

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM
3.36
(ID # 7394)

MEETING DATE:

Tuesday, July 31, 2018

FROM : RUHS-MEDICAL CENTER:

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM-MEDICAL CENTER: Approval of Amendment No. 3 to the Master Services Agreement with Loma Linda University Shared Services (LLUSS) to add six new functionalities to the EPIC Electronic Health Records System; All- Districts; [\$0].

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve Amendment No. 3 to the Master Services Agreement with Loma Linda University Shared Services to add six new functionalities to the EPIC Electronic Health Records System and authorize the Chairman of the Board to sign the Amendment on behalf of the County.
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459 based on the availability of fiscal funding and as approved by County Counsel to: a) sign amendments that do not change the substantive terms of the agreement and b) sign amendments to the compensation provisions that do not exceed ten percent of overall aggregate amount.

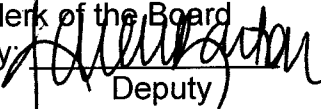
ACTION: Policy


Jennifer Cruikshank, Chief Executive Officer - Health System 7/16/2018

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Tavaglione and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Washington and Perez
Nays: None
Absent: Ashley
Date: July 31, 2018
xc: RUHS-Medical Center, Purchasing

Kecia Harper-Ihem
Clerk of the Board
By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment: No	
			For Fiscal Year: 17/18-19/20	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

This action of the Board will add various statements of work to the original agreement to allow LLUSS to implement additional functionality into the EPIC system over the remaining two and a half years of the five-year contract.

There will be six functionalities added:

- 1) Corona Clinic: Implementation of an EPIC Radiant workflow for x-ray, ultrasound, mammography and dual x-ray absorptiometry (DXA) services at the new Corona clinic. A new department in EPIC will be created for each of the four services along with a Schedulable EPIC Resource (SER) record for each of the imaging machines being used by this new location.
- 2) Cardio/Vascular Radiant/Cath Lab: Implementation of an EPIC Radiant workflow for cardio/vascular procedures being performed at the Medical Center. A new department in EPIC will be created along with a Schedulable EPIC Resource (SER) record for each of the imaging machines being used by this new location.
- 3) eConsult (MCEI): Build and implement an integrated workflow between the RUHS EPIC system and the eConsult vendor system, Safety Net Connect (SNC). This integration will allow RUHS providers (Physicians, residents, and mid-level providers) the ability to launch the SNC system from the RUHS EPIC system, and to send patient data into SNC and receive patient referral data from SNC back into the EPIC system.
- 4) Licensing of the Haiku, Canto and Secure Chat modules: This allows RUHS patient care providers (physicians, residents, and mid-level providers) to access the EPIC system via mobile devices and to consult between themselves via secure chat. Providers need this ability to manage a patient's care from anywhere, twenty four seven. Providers also need secure chat for consultations with other providers as oftentimes images must also be sent, and we must have a HIPAA-secure platform for any type of Patient Health Information (PHI) being transmitted/texted over a non-secure device or network.
- 5) StarLIMS: Integration for RUHS EPIC to send lab orders to the County's Public Health Lab system, StarLIMS, and for EPIC to be able to receive and store the results sent back from StarLIMS.

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- 6) Whole Person Care (WPC) Wellness Map: Implement the Wellness Map in EPIC for the Riverside probation offices & Riverside clinics for the Whole Person Care Pilot. The Wellness Map is expected to improve access to care and address social determinants for probationers, especially those who have behavioral health issues and multiple chronic diagnoses by providing a map of resources in the community tailored to their specific needs.

Impact on Citizens and Businesses

As stated in the Medi-Cal 2020 concept paper, an “integrated patient management system using value driven patient clinical data to demonstrate that California is reimbursing for clinical outcomes in a value driven system” is integral in this clinical transformation. To improve goals of interoperability, data management and technology that will support and scale to population health management for Inland Empire, a single robust electronic health record to support the objectives of the clinically integrated network is very valuable.

Contract History and Price Reasonableness

On September 22, 2015, agenda item number 3-30, the Board approved the Master Services Agreement with LLUSS to implement the new EPIC Medical Health Records system for a onetime payment of \$53,140,716 and to maintain the system for a not to exceed amount of \$42,235,335 over a five-year period. On May 3, 2016, Agenda Item Number 3-29, the Board approved Amendment No. 1 to the Master Services Agreement authorizing \$400,000 to be taken from the existing project budget contingency for continued planning and implementation. Then on December 13, 2016, agenda item number 3-53, the Board approved Amendment No. 2 to the Master Services Agreement as there was a substantive change in the scope of work, increasing the total contract amount to \$45,720,665 for the five years.

This Amendment No. 3 will allow LLUSS to provide six additional functionalities to the EPIC system with no additional increase to the total contract amount.

ATTACHMENTS:

**Attachment A: Amendment No. 3 to the Master Services Agreement with Loma
Linda University Shared Services**

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Teresa Summers, Director of Purchasing 7/17/2018


Gregory V. Priaplos, Director County Counsel 7/17/2018

**Amendment No. 3 to
Master Services Agreement**

This Amendment No. 3 ("**Amendment No. 3**") is dated as of [June 28], 2018 (the "**Amendment Effective Date**") and amends that certain Master Services Agreement dated as of September 22, 2015, Agenda Item 3-30, as amended by that certain Amendment No. 1 dated as of May 3, 2016, Agenda Item 3-29 and by that certain Amendment No. 2 dated as of December 13, 2016, Agenda Item 3.53 (the "**Original Agreement**", and collectively as amended by this Amendment No. 3, the "**Agreement**") between Loma Linda University Shared Services, a California nonprofit corporation, on behalf of itself and its Affiliates ("**LLUSS**") and the County of Riverside, a political subdivision of the state of California, on behalf of Riverside University Health System also known as Riverside County Regional Medical Center ("**Customer**"). Capitalized terms used and not otherwise defined herein shall have the meanings given to them in the Agreement.

Recitals

A. The Original Agreement permits Customer to request, and LLUSS to agree to provide, certain additional services related to the LLUSS EHR Platform, its implementation and ongoing use. Any such additional services desired by Customer constitute a Change Request, governed by the provisions of Section 4 of the Original Agreement.

B. Customer has submitted to LLUSS the Customer Change Request Form, pursuant to which Customer has requested that LLUSS provide additional services under Section 4(c)(ii) which LLUSS is willing to provide, on the terms and conditions set forth herein.

C. The parties desire to amend the Original Agreement on the terms and conditions set forth herein.

Agreement

1. Additional Statements of Work.

(a) Attached to this Amendment No. 3 as Exhibit A is Statement of Work Appendix B-2 prepared by the parties in accordance with the provisions of Section 4.4 of the Original Agreement. Upon execution of this Amendment No. 3, Statement of Work Appendix B-2 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(b) Attached to this Amendment No. 3 as Exhibit B is Statement of Work Appendix B-3 prepared by the parties in accordance with the provisions of Section 4.4 of the Original Agreement. Upon execution of this Amendment No. 3, Statement of Work Appendix B-3 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(c) Attached to this Amendment No. 3 as Exhibit C is Statement of Work Appendix B-4 prepared by the parties in accordance with the provisions of Section 4.4 of the Original Agreement. Upon execution of this Amendment No. 3, Statement of Work Appendix B-4 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(d) Attached to this Amendment No. 3 as Exhibit D is Statement of Work Appendix B-5 prepared by the parties in accordance with the provisions of Section 4.4 of the Original Agreement. Upon

execution of this Amendment No. 3, Statement of Work Appendix B-5 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(e) Attached to this Amendment No. 3 as Exhibit E is Statement of Work Appendix B-6 prepared by the parties in accordance with the provisions of Section 4.4 of the Original Agreement. Upon execution of this Amendment No. 3, Statement of Work Appendix B-6 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

(f) Attached to this Amendment No. 3 as Exhibit F is Statement of Work Appendix B-7 prepared by the parties in accordance with the provisions of Section 4.4 of the Original Agreement. Upon execution of this Amendment No. 3, Statement of Work Appendix B-7 shall be binding on the parties in accordance with its terms and is hereby incorporated by reference into the Agreement.

