4.1.8 Costs

Please provide cost quote based upon a typical installation. To allow us to be able to compare responses, assume that the product is going to be used at a minimum of two (2) site(s) with a maximum of 13 concurrent users. Please use the following template, if possible—or attach a cost estimate proposal that includes answers to each question below.

One time fees	
One time implementation fees:	
Training fees:	
Consulting fees:	
Module fees	
Web Access fees	
Other fees for items required at time of Go-Live	
Ongoing annual costs (include all fees for maintenance, support, use, access, etc.)	
Annual support fees:	
Other module/fees:	
Five (5) year cost of ownership	
Please indicate the estimated TCO ("total cost of ownership") for the product over a 5 year period.	

4.1.9 References

Please provide reference list for Public Health Entities and other facilities that currently use the submitted Electronic Health Records & Practice Management System (EHR) Software Solution. Reference list should consist of 3 Public Health and 3 other facilities equaling 6 references. Include the following for references;

- Facility Name
- Primary Contact Name
- Primary Contact details (Phone Number and Email)

4.2 Evaluation Method

All Proposals that meet the specifications and scope of this RFP will be evaluated in accordance with the criteria listed below:

4.2.1 Awarding Authority/Evaluation Committee

This RFP is issued by the Guilford County Purchasing Department.

An evaluation committee comprised of staff from the Department of Health & Human Services, Information Services Department and other diverse departmental representatives will have responsibility for reviewing and evaluating all Proposals submitted in hard copy form in response to this RFP. The County reserves the right to include outside consultants to assist in the evaluation process; and, the County reserves the right to reject any and all proposals if in the best interest of Guilford County to do so.

4.2.2 Selection of Qualified Proposals

The Director of Public Health and the evaluation committee will review the Proposals submitted by all Bidders to determine whether the minimum qualifications set forth herein are met. On the basis of the evaluation criteria set forth in the RFP, the Director of Public Health and the evaluation committee will recommend award of the contract to the Guilford County Purchasing Department of the most qualified Supplier(s) which best meets the needs and requirements of the County, and provides the most cost-effective solution. The members of evaluation committee may at any time investigate a Bidder's ability to perform the work.

The County may, in addition to references supplied, request additional information about a company, and its experience with previous contracts. Bidders may choose not to submit information in reply to the County's requests; provided however, that if failure to submit such information results in the inability of the County to obtain needed facts regarding the Bidder's qualifications or ability to perform, the County may at its discretion discontinue further consideration of a particular Proposal.

The County may use sources of information not supplied by the Bidder **concerning the ability of the Bidder to perform the work. Such sources may include current or past customers of the organization;** current or past suppliers; articles from data processing, communications and related publications; articles from other published sources made available to the County. However, Guilford County is under no obligation to obtain any additional information other than that supplied by the Bidder in response to this RFP.

4.2.3 Selection Criteria

The Bidder written response and the Bidder supplied documentation will constitute the primary basis for assessing the merits of a Bidder's offer. The basis for the evaluation of proposals received is included, but not limited to, the following considerations:

- The Bidder's performance record in meeting the requirements of their existing customers.
- Price.
- Adherence to the requested RFP proposal format. This includes the thoroughness of the proposal, the project plan as well as the format of the presentation.
- The number, type, experience and availability of local Bidder's staff.
- Responsiveness to requirements outlined in this RFP.

Welcome [Login] [Register]

Supplier Portal

Home Events Contact Us Help

Event Summary

Back

Print

Event # **501-0** Event Name **EHR SYSTEM**

Summary Questions Terms And Conditions Lines Q And A Forum

Q and A Forum

Open: 12/10/2015 11:00:00 AM **Close:** 01/04/2016 03:00:00 PM

Date Received: 12/17/2015 03:53:30 PM **Date Answered:** 12/21/2015 08:34:34 AM

Question: Has the County appropriated the funds for this RFP? If so, can you provide the budget?

Answer: Funds have been appropriated. No budget can be provided.

Date Received: 12/17/2015 03:53:47 PM **Date Answered:** 12/21/2015 08:35:11 AM

Question: What EHR system is the County currently using and for how long?

Answer: McKesson Practice Partner. 8+ yrs.

Date Received: 12/17/2015 03:53:59 PM **Date Answered:** 01/04/2016 08:48:17 AM

Question: Describe your billing process. Who are you billing? What is inefficient about the billing process today, and what do you expect out of a new, electronic billing system?

Answer: The providers bill electonically after the visit using proper ICD10 and CPT codes. Who are you billing? We bill Medicaid, United Health Care, and Blue Cross/Blue Shield,

who we are in network with. We also bill a few other insurances for the patient's convenience. Reduce the number of human entered errors with system automated rules & error checking.

Date Received: 12/17/2015 04:00:12 PM **Date Answered:** 12/21/2015 01:59:02 PM

Question: Please describe your current IT setup:
- How are you connected now to the main office (Internet, VPN, DSL, Cable, Dial up, T-1, etc.)? Is your facility(s) equipped with Wifi?
- How many, and what kind, of computer workstations are you currently on?

Answer: -Windows Client Workstations consisting of Windows 7, 8, 8.1, & 10. Workstations access County Server Resources connected via fiber Metro Lan connections. -Fiber Metro Lan, Wifi is available, but currently not all areas at the clinic locations.

Date Received: 12/17/2015 04:00:21 PM **Date Answered:** 12/21/2015 08:36:16 AM

Question: 6. Does the County prefer to have the system hosted onsite or have it hosted by the vendor? Would you like a price proposal for both options?

Answer: Prefer onsite but would like proposal for both options

Date Received: 12/17/2015 04:00:33 PM **Date Answered:** 12/21/2015 08:36:43 AM

Question: Is hardware needed for a successful implementation to be priced out and provided by the vendor, or will the County be procuring hardware requirements through another RFP?

Answer: Please provide needed hardware requirements

Date Received: 12/17/2015 04:00:40 PM **Date Answered:** 12/21/2015 08:37:12 AM

Question: Can you please list all of the third party vendors/systems with which the new EHR is to interface with?

Answer: Orchard Harvest Lab System, Lapcorp, Quest

Date Received: 12/17/2015 04:03:20 PM **Date Answered:** 12/21/2015 08:41:33 AM

Question:

Please provide the following staffing numbers and name each each facility(s):
Full & Part Time Physicians
Full & Part Time Nurse Practitioners
Full & Part Time Nurses
Full & Part Time Psychiatrist

Answer: Clinical services-115 staff-Wendover and High Point. 0 Full-time physicians. 2 Part-time contracted supervising physicians, 1 contracted medical director, 11 Full-time (2 PA's, 9 NP's), 1 Part-time (NP is 0.63 FTE), 41 Full-time Clinical Nurses, 0 Psychiatrist.

Date Received: 12/17/2015 04:03:30 PM **Date Answered:** 12/21/2015 08:41:48 AM

Question: To clarify, vendor is to provide data migration/conversion services from the old system to the new one?

Answer: Yes

Date Received: 12/17/2015 04:03:38 PM **Date Answered:** 12/21/2015 08:41:58 AM

Question: Does the County require a patient portal?

Answer: Yes

Date Received: 12/17/2015 04:04:01 PM **Date Answered:** 01/04/2016 08:48:35 AM

Question: Are you also looking for an electronic medication administration record (eMAR), dental, or any other components? Is there anything specific within your day-to-day operations that you would like to have electronically rather than working on paper?

Answer: Not at this time.

Date Received: 12/17/2015 04:04:09 PM **Date Answered:** 12/21/2015 08:42:45 AM

Question: Is there an anticipated go-live date?

Answer: As soon as all functionality has been tested, verified and staff adequately trained. Q2 or Q3 2016.

Date Received: 12/18/2015 03:22:35 PM **Date Answered:** 01/04/2016 08:52:28 AM

Question:

1) Our pricing is based on the number of users. What is the total number of users that Guilford County DHHS will have? (User is any person who has log in access.)

Answer: Approx 300

Date Received: 12/21/2015 03:31:40 PM **Date Answered:** 12/22/2015 03:45:25 PM

Question: Can you clarify...is this your revenue code?

Does the EHR have the ability to capture General Ledger data for each practice in the maintenance file? For example: Practice Family Planning Greensboro must be associated with Lawson code 210355.

Answer: Yes, this is our Internal Revenue Code

Date Received: 12/21/2015 03:36:32 PM **Date Answered:** 12/22/2015 03:46:06 PM

Question: Will the health department be looking to migrate patient clinical data in addition to the patient demographic conversion?

Answer: Our goal is to migrate as much data as possible from our current EHR system to the newly selected EHR solution within reason of the limitations of our current EHR system.

Date Received: 12/22/2015 09:33:58 AM **Date Answered:** 01/04/2016 08:44:13 AM

Question: Does Guilford County DHHS want to interface with the NC State immunization registry?

Answer: Yes

Date Received: 12/23/2015 04:27:32 PM **Date Answered:** 01/04/2016 08:44:37 AM

Question: How many of your providers are having insurance claims submitted under their own NPI each month? Are any of the 13 providers having claims submitted under a supervising provider's NPI?

