Assumptions

The following are Allscripts general project Assumptions and Allscripts Assumptions that apply to every professional services project. Project specific assumptions to the services implementation will be detailed in each project plan.

- General Project Assumptions – required conditions that enable successful implementation,
- Allscripts Assumptions – clarifications to the scope of work that Allscripts shall perform

General Assumptions

1. The project assumes a like-for-like upgrade of the solutions identified under the Solution Specific Assumptions.

2. The effort associated with implementing Optional Features will vary by the individual features included in the Yearly Release and such Operational Features for that release outlined on the Allscripts Client Central portal found at the following link https://central.allscripts.com ("Allscripts Central"), are hereby incorporated and becomes a part of the upgrade. No other features will be provided as part of the upgrade that are not listed on Allscripts Central for the corresponding solution or not outlined within this Description of Services. New features will be reviewed as part of the Pre-Implementation event.

3. The interfaces currently in production are included in the scope of this upgrade.

4. Allscripts shall provide resources to update the integration and re-establish connections in supported environments.

5. The parties shall work together to ensure effective project execution and fulfillment of contractual obligations and the key deliverables.

6. All changes to the baseline project plan(s), project timeline, or scope documents shall be reviewed and mutually agreed upon by Client and Allscripts project leadership as part of approved project change control.

7. Risk and issue identification and management is the responsibility of Allscripts and the Client. The Client is responsible for managing risk and issue logs, including progress and follow-up logs.

8. Review and ordering of hardware, software, and network minimum requirements are completed before the project kick off meeting. Additionally, hardware and software for the Development environment are to be installed before the kickoff meeting. If Client elects to use non-supported hardware or software, the support of that hardware or software is the Client's responsibility.

9. Subject matter experts are required from Clients user community to participate in workflow and data validation sessions. As part of the pre-implementation process, Allscripts shall provide specific resource requirements for these areas

10. All printers for this project shall use Microsoft® approved printer drivers.

11. Client shall make available internet connections, and the project assumes a wireless network in in place which the Client owns and maintains.

12. Allscripts shall provide a description of roles and responsibilities as part of the pre-implementation.

13. Data integration services are based on the following assumptions:

    a. Allscripts eLink™ shall be used as the interface engine between Allscripts products. If eLink is not used for non-Allscripts products, Client's interface engine and personnel are responsible for all translations and data modifications necessary for each application.

    b. Client is responsible for contracting and managing other vendors' tasks for interfaces.

    c. Client resources have a working knowledge of the HL7 standard.

    d. TCP/IP is the specified communication protocol in use

    e. ACK/NAK coding can be performed at the communication level only.

    f. Client shall provide consistent patient identifiers across its entities

    g. A unique medical record number exists across facilities and entities.

    h. A unique provider identification number exists across facilities and entities.

    i. Sending and receiving systems utilize the same medical record number/visit number format and content.

    j. HL7 v2.3 is the supported integration version for all Allscripts solutions unless otherwise specified below in the Solution-Specific assumptions.

    k. The Client is responsible for all third-party interfaces, if applicable, which includes providing updated documentation, support and modification to interfaces, and other system customizations.

14. Allscripts shall provide "Command Center" activation (go-live) support as described in the scope document. The Client is responsible for all shoulder-to-shoulder go-live support of end users.

15. The Client is responsible for end users having basic computer skills and relevant device training. Authorized users must be trained per the project timeline and must complete all training exercises. If additional Authorized Users are hired or added by the Client, such users must also complete the requisite training.

16. The Client is responsible for scheduling and tracking the completion of training for project team members and end users and coaches

17. The Client is responsible for all upgrades to Client-hosted software, such as the installation of additional operating system patches and fixes, hardware driver updates or SQL patches where applicable.

18. The Client shall install/configure, support, and maintain hardware, operating systems, virtualization infrastructure, thin client infrastructure, and network hardware and connectivity, and obtain vendor support for such systems, unless Allscripts has agreed to perform such tasks under the terms of an Allscripts hosting or SaaS agreement.

19. Except for hosting or cloud environments maintained by Allscripts for Client, Client shall provide access and support to all environments that host Allscripts software. These environments are constantly available to Allscripts personnel during normal operating hours (or as otherwise specified in the contract or in writing by the Client)

20. It is the Client's responsibility to make any necessary configuration changes to non-Allscripts products that are listed as requisites to completion of the Allscripts implementation.

21. The Client shall acquire knowledge of the Allscripts software and documentation and shall actively input Client data into the system throughout the course of the project, ultimately managing the configured product in its own environment.

22. The Client is responsible for the revision of all policies and procedures to support the implementation and operation of Allscripts products.

23. Client shall provide Allscripts with resources (such as parking, telephone, printer, and copier access) that are equivalent to those furnished to its own IT staff during the implementation, including, but not limited to:

    a. Internet access, wireless preferred.

    b. Access to any other reasonable and incidental supplies, equipment, and services that would contribute to the efficient execution of the professional services.

24. Client project team shall have Microsoft® Office installed on their machines.

25. The scope for services in this project is based on the assumptions contained herein. Any change to any assumption shall require a change request which may result in a change to the project timeline, effort, and budget.