2. Amendment to Exhibit C, Service Level Agreement. The Changes requested by Customer and reflected in the Statements of Work Appendix B-2, Statement of Work Appendix B-3, and Statement of Work Appendix B-4 impacts Support Services and requires an amendment to the Service Level Agreement. The chart in Paragraph 6.1(a) of the Service Level Agreement, attached as Exhibit C to the Original Agreement, is deleted in its entirety and replaced with the following chart:

Customer EHR Recurring Costs	
EHR Recurring Costs	
Maintenance Costs	
Ambulatory and Inpatient	\$1,453,939.00
Interface	\$75,900.00
Subtotal Maintenance Costs	\$1,529,839.00
Other License Costs	
Third Party Software	\$940,491.96
Hosting and Cache Costs	\$1,139,761.00
<i>Subtotal EHR Costs</i>	\$3,610,091.96
LLUSS Resources	
Application Analysts	\$4,254,088.00
Service Desk	\$426,400.00
Project Leadership	\$79,404.00
Technical Resources	\$325,840.00
Training Resources	\$538,200.00
GIS Support Resources	\$138,176.00
Subtotal LLUSS Resource Costs	\$5,762,108.00
Total Recurring Annual Costs	\$9,372,199.96

3. No Other Amendment or Modification. All other terms and conditions of the Original Agreement not specifically amended or modified by this Amendment No. 3 shall remain in full force and effect.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

IN WITNESS WHEREOF, the parties hereby have caused this Amendment No. 3 to be duly executed and delivered as of the Amendment Effective Date.

LLUSS:

Loma Linda University Shared Services,
on behalf of itself and its affiliates

By: Angela Lalas
Name: Angela Lalas, CFO

Its: per delegated authority from Angela Lalas per policy #83

By: Mark Zirkelbach
Name: Mark Zirkelbach, CIO
Date: 6/27/18

Customer:

The County of Riverside, on behalf of Riverside
University Health System

By: Chuck Washington
Chuck Washington, Chairperson
Board of Supervisors

ATTEST: Kecia Harper-Ihem
Clerk of the Board

By: Karla Dutton
Deputy

APPROVED AS TO FORM:

Gregory P. Priamos
County Counsel

By: Danielle Maland 7/3/18
Danielle Maland
Deputy County Counsel

EXHIBIT A

Statement of Work Appendix B-2

This Statement of Work B-2 (SOW B-2) sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Change Request attached as Schedule A to Statement of Work Appendix B-2 and is hereby incorporated by reference into the Agreement. This Statement of Work Appendix B-2 shall be effective as of the Amendment Effective Date. Any different and additional terms set forth herein that are not found in the Agreement are applicable only to this Statement of Work Appendix B-2 and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

Customer has requested, through their Epic Change Request form (Schedule A to Statement of Work Appendix B-2), that the orders currently being placed at the Federally Qualified Health Center's (FQHC's) for Riverside County Public Health Laboratory (PHL), now be sent electronically to the Riverside Service Area utilizing an HL7 Interface. These orders are currently printed and sent along with the specimens to PHL and results are then faxed back to the FQHC's. This finite set of orders (listed in Schedule B attached to this Statement of Work Appendix B-2), and their corresponding results, will be sent and received, respectively, through the existing Laboratory Orders and Results (ORU) HL7 Interface between the LLUSS Interface Engine (Cloverleaf) and the Customer Interface Engine (Openlink).

It is the responsibility of Customer to send these Laboratory order HL7 messages from Openlink to PHL electronically through an HL7 interface. This responsibility also holds true for results coming back through an HL7 interface between PHL and Openlink then sending them electronically from Openlink back to Cloverleaf. LLUSS will then take these results and file them into the Riverside Service Area so they may be viewable in the corresponding electronic patient record, linked to the order that was placed. The HL7 interface between Openlink and Cloverleaf for Orders and for Results will need to adhere to the specifications outlined in the following Epic documents: "Incoming Results Interface Reference Guide" and "Outgoing Orders Interface Reference Guide."

These existing electronic orders in the Riverside Service Area will need to be modified to include the unique order identifiers from the PHL information system (StarLIMS). In order to make these changes, Customer will need to provide these unique identifiers from StarLIMS and work with LLUSS to accurately document the link between each StarLIMS identifier and each Epic order. This effort will also need to be duplicated for results, both for documenting the link between Epic and StarLIMS identifiers and for adding the StarLIMS identifiers to the result records in Epic. This documentation of the StarLIMS and Epic identifiers will be referred to as the Crosswalk document and is a critical milestone to the success of this project.

This change will require modifications to the current workflows around these orders both at the Customer FQHC's and for PHL. It will be the responsibility of Customer project management resources to assess and document the current workflow and then work with LLUSS to identify and document the changes required to these workflows. It will then be the responsibility of Customer and PHL to train their users to these workflow changes. LLUSS will assist Customer in the creation of training materials around these workflow changes.

Both LLUSS and Customer agree to use Reasonable Commercial Efforts to implement the change outlined in this document. LLUSS and Customer are both accountable for the overall success of this change implementation. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project on a monthly basis. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 4 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This Statement of Work Appendix B-2 is applicable to only the existing electronic laboratory orders in the Riverside Service Area used by Customer FQHC's that are currently tested and resulted by PHL that are listed in the Applicable Orders list below. Resources from Riverside Public Health that serve as their subject matter experts for HL7 integration and the StarLIMS system are required participants for the success of this project. Also, subject matter expert resources from the Customer FQHC locations are required participants to support the design and communication of workflow changes. The milestone schedule in this Statement of Work Appendix B-2 outlines the key events that must be achieved by the project team in order to realize a successful implementation.

At this point in time, there are some factors to this change that are not clearly understood or defined that can interfere with being able to achieve success with this project. Group, or panel, orders will have multiple results associated with them and it is unclear how StarLIMS will identify these multiple values. If StarLIMS is able to send multiple results back to a single panel order identifier than the scope of existing orders listed in Schedule B to Statement of Work Appendix B-2 is in effect. If StarLIMS can only send result identifiers to single order identifiers, then new orders and results in the Shared Epic EHR will need to be created and mapped to corresponding StarLIMS order and result identifiers. The shared effort to develop the Crosswalk document will uncover how StarLIMS will identify these multiple values and thus reveal whether or not there will be a need to create additional orders and results as well as map these new items to StarLIMS identifiers.

In addition to the aforementioned factor, it is also difficult to determine what version of HL7 will be applied to the interface by StarLIMS as different versions can be configured. Epic supports HL7 version 2.3 and any previous versions but if a newer version is in use by StarLIMS, Customer is responsible for any conversions that are necessary to make the interface compatible with the Epic supported HL7 2.3 version. This version does support receiving preliminary and final results but integrating may require custom conversions in the Customer interface engine.

3. Acceptance Criteria:

Physicians at the Customer FQHC's will place orders in the Riverside Service Area that are to be tested and resulted by PHL and those orders will be sent electronically to StarLIMS through the existing HL7 interface between LLUSS and Customer. The results for these orders will be sent back to the Riverside Service Area from StarLIMS electronically through the same HL7 interface in such a way that they are linkable to the correct order on the correct patient. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement, as amended by this Amendment No. 3, following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval (Estimated at 2 months)		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	Amendment Effective Date
Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	<ul style="list-style-type: none"> • Project Kickoff and approved project plan • Project Resources assigned by LLUSS, Customer, and PHL 	10 business days after Milestone #1
3	PHL and LLUSS have an agreed Crosswalk document	10 business days after Milestone #2
Phase 2 – Build and Testing (Estimated at 6 weeks)		
Description – This project phase consists of building, testing, and validating this change into the Shared EHR platform for the Customer service area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed workflow design	5 business days after Milestone #3
5	LLUSS makes changes to orders and results in the Riverside Service Area test environment.	10 business days after Milestone #4
6	Test data validated by PHL, Customer and LLUSS	5 business days after Milestone #5
7	LLUSS makes changes to orders and results in the Riverside Service Area.	5 business days after Milestone #6

8	PHL, Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days after Milestone #7
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
9	Customer delivers end user change communication and training	5 business days after Milestone #8
10	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days after Milestone #8
11	Customer accepts or rejects the LLUSS deliverables.	10 business days after Milestone #8

5. Financial Terms:

The project costs provided in this document are (i) described as the scope of work defined in section 10 and (ii) described as on-going support fees in Schedule B to Statement of Work Appendix B-2. LLUSS will bill Customer for all time and materials that are incurred with this project, invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in Section 10 below will require a Change Request and approval in accordance with Section 4 of the Agreement before they will be accepted and billed. LLUSS has the right to cease performance of work until such Change Request shall have been so approved and accepted.

6. Integration and Installation:

The Riverside Service Area will include the new orders listed in Schedule B to Statement of Work Appendix B-2 to the existing outgoing laboratory orders and results interface (ORU) that is being sent to Customer interface engine (Openlink). Customer will send the corresponding results to these orders through the existing ORU interface to LLUSS interface engine (Cloverleaf). LLUSS will then file these electronic results in the Riverside Service Area. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services as amended.

