

CREDIT CARD AUTHORIZATION

To prevent the unauthorized use of your credit card, QHR requires this authorization form to be completed.

CLIENT'S INFORMATION		
Client Name: <u>Dominic Noël</u>		
Company / Clinic Name: <u>Algoma Nurse Practitioner Led Clinic</u>		
Address: <u>443 Northern ave</u>	Telephone: <u>705-942-4717</u>	
Town/City: <u>Sault - Ste - Marie</u>	Fax Number: <u>705-942-9687</u>	
Province: <u>On</u>	Postal Code: <u>P6B 4J3</u>	Email: <u>dnoel@algomanpk.ca</u>

I authorize QHR to use my credit card to pay for charges related to the products and services as invoiced to me.

We authorize QHR to apply charges to the credit card listed below, to cover current monthly payments / fees as per the signed License and Services Agreement.

CREDIT CARD INFORMATION (CHECK ONE)		
<input checked="" type="checkbox"/> VISA	Card Number:	Expiration Date:
<input type="checkbox"/> Master Card	<u>4520 7060 2105 5863</u>	<u>06/20</u>
Name as it appears on card: <u>Dominic Noel</u>		

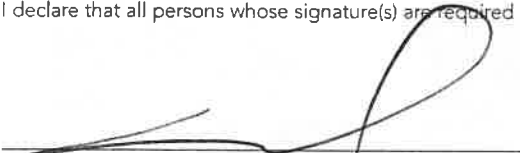
This Authorization is applicable to:

- Deposit on date Agreement is received by QHR
- Monthly Subscriptions on the 1st day of each month
- One time Service Fees (Training, Configuration, Data Transfer, etc.)

I consent to delivery of a copy of this authorization to QHR's financial institution for the purpose of processing payments, and we consent to the disclosure of any information contained in this authorization to such financial institution.

I acknowledge that we have read and understand all provisions contained in the QHR Pre-authorized Payment Plan Terms and Conditions as listed.

I declare that all persons whose signature(s) are required or authorized to sign on the bank account specified have signed below.



 Authorized signing officer/bank account holder

31/01/2019

 Date



300 - 1620 Dickson Avenue
Kelowna, BC V1Y 9Y2

Phone: 1 (855) 503.8453
Fax: 1 (866) 260.1379

Dear Customer,

Thank you for your consideration of Accuro® EMR. As discussed with your Account Executive, the next step is to sign the QHR Accuro License and Services Agreement, so when you are ready please follow the instructions below:

Attached is the QHR Accuro License and Services Agreement, and QHR Pre-Authorized Payment Plan Authorization Agreement in pdf format. If you have any trouble reviewing or printing this file or have any other questions, please contact your Account Executive, or you can contact the Revenue Management Department at: 1-855.503.8453.

If you could please:

- 1) Print a complete copy of this pdf agreement.
- 2) Sign and date on the 5th page (Date of execution is date of signing).
- 3) Initial the bottom middle of the page for appendices A, B, and C (pages 6-14).
- 4) If Declining Backup services from QHR, sign and date backup decline section on page 12.
This is applicable for Local set up only (does not apply to ASP set up).
- 5) Complete Payment Plan Authorization Agreement. We require 1 form of payment only, either Bank Withdrawal or Credit Card. Please complete the form with your preferred method.
- 6) **Fax the complete agreement to our office at fax number 1-866-260-1379 to confirm signing and we will initiate the implementation process.**

After QHR counter signs your contract, an electronic copy will be sent back to you for your records.

Sincerely,
QHR Technologies Inc. EMR Division



QHR TECHNOLOGIES INC.
LICENSE AND SERVICES AGREEMENT

THIS AGREEMENT prepared January 24, 2019,

BETWEEN:

QHR Technologies Inc., a duly British Columbia incorporated company, of 300 – 1620 Dickson Avenue, Kelowna, British Columbia, V1Y 9Y2 (“QHR”)

AND

Algoma Nurse Practitioner – LED Clinic, a duly licensed healthcare provider, of 443 Northern Ave, Sault Ste. Marie, Ontario, P6B 4J3 (the “Client”)

THIS AGREEMENT WITNESSES THAT both parties agree to be legally bound as follows:

1. LICENSE, IMPLEMENTATION, SUPPORT SERVICES, AND TRAINING

1.1. LICENSE

- a) QHR shall provide the Client with the license for the physicians specified in Appendix A.
- b) The Licensed Materials are licensed and not sold to the Client. Client shall not rent, lend, share, sub-license, lease, copy or provide remote computer data processing services or distribute the Licensed Materials to any third party, or permit the use of the Licensed Materials by any third party, without the prior written consent of QHR. The Client shall not reproduce the Software other than to make one copy for backup purposes.
- c) Licenses are based on a Full time, Part Time or Casual basis, of named Users.
- d) Access (usage of) Accuro is considered to be logging in at the office, remote desktop connection or web Accuro. Access to the system is for any purpose including but not limited to, scheduling, billing, encounter notes, checking labs, emails etc.
- e) Based on the Accuro Registry, Casual is considered less than 1 average day per week, part time use is considered 1.01-3.49 average days per week. Full time is considered 3.50+ average days per week.
- f) Average Days Per Week usage is calculated based on system access, over a 3-month period, by any means specified above for any amount of time. The Accuro Registry will register a user's single or multiple logins to Accuro in a day, as a single day's use. This is used to calculate the average days per week.
- g) Accounts to Accuro must be named accounts to a specific individual for reason revolving around privacy:
 - i) To provide the appropriate level of permissions on a per individual basis
 - ii) To know who accessed PHI and when. The user account is the primary means for accomplishing this via the Audit Logs
 - iii) Accuro EMR User accounts provide single sign-on to third party accounts (eg. EDT, HCV, OLIS, HRM)
- h) To ensure compliance with Federal and Provincial Privacy Laws, Accuro EMR user accounts must each be named to specific individuals. For a custodian to effectively meet their obligations to Federal and Provincial Privacy Regulations, named accounts must be used.
- i) Should QHR find generic users set up in a database we will suspend use of the user until resolved and named accounts are set up

1.2. TECHNICAL REQUIREMENTS FOR INSTALLATION

- a) Client shall provide or acquire with the assistance of QHR, and configure, all technical equipment in order to meet our Minimum Technical Requirements outlined in Appendix B. The Client shall be responsible for the cost of any equipment or other components required to comply with our Minimum Technical Requirements in effect at any given time.
- b) QHR shall not be responsible for any technical equipment or third party software.