Answer: None.Yes

Date Received: 12/30/2015 08:11:47 AM **Date Answered:** 01/04/2016 08:44:51 AM

Question:

How many providers participated in meaningful use in 2015? How many intend to attest for meaningful use in 2106?

Answer: Six

Date Received: 12/31/2015 09:38:48 AM

Date Answered: 01/04/2016 08:46:16 AM

Question: How many total records will have to be converted from the old system into the new system?

Answer: If we decide to migrate patient data, it would be current and/or recent number or clients. This is estimated to be about 160,000 records, however we do not have an exact amount.

3 year breakout of costs for Guilford County Department of Health and Human Services (self-hosted)

Description of Service	Year 1	Year 2	Year 3
Site License *(1 time cost)*	10,000		
Provider Licenses *(1 time cost)*	57,500		
Annual Maintenance	13,900	12,900	12,900
Training *(1 time cost)*	72,000		
Ad Hoc software maintenance**	1,188	1188	1188
Claims Clearinghouse**	7,200	7,200	7,200
Cloud hosting @ Cure MD*	n/a	n/a	n/a
Addtl' Services (see quote)	10,499		
Total	**$172,287.00**	**21,288**	**21,288**

Total 3 Year	**$214,863.00**

Description of Services:

Licensing:

Provider Licenses and Master Site License are 1-time fees

Annual Maintenance billed by Carolinas IT

1st year support &maintenance is included in total. Years 2 and 3 will be billed in subsequent 12 month annual increments.

Training:

All-inclusive package including onsite support at go live. Training is 1-time fee

****Claims Clearinghouse fees to be billed monthly by Carolinas IT:**

Monthly fees for claims submission, tracking, electronic remittance. **Billed monthly per provider @$100/month**.

This is the total # of providers who will attest to meaningful use.

****Ad Hoc software maintenance: monthly support fee of $99 billed by Carolinas IT.**

Clinical patient data conversion: this service is available. Examination of current client EMR database required before quoting.

Also need to determine if conversion will be standard or discreet.

CAROLINAS IT

Client Name: Guilford County Dept. of Health & Human Services Date: 1/8/2016 Page 2

Client Proposal (License Purchase-Client Hosted) Investment Summary

Optional Services	Quantity	Cost	Subtotals
Additional On-line Training *(2-hr session)*	0	$350.00	$0.00
Patient Demographics/Data Migration, Conversion, Validation	1	$3,000.00	$3,000.00
(Incl. demographics, insurances, referring providers, fee schedules, appointments)			
Clinical Data Conversion ***(requires analysis of existing database before quoting)***	**1**	**TBD**	**TBD**
Discrete Reportable Transcription *(Per Minute Charge billed monthly)*	0	$1.40	$0.00
Patient Statements *(each: Printing, Enveloping, Posting billed monthly)*	0	$0.75	$0.00
Electronic Prescription of Controlled Substances *(1 time set up per provider)*	0	$350.00	$0.00
Electronic Fax *(Initial one-time setup per line)*	0	$125.00	$0.00
1.) $45 monthly - includes 500 pages billed monthly ($.10/page extra)	0	$45.00	$0.00
2.) $125 monthly - includes 1500 pages billed monthly ($.10/page extra)	0	$125.00	$0.00
3.) $199 monthly - includes 3000 pages billed monthly ($.09/page extra)	0	$199.00	$0.00
4.) $450 monthly - includes 7500 pages billed monthly ($.08/page extra)	0	$450.00	$0.00
Custom Forms Generation *(Bright Futures- 1-time fee)*	0	$750.00	$0.00
Izenda Ad Hoc reporting software	1	$3,000.00	$3,000.00
Lab Information System integration (per LIS/i.e. Orchard)	1	$4,000.00	$4,000.00
CureConnect EDI Fees *(per provider/month billed monthly) TBD*	6	$100.00	$600.00
Izenda Monthly Maintenance and Subscription Support (per licensed user)	1	$99.00	$99.00
Electronic Prescription of Controlled Substances (monthly service per provider)	0	$25.00	$0.00
Database Server and Setup (per location-1 time fee)	1	$499.00	$499.00

Licensing, Training & Maintenance	Quantity	Cost	Subtotals
Master License ***(One time fees)***			
Clinic Site License	1	$15,000.00	$15,000.00
1-time discount	***1***	***-$5,000.00***	***-$5,000.00***
Integrated Central Enterprise *(If applicable)*	0	$0.00	$0.00
Provider Licenses ***(One time fees)***			
Client Hosted 1st FT Providers	1	$10,000.00	$10,000.00
Client Hosted Additional FT Providers *(Each)*	5	$5,000.00	$25,000.00
Client Hosted PT & Non-billing Providers *(Each)*	9	$2,500.00	$22,500.00
Implementation and Training Package ***(One time fees)***			
Master License - Clinic Site Setup *(If applicable)*	0	$0.00	$0.00
Master License - Integrated Central Enterprise Setup *(If applicable)*	0	$0.00	$0.00
Client Hosted 1st FT Providers *(Training pkg 1)*	1	$7,000.00	$7,000.00
Client Hosted Additional FT Providers *(Training pkg 2)*	5	$4,000.00	$20,000.00
Client Hosted PT & Non-billing Providers *(Training pkg 3)*	9	$2,500.00	$22,500.00
Additional On-site Training *(8-hr daily session plus applicable expenses)*	15	$1,500.00	$22,500.00
Annual Software Maintenance & Support ***(20% Annual fee)***	1	$13,900.00	$13,900.00

Totals ***(Proposal pricing valid for 30 days)***	**Totals**
Master License	$10,000.00
Provider Licenses	$57,500.00
Implementation and Training Package Fees	$72,000.00
Annual Maintenance & Support ***(Billed annually separately)***	$13,900.00
Optional Services One-time Fees	$10,499.00

Total Initial Investment ***(includes 1st year of Software Maintenance & Support)*** **$163,899.00**

25% deposit with contract, 25% due on start of training, 25% due on practice management go live, 25% due @ EMR go live

Services Monthly Fees ***(EDI-claims submission and management, eRx Controlled Substances)*** **$699.00**

Above total investment and ongoing monthly service fees to be invoiced by Carolinas IT to client.

Practice Name: Guilford County Dept. of Health & Human Services **Telephone:**

Address: 1203 Maple Street **City: Greensboro** **State: NC Zip: 27405**

Client Authorized Signature

By: _____
Please Sign Here

Name: Marty K. Lawing, County Manager
Please Print Name & Title

Date: _____

Carolinas IT Authorized Signature

By: _____
Please Sign Here

Name: _____
Please Print Name & Title

Date: _____

ATTEST:_____
Guilford County Clerk to Board
(COUNTY SEAL)

ATTEST:_____
Corporate Secretary
(CORPORATE SEAL)

CAROLINAS IT

Client Name: Guilford County Dept. of Health & Human Services Date: 1/8/2016 Page 1

Client Proposal (License Purchase)

Software Applications	Client Hosted
Practice Management *(Scheduling, Registration, Billing)*	✓
Electronic Medical Records *(Clinical documentation, workflow, specialty content)*	✓
Document Management *(Document scanning/archiving)*	✓
Electronic Prescriptions *(Surescripts Gold Certified, Formulary, Rx History)*	✓
Patient Portal *(Registration, Appointment Requests, Rx Refills, Lab Results)*	✓
CureConnect EDI *(Eligibility, Claims, Electronic Remittance Advice)*	✓
Executive Management Reporting *(Administrative, Clinical, Financial)*	✓
Text-Messages *(Broadcast Alerts, Reminders)*	✓

Software License Fees	
Master License - Clinic Site Fee *(If applicable)*	TBD
Master License - Integrated Central Enterprise Fee *(If applicable)*	TBD
1st Full Time Billing Provider	$10,000
Additional FT Billing Providers *(Each)*	$5,000
Additional PT and Non-billing Providers *(Each)*	$2,500

System Implementation Services	
Implementation, Database Configuration, Practice Set-up	✓
EDI Set-up & Provider Enrollment	✓
Online Training package 1 for 1st Provider *(20 hrs. online)*	✓
Online Training package 2 for each Add'l Provider *(10 hrs. online)*	✓
Online Training package 3 for each PT/Non-billing Provider *(5 hrs. online)*	✓
Data Migration, Conversion, Validation	Optional

System Implementation Services Fees *(Per Provider)*	
Master License - Clinic Site Setup *(If applicable)*	TBD
Master License - Integrated Central Enterprise Setup *(If applicable)*	TBD
1st Full Time Billing Provider	$7,000
Additional FT Billing Providers *(Each)*	$4,000
Additional PT and Non-billing Providers *(Each)*	$2,500

Terms & Conditions

The CureMD Client Hosted Solution is an all-inclusive, fully integrated suite of CureMD application software products.

Each provider will receive a pre-packaged implementation and training program priced on a per provider basis. This is a one-time license purchase contract with an annual renewable software maintenance and support agreement payable at the start of each annual renewal period. All software licenses remain active as long as the annual support and maintenance contract remains current. In addition, each client will purchase the requisite implementation and training package priced on a per provider basis. Additional professional services (i.e. training) may be purchased at the clients discretion.

Optional Services: All one-time and monthly optional services will be billed separately and are not considered part of the core CureMD Client Hosted Software Solution Suite. Early termination of these services will not result in any early termination penalties.