7. Hardware:

No additional hardware is required to develop and implement this electronic interface.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement this electronic interface.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in up to 1 hour per week of additional interface error queue support for the LLUSS Ambulatory team. This will result in no increase beyond the changes reflected in this amendment.

A key component to continuing support and maintenance is managing the interface error queue, which requires a cooperative effort that follows the existing SLA support model. It is the responsibility of Customer to engage FQHC users and PHL clinical and/or technical resources when resolving these errors. When the root cause is determined to be user error or technology related with Openlink or StarLIMS then Customer will be responsible for resolving those errors. If the root cause is determined to be the Riverside Service Area or Cloverleaf then LLUSS will be responsible for resolving those errors. Both LLUSS and Customer agree to use Reasonable Commercial Efforts and to maintain a cooperative effort to maintain this interface error queue.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS along with an outline of the resources required from both Customer and Riverside Public Health. Although the costs are not outlined in this SOW for non-LLUSS resources, they are required in order to achieve a successful implementation of this change and will be reflected as Pass-Through Fees. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

LLUSS:

Estimated time and materials charges:

Integrated Data Delivery Analyst	30 hours	\$3,375.00
Ambulatory EHR Analyst (Contractor)	130 hours (@ Pass-Through Fees)	\$17,550.00
Project Manager	100 hours	\$9,850.00
Total		\$30,775.00

Customer:

Estimated Customer resource commitments:

Project Manager	80 hours
Physician Super User (Testing and Validation)	20 hours
QHC Clinic Super User (Testing and Validation)	20 hours
PHL Subject Matter Expert (Testing and Validation)	80 hours
Integration Analyst	40 hours
Technical Analyst	10 hours
Epic Ambulatory Certified Trainer	10 hours

Riverside Public Health:

Estimated Riverside Public Health resource commitments:

Integration Analyst	40 hours
Technical Analyst	10 hours

Schedule A to Statement of Work Appendix B-2

RUHS CHANGE REQUEST FORM

Date Submitted: 12/1/16 Date for Committee Review: 12/8/16

Requester Name: Megan Crumpler Dept: Customer-PH Laboratory Contact #: 9513585070

Departments Affected by Change: Public Health Lab, all 10 FQHCs

Change is needed due to (select one or more):

New service/program Optimization or enhancement For Best Practice

Urgent Patient Safety Issue Non-urgent, Potential Patient Safety Issue

Process or flow issue Other (explain): _____

Prioritization Ranking (see attached):

Answer all questions. Supporting attachments are encouraged:

1. What is the current process? Consider attaching a screen shot.

The current process is that the clinics submit a paper request form to the PH Lab along with the specimen to request testing. OAIH staff at the PH Lab import the patient demographic data from EPIC and manually enter any information that is missing from the demographic data (diagnosis codes, specimen source, provider) and order the correct test in the PH lab system, STARLIMS Once testing is completed at the PH lab, a paper report is automatically faxed to the FQHC printer. The billing information is send back to EPIC via the charge interface.

2. What is the change you are asking for? Be specific to changes in how screens would look/function.

We are requesting that an electronic orders and results interface is added. The provider at the FQHC would order the test in EPIC and it would be automatically be sent to STARLIMS at the PH Lab. Once testing was completed at the PH lab and the results were approved and released, the results would be automatically sent to EPIC and loaded into the patients record. This would dramatically reduce the work load for both the PH lab and FQHC clinic staff. It would streamline the process and make it more efficient. The PH lab currently has this interface set up with the Customer-MC through NOVIUS.

3. What departments would be affected by this change? Note department approval or discussion with change request, when pertinent.

PH laboratory and all 10 FQHC clinics

4. List any collaborations or discussions you've had regarding this change with any peers at Customer and/or Loma Linda:

This was discussed during the original EPIC FQHC implementation, but was determined to be out of scope due to the short time line. PH lab was told that it would be an optimization completed after go-live.

5. List supporting literature or EBP references. Attach any article that strongly supports this practice, when pertinent:

Tracking

Date Submitted: 12/1/16

Date Scheduled for Presentation: 12/8/16

Date Presented: 12/8/16

Approved for referral  **Ticket submitted-Ticket #** _____
Date _____

Denied

Deferred **Reason:**

If Approved, Date Referred to Community Connect Steering Committee: 1/19/2017

Final Status:

Approve

Approve with changes. List: _____

Deny

Defer. Comment: _____

Schedule B to Statement of Work Appendix B-2

APPLICABLE ORDERS

Test Code	Test Name	CPT CODE	New or Existing Record
2	Hepatitis B Surface Antigen	87340	Existing Record
3	Hepatitis B Surface Antigen PLUS (confirmatory)	87341	Existing Record
4	FA Bordetella pertussis	87265	Existing Record
5	Rubella	86762	Existing Record
6	Culture Aerobic	87070	New Record
7	Syphilis serum EIA screen	86592	New Record
10	Culture Enteric	87045	New Record
11	Culture TB	87015, 87206, 87116	Existing Record
12	Culture Virus (Herpes)	87252	Existing Record
	CT NAA	87591	Existing Record
	GC NAA	87491	Existing Record
14	CT/GC NAA	87591	Existing Record
		87491	Existing Record
16	Blood Lead Screen	83655	New Record
17	Culture Campylobacter	87046	New Record
18	Culture STEC	87046	New Record
20	Culture Group A Strep (Throat)	87081	Existing Record
21	Hepatitis A IgM Antibody	86709	Existing Record
22	Hepatitis B Core IgM Antibody	86705	Existing Record

Test Code	Test Name	CPT CODE	New or Existing Record
23	Hepatitis A Total Antibody	86708	Existing Record
24	Hepatitis B Surface Antibody	86706	Existing Record
25	Hepatitis B Core Total Antibody	86704	Existing Record
26	Hepatitis C Antibody	86803	Existing Record
27	VZV (Varicella)	86787	Existing Record
29	FA Pneumocystis carinii	87281	Existing Record
30	FA Cryptosporidium/Giardia	87269	Existing Record
31	Fecal Leukocyte	87205	Existing Record
32	O&P Concentrate/Trichrome	87209, 87177	Existing Record
33	Pinworm	87172	Existing Record
34	Culture Group B Strep (Vag/Rectal)	87081	Existing Record
35	FA HSV 1/2	87273, 87274	Existing Record
36	ID of Parasite	87169	Existing Record
38	Culture Bordetella pertussis	87081	Existing Record
39	Culture for Identification	87077	Existing Record
	Syphilis Confirmation	86592	Existing Record
		86593	Existing Record
		86781	Existing Record
40	RPR (Qualitative/Quantitative)	86592, 86593	Existing Record
41	TPPA confirmation	86780	New Record
45	West Nile Virus Antibody (confirmation)	86789	Existing Record
55	West Nile Virus IgM antibody Screen	86788	Existing Record
58	Influenza A/B PCR	87797	New Record
59	Fungus for ID	87102, 87107, 87106	New Record

Test Code	Test Name	CPT CODE	New or Existing Record
60	Culture Fungus	87101	New Record
63	HIV (Oral) Confirmation Reference		New Record
64	HIV EIA (Oral) Screen		New Record
65	Norovirus PCR	87797	New Record
66	QuantiFeron	86480	Existing Record
72	Culture GC	87081	Existing Record
73	VDRL (Qualitative/Quantitative)	86592, 86593	Existing Record
77	Sendout Acknowledgement	N/A	New Record
92	Shiga toxin screen	87427	Existing Record
95	HIV Ag/Ab Combo	87389	Existing Record
96	HIV Geenius Confirmation	86689	Existing Record
97	Bordetella pertussis PCR	87798	Existing Record
99	GeneXpert MTB/RIF	87556	Existing Record
100	HSV 1/2 DNA Amplification	87529	Existing Record
101	Measles Virus PCR	87797	New Record
102	Gram Stain	87205	Existing Record
104	Culture Salmonella/Shigella	87045	Existing Record
105	MTB Drug susceptibility	87190 (each Drug)	Existing Record
106	Cyclospora/ Isospor	87177, 87209	Existing Record

EXHIBIT B

Statement of Work Appendix B-3

This Statement of Work B-3 (SOW B-3) sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Change Request reflected in the chart below under the heading “Description of Request”. This Statement of Work Appendix B-3 shall be effective on the Amendment Effective Date. Any different and additional terms set forth herein that are not found in the Agreement are applicable only to this Statement of Work Appendix B-3 and in no way alter the terms and conditions applicable to other Statements of Work incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