1.3. DELIVERY AND INSTALLATION

Within an agreed upon timeframe of being advised by the Client that their system is ready, QHR shall connect to the Client's system to install the QHR software to be used for live data.

1.4. IMPLEMENTATION

- a) QHR shall provide the Implementation for the Software as specified below and in Appendix A of this Agreement, and invoice according to the terms in Appendix A.
- b) When contracted to do so, QHR shall provide implementation and configuration, via on-site, remote, and electronic means. Implementation will be tailored to meet Client's specific needs and competencies. If additional services are required, beyond the amount detailed in Appendix A, additional fee-for-service costs will apply and/or services will be provided together with Training.

- c) When contracted to do so, QHR shall populate the Client's database with Client data as outlined in Appendix C. Client shall be responsible to ensure the quality of the data submitted to QHR for Data Setup and System Configuration is complete, consistent, clear and error-free.

1.5. SOFTWARE AND MAINTENANCE

- a) QHR shall provide the Client with Support for the Software specified in Appendix A only, provided that the Client timely pays QHR all the fees in accordance with the payment terms of this Agreement.
- b) QHR shall provide the Client with reasonable telephone and electronic software support from an QHR support center:
 - i) 05:00 am – 5:00 pm hours (Pacific Time) Monday thru Friday, excluding observed holidays as listed in Appendix B, provided by full service desk.
 - ii) All other times: QHR shall provide Client with Emergency (After Hours) Support available through a paging number supplied by QHR at the current hourly service rate as listed in Appendix A. The Client shall pay such emergency support fees as invoiced by QHR. Emergency support fees are exempt only if it is determined by QHR that the Client is reporting a software error.
- c) QHR shall provide the Client with services requested at the currently hourly service rate listed in Appendix A.

1.6. SOFTWARE MAINTENANCE RELEASES

- a) A QHR software maintenance release is defined as an available upgrade of the current software package, including legislative updates, new features or functions, new version releases, bug fix updates, and data table updates. It shall be QHR's responsibility to notify the Client of an available Maintenance release, and it shall be the Client's responsibility to initiate and accept the update as per the documented update procedure written in the Software Help Files and Manual.
- b) QHR shall provide the Client without additional charge any Maintenance Release(s) of the software and all related Supporting Documentation, including help file documentation detailing how to use any added or different functionality within the Software, provided the Client's Fee(s) are in good standing.
- c) QHR shall only provide Support Services to the Client for the current Version of Software. If the Client does not implement a Maintenance Release, QHR's obligation to provide Support Services to any non-current Version ceases six (6) months after delivery to the Client of the Maintenance Release.

1.7. TRAINING / IMPLEMENTATION

- a) As specified in Appendix A of this Agreement, QHR shall provide training on the Accuro® Software and related computer functions, via on-site, remote, or other electronic means. Training on the Accuro® Software will be tailored to meet Client's specific needs and competencies, which may entail Implementation and/or Configuration work.
- b) QHR staff shall provide Training/Implementation for the amount of time specified in Appendix A. QHR staff will contact the Client to arrange a mutually agreeable Training Schedule. Once confirmed, the Client must notify QHR of any changes or cancellations a minimum of 48 hours prior to the arrival of QHR Staff. If QHR is not notified in the allotted time, the Client will be responsible for the time confirmed in full. Further, once confirmed, the Client will be responsible for all travel costs incurred to change or cancel the travel arrangements.
- c) QHR is not responsible for loss of instruction time due to interruptions caused by daily work, patient arrivals, telephone calls, etc. QHR recommends dedicated time and appropriate workspace for all training sessions.

2. PAYMENT TERMS

- a) Client shall pay QHR the Monthly Fee(s) as specified in Appendix A. All Monthly Fees shall be paid via automatic Bank debit or Credit Card. See companion documents QHR Pre-Authorized Payment Plan Authorization Agreement (PaPP) and Credit Card Authorization.
- b) QHR will invoice Client upon signing for software activation, data import, eLearning, implementation, training, customization, and any other miscellaneous fees ('Total Additional Fees' as specified in Appendix A) at the time of signing this Agreement; the Client shall pay a non-refundable, 50% deposit with signing and the balance upon go live of the software. QHR will invoice computer hardware, 3rd party software to support clinic automation, software interface development or forms creation development separately. All past due amounts owing from the Client may be subject to a monthly interest charge of 1.5%.
- c) Returned Items from the bank for items of Non-Payment, not limited to Non-Sufficient Funds (NSF), Account Closure or Funds Not Cleared are subject to a \$50.00/NSF Fee per item returned.
- d) Accounts incurring multiple NSF fees in consecutive payments may result having their Software operated in "Read Only" mode or be forced to pay multiple months in advance.
- e) In the event the Client fails to make payments and fails to bring their account into good standing within 30 days of being advised to do so by QHR, QHR shall have no further obligation to provide any Support Services (including Maintenance Releases), and QHR may suspend service until all of the Client's outstanding accounts are brought into good standing.
- f) Fee Increases for QHR products: QHR may increase Monthly Fee(s) by a maximum of five percent (5%) annually, but not more than a cumulative 20% over the first 5 years of this Agreement (i.e. not more than an average of 4% per year). QHR shall not increase Monthly Fees for the first 12 months of the contract. QHR shall notify the Client of such increase sixty (60) days prior to the end of the current term. Extra products, that could be viewed add-on's may not be extra for the monthly fees.
- g) If the Client does not pay the Monthly Fee(s) when due and fails to bring their account into good standing within thirty (30) days of being advised to do so by QHR, this Agreement and the Client's right of use of the Software will terminate, and the Software will operate in a "read-only" mode. This Agreement may be reinstated only if the Client first pays to QHR all Fees that would have been paid by the Client from the date of the Client's last payment until the date of reinstatement.
- h) All monetary amounts, payments, fees, and charges in this Agreement are in Canadian dollars.

