable a smooth transition. Examples include, but are not limited to changes in networking, office location changes, upgrades/changes to practice management and PACS systems, etc.