Title of Request:	Customer Wellness Map – Whole Person Care Pilot
Primary Requester:	Judi Nightingale
Title:	Director, Population Health
Organization:	Riverside University Health System – Behavioral Health
Location:	2650 Cactus Ave, Moreno Valley, CA 92555
Phone:	951-486-6452
E-mail:	j.nightingale@RUHealth.org
Description of Request:	PRJ0010375 - Requesting to implement Wellness Map for Riverside probation offices & Riverside Clinics for the Whole Person Care Pilot.
Date of Request:	12/16/16
LLUSS recommendation for approval or an explanation of rejection	Recommended to APPROVE and work together through the implementation.
Audience	Riverside County probationers.
Deliverables	<ul style="list-style-type: none"> • Wellness Map, a personalized community resource map launched in Customer’s Epic & MyChart, implemented at 12 Riverside County Probation offices & 14 Customer clinics • Wellness Map training provided to all clinics and offices. • Standalone Wellness Map available via smart device app and/or web • Technical and development support for duration of five year pilot.
Key outcomes	<ul style="list-style-type: none"> • Aspirational (but not guaranteed) key outcomes include improved access to care and address social determinants for probationers especially those who have behavioral health issues and poly-

	chronic diagnoses; thus curbing the cost of care by decreasing emergency room visits, hospital admissions, and recidivism.	
Quantifiable business value & evidence to substantiate	Unfortunately, there is little data regarding the post-custody physical health, behavioral health, housing and supportive service needs and resulting outcomes of new probationers. Through screening, the Customer WPC Pilot seeks to identify baseline occurrence for these issues as well as others and to measure the impact of a coordinated complex care management model.	
Strategic goals supported	Aspirational (but not guaranteed) strategic goals supported include: <ul style="list-style-type: none"> • Increase integration among stakeholders; • Develop an infrastructure that will ensure local collaboration among stakeholders in the WPC Pilot over the long term; • Increase coordination and appropriate access to care for probationers; • Reduce inappropriate emergency and inpatient utilization; • Improve data collection and sharing among partners to support ongoing case management, monitoring, and strategic program improvements in a sustainable fashion; • Achieve targeted quality and administrative improvement benchmarks; • Increase access to or utilization of housing or other non-medical supportive services; and, • Improve health outcomes for the WPC population. 	
Current workflow and/or workaround	Probationers are released from incarceration and left to their own devices to community resources that will help them address their social, health, and behavioral needs.	
Alternatives	Customer will not receive full funding from DHCS based on approved WPC proposal.	
Proposed Workflow	After probationers are released from incarceration, are seen by a nurse at the probation office, are shown the Wellness Map to educate them on local resources to address their health and social needs. The individualized map can be later accessed via online or mobile app, or a paper copy printed at the probation office or Customer clinic.	
Estimation of labor hours	Planning & Analysis:	171
	Design, Development:	609
	Testing & QA:	226
	Training:	60
	Go-Live Implementation:	95
Estimation of duration of implementation	Overall timeline:	150 Business Days (7 months)
	Discovery & Scoping:	20 Business Days

	Build:	45 Business Days
	Testing:	20 Business Days
	Training:	45 Business Days
	Go-Live and Project Closing:	20 Business Days
Impact of Change to Platform and/or Riverside Service Area	EpicCare Ambulatory (Hyperspace), Epic MyChart (Patient Portal), & LLUH Geoportal (Geographic Information Systems Platform)	

2. Acceptance Criteria to be defined by agreement between the parties during project design.

3. Financial Terms:

SOW Implementation Impact: **\$190,000**

(see support below for breakdown of estimated hours)

SLA Impact: **\$168,320** (see support below for breakdown of estimated hours)

4. Integration and Installation: defined below

5. Hardware: N/A

6. Software Tools and Licensing: TBD

7. Resources (type, estimated hours and estimated costs):

Time	Years Total (hrs/yr)	Hourly Rate (Total benefit)	Estimate	Resource	Description
.25 FTE	235	\$197	\$46,158	Project Manager (contracted)	Manage project activities
.5 FTE	624	\$190 \$155 \$150	\$101,948	GIS Developer (contracted)	Develop custom map and services, SOP for POI Coordinator
75 hrs	75	\$197 \$155	\$14,527	GIS Developer (contracted)	Deployment Pattern Review & Capacity Planning
40 hrs/yr	40	\$60	\$2,400	Integration Engineer	Connection/ Development between Wellness Map & EPIC EMR (FHIR)
100 hrs/yr	80	\$60	\$4,800	Ambulatory Analyst	Configure Security, Profile, Role for Epic. Functional and Integrated Testing
80 hrs/yr	60	\$60	\$3,600	Ambulatory Trainer	Creation of training material
180 hrs/yr	100	\$60	\$6,000	Infrastructure & IS Security	Support Interconnect & Oversight for Data
			\$10,567	ESRI and OS License	Additional Licenses/Infrastructure
Total Cost					

8. Continuing Support (type, estimated hours, and estimated costs):

Time	Years Total (hrs/yr)	Hourly Rate (Total benefit)	Estimate	Resource	Description
.25 FTE	160	\$197	\$31,520	Program Coordinator (contracted)	Liaison for enhancements
.25 FTE	400	\$190 \$155	\$64,000	GIS Developer (contracted)	Optimizations and enhancements
.25 FTE	160	\$155	\$24,860	GIS Administrator (contracted)	Maintain GIS systems, APIs and map application
56 hrs	56	\$197 \$190 \$155	\$9,396	GIS Developer (contracted)	Capacity Planning
20 hrs/yr	140	\$60	\$8,400	Integration Engineer	Maintain interface
80 *hrs/yr	80	\$60	\$4,800	Application Support	Configure Security, Profile, Role for Epic. Functional and Integrated Testing, Report Writer
40 hrs/yr	84	\$60	\$5,000	Infrastructure & IS Security	Support Interconnect & Oversight for Data
			\$20,400	Esri and OS License	Identify as Risk
Total Cost			\$168,376		

9. Additional Work (type, estimated hours and estimated costs):

N/A

10. Detailed SOW & High-Level Milestone & Schedule

Scope of Work:

The Planning and Analysis component of the project will be an ongoing effort including:

1. Kickoff Meeting
 - a. Kickoff with Customer
 - b. Internal Team Kickoff
2. Planning & Analysis
 - a. Resource Management & Coordination with LLUSS
 - b. Environmental Access
 - c. Status Meetings/Client Communication/Reporting

Phase 1 – Application Design

3. Design
 - a. Deployment Pattern Review
 - b. Capacity Analysis

Phase 2 – Development & Implementation

- c. Create New Repository
 - d. Map Services
 - i. Data Formatting/Coordination with Points-of-Interest Coordinator
 - e. Update Logo Customer
 - f. SOP for POI Coordinator
 - g. Authentication and Web Map Consumption
 - h. Near Me Functionality
 - i. Tracking
 - j. Recommendations Monitor GIS Services
4. Testing & QA
 - a. Internal testing
 - i. Test Plans
 - ii. Internal & Client Facilitation
 - iii. Train the Trainer
 - iv. Revisions & Refinements
5. Implementation
 - a. Deployment (3 Environments)
 - b. Documentation
 - c. Knowledge Transfer
 - d. Post Implementation Support

Assumptions

- LLUSS will execute this scope of work under a time and materials contract.
- The Execution of this Scope of Work consists of implementing the existing LLUSS Wellness Application for Customer; no additional development or changes will be made during this phase of work. Modifications may occur during the continuing support if necessary using the Change Request of Section 4 of the Agreement.
- The LLUSS will bill on a time and material basis up to the LOE outlined in this statement of work and reserves the right to revisit the LOE if an increase to the LOE is needed or if the project requirements change (increased scope or descoping or the proposed requirements).
- Development of the Customer Wellness application is expected to take 4 months from the start of the contract to production deployment.
- Customer and LLUSS will ensure the appropriate personnel and access is provided to support the contractor when necessary.
- Capacity Planning will be completed on a yearly basis to access the architecture and infrastructure for the potential increase in users. LLUSS team recommends continuous monitoring of resources and system utilization, with a monthly review to plan for adjustments.
- The results of the Capacity Planning may result in increased costs of infrastructure and licensing.
- Deployment & Configuration will be on existing servers, no upgrade or install of software will occur.
- Data Specialist (Points of Interest Coordinator) data collection will be the responsibility of Customer. Customer will take responsibility for identification of personnel, execution of data collection and formatting. LLUSS team will provide an SOP on data collection and formatting and provide advice and guidance to the POI Coordinator to assist Customer in executing work in a timely fashion.
- Customer will be responsible for the POI coordinator in subsequent years, a frequency for updates will be determined during initial development. LLUSS team recommends these to occur on a quarterly basis.
- Customer will work with LLUSS for all data collection and entry for necessary components of the map services. The POI data collection will need to occur for the following categories: Labs, Pharmacies, Emergency/Urgent Care, Exercise, Nutrition, Parks, Restaurants, Community Support, and Counseling. If the categories are expanded it will result in change request for the overall project. The development and deployment of the Wellness Map will rely on this data.
- Customer will complete testing within 7 days of each milestone or iterative release.
- LLUSS will be responsible for securing all Esri licensing required for contractor, prior to project Kick-off. Billing for Esri licensing will be a Pass-Through Fees to Customer.
- Customer will provide a Windows account for ArcGIS Platform.
- LLUSS will provide all Patient Map Services for the Application, the contractor will work with the Customer and LLUSS to ensure the proper services are provided.
- Contractor will not directly edit the source data contained in the input feature layers.
- Training of Customer administrator and users will presume an existing base knowledge of Esri and is not intended to be holistic training or training of inexperienced administrator or users.