3. TERMINATION

- a) This Agreement may be terminated in any of the following events:
 - i) By the Client at any time, provided that QHR receives ninety (90) days written notice from the Client;
 - ii) By QHR at any time, provided that the Client receives one hundred eighty (180) days written notice from QHR
 - iii) By mutual written consent of both parties;
 - iv) At the option of either party if the other party materially defaults in the performance of its obligations and fails to remedy the default within thirty (30) days after receiving written notice requiring that the default be remedied;
 - v) At the option of either party and immediately upon written notice by that party, if the other party becomes bankrupt or if a trustee in bankruptcy or receiver is appointed for that party; or
 - vi) Immediately following the written notice by QHR if the Client breaches any of the provisions of this Agreement that relate to confidentiality or QHR's Proprietary Rights.

In the event of termination, as per sub paragraph iv, v, vi, above, QHR shall disable the Client's use of the Licensed Materials for billing submissions and software updates. Historical data shall remain accessible to the Client as Read-Only for a period up to ninety (90) days. For ASP Clients, on-going hosting fees would apply.

- b) Patient Data Export
The patient data is the property of the Client. Upon request QHR will perform two (2) data exports. The first export will be done on an agreed upon date, within two (2) weeks after the notice of Termination, so that the Client can test the importation of the data. The second export (the 'Final' export) will be done on the mutually agreed date that the Client wishes to stop using the QHR software.

QHR will provide the data export in any one of the following formats:

- 1. A full copy of the existing SQL Database in an unencrypted format in a ".BAK" file; Free of charge to the customer (where there will be no customization or splitting of data)
 - 2. Each patient's data in a PDF; (Customer has the ability to run this themselves, free of charge) If QHR involvement is required there is a charge
 - 3. An export in the Alberta CoPD Format; or (Customer has the ability to run this themselves, free of charge) If QHR involvement is required there is a charge
 - 4. An export in the Ontario CMS4, or then current, CDS Format (Ontario Customers Only). (Customer has the ability to run this themselves, free of charge) If QHR involvement is required there is a charge
- c) Upon Termination, all obligations of QHR under this Agreement shall be terminated except Section 3b) Patient Data Export and Section 5 Confidentiality.
 - d) Remaining payments pre-paid by the Client to QHR will be refunded in full back to the Client as of the last day of the current month of termination of all Software use by the Client, except read-only access.
 - e) In the event of a dispute, this Agreement will stand during arbitration.

4. INTELLECTUAL PROPERTY – OWNERSHIP

- a) Client acknowledges and agrees that all Proprietary Rights are owned by QHR or its licensors including all custom development that integrates with the Software.
- b) The Client shall not have the right to modify the Software or any component, including the database schema or content; and any such modification shall invalidate any and all Support obligations of QHR. The Client shall not reverse engineer, disassemble, reverse compile or decompile the Software or any Maintenance Release(s). The Client shall not copy, transfer, publish, communicate by telecommunication, or use the Licensed Materials except as expressly authorized in this Agreement, and the Client shall not assist others to attempt to do the same.

5. CONFIDENTIALITY

- a) Each party shall not disclose any confidential information received from the other party. Each party takes full responsibility for its staff and agents to honour the ownership, confidentiality, and non-disclosure provisions of this Agreement and to comply with existing privacy and security regulations. Each party shall inform the other promptly of any breach of confidentiality or improper use of Confidential QHR Information or Confidential Client Information.
- b) Confidential Client Information includes, but is not limited to, all "health and personal information" as defined in the Federal and Provincial Health Information Privacy Regulations specified in Appendix B, that is maintained by the Client and that QHR shall gain access to through the performance of this Agreement; and any information concerning the Client that is not generally available to the public.

- c) It shall not be a breach by either party to disclose confidential information of the other party if such disclosure is for the purpose of complying with applicable law, regulatory requirement, or an order of a government, court, or regulatory tribunal, provided the other party is given prompt notice and an opportunity to intervene.
- d) QHR and its employed contractors or agents ("QHR") acknowledge and agree that it shall comply with the Federal and Provincial Health Information Privacy Regulations specified in Appendix B. QHR shall not disclose any Confidential Client Information to any person that is not a party to this Agreement (unless the Client has authorized the disclosure in writing). QHR shall ensure that each employee, officer, director and agent that may have access to Confidential Client Information enters into a confidentiality agreement on terms no less stringent than those contained in this Agreement. QHR shall take reasonable action to ensure compliance with such confidentiality agreement. QHR shall hold the Client harmless for any loss or damage whatsoever arising out of any breach by QHR of this Section 5(d) or any breach of confidentiality by the person to whom QHR disclosed any Client Confidential Information.
- e) The provisions of this Section shall survive the expiry or termination of this Agreement.

6. LIMITATION OF LIABILITY

- a) Notwithstanding anything else in this Agreement, the maximum cumulative and aggregate liability of QHR for any claim under this Agreement will be the lesser of the total amount of damages directly incurred by a client and the total amount invoiced to a Client during the three (3) months prior to the event which gave rise to the claim in question.
- b) To the maximum extent permitted by applicable law, in no event will QHR or its suppliers be liable for any special, incidental, indirect, or consequential damages whatsoever (including, but not limited to, damages for loss of profits, for loss of data or other information, for business interruption, for personal injury, for loss of privacy arising out of or in any way related to the use of the or inability to use the Licensed Materials and Services, third party software or materials and/or third party hardware used with the License Materials and Services, or otherwise in connection with any provision of this Agreement), even if QHR has been advised of the possibility of such damages and even if the remedy fails of its essential purpose.