Note:

By signing this proposal the client accepts the terms and conditions of CureMD "End User License & Services" agreement available at http://www.curemd.com/eula.htm

Addendum to Client Proposal (License Purchase) dated 1/8/2016

By signing this proposal the client agrees to accept the terms and conditions of the CureMD "End User License & Services" agreement available at http://www.curemd.com/eula.htm This CureMD agreement is a type of software industry standard end user license agreement with which any CureMD software purchaser would be required to agree with prior to usage of the CureMD software. CureMD is not a party to the Agreement between Guilford County and Carolinas IT, Inc. for purchase of software and services.

Guilford County Authorized Signature (Client)	Carolinas IT Authorized Signature
_____	_____
Marty K. Lawing, Guilford County Manager	
_____	_____
Printed Name	Printed Name & Title
_____	_____
Date	Date
ATTEST:	ATTEST:
_____	_____
Guilford County Clerk to Board	Corporate Secretary
(COUNTY SEAL)	(CORPORATE SEAL)

Guilford County Department of Health & Human Services

Public Health Division

Request for Proposal:

Electronic Health Records & Practice Management System

Event 501

Proposal Submitted by:

Carolinas IT

CureMD
Practice without boundaries

Letter of Transmittal

January 8, 2016

Guilford County Department of Health and Human Services
Attn: Purchasing Buyer
301 West Market Street, Old Courthouse
Suite B 32
Greensboro, NC 27401

Dear Purchasing Buyer,

On behalf of Carolinas IT, I am pleased to submit the enclosed proposal. Carolinas IT has had the distinct privilege of working with many of the County Public Health Agencies in NC and is excited at the new opportunity to assist with this Practice Management and Electronic Medical Records system initiative.

Based on the requirements stated in the RFP, Carolinas IT recommends CureMD as the primary solution. As a CureMD Partner, Carolinas IT is a leader in providing hosted Practice Management and Electronic Medical Records systems for North Carolina Public Health.

Carolinas IT is confident this proposal presents a highly competitive and compelling solution that addresses your most pressing business and operational needs. Carolinas IT is committed to:

- Working in partnership with Guilford County Department of Health and Human Services to provide a comprehensive and sustainable solution for all aspects of your requirements.
- Ensuring a successful project and minimizing risk.
- Providing support and advice to Guilford County Department of Health and Human Services after initial deployment to ensure smooth operation and continued protection.

Any additional information required responses from Carolinas IT to evaluate the bid should be directed to Mr. William Adsit, Director Healthcare IT Division, who is authorized to offer clarification, negotiate, and contractually obligate Carolinas IT Systems, Inc. This proposal is a firm offer, which may be accepted within a period of one-hundred and eighty (180) days. Carolinas IT acknowledges receipt of any and all amendments to this RFP. Carolinas IT looks forward to partnering with Guilford County Department of Health and Human Services and contributing to the success of this important project.

Sincerely,

Bill Adsit
Director Healthcare IT Division
Carolinas IT Systems, Inc.
Office: 919-856-2300
Fax: 919-856-0420
Cell: 828-244-7592
Email: bill.adsit@carolinasit.com

4.1.1 Executive Summary and Financial Summary

In the space below or on a separate sheet of paper, please provide a brief executive summary about your organization. Please make sure the document is labeled "Executive Summary". In addition, include a current Financial Statement, duly notarized, and prepared by a licensed Certified Public Accountant (CPA).

Please find the attached Cure MD Executive Summary. A financial statement can be provided upon award of bid.

CureMD™

Practice without boundaries

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DER)

CureMD Overview

CureMD's award winning platform delivers complete information and evidence based knowledge when and where required — facilitating informed and effective decision making to improve the quality of care, practice performance and patient experience.

Executive Summary

CureMD is a leading provider of innovative health Information management solutions that transform administrative, clinical and financial operations of healthcare organizations.

The company provides an all-in-one solution for healthcare providers that contain an Electronic Health Record system (EHR), Practice Management system, Medical Billing Services and a Patient Portal.

As a Healthcare IT vendor, CureMD is committed to make healthcare technology more safe, reliable and easy-to-use with integrity, transparency and ethics. The company believes in listening to the voices of customers and supporting the community with information interoperability, privacy and security.

Founded in New York City in 1997 as a Healthcare IT support organization, CureMD began by providing help to practices that were abandoned by larger systems companies that were no longer providing adequate service to their clients.

CureMD envisioned the need for an innovative web-based Electronic Health Record system that could provide enterprise functionality, customization, extendibility and most importantly, security as the foundation of a long term strategy.

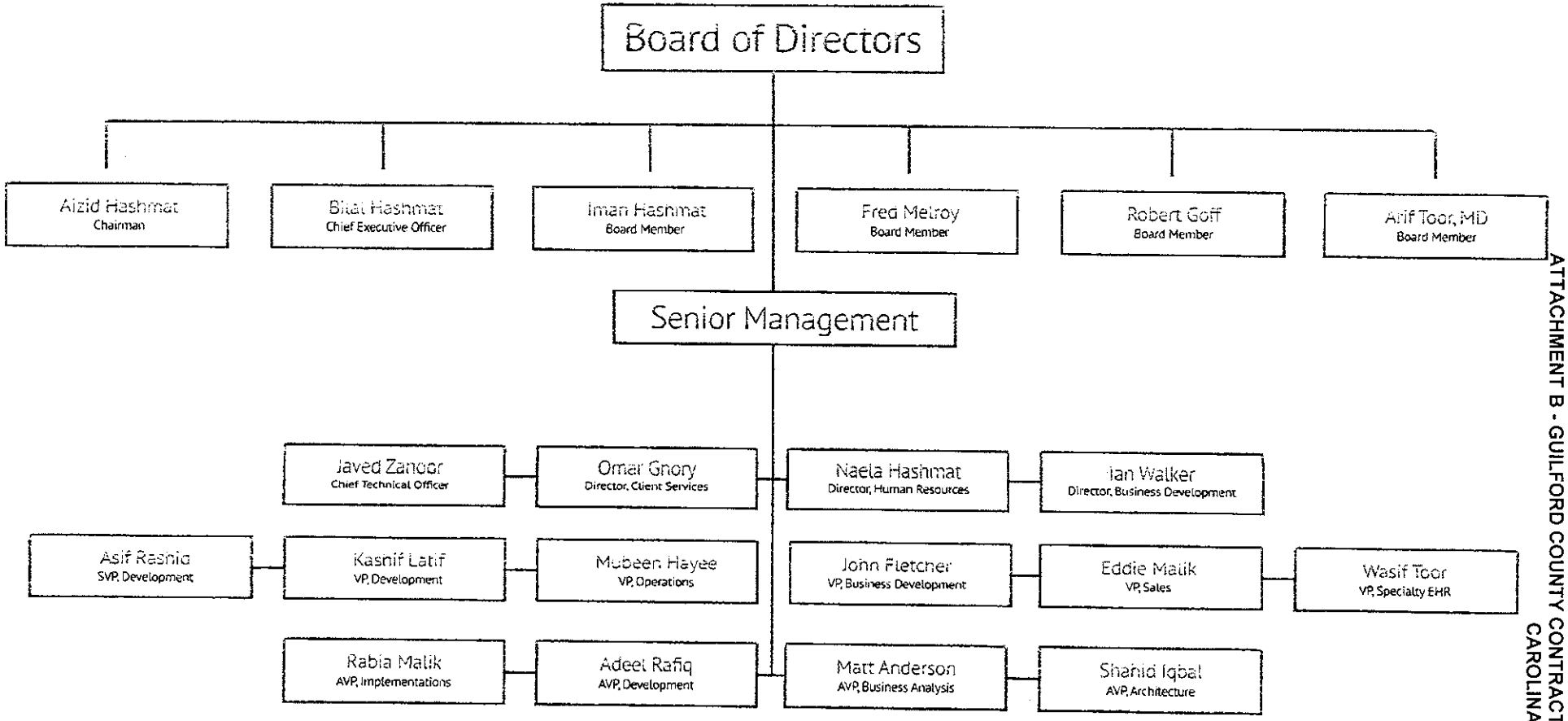
Believing technology to be the way forward and foreseeing that "accessibility, affordability and ease-of-use" would be key differentiators for adoption, CureMD set out to develop a standardized, web-based, and extendable framework that provided enterprise-grade features without increasing complexity and cost.