- Any non-supported requirements requested by the Customer during or after this project engagement that are not currently within ArcGIS platform will require written request for change and may require additional development and increase the LOE.
- Post Production Support of 40 hours is included in the scope and costs of the project lifecycle.
- Existing SLA between LLUSS and Customer will be enforced following the conclusion of this project.
- The Wellness Application will be migrated off Embrace.
- Customer will need to acquire new domain names for the Wellness Application, LLUSS team can assist with this task.
- The Wellness Application will only integrate with EPIC.
- The ongoing Esri license fees will be validated on an annual basis and may be changed accordingly.
- The rates included above for continual support are based on current contracted rates. LLUSS team and contractor rates are subject to change with contract renewal, as of July 1, 2018.

EXHIBIT C

Statement of Work Appendix B-4

This Statement of Work B-4 (SOW B-4) sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Haiku and Canto functionality for the Riverside Service Area. This Statement of Work Appendix B-4 shall be effective on the Amendment Effective Date. Any different and additional terms set forth herein that are not found in the Agreement are applicable only to this Statement of Work Appendix B-4 and in no way alter the terms and conditions applicable to other Statements of Work incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

Customer has requested, through their Physician Advisory Group (PAG), to implement Epic's mobile applications Haiku and Canto to their physician users. LLUSS has recently implemented Haiku and Canto in July 2017 and this project seeks to implement processes in operation at LLUSS to Customer physicians.

Included in this project is additional functionality for secure instant messaging through Epic's Secure Chat. Epic software permits physicians utilizing Haiku and Canto to secure message one another through the application. Secure Chat requires additional licensing through Epic and the Pass-Through Fees quote is attached.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project on a monthly basis. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend services pending such approval and acceptance. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 4 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to the implementation of Haiku and Canto to Customer Authorized Users (in accordance with Section 8 of the Master Services Agreement) who have an approved Haiku/Canto Epic Security Template. A list of Haiku/Canto approved Security Templates is listed below as Table 1. Only Customer staff that have the Security templates listed below will be authorized to utilize Haiku or Canto. Requests to add additional templates will need to be reviewed by LLUSS Application Security department.

Haiku/Canto Approved Security Templates – Table 1

LL ANE ANESTHESIOLOGIST

LL ANE CRNA

LL ANE CRNA SUPER USER

LL IP AMB NURSE PRACTITIONER

LL IP AMB PHYSICIAN

LL IP AMB PHYSICIAN ASSISTANT

LL IP AMB PSYCHIATRY PHYSICIAN

LL OPT PACE NURSE PRACTITIONER

LL OPT SURGERY PHYSICIAN

LL PSYCHIATRY RESIDENT

LL RESIDENT

LL RIS RADIOLOGIST

LL ED PHYSICIAN

LL ED MLP

LL IP AMB PATHOLOGIST

LL AMB PSYCHOLOGIST

LL MEDICAL STUDENT

LL IP OBMD

For the project Customer will provide:

- A Project Manager/Lead to manage project tasks, coordinate and facilitate meetings between parties, and communicate status to appropriate stakeholders
- An email address or similar mechanism for Customer Authorized Users (in accordance with Section 8 of the Master Services Agreement) to submit Haiku/Canto device registration requests
- Customer to establish and commit to 2 business day turn-around time from

Authorized Users' initial request for Haiku/Canto access to submit device ID requests to LLUSS to be created

- Customer Authorized Users to intake the device request, verify the requestor is an authorized user, and is on an approved Epic Security Template listed in Table 1 above
- Provisioning Staff to input a Service Now request into LLUSS Service Now portal with provider's name and device ID
- Customer is responsible for verifying Haiku/Canto is compliant with County and organizational policies
- Customer is responsible for providing a wireless infrastructure within their facilities for devices to connect to that can access Haiku/Canto
- Customer is responsible for assisting Customer Authorized Users in configuring, installing and training to utilize Haiku and Canto
- Customer is responsible for the cost, deployment, and management of a MDM solution if they choose to require a MDM solution on Haiku/Canto devices

LLUSS will provide:

- Project Management Resources to assist the Customer PM in running the project. The LLUSS PM will provide guidance on decision points, as well as insight into LLUSS decisions made during its implementation of Haiku and Canto at LLUH health care sites.
- User Management, Epic Application Security, and Epic Ambulatory Resources
- LLUSS will use Commercially Reasonable Efforts to achieve a service level of 2 business day turn-around time from time Customer submits device ID within LLUSS's Service Now portal at contracted service levels.

Go Live Support:

- To support your physician base setup, configure, and utilize Haiku/Canto, go live support will be offered for an estimated 7 business days (Monday to Friday) for 4 hours a day at the Customer Medical Center. (28 hours total)
- LLUSS will provide resources for on-site support for the first 2 days (2 resources, 4 hours a day per resource, 16 hours total in budget)
- Customer will provide at least 2 resources for all 7 business days of on-site Go-Live support
 - Go Live Support resources can be Service Desk staff, IS Technical staff, or Epic Credentialed Trainers, at LLUSS' discretion

- Customer will be responsible to assist providers at all other facilities outside of the Customer Medical Center (ie. FQHC clinics, Arlington IP Hospital)
- Customer will provide a space at the Customer Medical Center for at the elbow go live support

3. Acceptance Criteria:

Customer Physicians will be able to request access, following the process outlined in paragraph 4 of the SLA as amended by Amendment 2 and this Amendment 3, to Haiku/Canto on their devices and successfully authenticate to both applications. Acceptance of successful authentication into Haiku/Canto will be from any network (mobile/cellular network is acceptable) and does not require connection from the Customer network. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval (Estimated at 2 weeks)		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	Amendment Effective Date
Phase 1 – Project Planning and Resourcing (Estimated at 1 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	<ul style="list-style-type: none"> • Project Kickoff and approved project plan • Project Resources assigned by LLUSS and Customer 	5 business days after Milestone #1
Phase 2 – Build and Testing (Estimated at 2-3 weeks)		
Description – This project phase consists of building, testing, and validating the device activation workflows between Customer and LLUSS, and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE

3	Customer and LLUSS will agree upon an agreed provider device activation process/workflow	10 business days after Milestone #2
4	Customer to finalize security requirements that physician Authorized Users personal devices must meet to utilize Haiku and Canto and is responsible for privacy and security of physician personal devices	10 business days after Milestone #2
5	Customer Compliance to agree to Haiku/Canto functionality for physician Authorized Users and update any relevant policies prior to go live (ie. Clinical photo capture on a personal mobile device)	5 business days after Milestone #3

Phase 3 – Training and Go-Live (Estimated at 2 weeks)

Description – This project phase consists of delivering training material and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:

#	DESCRIPTION OF MILESTONE	DATE
6	Customer delivers end user training communication and publish training materials	5 business days after Milestone #5
7	Customer to send communication to physician base on process to activate devices for Haiku/Canto and go live support days	5 business days after Milestone #5
8	Customer runs acceptance tests, provides written notice to LLUSS of Errors or provides acceptance.	5 business days after Milestone #5
9	Haiku/Canto Go Live for Customer Physicians	1-5 business days after Milestone #8

Phase 4 – Project Closure and Ongoing Support

Description – This project phase consists of project closure and transition to ongoing support

#	DESCRIPTION OF MILESTONE	DATE
10	Customer and LLUSS transition to ongoing support and maintenance under the terms of the existing Service Level Agreement	7 business days after Milestone #9

5. Financial Terms:

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of

each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend services pending such change request and approval. This request will be submitted by LLUSS to Customer for approval.