7. INDEMNITY

- a) Client hereby agrees to indemnify and save harmless QHR and its officers, directors, employees and licensors from and against any and all damages, losses, costs and expenses (including legal fees and costs), fines and liabilities incurred by or awarded, asserted or claimed against any of QHR and its officers, directors, employees and licensors in connection with the Client's:
 - i) Breach of this Agreement,
 - ii) Violation of any laws, regulations or third party rights,
 - iii) Negligence or misconduct, activities or omissions.
- b) Client's indemnity of QHR and its officers, directors, employees and licensors will – include claims brought by any person using or relying upon any advice given or publication produced and distributed by the Client.
- c) QHR shall indemnify and save harmless Client and its officers, directors and employees harmless from and against any and all damages, losses, costs and expenses (including legal fees and costs), fines and liabilities incurred by or awarded, asserted or claimed against any of Client and its officers, directors, and employees resulting directly from: (i) the negligence or misconduct of QHR; or (ii) breach of this Agreement by QHR.

8. NOTICE

- a) In any case where any notice or other communication is required or permitted to be given by one party to the other party hereunder, such notice or communication will be in writing and:
 - i) Personally delivered,
 - ii) Sent by Courier service with confirmation of delivery requested,
 - iii) Transmitted by fax, or email to the other party using the contact information first specified for that other party in this Agreement, or to an address as otherwise provided by the other party from time to time.

9. SEVERABILITY

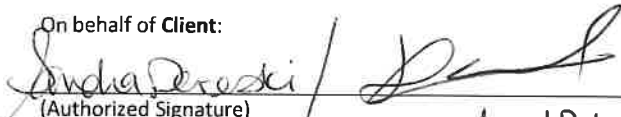
- a) If a court or other tribunal of competent jurisdiction determines that any one or more of the provisions contained in this Agreement is invalid, illegal or unenforceable in any respect in any jurisdiction, the validity, legality, and enforceability of such provision or provisions will not in any way be affected or impaired thereby, unless in either case as a result of such determination this Agreement would fail in its essential purpose.

10. GENERAL

- a) Force majeure - Dates or times by which either party is required to perform under this Agreement, excepting the dates for payment of any fees due, shall be postponed automatically if a party is prevented from meeting them by causes beyond its reasonable control, including any acts or omissions of the other party, acts of God, military operation, war, terrorism, civil disobedience, strikes or other labor unrest, shortage of supplies and raw materials and disruption of transportation facilities.
- b) Assignment – This Agreement is not assignable by Client without the prior written consent of QHR, which shall not be unreasonably withheld. QHR may assign this Agreement without the written consent of Client to an affiliate or an entity controlling, controlled by, or under common control with QHR or to a successor of QHR in the event of the sale of all or substantially all of the assets and/or business of QHR.

- c) Governing law - The Agreement shall be governed by the laws of the Province of British Columbia, including the laws of Canada that are enforceable, but excluding its conflict of laws rules. The parties agree to the exclusive jurisdiction of the Courts of the Province of British Columbia in the event of any dispute or proceeding.
- d) This Agreement may be executed in counterpart and such counterparts together will constitute a single instrument. Delivery of an executed counterpart of this Agreement by electronic means, including by facsimile transmission or by electronic delivery in portable document format (".pdf"), will be equally effective as delivery of a manually executed counterpart hereof.

The parties, intending to be legally bound, have executed and delivered this Agreement as of the following dates and agree to be bound by its terms and conditions:

On behalf of Client:  (Authorized Signature)	On behalf of QHR: (Authorized Signature)
Sandra Dereski (Admin Lead) / NP Lead (Signatory's Printed Name and Title)	Dominic Noel (Signatory's Printed Name and Title)
Jan 30, 2019 (Date of execution and delivery by Client - "Effective Date")	 (Date of execution and delivery by QHR)

*Go Live Date - Sept. 2019 (anticipated)

**APPENDIX A
LICENSE AND SERVICE FEES**

QHR hereby grants to the Client, commencing on the Effective Date, a non-exclusive, non-transferable license to:

- a) Use the QHR software product(s) identified in the table below, in object code format only, for its own internal use, in accordance with the terms of this Agreement.

CONTACT NAME:	Dominic Noel
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MONTHLY FEE(S)					
ITEM	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
Accuro®EMR Subscription & ASP Subscription	Physicians Includes Software Maintenance Releases and Support Hosting of Accuro®EMR includes backup	Full Time	1	\$300.00	\$300.00
		Part Time	0	\$150.00	\$0.00
		Casual Time	0	\$75.00	\$0.00
Accuro ASP Subscription	Locum, Resident, Medical Student Hosting of Accuro®EMR includes backup	0	\$25.00	\$0.00	
Accuro®EMR Subscription & ASP Subscription	Allied Health Professional Includes Software Maintenance Releases & Support. Hosting of Accuro®EMR includes backup	6	\$100.00	\$600.00	
Accuro®EMR Subscription & ASP Subscription	Staff Software Maintenance Releases & Support Hosting of Accuro®EMR includes backup	7	\$30.00	\$210.00	
First Data Bank Subscription	Medications Module including Drug to Drug Interaction	7	\$20.00	\$140.00	
				Monthly Fee(s)	\$1,250.00
				Site License Discount	(\$705.00)
				Total Monthly Fee(s)	\$545.00

ADDITIONAL FEE(S)					
ITEM	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
Implementation/Training	Includes all items related to configuration, training & implementation of Accuro	5	\$1,500.00	\$7,500.00	
Implementation/Training	Remote Billing Training (Hours) after "Go-Live"	3	\$150.00	\$450.00	
				Additional Fee(s)	\$4,950.00
				Discount	(\$4,950.00)
				Total Additional Fee(s)	\$0.00
				Deposit with Signed Agreement (50% of Total Additional Fees)	\$0.00

****NOTE****

QHR will guarantee this Site License pricing for a period of three (3) years from go live date. Qty's are for pricing only, and QHR will audit the account after the three (3) year period for new pricing. Algoma may add/subtract users at their own discretion for the contract period and pricing will not be affected.

Note: Implementation/One-Time Fees are a completed job fee. If hours exceed parameter by 20%, QHR will discuss the requirement for additional implementation and/or training fees that will be applicable with the Client at standard hourly rates

QTY of monthly fees listed here are an estimate. QHR will perform an audit at time of "Go-Live", and on an ongoing basis, to confirm active use for Providers, Allied Health Professionals, Staff and users. Quantity will be adjusted accordingly at that time, for the next billing cycle.