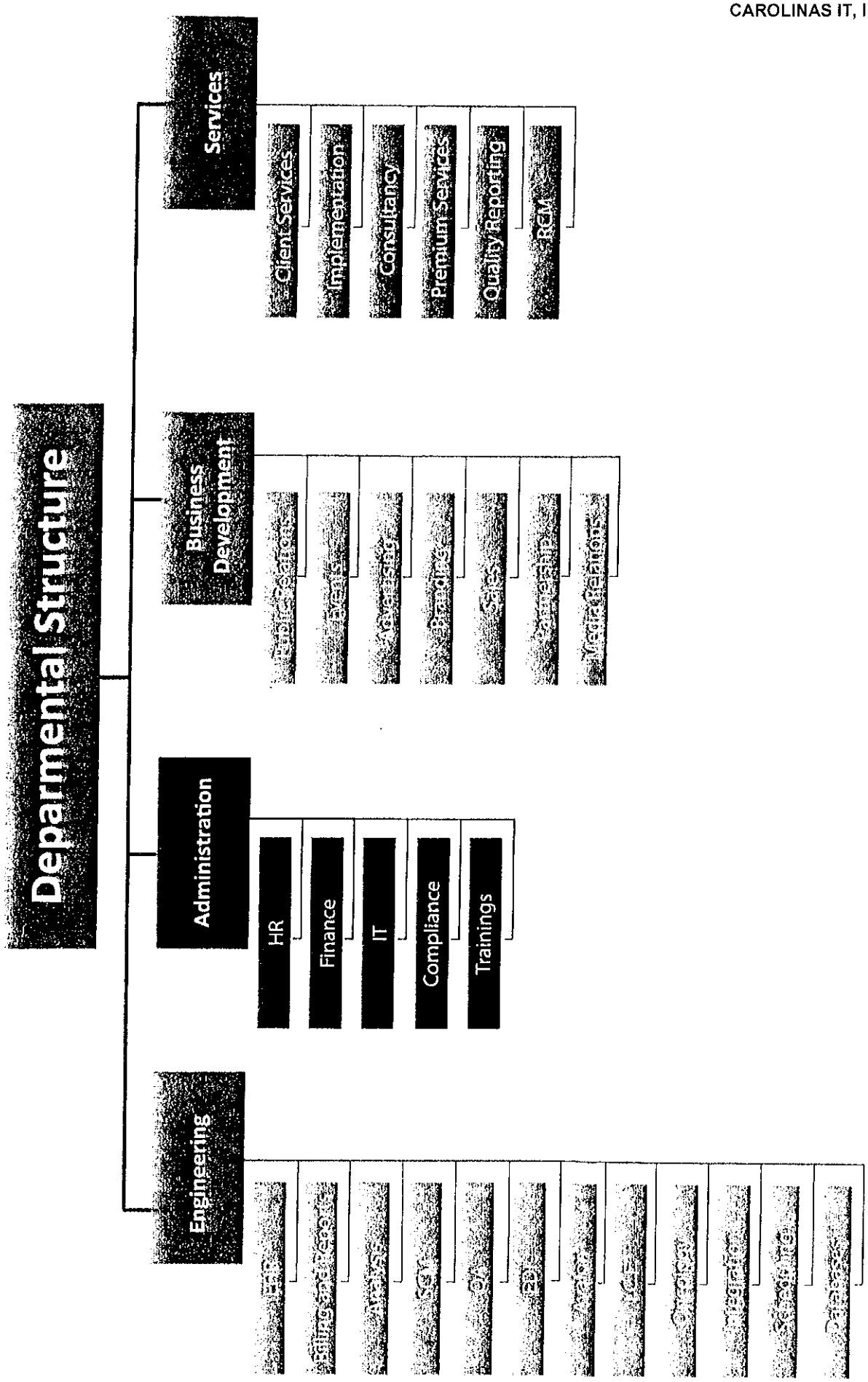
Backed by this vision and the flexibility of the Microsoft platform, CureMD introduced the world's first web-based all-in-one PRS (practice resource system) in 1997. This turned out to be a key "game changer" as it eliminated major adoption barriers - transforming the way physicians practiced medicine. The technology proved to be extremely adaptable because of the availability of all information in a single system, offering unprecedented customization, flexibility and availability of Information at all times.

With information flowing from third party applications, physician practices, Integrated Delivery Networks (IDN), Regional/Community Health information networks (RHIO), Health Information Exchanges (HIE) and online pharmacies to medical devices, labs, radiology, payers, patient portals, KIOSKs and payment processing systems, CureMD seamlessly exchanges information without compromising speed and security.

Over 100,000 users today utilize CureMD to automate, connect and transform their clinical and administrative workflows. Our clientele includes some of the most prestigious medical groups, hospitals and health centers across the world.

BOD & Management




Departmental Structure
Services
Client Services
Implementation
Consultancy
Premium Services
Quality Reporting
RCM
Business Development
Events
Sales
Partnership
Media Relations
Administration
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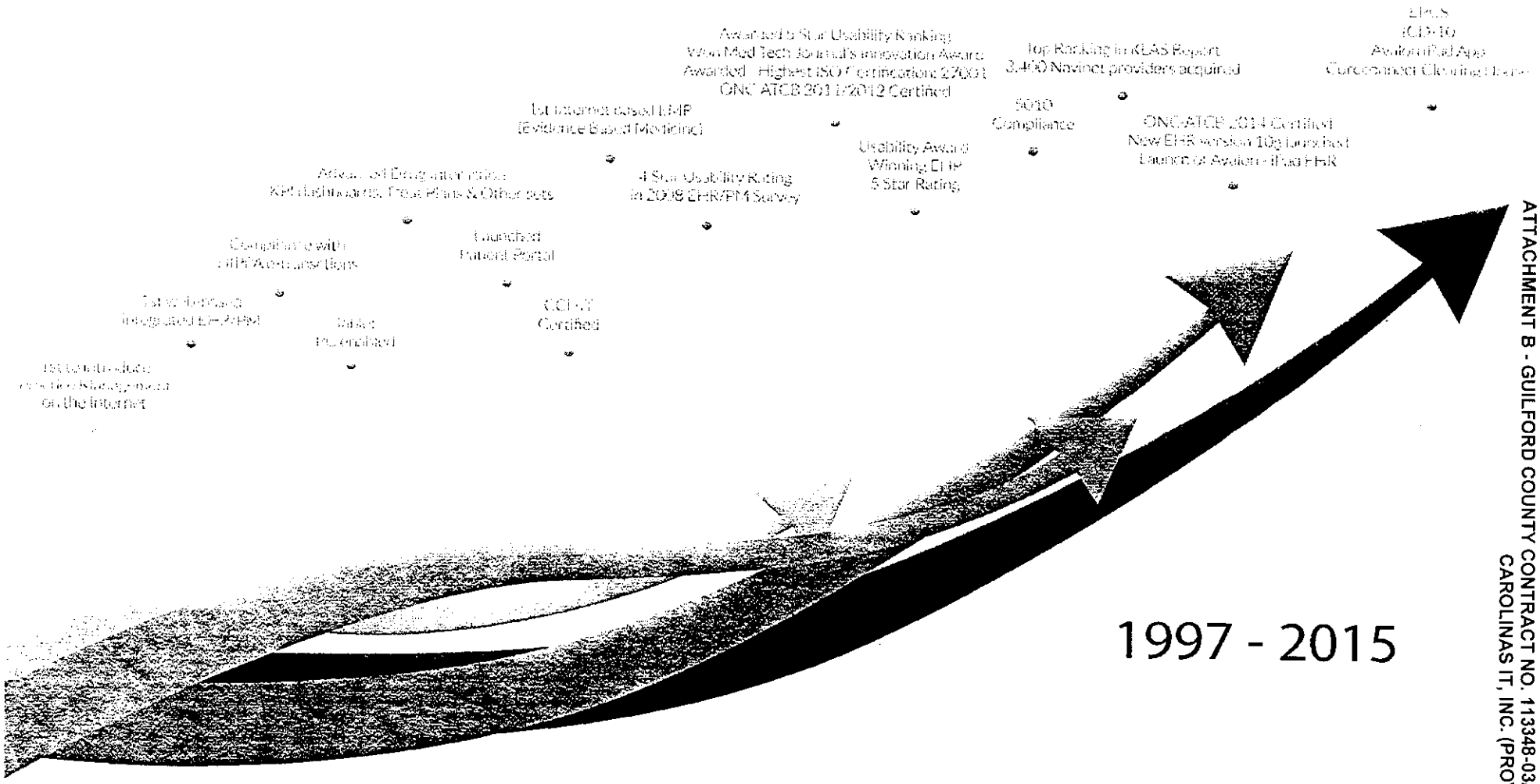
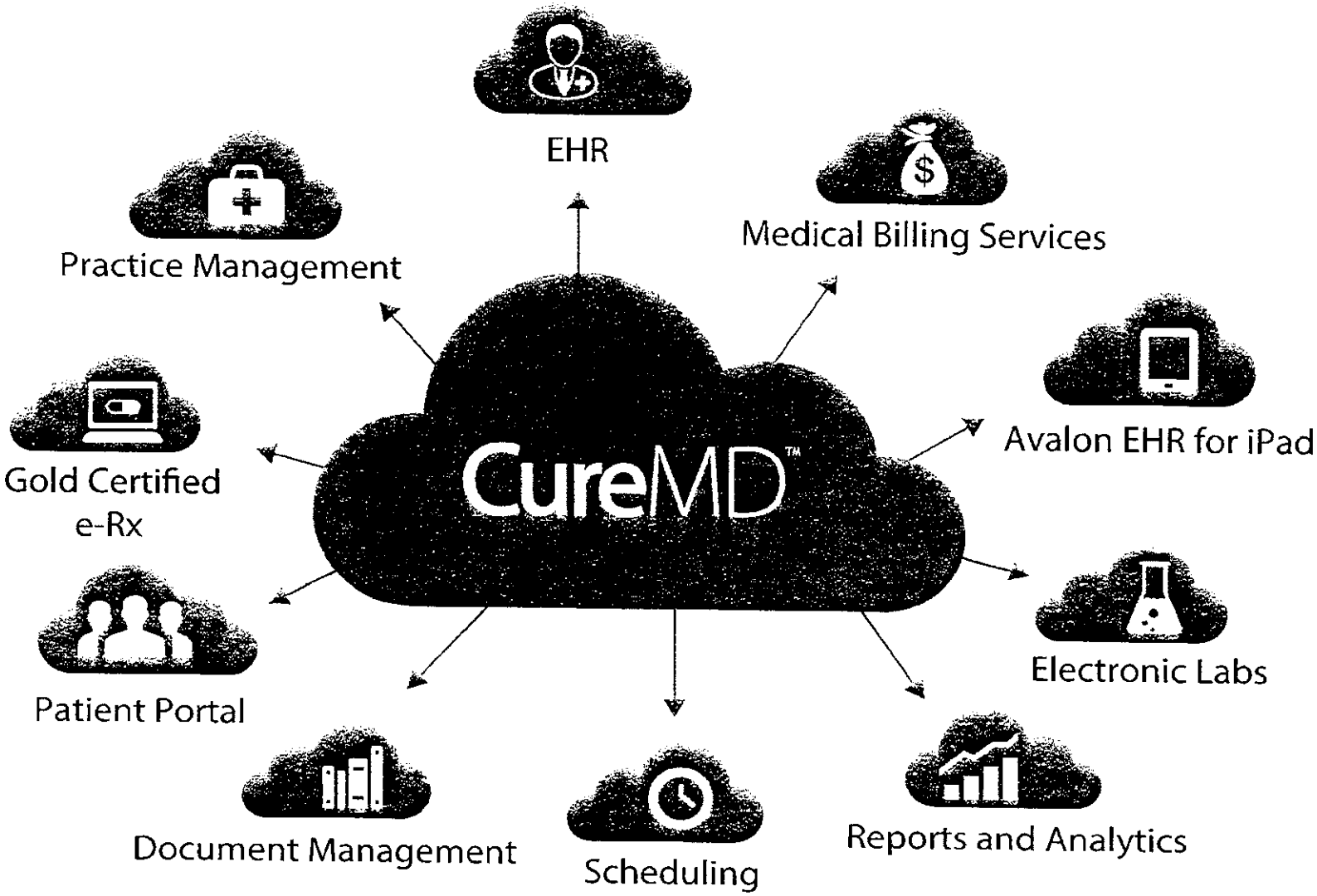
Finance
IT
Compliance
Trainings
Engineering