6. Integration and Installation:

There is no additional Epic build or integration required to support Customer physician Authorized Users in utilizing Haiku and Canto.

7. Hardware:

No additional hardware is required to develop and implement this solution. At Customer discretion, they can require Mobile Device Management (MDM) to be required for physician devices to access Haiku/Canto. The cost, deployment, and management of a MDM solution is Customer responsibility.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement Haiku and Canto. Both applications are publicly available on the Apple application store or Google Play.

There is an additional fee for the licensing of Secure Chat, which is utilized through Haiku and Canto. The upfront Pass-Through Fee for license and recurring maintenance are included in this amendment.

9. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$17,166. The increase consists of up to 1 hour per week (52 hours a year) of additional support for the LLUSS Identity Access Management team, which will result in a \$3900 increase. To accommodate the increase in additional storage for clinical images, there is an increase of \$3000 a year. This increase is estimating 3000 exams annually. The numbers of exams that are stored will be evaluated annually and the cost will be \$1 per exam. For the licensing of Secure Chat, there is an annual maintenance fee of \$10,266 that is based on 375,000 annual ambulatory visits and 160,000 annual inpatient day equivalents. Changes to Customer annual ambulatory visits or annual inpatient day equivalents volumes will affect Secure Chat pricing.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS along with an outline of the resources required from Customer. Although the costs are not outlined in this SOW for Customer resources, they are required in order to achieve a successful implementation of this change and ensure long-term adoption of the workflows to support Haiku and Canto. All costs and hours are an estimated level of effort and could change. Customer will pay actual time and materials as incurred.

LLUSS:

Secure Chat Licensing	\$54,200.00
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Identity Management Analyst	15 hours	\$1,125.00
Epic Application Security Analyst	10 hours	\$1,125.00
Ambulatory Application Analyst	5 hours	\$562.50
Project Manager	30 hours	\$2,250.00
Go Live Support Resources	16 hours	<u>\$1,200.00</u>
Labor Total		\$6,262.50
Total SOW		\$60,462.50

The resources listed below are estimated to be required from Customer to ensure a successful implementation. The hours are estimated based upon LLUSS experience in implementing Haiku and Canto. Hours and costs incurred by these resources will not be tracked by LLUSS. The estimated hours are provided here to assist Customer in resource management and assignment to the project.

Customer: (estimated hours)

Project Manager/Lead	30 hours
Physician Super User (Workflow, Testing and Validation)	5 hours
User Provisioning Analyst	20 hours
Technical Analyst	20 hours
IS Security	5 hours
Service Desk (Workflow, Request process)	20 hours
Ambulatory Credentialed Trainer	20 hours
Go Live Support Resources	56 hours

EXHIBIT D

Statement of Work Appendix B-5

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Epic functionality to support radiology services for the new Corona clinic. This Statement of Work Appendix B-5 shall be effective on the Amendment Effective Date. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

Customer has requested the implementation of an Epic Radiant workflow for X-Ray, Ultrasound, Mammography, and Dual X-Ray Absorptiometry (DXA) services at their new Corona clinic building tentatively scheduled to open in April 2018. In order to utilize an Epic Radiant workflow, a new department in the Riverside Service Area will need to be created for each of the four services along with a schedulable epic resource (SER) record for each of the imaging machines being used by this new location. The list of devices in scope for this effort is provided in Schedule A of this Statement of Work Appendix B-5.

These new departments and Epic Radiant workflows will be defined in the Riverside Service Area to perform the list of procedures and associated CPT codes as defined in Schedule B of this Statement of Work Appendix B-5. LLUSS will use Commercially Reasonable Efforts to develop schedules for the devices to perform these orders in the Riverside Service Area to permit Customer Radiology Authorized Users to assign a patient order to a unique device managing the performing and billing of that order as it is carried out. The resulting of these orders will be done using existing workflows and technology. Access to these departments, the SER schedules, and visits will need to be defined by Customer and applied by LLUSS for both the department staff and supporting services as part of this level of effort. LLUSS will provide training curriculum and materials and Customer will the conduct the actual training of staff to support this change.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend performance of work pending such change request and approval. This request will be submitted by LLUSS to Customer for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 4 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to the list of devices (Schedule A of this Statement of Work Appendix B-5) and procedures (Schedule B of this Statement of Work Appendix B-5) attached for the four new Corona Clinic radiology services departments. Resources from Customer that serve as their subject matter experts for the scope of radiology procedures (defined in Schedule B of this Statement of

Work Appendix B-5) and supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this SOW outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

Customer Physician Authorized Users will place orders in the Riverside Service Area for the imaging procedures (listed in Schedule B of this Statement of Work Appendix B-5) to be carried out by one of the four new Corona clinic radiology departments. These procedures will be scheduled and performed then billed in the Riverside Service Area. The procedures will be resulted using existing technology, integration, and workflows. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Riverside Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval (Estimated at 2 months)		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	Amendment Effective Date
Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	20 business days from Milestone#1

3	Project Resources assigned by LLUSS and Customer	20 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 8 weeks)		
Description – This project phase consists of building, testing, and validating this change into the Riverside Service Area and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed workflow design	10 business days from Milestone#3
5	LLUSS completes the build in the Riverside Service Area test environment.	10 business days from Milestone#3
6	Test data validated by Customer and LLUSS	5 business days from Milestone#5
7	LLUSS completes the build in the Riverside Service Area production environment.	10 business days from Milestone#6
8	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#7
Phase 3 – Training and Go-Live (Estimated at 2 weeks)		
Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
10	Customer delivers end user change communication and training	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#9

12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer for approval.

6. Integration and Installation:

The shared EHR platform will contain the four new radiology departments for the Corona clinic that will incorporate the devices listed in Schedule A of this Statement of Work Appendix B-5. The list of procedures performed by this department, the associated charge and CPT codes, are listed in Schedule B of this Statement of Work Appendix B-5. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new interface. The devices listed in Schedule A of this Statement of Work Appendix B-5 will utilize the existing PACS system for interfacing the DICOM imaging generated with the Riverside Service Area.

7. Hardware:

No additional hardware is required to develop and implement this change to the Riverside Service Area.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement this change to the Riverside Service Area.

9. Continuing Support (type, estimated hours, and estimated costs):

The new radiology services at the Corona Clinic will require additional continuing support so an increase in these costs, as defined in Exhibit C of the Original Agreement, is warranted. The increase has been determined to be 5 additional EHR application analyst hours a month, which equates to \$6,750.00 using the labor rates as defined in Exhibit D of the Original Agreement. LLUSS will begin charging Customer these new rates once milestone 9 is achieved as outlined in the milestone schedule above.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. These costs are an estimated level of effort and could change due to delays or changes in project scope.

LLUSS:

Project Manager	55 hours	\$7,150.00
ADT Application Analyst	15 hours	\$1,950.00
Radiant Application Analyst (Contractor)	77 hours	\$10,010.00
Resolute HB Application Analyst	10 hours	\$1,300.00
Resolute PB Application Analyst	32 hours	\$4,160.00
Ambulatory Application Analyst	45 hours	\$5,850.00
Willow Application Analyst	15 hours	\$1,950.00
Instructional Designer	20 hours	\$1,200.00
Testing/QA Team	20 hours	\$1,200.00
Security Application Analyst (Access)	10 hours	\$1,120.00
Integration Analyst	12 hours	\$1,344.00
Project Leadership	13 hours	\$1,280.50
Total		\$38,514.50

An outline of the Customer resources required for this project are provided below. Although the costs are not outlined in this SOW for non-LLUSS resources, they are required in order to achieve a successful implementation of this change. All hours are an estimated level of effort and could change due to delays or changes in project scope.

Customer:

Corona Clinic Manager	20 Hours
Physician/Radiologist Super User	20 hours
Corona Clinic Radiology Department Super User	20 hours
Hospital Billing Super User	20 hours
Professional Billing Super User	20 hours
Scheduling Super User	20 hours
Integration Analyst	10 hours
Epic Radiant Certified Trainer	20 hours

Epic HB/PB Certified Trainer	20 hours
Epic Willow Certified Trainer	20 hours
Epic Ambulatory Training	20 hours

SCHEDULE A – List of Devices for Customer Corona Clinic Radiology Services

The following devices are in scope for the new Customer Corona Clinic’s radiology services, each will have an SER record created as well as a schedule in Epic.