All new Providers, Allied Health Professionals, Staff and users activated subsequently after "Go-Live" will be added to monthly invoicing at current subscription pricing.

DATA EXPORTS: Any additional hours required for Data Exporting as found during scope of testing will be applicable with the client at standard hourly rates

NOTE: Usage Fees are set based on the service selected and are for actual usage of that service

DISCLAIMER: Usage fees are billed per database per clinic and cannot be split between multiple Providers

QHR ACCURO LICENSE AND SERVICES AGREEMENT #4702.2

TRAVEL: Travel costs will be invoiced, where applicable for any travel required to the Client site, as per the QHR Travel Policy, as amended from time to time that is currently in effect.

TAXES: Taxes are not included in the quote above and are chargeable at time of billing per provincial tax rates

Payment Terms: Applicable taxes are not included in the above fees. Client shall pay QHR the License and Service fees as specified above in accordance with the payment terms in Section 2 of this Agreement. QHR Accounting email: accounting@QHRTech.com

INITIALS SD DN / _____
Client QHR

**APPENDIX B
MINIMUM TECHNICAL REQUIREMENTS,
HEALTH INFORMATION PRIVACY REGULATIONS, AND OBSERVED HOLIDAYS**

Please provide this information to your IT Company and have them contact QHR Technical Services Department for a technical assessment of your existing site and proposed hardware, and to make arrangements for hardware setup and implementation.

Where to get Hardware QHR is open to working with the hardware vendor of your choice. Please ensure your hardware vendor offers full service for hardware, installation, and support. QHR is not brand specific with hardware, as long as it meets the hardware requirements described in this document.

QHR offers Accuro software on two different technology platforms: Local Install or hosted on ASP.

The type of platform you choose is dependent upon the funding requirements outlined for your province as well as your individual business needs.

1. The **ASP** platform is a hosted service and does not require that a physical server be installed locally at the customer site. Accuro software is accessed securely over the internet from one of our data centers.
2. A **local install** requires that a physical server is installed and managed locally at your clinic\site. The EMR is then accessed locally from within the clinic.

Both platforms and their requirements are described within this document; please refer to the section that is applicable to your clinic needs.

Note: Compliance with these requirements prior to Accuro system training, and in accordance with the project schedule, is the responsibility of the clinic.

QHR Technical Services:
Email: TS@QHRTechnologies.com
Accuro: Click on Help, Send Feedback

ASP Hosted Platform:

The ASP platform is a hosted service, which means the Accuro software and database run on servers which are located in one of our data centers. Users logon securely over the internet and therefore no servers are required at the customer site.

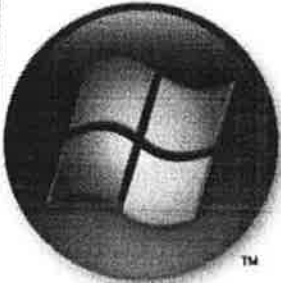
There is a monthly subscription fee for this managed service, which includes all maintenance and data backups for the Accuro software and database.



Requirements for this platform are:

- A fast and reliable internet service is required. A minimum of 5 MBps download and 1 MBps upload is recommended. Details on how to determine your current internet speed or for recommendations contact the Technical Services department.
- At least one Windows based PC is required onsite to support label printing, scanning, and faxing

Workstation Requirements ASP Hosted:

Accuro® runs on a variety of devices including PC's, MAC's and others as listed below.

	<p>Windows PC: PC Stands for Personal Computer and must be installed with Microsoft Windows. Windows PCs will run as an Accuro workstation and may also be used as remote workstations. QHR is not brand specific. Windows PC is the most common type of workstation and is the standard that QHR builds Accuro to run on.</p>
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	<p>Mac by Apple: Mac computers will run as an Accuro workstation and may also be used as remote workstations. There is a requirement for one (or more) of the workstations to be PC machines running Windows operating systems to support label printing, faxing, scanning, and potentially other applications like hospital system or PACS access.</p> <p>Thin clients: <i>Thin Clients are low-end computer terminals which concentrate solely on providing a graphical interface to the end-user.</i> There are many brands which will run as an Accuro workstation (SunRay, Dell) Because they are diskless; the Accuro software isn't installed on them. They require access to our data centre via the ASP Hosted platform to connect to our terminal services.</p>
	<p>iPhone by Apple: This runs the Accuro[®] Mobile version, which is a trimmed down version of Accuro with messaging, tasks, labs, schedule view, patient chart view, and clinical notes entry. Accuro[®] Mobile is designed to be used as a mobile access tool for quick access to charting, messages, and schedules.</p>
	<p>iPad and Android Tablets: These run Accuro[®] Mobile just like the iPhone, but additionally through applications like "Jump" and "2X", provides remote desktop access to run full Accuro (requires terminal server or RDP available Windows workstation).</p> <p>Laptops and Full Tablets: Accuro runs on laptops and tablets that meet the minimum hardware requirements. This includes ability to type, mouse, and on screen drawing.</p>

Peripheral Requirements:

Printers – Standard: Accuro works with any modern laser or inkjet printer that can successfully print from the workstation.

Printers – Label: Accuro works best with the Dymo 450 turbo label printer directly attached using Windows 7 Professional. For ASP customers, label printing is not supported on Mac workstations. Label printing does work with Windows workstations (can print from a Mac to a PC where the label printer is connected).

Printers – Prescription: Accuro works best with the Epson T88IV Receipt printer. Note that standard printers can be used as prescription printers as well. The receipt printer is an alternative which offers a smaller paper size and continuous paper feed.

Scanners: Accuro works with any scanner as it does not directly connect to the scanner. Accuro requires the scanner to place the scanned documents into a folder on the network. Accuro displays the contents of the folder in the Documents section for the user to "File". A recommended scanner is the Fujitsu Scansnap S1500 due to its low cost, small size, and ease of use.