Company Timeline



Features & Services



Implementation Process

1. CureMD studies your current operations to learn how your system works, what level of service is needed and what constraints must be accommodated. CureMD then produces a report that details this information.

2. Agreement is signed and CureMD starts to put together a detailed implementation plan.

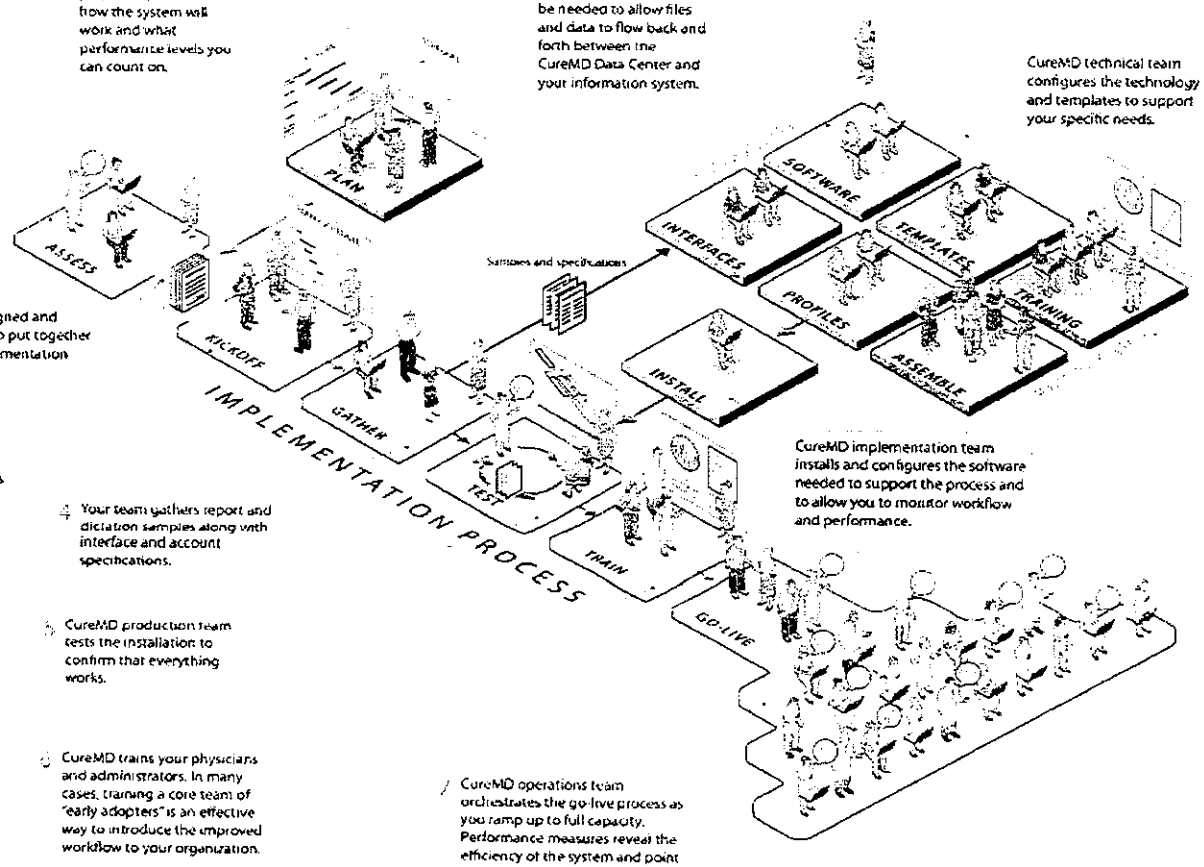
3. CureMD project manager forms a team of implementation specialists while you put together your own team. Both groups come together during a kickoff session to introduce participants, define expectations, develop a schedule and outline the road map ahead.

4. Your team gathers report and dictation samples along with interface and account specifications.

5. CureMD production team tests the installation to confirm that everything works.

6. CureMD trains your physicians and administrators. In many cases, training a core team of "early adopters" is an effective way to introduce the improved workflow to your organization.

7. CureMD operations team orchestrates the go-live process as you ramp up to full capacity. Performance measures reveal the efficiency of the system and point to areas for improvements.



CureMD recommends the solutions that best meet your needs. Our proposal spells out how the system will work and what performance levels you can count on.

CureMD implementation and software specialists focus on the links that will be needed to allow files and data to flow back and forth between the CureMD Data Center and your information system.

CureMD project manager is specially skilled to guide the entire process from assessment through go-live.

CureMD technical team configures the technology and templates to support your specific needs.

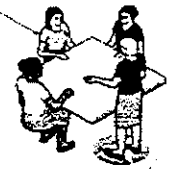
CureMD trainers prepare our transcriptionists to create your files. Training prepares them to work on your specific medical specialties, your workflow and your templates. We can also train your transcriptionists.

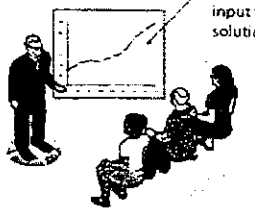
CureMD implementation team installs and configures the software needed to support the process and to allow you to monitor workflow and performance.

CureMD project manager introduces your team to a dedicated CureMD account manager who works with your team. Beyond implementaton, your account manager and a customer support team ensure your continuing satisfaction.

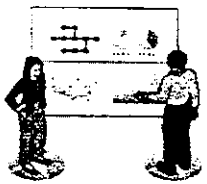
ATTACHMENT B - GUILFORD COUNTY CONTRACT NO. 113348-03/16-271
CAROLINAS IT, INC. (PROVIDER)

Focus groups are used to learn more about emerging needs and to provide a forum for you to exchange ideas with your peers from other organizations. CureMD uses the insights gained from these sessions to add capabilities.





Your CureMD team integrates input to develop innovative solutions and share insights.



Monitoring the environment reveals emerging trends, pending regulatory changes, new mandates, and technological innovations. CureMD leadership evaluates trends and helps you understand how you will be affected.

Your account manager monitors the performance, turnaround time, quality of your reports, and levels of customer support we are providing to create benefits and control risks for your department. This allows your account manager to consistently look for ways to enhance our service offering to you so your HIM department can run smoothly.

Your account manager can help improve your workflow by monitoring your current process and making recommendations. Simple changes, such as automating your printing or faxing, can help free up time for your employees to work on more critical items.

Frequent on-site visits by account managers allow them to understand your evolving needs, advise on best practices, and perfect integration.

You choose the communication channels you prefer. Email is common, but phone and a self-help portal are available too.

Service attitude is a vital prerequisite. Your service specialist likes to help you and is a skilled communicator.