Device Quantity	Device Type/Description
2	DX X-Ray Imaging Machines
2	Ultrasound Imaging Machines
1	Mammography Imaging Machine
1	DEXA Imaging Machine

SCHEDULE B – List of Procedures for Customer Corona Clinic Radiology Services

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
141919	IMG9000	XR A.C. JOINTS (73050)	73050
141921	IMG9001	XR ABDOMEN 2 VIEWS (74020)	74020
141923	IMG9002	XR ACUTE ABD SERIES (74022)	74022
141931	IMG9006	XR ANKLE COMPLETE LT (73610)	73610
141933	IMG9007	XR ANKLE COMPLETE RT (73610)	73610
141935	IMG9008	XR ANKLE LIMITED LT (73600)	73600
141937	IMG9009	XR ANKLE LIMITED RT (73600)	73600
141939	IMG9010	XR ARTHRITIS SERIES COMPLETE (77075)	77075
214760	IMG9437	XR ARTHRITIS SERIES LIMITED (77075)	77075
214766	IMG9440	XR ARTHRITIS SERIES LIMITED - ANKY SPOND (77075)	77075
214764	IMG9439	XR ARTHRITIS SERIES LIMITED - CPPD (77075)	77075
214762	IMG9438	XR ARTHRITIS SERIES LIMITED - RA (77075)	77075
141941	IMG9011	XR BONE AGE (77072)	77072
134698	IMG9402	XR BONE DYSPLASIA SURVEY (77075)	77075
141943	IMG9012	XR BONE LENGTH (77073)	77073
141945	IMG9013	XR BONE SURVEY METABOLIC (77075)	77075
214758	IMG9435	XR BONE SURVEY OSTEOMYELITIS (77075)	77075
141947	IMG9014	XR BONE SURVEY PEDS NAT (77075)	77075
141951	IMG9016	XR BOTH FEET 1 VIEW (73620)	73620
141953	IMG9017	XR BOTH HANDS WRISTS (73120)	73120
141961	IMG9021	XR C SPINE LATERAL (72020)	72020
214754	IMG9433	XR C SPINE WITH FLEX/EXT (72052)	72052
141955	IMG9018	XR CERVICAL SPINE AP AND LAT (72040)	72040
141957	IMG9019	XR CERVICAL SPINE PLUS OBLIQUES (72050)	72050
141959	IMG9020	XR CERVICAL SPINE PLUS OBLIQUES AND FLEX/EXT (72052)	72052
214272	IMG9426	XR CHEST 1V NICU (71010)	71010

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
141971	IMG9026	XR CHEST 2 VIEWS (71020)	71020
141969	IMG9025	XR CHEST 2V PLUS LORDOTIC VIEW (71021)	71021
214274	IMG9427	XR CHEST 2V NICU (71020)	71020
141973	IMG9027	XR CHEST 2V WITH BOTH OBLIQUES (71022)	71022
141965	IMG9023	XR CHEST ABD 2V NICU (71020)	71020
141967	IMG9024	XR CHEST ABD AP NICU (71010)	71010
141963	IMG9022	XR CHEST BILATERAL DECUB 2V (71035)	71035
141975	IMG9028	XR CHEST COMP 4 VIEWS (71030)	71030
174193	IMG9175	XR CHEST LATERAL DECUB 1 VIEW (71035)	71035
141983	IMG9032	XR CHEST PA INSP EXPIR (71020)	71020
141985	IMG9033	XR CHEST SINGLE VIEW (71010)	71010
141987	IMG9034	XR CLAVICLE LT (73000)	73000
141989	IMG9035	XR CLAVICLE RT (73000)	73000
141991	IMG9036	XR DIAG QA PHANTOM IMAGES	NOBILL
141999	IMG9040	XR ELBOW COMPLETE LT (73080)	73080
142001	IMG9041	XR ELBOW COMPLETE RT (73080)	73080
142003	IMG9042	XR ELBOW LIMITED 2 VIEW LT (73070)	73070
142005	IMG9043	XR ELBOW LIMITED 2 VIEW RT (73070)	73070
142007	IMG9044	XR EYE FOR FOREIGN BODY (70030)	70030
142009	IMG9045	XR FACIAL BONES COMPLETE (70150)	70150
142011	IMG9046	XR FACIAL BONES LIMITED (70140)	70140
147243	IMG9417	XR FEMUR 1 V LT (73551)	73551
147239	IMG9416	XR FEMUR 1 V RT (73551)	73551
147247	IMG9418	XR FEMUR 2 V LT (73552)	73552
147251	IMG9419	XR FEMUR 2 V RT (73552)	73552
142013	IMG9047	XR FEMUR LT (73550)	73550
142015	IMG9048	XR FEMUR RT (73550)	73550
142019	IMG9050	XR FINGERS LT (73140)	73140

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
142021	IMG9051	XR FINGERS RT (73140)	73140
142023	IMG9052	XR FLEX EXT C SPINE 2 VIEWS (72040)	72040
142025	IMG9053	XR FOOT COMPLETE LT (73630)	73630
142027	IMG9054	XR FOOT COMPLETE RT (73630)	73630
142029	IMG9055	XR FOOT LIMITED LT (73620)	73620
142031	IMG9056	XR FOOT LIMITED RT (73620)	73620
142033	IMG9057	XR FOREARM LT (73090)	73090
142035	IMG9058	XR FOREARM RT (73090)	73090
174632	IMG9179	XR FOREIGN BODY NOSE RECTUM CHILD (76010)	76010
142041	IMG9061	XR HAND COMPLETE LT (73130)	73130
142043	IMG9062	XR HAND COMPLETE RT (73130)	73130
142045	IMG9063	XR HAND LIMITED LT (73120)	73120
142047	IMG9064	XR HAND LIMITED RT (73120)	73120
145180	IMG9444	XR HIP 1V LT (73501)	73501
145184	IMG9445	XR HIP 1V RT (73501)	73501
142055	IMG9068	XR HIP 2V LT (73502)	73502
142057	IMG9069	XR HIP 2V RT (73502)	73502
147227	IMG9413	XR HIP BILAT W/ PELVIS 2 V (73521)	73521
147231	IMG9414	XR HIP BILAT W/ PELVIS 2 V W/ INLET & OUTLET (73522)	73522
149127	IMG9425	XR HIP BILAT W/ PELVIS 2 V W/ JUDET (73522)	73522
142059	IMG9070	XR HIP UNI W PELVIS LT (73510)	73510
142061	IMG9071	XR HIP UNI W PELVIS RT (73510)	73510
149123	IMG9423	XR HIP UNI W/ PELVIS 2 V LT W/ JUDET (73503)	73503
149125	IMG9424	XR HIP UNI W/ PELVIS 2 V RT W/ JUDET (73503)	73503
147211	IMG9407	XR HIP UNI W/ PELVIS 1V LT (73501)	73501
147215	IMG9408	XR HIP UNI W/ PELVIS 1V RT (73501)	73501
147287	IMG9411	XR HIP UNI W/ PELVIS 2 V LT W/ INLET & OUTLET (73503)	73503
147223	IMG9412	XR HIP UNI W/ PELVIS 2 V RT W/ INLET & OUTLET (73503)	73503

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
147219	IMG9409	XR HIP UNI W/ PELVIS 2V LT (73502)	73502
147221	IMG9410	XR HIP UNI W/ PELVIS 2V RT (73502)	73502
142063	IMG9072	XR HIPS BILAT W PELVIS (73520)	73520
142065	IMG9073	XR HIPS INFANT CHILD (73502)	73502
142067	IMG9074	XR HUMERUS LT (73060)	73060
142069	IMG9075	XR HUMERUS RT (73060)	73060
142071	IMG9076	XR INFANT LOWER EXT 2 VIEW LT (73592)	73592
142073	IMG9077	XR INFANT LOWER EXT 2 VIEW RT (73592)	73592
142075	IMG9078	XR INFANT UPPER EXT 2 VIEW LT (73092)	73092
142077	IMG9079	XR INFANT UPPER EXT 2 VIEW RT (73092)	73092
214752	IMG9432	XR KNEE (ARTHRITIS) LT (73564)	73564
214750	IMG9431	XR KNEE (ARTHRITIS) RT (73564)	73564
142093	IMG9087	XR KNEE 3 VIEWS LT (73562)	73562
142095	IMG9088	XR KNEE 3 VIEWS RT (73562)	73562
142103	IMG9092	XR KNEE BILAT PATELLAR SUN 1 VIEW (73560)	73560
142105	IMG9093	XR KNEE COMPLETE 4V LT (73564)	73564
142107	IMG9094	XR KNEE COMPLETE 4V RT (73564)	73564
142109	IMG9095	XR KNEE LIMITED LT (73560)	73560
142111	IMG9096	XR KNEE LIMITED RT (73560)	73560
142113	IMG9097	XR KNEE PATELLAR SUN 1V LT (73560)	73560
142115	IMG9098	XR KNEE PATELLAR SUN 1V RT (73560)	73560
142091	IMG9086	XR KNEE STANDING AP VIEW BILAT (73565)	73565
142117	IMG9099	XR KNEE W TUNNEL OR SUNRISE LT (73564)	73564
142119	IMG9100	XR KNEE W TUNNEL OR SUNRISE RT (73564)	73564
214276	IMG9428	XR KUB SUPINE ABD NICU (74000)	74000
142121	IMG9101	XR KUB SUPINE ABDOMEN (74000)	74000
142125	IMG9103	XR LUMBAR SPINE AP AND LATERAL (72100)	72100
163096	IMG9174	XR LUMBAR SPINE BENDING ONLY (72120)	72120