Fax: Accuro connects to **Microsoft Fax Service** to send faxes. A fax modem is required and will become the new outgoing fax machine for the clinic. Any user or workstation is capable of sending electronic faxes from Accuro. Incoming fax is set up by configuring the Microsoft Fax service to save the TIFF fax files into a directory on the network (UNC path). Users then use the Documents section of Accuro to upload from the directory in to the patient chart.

QHR Technical Services:

Email: TS@QHRTechnologies.com

Accuro: Click on Help, Send Feedback

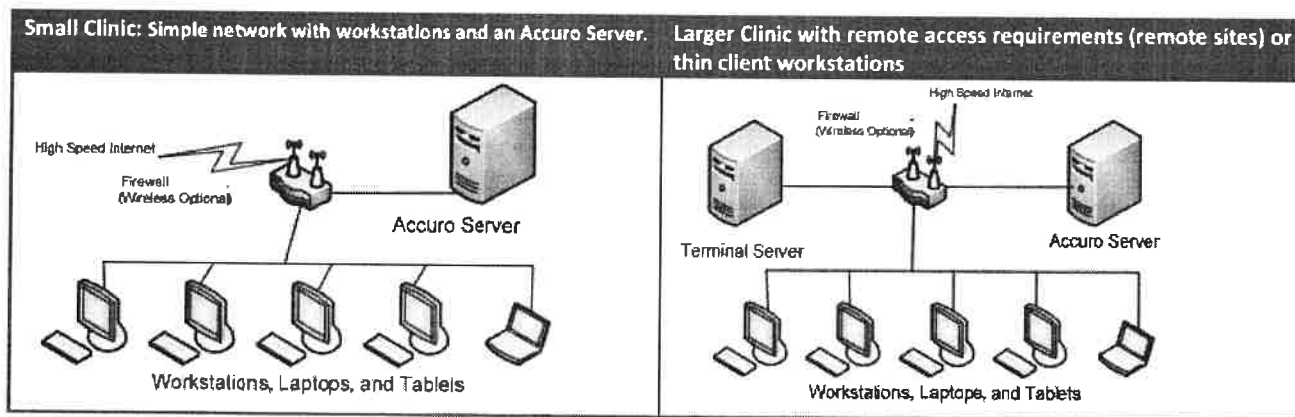
Local Install Platform:

The Local Install platform has an Accuro server at the customer site. Client workstations run the Accuro software and access the EMR database directly from the onsite Accuro server.

Server Requirements: A dedicated Accuro EMR Server is required and cannot be used as a workstation or have other software/services running on it. A second server is required in some cases if using thin clients or for certain remote access requirements.

	1-5 users	5-10 users	10-25 users	25-50 users	50+ users *Large Sites over 50 users should contact QHR to discuss requirements*
Operating System (OS)	Windows 7 Pro Windows 8 Pro Windows 10 Pro Windows Server 2008 R2 Windows Server 2012	Windows Server 2008 R2 Windows Server 2012	Windows Server 2008 R2 Windows Server 2012	Windows Server 2008 R2 Windows Server 2012	Windows Server 2008 R2 Windows Server 2012
Database System	Microsoft SQL Server 2008 R2 or 2012 Standard Edition or Better. Express Version not recommended due to database size limitations.				
Processor	2+ GHz, Dual Core	2+ GHz, Dual Core	2+ GHz, Quad Core	2+ GHz, Quad Core	Dual 2+ GHz, Quad Core
RAM	8 GB – 16 GB	8 GB – 32 GB	16 GB – 32 GB	32 GB – 64 GB	64 GB +
Hard Drives (Storage) Hard Drive Layout recommended as a Mirrored configuration and for optimum performance, a RAID10. Redundancy highly recommended. Hard Drive Size Varies depending on the size of clinic and data entered. A typical growth rate is 500MB/year/Physician.	Disk1: OS Disk2: Data/Documents Disk1: 60+ GB Disk2: Variable*	Disk1: OS Disk2: Data/Documents Disk1: 60+ GB Disk2: Variable*	Disk1: OS Disk2: Data/Documents Disk3: Logs Disk1: 80+ GB Disk2: Variable* Disk3: 40+ GB	Disk1: OS Disk2: Data Disk3: Logs Disk4: Documents Database Disk1: 80+ GB Disk2: Variable * Disk3: 60+ GB Disk4: Variable *	Disk1: OS Disk2: Data Disk3: Logs Disk4: Documents Database Disk1: 100+ GB Disk2: Variable * Disk3: 80+ GB Disk4: Variable *
Network Connect	Ethernet NIC Gigabit				
Other	Antivirus, Firewall, Backup Please Note that Backup is not included with Accuro automatically. It must be ordered through QHR. Ensuring a backup process is in place is the responsibility of the customer. Please contact QHR to discuss options. 1-866-729-8889.				

*Data size is variable; dependent on size of clinic and data imported. Typical growth rate of Data (including documents) is 1GB per full time physician per year. Documents (the scans and faxes received) typically make up twice the amount of space of Data (the database). It is recommended that the Documents be stored in the Documents Database as opposed to a file structure, although both methods are supported. Given Documents (Scans and Faxes) can take up the most amount of storage space, please ensure your scanners and faxes are being set to reasonable resolutions. High resolutions can create storage ballooning of up to 100x. (ie: a reasonable file size is 20-50KB per page, and a high res file can be 5,000KB per page. You can imagine the storage difference!)

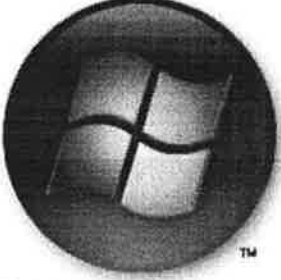




Note:

- Although a separate domain controller is preferred, the Accuro EMR database can run on a domain controller but terminal services cannot.
- Virtualization is not supported without pre-approval of QHR and only recommended when suitably deployed in an Enterprise style deployment (usually a minimum of 25 FTE or greater). Where virtualization is used, VMware vSphere 4 and above is the only supported virtualization platform for Accuro.

Workstation Requirements:

Accuro® runs on a variety of devices including PC's, MAC's and others as listed below.