Your queries are dealt with instantly. To eliminate waiting or call backs, your questions are routed to any available client service analysts.

Tracking your unique needs improves your overall experience. More experienced team members are always available to consult on different or unfamiliar topics.

Your customer service representative "owns" the resolution of your request—you only need to reach out to one person.

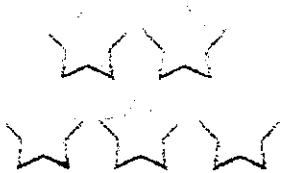
Complex concerns require an extra measure of analysis to resolve. Your customer service team is trained to identify the root cause and initiate changes that will reduce or eliminate that issue in the future.

= CureMD team member

ATTACHMENT B - GUILFORD COUNTY CONTRACT NO. 113348-03/16-271
CAROLINAS IT, INC. (PROVIDER)

Achievements

Medical Economics
Top 20 EHR



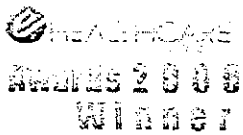
5 Star Usability

SureScript
eRx White Coat of Quality Award

Top Ranked EMR

No. 1 SaaS EMR

Innovation Awards



eHealthcare Leadership Award

AC Group Healthcare Advisory
Five Star Rating

ATTACHMENT B - GUILFORD COUNTY CONTRACT NO. 113348-03/16-271
CAROLINAS IT, INC. (PROVIDER)

Certifications

2014 ONC-HIT Certified

ICSA Certified

Advanced EHR Functionality
Interoperability and Security

ISO 27001:2005
Information Security Certification

ISO 9001:2008
Certified Quality Management

Gold Quality Solution
Quest Diagnostics

Safe & Secure eRx

CMS 5010 Certified

Practice without boundaries™

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www.curemd.com

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ePrescribing - Surescripts

ePrescription is a rewarding feature of CureMD that allows you to write and send prescriptions electronically to your local pharmacies. ePrescription uses a service called Surescripts that forwards prescriptions from the physician to the pharmacist.

Features

- ☒ Patient's Prescription Benefit information in real time during an office visit
- ☒ The Prescription Benefit service puts eligibility, benefits and formulary information at a prescriber's fingertips at the time of prescribing
- ☒ Ability for prescribers to select medications that are on formulary and are covered by the patient's drug benefit
- ☒ Prescription history information across providers during a patient's office visit through electronic prescribing
- ☒ Securely access and aggregate patient prescription history data from community pharmacies and patient medication claims history from payers and pharmacy benefit managers.
- ☒ Routing new prescriptions electronically to retail and Mail orders
- ☒ Electronic prescription renewals

Please note the following information for setup:

- ☒ Physicians can sign up for ePrescribing and start using it as soon as they go live on CureMD, if they wish.

- ☒ For providers who currently use ePrescribing, the enrollment is fairly quick; your Account Manager will provide you with a Change of Vendor form to be filled out and returned for processing.

- ☒ For providers who are new to ePrescribing, the enrollment may take from 3-4 weeks.

- ☒ For enrollment purposes, please provide your physician information, including NPI and the DEA number.

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eFax Services (HIPAA compliant integrated inbound and out bound electronic faxing service)

CureMD has an optional service which allows the user to send and receive faxes directly from the application. You can fax prescriptions, provider notes, lab orders, documents etc. directly from the software. It just takes a few clicks to send the faxes, and administrators can monitor the fax activity of users from the application as well.

Set up fee and monthly charges apply

MD Consult

MD consult is another Value Added Service provided by CureMD. It offers the most comprehensive information available in one convenient online resource. With instant access to full-text articles from over 80 medical journals and Clinics, 50 leading medical references across a wide range of specialties, clinically relevant drug information, and over 10,000 patient handouts, MD Consult is truly all you need.

More physicians than ever are turning to MD Consult for authoritative and relevant medical answers. Its unmatched depth and breadth exceeds the demanding needs of practitioners with a wealth of specialty information not available anywhere else – all presented in an easy-to-use format that allows physicians to:

- ☒ Diagnose with Clinical Support
  Whether it's being able to quickly reference the latest full-text article from over 80 medical journals and Clinics, compare 50,000 images in the image database or leverage evidence-based summaries, MD Consult offers physicians an abundance of clinical decision support information resources.
- ☒ Easily Cross-Reference Leading Medical Texts
  With over 50 books covering more medical specialties than any other online resource, referencing a favorite medical textbook from leading authors has never been easier thanks to the authoritative collection of books on MD Consult.
- ☒ Understand the Latest Practice Guidelines
  Updated regularly and arranged by topic, specialty, and authoring organization, MD Consult's collection of more than 1,000 peer-reviewed practice guidelines makes it easy for physicians to stay current on the latest guidelines.
- ☒ Search Smarter not harder
  organized by what matters most to physicians, MD Consult's recommended search results pages pull out the best and most current thinking on major medical topics. And with a synonym database of over 2.5 million medical terms, you can be confident knowing that you will find what you're looking for quickly and easily.
- ☒ Discover New Treatment Options
  MD Consult offers physicians multiple ways to stay on the forefront of new treatment options and medical news. The drug information database is updated regularly to show recent approvals, safety notices and even off-label usages.

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The MD Consult news section not only keeps physicians current on the latest medical news, it also allows them to customize RSS feeds for streaming medical news content or sign up for weekly e-newsletters.

Patient Education

CureMD has a comprehensive database containing patient education material, which can be easily accessed from within the CureMD application. It provides a detailed description of various diseases, along with diagrammatic illustrations. It is therefore a very useful reference tool for users of CureMD.

The education material covers most specialties such as Cardiology, Immunology, Internal Medicine, OBGyn, Oncology, Ophthalmology, Pediatrics, and Urology etc. Information is also available on most diseases such as Measles, Chicken Pox, and Zinc Deficiency etc. Additional material can be added on request, and the practice can even provide own material to be added to the system, if needed.

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Section 3: Infrastructure & Setup

Hardware

The speed and stability of your CureMD system is directly dependent on the network configuration and hardware being used at your practice. CureMD will provide you with a Hardware Requirements document, which will state the recommended network and hardware requirements needed for smooth operation of CureMD. The client is advised to review this document with their IT specialist, and have the recommended hardware installed before implementation of CureMD is scheduled.

Once all the hardware has been installed, CureMD will review and test the hardware to make sure that it is fully functional. CureMD will also test your network to ensure that network speeds are within specification.

Install Check

The Install Check is performed by CureMD, typically a week before trainings, to ensure the network meets specifications and all hardware and devices are ready for Installation. A CureMD representative visits the site or remotely connects to the client's network through a Remote Desktop Connection (RDP) or web conferencing to perform this important step in the Implementation process. The following is a list of what is verified during the Install Check:

For Client Server:

- ☒ Verify server power redundancy & network connectivity
- ☒ Verify that all network components, machines, and software are configured correctly and are in working order
- ☒ Systems are in accordance with CureMD's hardware specifications (processor speed, memory, hard drive space, operating systems, routers)
- ☒ Verify all operating system updates are installed
- ☒ Test the Scanner(s) , Camera(s), Finger print reader(s) and Signature Pad(s) are installed and working correctly
- ☒ Test Internet speed, Static IP and connectivity to the network
- ☒ Firewall settings
- ☒ SSL (secured socket layer) status for access on the internet
- ☒ Verify all required ports are open/available, if part of a hospital network
- ☒ Verify FTP connectivity
- ☒ Check for speed between the server and client machines (workstations, laptops, tablets)
- ☒ Test connectivity between multiple locations and connection type/speed

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- ☒ Load setup Files

For Cloud and ASP

- ☒ CureMD remotely connects to the client's network through a Remote Desktop Connection (RDC)
- ☒ Verify that all network components, machines, and software are configured correctly and in working order
- ☒ Verify systems are according to CureMD hardware specifications (processor speed, memory, hard drive space, operating system, routers)
- ☒ Verify all operating system updates are installed
- ☒ Test the Scanner(s) , Camera(s), Finger print reader(s) and Signature Pad(s) are installed and working correctly

- ☒ Test Internet speed and connectivity to the network
- ☒ Verify all required ports are open/available, if part of a hospital network
- ☒ Verify FTP connectivity
- ☒ Check for speed between the server and client machines (workstations, laptops, tablets)

The Installation team uses the information from Technical Guide – IT Checklist & Inventory during the Install Check. It is crucial that the client completes and returns the IT Checklist & Inventory no later than two weeks prior to the scheduled Install Check. If this document is not received on time; the Install Check will be cancelled. This may then affect the remaining implementation dates.

Also, CureMD requires that the IT specialist be available at the practice during the Install Check, which typically lasts about two hours.

System Customization

CureMD can be customized to meet your requirements. Before your training sessions, you will be given a demo of the CureMD system. In this session, you will be given an overview of the system and briefed on some of the customizations that can be made to CureMD. These customizations will include templates and other components which can be customized to your liking. You can discuss all the customizations you would like made to the system with your account manager, and they will be implemented before your training sessions.

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CureMD 101 Training

"Super Users" will be technically savvy staff members who will be responsible for supporting other staff with the system. They will be responsible for the training of other staff members, and therefore must be trained with adequate knowledge of CureMD.

