

**Medical Practice Technologies
PSSA Client System Maintenance
Schedule of Services**



On a Bi-monthly basis Medical Practice Technologies will complete the following system maintenance items for all of our PSSA (Practice System Support Agreement) customers.

Tape Backup – Make sure that you are getting a daily tape backup with your Backup Exec Software. Confirm that the software will email the support department if and when a failure occurs. Perform a monthly data restore test to ensure that backed up data is recoverable.

Virus Protection – Make sure that your virus protection is updating properly and check the history of viruses that have been found and quarantined.

Clean Up Drives – Remove any unnecessary files that are taking up space on your drives.

Disk Space – Make sure that you have sufficient disk space on all of your drives, and that there were no dramatic changes in disk space.

SpyWare – Detect and remove any SpyWare that might have made it onto your server.

Microsoft updates – Check for and install Microsoft OS Updates, including Microsoft Office Updates (Word & Excel).

Terminal Services Licenses – Check to see how many Terminal Service Licenses you have available to make sure you do not run out, and reset the licenses if necessary.

Diskeeper – Make sure Diskeeper (Defragment Software) is running properly every Sunday to keep your server in optimal condition.

RAID5 Controller Battery Backup (if applicable) – Make sure the battery doesn't need conditioning and if it does, then run the conditioning program to ensure the Battery Backup is running at optimal performance. Also check the status to ensure everything else is working properly concerning RAID5.

Microsoft SQL Backups – Check to make sure all databases are being properly backed up if you have a program that uses SQL.

FAT Client Windows Updates - Check for and install Microsoft OS Updates, including Microsoft Office Updates (Word & Excel).

Server Event Log – Check for any error messages to head off any possible problems with the server.

Performance – Check the overall performance of the server which includes the allocation of memory and other important performance items.

UPS Battery Backup – Check to make sure the battery is holding a charge and working properly.

Sample Practice System Support Agreement (PSSA)

**“Our customers are the heart of our business
and we will continue to deliver the best system
support possible.”**

The MPT Staff

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Terms of Agreement

This agreement is in effect from when payment is received and signed below for one year. This agreement may be terminated by either party with a written sixty (60) day notice. Upon termination by either party, and at the end of the 60 day period, a pro-rated amount of remaining time of the agreement will be calculated, and a refund issued for this amount. **The only exception will be if the practice makes changes to the system on their own that renders the system unsupported in our final judgment. Hence, MPT may terminate this agreement immediately and will provide a refund of the PSSA pro-rated balance. After written notification from MPT, the practice will have a 10 business day grace period to agree to the changes to bring the system back to a supportable level before final termination is executed.** Please photocopy, initial and date each page, sign both copies, and send the photocopied document to Medical Practice Technologies.

Description of Basic Services Provided

Medical Practice Technologies will provide the following services with your basic PSSA.

Unlimited support via telephone, remote dial up, or Internet during normal business hours for the duration of this agreement. Normal business hours are 8am-5:30pm ET.

Response and availability within one business hour via email or voice to any emergency, and within 24 hours to any non-emergency issue.

To work with, and become a single point of contact for manufacturers and local hardware and software companies as required. This will insure that any failed hardware component is repaired in a timely fashion, and any hardware that is out of warranty is repaired or replaced at a fair price.

Help in determining if an issue is hardware or software related, and give direction and advice on who needs to be contacted.

Monthly preventative software maintenance of server(s) and remotely accessible FAT client PCs. Maintenance includes checking system event logs, applying all current service packs and updates from manufacturers, confirming valid tape backups and virus protection, and checking disk space and system performance. Most of these tasks will be performed after hours to insure maximum performance during business hours.

Consulting and setup to assist with HIPAA compliance for hardware and software.

Setup of remote notification via email for system warnings and failures. Tape Backup, Antivirus, etc.

Description of Optional Services Provided

Medical Practice Technologies can provide additional coverage at a fixed annual price. These services include, but are not limited to the following.

- 1 - Extension of basic benefits until 9pm ET weekdays and from 8am to 1pm on Weekends.
- 2 - Overnight spares of failed components such as monitors, thin clients, signature pads, and printers.
- 3 - Logistical assistance and prepaid shipping for in and out of warranty repairs.
- 4 - Unlimited onsite support to resolve major issues.
- 5 - No labor charge for server operating system upgrades.

Preferential Treatment and Discounts for all PSSA Clients

All Medical Practice Technologies PSSA clients are entitled to some special benefits. This includes priority service over non-PSSA clients, and receipt of the following discounts.

- 50% off any and all labor/installation not covered under this agreement.
- Special discounts for hardware or software purchases over non-PSSA clients.

What the PSSA Does Not Cover

The PSSA does not cover the following items:

Installation of new hardware or software. However any and all new hardware or software that is purchased and installed by Medical Practice Technologies automatically becomes part of this agreement at no additional cost.

Physical Repair of failed hardware. We will provide assistance in shipping failed hardware out for repair, or providing spares with the appropriate agreement option. We do not provide physical repair of hardware in-house.

Repair of FAT client (traditional) PCs. Medical Practice Technologies believes strongly in replacing FAT client PCs with thin client devices whenever it is feasible and possible. This greatly reduces system maintenance, and almost eliminates obsolescence. We will assist in arranging for a local company to support the repair needs of your PCs if desired. For all Dell computers, we will arrange for Dell to come onsite as needed. We will stand behind and support or arrange for the repair of any piece of hardware that was purchased from us.

New cabling or system cabling issues. We will help to determine that a cabling problem exists, and contact the appropriate people for you if necessary. Medical Practice Technologies does not provide system cabling.

Software bugs in Billing/Scheduling or EMR products. We will work closely with your software providers for resolution. However, Medical Practice Technologies is not responsible for resolving software issues directly related to the software vendor.

Calculation of PSSA Annual Fees

The basic annual fee for each practice is based on the following criteria. The options are usually the same rate for most small to medium practices.

- Number of Servers
- Number of FAT clients
- Number of thin clients
- Number of remote offices (if applicable)
- Remote access via high speed Internet or traditional slower dialup
- Average age of existing hardware

Annual Fee and Optional Support for Sample Medical Practice

Please check the agreement and any options that you wish below.

- Basic Practice System Support Agreement (Required)
\$xxxx
- Extension of basic benefits until 9pm ET weekdays and from 8am to 1pm on Weekends.
\$xxx
- Overnight spares of failed components such as monitors, thin clients, signature pads, and printers.
\$xxx
- Logistical assistance and prepaid shipping for in and out of warranty repairs.
\$xxx
- Unlimited onsite support to resolve major issues.
\$xxx
- No labor charge for server operating system upgrades.
\$xxx

\$_____ Please total all checked items above and write in the space provided.

I accept the terms and conditions of this agreement.

Sample