	<p>Windows PC: PC Stands for Personal Computer and must be installed with Microsoft Windows. Windows PCs will run as an Accuro workstation and may also be used as remote workstations. QHR is not brand specific. Windows PC is the most common type of workstation and is the standard that QHR builds Accuro to run on.</p>
	<p>Mac by Apple: Mac computers will run as an Accuro workstation and may also be used as remote workstations. There is a requirement for one (or more) of the workstations to be PC machines running Windows operating systems to support label printing, faxing, scanning, and potentially other applications like hospital system or PACS access.</p> <p>Thin clients: <i>Thin Clients are low-end computer terminals which concentrate solely on providing a graphical interface to the end-user.</i> There are many brands which will run as an Accuro workstation (Dell, HP, Wyse) Because they are diskless; the Accuro software isn't installed on them. They require a terminal server.</p>
	<p>iPhone by Apple: This runs the Accuro® Mobile version, which is a trimmed down version of Accuro with messaging, tasks, labs, schedule view, patient chart view, and clinical notes entry. Accuro® Mobile is designed to be used as a mobile access tool for quick access to charting, messages, and schedules.</p>
	<p>iPad and Android Tablets: These run Accuro® Mobile just like the iPhone, but additionally through applications like "Jump" and "2X", provides remote desktop access to run full Accuro (requires terminal server or RDP available Windows workstation).</p> <p>Laptops and Full Tablets: Accuro runs on laptops and tablets that meet the minimum hardware requirements. This includes ability to type, mouse, and on screen drawing.</p>

Required specs for PC or Mac on the Local Install platform:

Windows PC Workstation, Laptop, or Tablet

Operating System: Windows 10 Professional, Windows 8 Professional, Windows 7 Professional
 Processor speed of 2.0 GHz or faster,
 RAM: 2 GB (4 GB Recommended)
 Screen Resolution 1024x768 or higher (Multiple monitors recommended)

Apple Workstation or Laptop:

Operating System: OS 10.7 through 10.11 (Note: please do not update to newer OS versions until they are listed on this page)
 Screen Resolution 1024x768 or higher

Accuro runs best on a Windows PC, but does work on Apple Mac workstations as well. There must be at least one Windows PC workstation in the clinic to handle faxing and billing submissions. For those looking to run a Mac-only workstation set-up, contact QHR to review the set-up first.

Peripheral Requirements:

Printers – Standard: Accuro works with any modern laser or inkjet printer that can successfully print from the workstation.

Printers – Label: Accuro works best with the Dymo 450 turbo label printer directly attached using Windows 7 Professional.

Printers – Prescription: Accuro works best with the Epson T88IV Receipt printer. Note that standard printers can be used as prescription printers as well. The receipt printer is an alternative which offers a smaller paper size and continuous paper feed.

Scanners: Accuro works with any scanner as it does not directly connect to the scanner. Accuro requires the scanner to place the scanned documents into a folder on the network. Accuro displays the contents of the folder in the Documents section for the user to "File". A recommended scanner is the Fujitsu Scansnap S1500 due to its low cost, small size, and ease of use.

Fax: Accuro connects to **Microsoft Fax Service** to send faxes. A fax modem is required and will become the new outgoing fax machine for the clinic. Any user or workstation is capable of sending electronic faxes from Accuro. Incoming fax is set up by configuring the Microsoft Fax service to save the TIFF fax files into a directory on the network (UNC path). Users then use the Documents section of Accuro to upload from the directory in to the patient chart.

Technical Database (SQL) Configuration and Maintenance

-- Information for your local IT Provider --

Database Configuration:

1. Ensure the correct version of Microsoft SQL Server installed.
2. Accuro requires the database to be set up for connection using the sa account by default.
3. Accuro requires a network share on the server (or other reliable location) for the Documents. This location must be accessible to all users via UNC. There is an option to store this in a database, however this would then need to be considered for choosing the database size. The share name should be "accdocs"; this is configurable.
4. Ensure that SQL Server is not set to any Physical Memory limitations. Default is unlimited.
5. Enable TCP/IP and use port 1433 by default.
6. The boot drive for SQL must have >10% available drive space for temp files.
7. Set both the Data File and the Log File of the database to use a fixed growth size of 250MB.

Database Maintenance

Database maintenance plans are recommended in order to optimize performance of the system.

Every Week:	Every two Weeks:	Every month:
<p>Defragment the Physical Disks on the database server.</p>	<p>Check Database Integrity</p> <p>Clean up History (keeps msdb size down); clear out anything older than 4 weeks</p> <p>Reorganize Indexes (this is not a REBUILD), Tables and Views</p> <p>Compact Large objects</p> <p>Update Statistics, Tables and Views</p> <p>Shrink Log (LDF only)</p>	<p>Rebuild all Indexes</p>

QHR Client Services:

Email: accuro@QHRTechnologies.com

Phone: 1-866-729-8889

Accuro: Click on Help, Send Feedback

Data Backup Requirements:

Data Backups are required for the Local Installations and an offsite service is recommended.

N/A

QHR offers a backup service to all customers. With our Local Installation platform it's an additional monthly fee for the managed service based on the amount of data being stored. Customers who choose to implement any other backup solution/method and decline the QHR backup offering are asked to acknowledge backup is their responsibility.

Backup (Non-ASP Environment)

For locally hosted systems requiring a highly secure method for data storage offsite, QHR provides you with a no hassle turn-key solution including:

- Offsite data storage for business continuity
- Data replication between two Tier 3 Data Centers to ensure redundancy*
- Regular monitoring and management of backup sets
- One annual file level data recovery test**

*Tier 3 means that the data center is composed of multiple active paths for power and cooling, that the data center has redundant components in case of failure, its concurrently maintainable and provides 99.97% availability.