CureMD will first train the super users on the system's features and configuration management. This will provide enough understanding of the system to suggest any customizations to the workflows and the system. Therefore, they should be present in the meetings on system customization.

Testing

System testing will be the final step before going live. This will give the staff a chance to review the customizations that have been made to the system. Apart from that, they will be able to verify that all workflows are working properly. This will also provide them with a chance to make sure that other accessories like scanner, printer, webcam, signature pad etc. are working properly. If everything is working well at this stage, then the practice will be taken live.

In addition to the workflows, successful testing will include:

- ☒ Submission and receipt of payment of claims to each of the practice's primary payers
- ☒ Order, collection, processing and receipt of lab results from the practice's primary lab
- ☒ Audit of all users that are entered into the system (to ensure all users have CureMD accounts and all providers have CureMD licenses) and a list of security permissions set by role

Onsite Training

In order to best utilize the trainer's time with your practice, it is recommended that you not have a full load of patients scheduled during training. Some patients are recommended after a few days of training, but patients should be scheduled for double the time typically allocated for each visit type.

Training hours are conducted between the hours of 8:30 AM – 5:30 PM with a one hour lunch break.

The following general topics are fully covered during the training:

- ☒ All Office Members
  - ☒ System Overview
  - ☒ Personal (KPI - Dashboard)
  - ☒ Patient Lookup

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- ☒ Patient Profile
- ☒ Phone Encounters
- ☒ Messaging
- ☒ Document Manager
- ☒ eFax

☒ Front Office

- ☒ Patient Registration
- ☒ Appointment Scheduling
- ☒ Patient Check In/Out
- ☒ Weekly/Multiple Views
- ☒ Chain Scheduling
- ☒ Scanning in Registration
- ☒ Scanning in Patient's Charts
- ☒ Running Letters
- ☒ Scheduling Reports

☒ Mid Office (MAs/Pas/NPs/Nurses and Providers)

- ☒ Monitor Patients in the Practice
- ☒ Progress Notes
- ☒ Lab, Imaging, Procedures and Immunization Flow
- ☒ Referral Management
- ☒ Alerts/Recalls
- ☒ Templates
- ☒ Flow Sheets
- ☒ Custom Forms
- ☒ eRx
- ☒ Immunization
- ☒ Clinical Alerts
- ☒ Order Sets
- ☒ EMR build and customization
- ☒ EMR Reports

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In addition to the hours allocated above, it is recommended that each staff member spend additional time on their own during the week getting familiar with the software.

- ☒ Each provider session with the trainer must consist of at least four consecutive hours uninterrupted by seeing patients.
- ☒ Work with the Account Manager to discuss the best scenario for your practice.
- ☒ Providers need to spend time getting familiar with their tablet PCs prior to training.
- ☒ It is strongly advised that staff have basic computer training prior to training.
- ☒ Any practice letters, forms, or other documents should be given to the trainer on day 1 of the training so that they can be entered or duplicated in the CureMD system.

The Office Manager should separate staff into the groups outlined in the schedule and identify which staff members will attend each session.

Trainers will bring in a Checklist for the Office/Practice Manager or Doctor to sign upon completion of training. Trainers in turn will give one copy to the practice and submit one copy to the Account Manager at CureMD.

Note: CureMD provides comprehensive training on the software during the week before go live, along with standard CureMD practice operation's manual. It is the practice's responsibility to communicate their training expectations to CureMD, develop any customized training materials they will need for their staff (for example, outlining how practice-specific policies and procedures will change with the EHR), and ensure that CureMD trainers understand how these materials should be incorporated into the overall training.

Product Documentation and Wiki

Your CureMD Application gives you acess to a comprehensive user manual which will cover all the modules in the application. Along with the documentation

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Post Go-Live Support

If you encounter any problems after Training, please contact support department by calling: 718-360-0597 or you can send an email: support@curemd.com

Support Hours: 8:30 am to 5:30 pm (EST) Monday - Friday

Severity	Description	Response Time	Resolution
Critical	Critical/Show stopper. System cannot function or suggested alternative has drastic impact on the productivity.	1 Hour	4 Hours
Medium	Minor error. System can function. Clear work around available.	4 Hours	2 Days
Low	Functional Enhancement	5 Days	Next Upgrade Release

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CureMD is the leading provider of Cloud based EHR, Practice Management and Medical Billing ıces to transform the administrative and clinical operations of healthcare organizations of .zes. Our award winning solutions simplify decision making, streamline operations and ensure compliance with industry standards and best practices – ultimately saving time and effort to maximize value and returns.

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New York, NY 10271
Phone: +1 (866) 643 836
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CureMD Implementation Project
STATEMENT OF WORK

Purpose: To set expectations, roles, and responsibilities for both Carolinas IT and 'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' to ensure a successful implementation of CureMD.

The successful implementation requires sincere dedication and commitment. Your medical practice staff along with Carolinas IT implementation team must commit to the following tasks throughout the entire implementation process (Welcome call through your final post go live call):

- Assign a project champion/project manager who has solid understanding of their practices daily operations and needs.
- Review each device in which the application will be installed on and ensure system specifications are met (see attached list).
- Assign a qualified person to handle all Information Technology (IT) needs.
- Check email messages daily
- Notify Carolinas IT of any tasks not completed prior to the assigned date.
- On time Attendance required for all scheduled sessions.

Initials: _____

Implementation Consulting Project Assumptions & Success Factors Acknowledgement

The customer Project Team will ensure that tasks are completed on time.

The customer Project Team is empowered to make workflow and design decisions and will be the key individuals responsible for the administrative and decision making sessions.

Adequate facilities will be made available for design and training sessions. 'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' will provide a completed design decisions document to the CIT Implementation Consultant no later than 2 weeks prior to the start of End User training.

CIT Healthcare and customer project team will work in collaboration toward transition to regular support within 45-60 days post-live.

Once the CIT Implementation Consultant schedule is confirmed, additions or changes will be evaluated as to the impact on the go-live date and feasibility of the change

'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' will provide Pre-live metrics prior to or during the Workflow Assessment session. These metrics will be monitored Post-live to ensure stability and readiness to transition to support.

'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' will provide samples of desired information, i.e., financial reports, patient documentation, billing reports; prior to or during the Workflow Assessment session to assist with determining the most suitable standardize workflow or reports.

'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' will designate a training leader who will be responsible for ensuring timely completion of all trainings, as applicable. 'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' will ensure that all necessary staff is available for the required training sessions as pertains to their job responsibilities.

'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' will designate a primary and secondary contact that will be responsible for all communications between 'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' and the CIT Support team.

'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' will designate a "Super User" for each component. Super users are more experienced product knowledgeable staff for the purpose of assisting in testing, training and go-live/post-live support of end users.

'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' will work with our EDI representative and have all required enrollment forms completed in a timely manner, as this will ensure completion of necessary training modules.

'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' will provide necessary training materials to our staff members.

'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' will ensure that all issues, questions or changes will be communicated to the CIT Implementation Consultant in a timely manner.

'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' will ensure that all attendees to training sessions are familiar and comfortable within the MS-Windows environment.

Initials: _____

The implementation process consists of the following phases:

Welcome Call – This call is initiated by the sales person to introduce your Implementation Consultant (IC) to 'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES'. At this time we will review the Statement of Work and set all expectations for the project.
Initials: _____

Discovery – Critical information gathering that serves as the foundation of the implementation and guides the entire configuration. Discovery will include completion of an implementation discovery document, and gathering practice information for the Implementation Consultant (IC). ***Inaccurate information provided here can have a serious negative impact on the implementation and the ability to process claims.*** Your IC will review the discovery documents and schedule a Discovery Call which should include your Project Champion and lead biller. The discovery call is a conference call that is led by the IC assigned to your project. Discussions will include both billing and clinical workflow, as well as your project goals and objectives. During this call we will schedule all project session dates up to and including your go live dates. The schedule for your implementation is dependent on two dates; the Discovery Call date and the expected go-live date.
Initials: _____

Configure Phase:
The configuration phase consists of two parts:

- **Administrative Configuration** – Q&A Session(s) with your designated Project Champion to review contents to include user security, appointment templates, insurance payers/plans, referring doctors, procedure fee schedule, etc.
- **Provider Configuration** – Q&A Session(s) with your designated Champion Provider to review and customize contents of the clinical templates.

These sessions are not basic training. It is the practice's responsibility to have staff responsible and practitioners to prepare questions prior to the session. Following these sessions your IC will assign tasks that must be completed before progressing to the next step.

Your IC is available to answer questions, but <u>cannot</u> be responsible for configuration errors made by practice staff.
Initials: _____

Go/No Go Phase: This call is scheduled between the Project Champion and your IC. It is intended to review your progress to date and the practice's ability to move into the final stages of your implementation and the live environment. At the conclusion of this call

the go-live date will be confirmed by your IC. *** No modifications of the Go Live date will be allowed after this phase.*

Initials:

Training:

These courses differ from the previously completed file building courses; they are related to actual usage and day to day operational workflows.

Your IC will conduct the following training sessions:

- Front Desk
- Billing
- Clinical
- Provider

These sessions will provide a review of the practical application based on end users roles and responsibilities.