26. The Client is responsible for all decisions, acts, and omissions of any persons regarding the delivery of medical care or other services to any patients. Prior to Licensed Materials being placed in a live production environment, it is the Client's responsibility to review and test all Licensed Materials and associated workflows and other content, as implemented, make independent decisions about system settings and configuration based upon Client's needs, practices, standards and environment, and reach its own independent determination that they are appropriate for such live production use. "Licensed Materials" are any software (Allscripts or Third Party), including associated updates, content, and deliverables provided to Client under the Agreement.

27. Any such use by Client (or its Authorized Users) shall constitute Client's representation that it has complied with the foregoing. Client shall ensure that all Authorized Users are appropriately trained in use of the then-deployed release of the Software prior to their use of the Software in a live production environment. Clinical Materials are tools to assist Authorized Users in the delivery of medical care but should not be viewed as prescriptive or authoritative. Clinical Materials are not a substitute for, and Client shall ensure that each Authorized User applies in conjunction with the use thereof, independent professional medical judgment. Clinical Materials are not designed for use, and Client shall not use them, in any system that provides medical care without the participation of properly trained personnel. Any live production use of Clinical Materials by Client (or its Authorized Users) shall constitute Client's acceptance of clinical responsibility for the use of such materials.

28. The Client's Security Officer or designated individual shall cooperate with Allscripts in collecting data and creating security profiles that meet the Client's requirements and allow proper use of the Allscripts solution.

29. The Client is responsible for supplying clean and accurate data, and for extraction and transformation of that data to meet Allscripts specifications.

Allscripts Assumptions

1. Allscripts shall implement the most current Generally Available (GA) versions of its software. Allscripts defines General Availability (GA) as; software (full or installable version of code of the

application) and fundamental books that were developed, tested and declared deployable for Client consumption.

2. Allscripts will not implement or install products on top of unsupported software or on software that must be upgraded in order to perform the implementation or installation services. Accordingly, if the services in this Statement require other software to be upgraded, Client is responsible for such upgrades and if Client desires for Allscripts to perform such upgrade services, such services must be set forth in a separate Statement for additional fees.

3. Software updates may need some degree of regression testing, which must be scheduled in this Project Plan and could extend the Project timeline. It is the Clients responsibility to ensure that all third-party systems, contracted separately or via Allscripts, that are connected via interfacing; integration; API's or workflows need to be evaluated with each upgrade. An upgrade or Cumulative Update can add hours and extend duration of a project which may require additional hours which will be contracted for in a separate agreement.

4. Allscripts shall perform cumulative software updates (CU) during the implementation to maintain software quality. Client shall implement the most current Cumulative Update ("CU") that is available thirty (30) days before the activation date. A "CU" is a package of software updates to address errors, made available by Allscripts.

5. Implementation of some Allscripts applications include Allscripts standard "Command Center" activation (go-live) support. If such support is included, details shall be set forth in the project plan(s). Clients may, at their discretion, purchase additional activation support at any time at least two (2) months before activation.

6. For tasks in the project plan(s) to which both Allscripts and the Client are assigned, Allscripts' responsibility is to provide guidance to Client toward completion of that task and Client is responsible for completion of the task.

7. The Allscripts Project Manager shall deliver baseline project plan(s) to the Client. The project plan(s) describe all project deliverables, resource assignments, prerequisites, and milestone dates.

8. The Allscripts Program Manager if quoted shall deliver a Program Plan to both the Client and Allscripts Executive Sponsors for their approval. The Program Plan is a high level plan that includes major deliverables and milestones from relevant projects.

9. The Allscripts Project Manager shall maintain and own the project plan(s). Any changes to the project plan(s) shall be mutually agreed upon and documented utilizing the change control processes. If applicable, the Allscripts Program Manager shall maintain the Program Plan, and Allscripts Project Manager(s) shall maintain the project plan(s).

10. The Allscripts Implementation Consultant will provide and review an impact analysis of what changes have been made in the software which will impact their current configuration or workflows

11. The Allscripts Implementation Consultant will provide a new feature overview for new features being implemented and any software changes.

12. Allscripts shall complete a technical assessment as part of the upgrade and review the outcome of the assessment with the client.

13. Allscripts shall assign resources to implement the Allscripts solutions and as such shall coordinate the following activities:

     a. Transfer knowledge and provide guidance throughout all tasks in the project,

     b. Provide consultative services on test strategy and test script guidelines,

     c. Provide consultative services on training strategy and training program recommendations,

     d. Assist with issue identification and escalation within Allscripts and Client organizations as necessary to achieve resolution.

14. Allscripts services may include both remote and onsite work. Remote is defined as time spend working on Client activities, while not on-site and onsite is defined as time spent working on Client activities at a client location. All onsite professional services shall be performed at the Facility that's location is designated in the Client Order.

15. Out of Scope Projects. Out of Scope Projects are services that are beyond the implementation or services defined in a scope document, and may include additional services required as a result of Software release changes, modifications, improvements, User Product Training, On-Site Live Date Support, Extended Productive Use Support, Consulting Packages, interfaces and conversion, additional training, and/or timeline extensions. In the event Client requests any additional services, Allscripts and Client will determine the scope of additional services to be provided and the terms and conditions (including any additional fees to be paid if any) pursuant to which should additional services be provided by Allscripts. Client and Allscripts will mutually agree to any modifications to the Implementation Services in writing.

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