**Data recovery services and fees are not included in the monthly service fee for Managed Backup Service.

Unit of Measure	Tiered #	Price
flat fee	.01 - 15.00 GB	75.00
flat fee	15.01 - 20.00 GB	85.00
flat fee	20.01 - 25.00 GB	95.00
flat fee	25.01 - 35.00 GB	115.00
flat fee	35.01 - 40.00 GB	125.00
flat fee	40.01 - 45.00 GB	135.00
flat fee	45.01 - 50.00 GB	145.00
flat fee	50.01 - 60.00 GB	165.00
flat fee	60.01 - 70.00 GB	185.00
flat fee	70.01 - 80.00 GB	205.00
flat fee	80.01 - 90.00 GB	225.00
flat fee	90.01 - 100.00 GB	240.00
flat fee	100.01 - 125.00 GB	280.00
flat fee	125.01 - 150.00 GB	320.00
flat fee	150.01 - 175.00 GB	360.00
flat fee	175.01 - 200.00 GB	400.00
flat fee	200.01 - 225.00 GB	425.00
flat fee	225.01 - 250.00 GB	450.00
flat fee	250.01 - 275.00 GB	475.00
flat fee	275.01 - 300.00 GB	500.00
per unit	300.01 - 400.00 GB	1.65
per unit	400.01 - 500.00 GB	1.60
per unit	500.01 - 100000.00 GB	1.50

Decline for QHR Remote Backup Service:

By signing below and returning this signed page to QHR, the Customer acknowledges that they have declined the QHR Cloud Managed Backup Solution and will make arrangements to implement their own Backup System. Availability and integrity of data backups will be the customer's responsibility.

Name & Title of Authorized Signing Authority:	
Signed:	Date:

Health Information Privacy Regulations

British Columbia	<ul style="list-style-type: none"> ▪ Freedom of Information and Protection of Privacy Act RSBC 1996, c. 165(FOIPPA) ▪ Personal Information and Privacy Act, SBC 2003, c-6 (PIPA)
Alberta	<ul style="list-style-type: none"> ▪ Health Information Act RSA 2000, c. H-5 ▪ Personal Information Protection and Electronic Documents Act RSC 2000, c. H-5 ▪ Personal Information Protection Act SA 2003, c. P-6.5 (PIPA) ▪ Freedom of Information and Protection of Privacy Act RSA 2000, c. F-25 (FOIPPA)
Saskatchewan	<ul style="list-style-type: none"> ▪ Health Information Protection Act S.S. 1999, c. H-0.021 (effective September 1, 2003, except for subsections 17(1) as amended by the Statutes of Saskatchewan ▪ Freedom of Information and Protection of Privacy Act S.S. 1990-91, c. F-22.01 as amended by the Statutes of Saskatchewan, 1992 (FOIPPA)
Manitoba	<ul style="list-style-type: none"> ▪ Freedom of Information and Protection of Privacy Act C.C.S.M. c. F175 (FOIPPA) ▪ Personal Health Information Act (PHIA) RSM 1987, c. P125
Ontario	<ul style="list-style-type: none"> ▪ Freedom of Information and Protection of Privacy Act R.S.O. 1990, CHAPTER F.31 (FOIPPA) ▪ Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990, CHAPTER M.56 ▪ Personal Health Information Protection Act, S.O. 2004, CHAPTER 3, Schedule A (PIPA)
Nova Scotia	<ul style="list-style-type: none"> ▪ Personal Health Information Act (PHIA) ▪ S.N.S. 2010, c. 41 ▪ O.I.C. 2012-371 (December 4, 2012, effective June 1, 2013), N.S. Reg. 217/2012 as amended by O.I.C. 2013-235 (July 9, 2013), N.S. Reg. 249/2013 ▪ Freedom of Information and Protection of Privacy Act S.N.S. 1993, c. 5, O.I.C. 2015-102 (March 31, 2015, NS Reg. 185/2015 ▪ Personal Information International Disclosure Protection Act 2006, amended 2010, c.35 s. 43 (PIIDPA)
Federal	<ul style="list-style-type: none"> ▪ Personal Information Protection and Electronic Documents Act 2000, c. 5 (PIPEDA) ▪ Privacy Act 1980-81-82-83, c. 111, Sch. II "1"

Observed Holidays

All OFFICES				
New Year's Day Easter Monday	Good Friday Victoria Day	Canada Day Thanksgiving Day	Labour Day Boxing Day	Christmas Day
BC OFFICES BC Day Remembrance Day	AB OFFICES Family Day Remembrance Day	SK OFFICES SK Day Family Day Remembrance Day	MB OFFICES Louis Riel Day Civic Holiday	ON OFFICES Family Day Civic Holiday

**APPENDIX C
SUPPORT POLICY, DATA IMPORT FIELDS, CUSTOM DEVELOPMENT REQUESTS**

Support Policy

QHR commits to responding to valid support queries. QHR also commits to providing software that is of high quality with little down time for clinics. Below is the support process within QHR:

QHR support receives call, records issue, and attempts to resolve. Target resolution within < 1 hour

- If not resolved, issue is reported to development or design teams for resolution:
 - If the issue is a severe software bug, target resolution within < 4 hours
 - If the issue is a minor software or configuration problem, target resolution within < 1 week
- If not resolved, issue is outsourced to partner companies in search of a resolution. Fees for the outsourcing are to be covered by the party that supports the source of the issue (i.e.: software errors are QHR's responsibility, network errors are Client's responsibility).
- If the issue is a feature request, QHR will provide the option of expediting the development for an hourly charge, or attempt to give a timeline for the development given that QHR agrees to implement the request.

Data Import Fields

The data fields listed below will be imported by QHR into the software. If, due to incomplete, inconsistent, unclear or erroneous data or information provided by the Client, QHR requires additional time to complete the Data Setup and System Configuration tasks, QHR reserves the right to charge the Client an hourly "Data Import Fee", at the current rate specified in Appendix A. For historical records, QHR recommends that Client create a separate backup file of original data prior to QHR's data import.

DATA IMPORT	
Source	None
Fields	All available components

Custom Development Requests

The custom development requests listed below will be developed by QHR into the software. If, due to incomplete, inconsistent, unclear or erroneous data or information provided by the Client, QHR requires additional time to complete the development, QHR reserves the right to charge the Client an hourly "Custom Development Fee", at the current rate specified in Appendix A.

CUSTOM DEVELOPMENT REQUESTS
None