It is the responsibility of the Project Champion to assess their staffs' competencies to effectively use the practice management and electronic health record in a live environment or have them repeat the training as necessary. All training sessions will be recorded for that purpose.

Initials: _____

Live Phase: 'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' begins using the system with live patients and data. A Carolinas IT implementation consultant will guide you through the beginning of this phase.

We strongly recommend a 50% reduction in schedules during the go live week. This allows the staff to get comfortable with the new system, as well as, alleviating excessive patient wait times. Your IC will be onsite for your scheduled go-live phase. You may also discuss allocating a portion of the onsite time to be spent with your IC the day before go-live for testing, additional Q&A, or practice with staff. This option depends on quantity of on-site days purchased with your implementation.

Initials: _____

Project Close Phase: Your IC will schedule four 1 hour Project Close Sessions upon conclusion of your onsite go-live phase. During this time, we will review any questions from the staff or providers. We strongly recommend that the Project Champion emails a list of issues/concerns to the IC prior to each call. For urgent matters during this period your staff will also have access to Carolinas IT Support.

Initials: _____

Signature: _____ Date: _____

Please provide a report containing a 12 month breakdown of your historical financial data including charges & payments to calculate the below

Current Average Monthly Charges: _____

Current Average Monthly Payments: _____

Does 'GUILFORD COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES' anticipate any organizational changes that would impact the Post-Live comparison of financial data? (i.e.: add/close clinic, add/decrease in the amount of providers)

_____
_____
_____
_____

End User Information

Consultant Logon	Password
citrainer1	

Practice Support Contact List:

Support Contact	Responsible Staff
Primary Contact	
Secondary Contact	

Sample Project Plan- Guilford County

Description	Budget Hours	Scheduled Start	Scheduled Finish	Scheduled Hours	Actual Start	Actual Finish
Introduction and Discover Phase		3/1/2016	3/21/2016			
Discover Phase & Kick off call	**3.00**					
SoW						
Project Overview						
Introductions						
Enroll Batch County Forms						
Implementation Portal						
Discovery workflow document						
Discovery billing document						
Discovery Phase Review Call	**4.00**					
Review Completed Discovery & Billing Documents						
EDI Enrollment Form						
Database Order						
Schedule PM Training and Go Live						
Technical Specification Review Call	**3.00**					
Label printing set up						
HCFA form set up						
Send Browser Configuration & IT Setup						
Batch Interface Review Documentation	**2.00**					
Review Batch Interface Process						
Database Build	**5.00**					
Initial Build						
efax Service						
HCFA Printing						
Patient Statements						
Lab Interface and Management						
Introduction and Discover Phase- Project Mgt.	**20.00**					
Practice Management Training Phase		3/21/2016	5/14/2016			
Super User Training #1	**2.00**					
Practice Management Go Live	**10.00**	5/21/2016				
PM Follow Up Calls	**6.00**					

Simply compose an email to the address listed above. In the subject line, we ask you summarize your issue. Then in the detail of the email, you will have the ability to explain the issues you are experiencing, how to replicate it (if possible), and provide us specific examples so we can research the case. **Please note:** the more detailed information you provide us, the quicker your ticket will be resolved. We also ask that you submit one issue per email. This will allow us to separate you concerns into different tickets and allocate and additional resources if required.

- **Phone:** Local: 919-856-2300 Option 5
  Toll Free: 1-877-798-3200 Option 5

If you choose to call in your ticket, we request that you do not contact your IC or support consultant directly. Please call using one of the phone numbers above. This will direct you to leave a voicemail. Once the voicemail has been completed, a ticket will become auto generated on our ticket board. This will allow the next available support analyst to work your ticket. **Please note:** the more detailed information you provide us, the quicker your ticket will be resolved. We also ask that you submit one issue per call. This will allow us to separate you concerns into different tickets and allocate and additional resources if required.

5) Who can enter a ticket?

As discussed during the discovery phase of your implementation, **only Health Directors, Office Managers, and "Superusers" are allowed to enter tickets.** Carolinas IT has put this system in place to provide you with security and peace of mind. This measure was created so normal users cannot enter a support ticket and request changes that may be unwanted by administrative staff. If you have any questions or would like to update your "Superuser" list, please have your Health Director, Office Manager or a current "Superuser" enter a ticket requesting the updates to be made. We often recommend having 1 "Superuser" for every 10-15 people in your clinic.

Should you have any questions or concerns regarding this document or its contents, please feel free to discuss it with your Implementation Consultant prior to closing your project.

_____ _____

Client Signature and Date IC Signature and Date

_____

Support Consultant Signature and Date

CAROLINAS IT

Project Close Agreement

As your CureMD Implementation Project comes to a close, our goal is to provide you with piece of mind. The following agreement will help ensure that your Implementation Consultant has completed your project successfully.

Initials	IC Initials	
_____	_____	CureMD/Carolinas IT has satisfied the required Go Lives for your clinic.
_____	_____	CureMD/Carolinas IT has completed all required trainings for your clinic.
_____	_____	CureMD/Carolinas IT has instructed you on how to contact support, open a ticket and reviewed SLA's with you.
_____	_____	Your CureMD/Carolinas IT Implementation Consultant has noted the following outstanding items in which will be the IC's responsibility.
		NOTES:
_____	_____	Please provide any additional notes, comments or outstanding items that you would like to address at this time.
		NOTES:

_____ _____

Client Signature and Date IC Signature and Date

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Application Service Provider Privacy & Security

CureMD Application Service Provider Privacy & Security Policies

Access	CureMD utilizes advanced technologies to enforce strict adherence to privacy and security standards, including encryption, strong authentication, role-based privileges, granular security policies, and tamper-proof audit logs. Access to CureMD EHR is governed by a state of the art, multi-tier, role-based security model and its functions are driven by the rules specified in the EHR Administration Module which regulates access to EHR by function, information, role and patient chart as determined by practice administrator.
Authorization	CureMD includes a very flexible and powerful role-based security mechanism. Roles are defined for various levels of user access and assigned to users as needed. Additional roles can be defined to control other types of access to the system, such as access to audit trail information. Access to data, functions, screens, and records is password-protected and set by the security administrator. Admin controls access levels and privileges to individual functions including data entry windows, report/ KPI viewing as well as transaction processing. Built-in database encryption technology encrypts the entire contents of the database, including indices. It protects all sensitive data wherever it is, including both "real" clinical and demographic information, as well as other "system" data, such as audit records and logs. Safe communications between the various stakeholders, systems and CureMD components and modules is ensured through, HTTPS, SSL (2.0 and 3.0) and TLS. Connection requests are only accepted if the requesting entity presents a valid certificate, and if the identity - contained in the certificate - is known to the server. For a certificate to be valid, it must be issued by a recognized Certificate Authority and must not be expired. Authorization can also be regulated based on time and day login restrictions as well as IP Address login restrictions based on source IP. Features ☒ HIPAA compliant encryption ☒ Pass through authentication, single sign on supported ☒ Fully automated failover ☒ Soft installation, without the need to reconfigure the involved servers ☒ Seamless integration with the environment, including security, bandwidth management, and alarm-reporting mechanisms ☒ Automatically verify hardware, operating system and application state ☒ Transfer of network resources during failover is configured to automatically synchronize with available application

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	☒ Ability to recognize and record points at which databases are in a consistent state ☒ Complete rollback of changes in the event of unsuccessful failover ☒ Ability to delay replay or enable rewind capability on replicas so that recovery can always proceed from a consistent, uncorrupted version of the data ☒ Ability to fully integrate with an ISO 27001 certified security environment ☒ Centralized scenario management
Authentication	CureMD supports the elemental authentication technologies needed to enforce a strong authentication policy. Users of CureMD EHR are prompted for a username and password. These credentials are sent (in encrypted form) using an HTTPS connection to the CureMD Gateway, which verifies the identity of the user by connecting to a Key Distribution Center (KDC). The KDC can be configured to enforce strict password policies, such as length and pattern of password and frequency of password change. Award winning Key Stroke based Authentication as well as Finger Print authentication is also available.
Audit	CureMD provides flexible real time logging capabilities for all requests using a secure tamper-proof audit log. This data can be used to monitor usage of the system, to investigate any suspected misuse, and to conduct periodic audits. CureMD audit trail provides full audit logging capabilities and display complete transaction history with user, date time, and IP recording. Modifications are highlighted for easy tracking.
Secondary Uses of Data	There is no secondary use of the data without the express permission of the client. However, CureMD provides practices with the ability to re-use data for the purpose of benchmarking themselves against other physicians and their quality of care in order to get reimbursed (PQRI Reporting). CureMD user practices and care delivery organizations experience an increase in the overall organizational throughput by the reuse of data through CureMD's built-in analytics tools and KPI (Key Performance Indicator) dashboards.
Data Ownership	The data is owned by the client, and upon termination of services CureMD provides data to the client in a number of different formats.

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Practice without Boundaries

CureMD is the leading provider of Cloud based EHR, Practice Management and Medical Billing rvices to transform the administrative and clinical operations of healthcare organizations of . sizes. Our award winning solutions simplify decision making, streamline operations and ensure compliance with industry standards and best practices - ultimately saving time and effort to maximize value and returns.

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