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
142127	IMG9104	XR LUMBAR SPINE COMP W BENDING VIEWS (72114)	72114
263787	IMG9436	XR LUMBAR SPINE FLEX/EXT ONLY (72100)	72100
142129	IMG9105	XR LUMBAR SPINE W OBLIQUES (72110)	72110
214756	IMG9434	XR LUMBAR SPINE WITH FLEX/EXT (72110)	72110
142133	IMG9107	XR MANDIBLE COMPLETE (70110)	70110
142131	IMG9106	XR MANDIBLE LIMITED (70100)	70100
142137	IMG9109	XR MASTOID COMPLETE (70130)	70130
214768	IMG9441	XR MASTOID LIMITED (70120)	70120
142139	IMG9110	XR NASAL BONES (70160)	70160
142141	IMG9111	XR NECK SOFT TISSUE (70360)	70360
142143	IMG9112	XR OPTIC FORAMINA (70190)	70190
142145	IMG9113	XR ORBITS (70200)	70200
142147	IMG9114	XR OSCALISIS (HEEL) LT (73650)	73650
142149	IMG9115	XR OSCALISIS (HEEL) RT (73650)	73650
142153	IMG9117	XR PARANASAL SINUS COMPLETE (70220)	70220
142155	IMG9118	XR PARANASAL SINUS LTD (70210)	70210
142159	IMG9120	XR PEDS SPINE SURVEY 2 V (72010)	72010
142161	IMG9121	XR PELVIS - 3 VIEWS - JUDET VIEWS (72190)	72190
142163	IMG9122	XR PELVIS AP ONLY (72170)	72170
142167	IMG9124	XR PELVIS INLET OUTLET (72190)	72190
174554	IMG9182	XR PELVIS STANDING (72170)	72170
142171	IMG9126	XR RIBS BILATERAL (71110)	71110
142173	IMG9127	XR RIBS UNILATERAL LT (71100)	71100
142175	IMG9128	XR RIBS UNILATERAL RT (71100)	71100
142177	IMG9129	XR SACRO ILIAC JOINTS (72202)	72202
142181	IMG9131	XR SACRUM AND COCCYX (72220)	72220
142183	IMG9132	XR SCAPULA LT (73010)	73010
142185	IMG9133	XR SCAPULA RT (73010)	73010

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
142187	IMG9134	XR SCOLIO AP LAT WITH BENDING (72090)	72090
142193	IMG9137	XR SELLA TURCICA (70240)	70240
142205	IMG9143	XR SHOULDER 1 VIEW LT (73020)	73020
142207	IMG9144	XR SHOULDER 1 VIEW RT (73020)	73020
214772	IMG9443	XR SHOULDER COMPLETE (TRAUMA) LT (73030)	73030
214770	IMG9442	XR SHOULDER COMPLETE (TRAUMA) RT (73030)	73030
142201	IMG9141	XR SHOULDER LT (73030)	73030
142203	IMG9142	XR SHOULDER RT (73030)	73030
142209	IMG9145	XR SHUNT SERIES (70250,71010,74000)	70250
263611	IMG9216	XR SITZMARKER STUDY	74000
142211	IMG9146	XR SKULL COMPLETE (70260)	70260
142213	IMG9147	XR SKULL LIMITED (70250)	70250
147207	IMG9406	XR SPINE 2 V SPINAL COLUMN W/ BENDING, FLEX/ EXT (SCOLIOSIS) (72084)	72084
147203	IMG9405	XR SPINE 2 V SPINAL COLUMN W/ BENDING (SCOLIOSIS) (72083)	72083
149121	IMG9422	XR SPINE 2 V SPINAL COLUMN W/ FLEX/EXT (SCOLIOSIS) (72083)	72083
142215	IMG9148	XR SPINE ANY LEVEL 1V (72020)	72020
142217	IMG9149	XR STERNO CLAV JOINTS (71130)	71130
142219	IMG9150	XR STERNUM (71120)	71120
142223	IMG9152	XR T L JUNCTION AP AND LATERAL (72080)	72080
201509	IMG9208	XR TEMP MANDIBULAR BILAT (70330)	70330
142225	IMG9153	XR TEMP MANDIBULAR JT LT (70328)	70328
142227	IMG9154	XR TEMP MANDIBULAR JT RT (70328)	70328
142229	IMG9155	XR THORACIC SPINE 3 VIEWS (72072)	72072
142231	IMG9156	XR THORACIC SPINE 4 VIEWS (72074)	72074
142233	IMG9157	XR THORACIC SPINE AP AND LATERAL (72070)	72070
142235	IMG9158	XR TIBIA FIBULA LT (73590)	73590
142237	IMG9159	XR TIBIA FIBULA RT (73590)	73590
142239	IMG9160	XR TOES LT (73660)	73660

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
142241	IMG9161	XR TOES RT (73660)	73660
142249	IMG9165	XR WRIST COMP W OBLIQUE LT (73110)	73110
142251	IMG9166	XR WRIST COMP W OBLIQUE RT (73110)	73110
142253	IMG9167	XR WRIST INSTABIL SERIES RT (73110)	73110
142255	IMG9168	XR WRIST INSTABILITY SERIES LT (73110)	73110
142257	IMG9169	XR WRIST LIMITED LT (73100)	73100
142259	IMG9170	XR WRIST LIMITED RT (73100)	73100
142265	IMG9173	XR ZYGOMATIC ARCHES (70150)	70150
174539	IMG5216	US ABDOMEN FOR AORTA (93978)	93978
141509	IMG5000	US ABDOMINAL SOFT TISSUE (76705)	76705
141511	IMG5001	US ABDOMINAL ULTRASOUND (76700)	76700
201188	IMG5105	US ABDOMINAL ULTRASOUND WITH DOPPLER (76700)	76700
105141513	IMG5228	US BREAST COMPLETE LT (76641)	76641
105141515	IMG5229	US BREAST COMPLETE RT (76641)	76641
1005174541	IMG5227	US BREAST LIMITED LT (76642)	76642
105174541	IMG5226	US BREAST LIMITED RT (76642)	76642
141517	IMG5004	US BREAST US, ABSCESS ONLY LT (76642)	76642
141519	IMG5005	US BREAST US, ABSCESS ONLY RT (76642)	76642
141521	IMG5006	US DIALYSIS ACCESS DOPPLER (93990)	93990
141523	IMG5007	US DOPPLER (93975)	93975
145231	IMG5246	US DUPLX ILIACS BILATERAL	93978
141525	IMG5008	US DUPLX LO EXT ARTERY BILAT (93925)	93925
141527	IMG5009	US DUPLX LO EXT ARTERY UNI - LT (93926)	93926
141529	IMG5010	US DUPLX LO EXT ARTERY UNI - RT (93926)	93926
141531	IMG5011	US DUPLX LO EXT VEIN BILAT (93970)	93970
141533	IMG5012	US DUPLX LO EXT VEIN UNI - LT (93971)	93971
141535	IMG5013	US DUPLX LO EXT VEIN UNI - RT (93971)	93971
141537	IMG5014	US DUPLX UP EXT ARTERY BILAT (93930)	93930

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
141539	IMG5015	US DUPLX UP EXT ARTERY UNI - LT (93931)	93931
141541	IMG5016	US DUPLX UP EXT ARTERY UNI - RT (93931)	93931
105141535	IMG5225	US DUPLX UP EXT VEIN UNI - RT (93971)	93971
105141533	IMG5224	US DUPLX UP EXT VEIN UNI-LT (93971)	93971
141543	IMG5017	US DUPLX UP EXT VEINS BILAT (93970)	93970
141561	IMG5026	US EVAL PLEURAL EFFUSION/CHEST (76604)	76604
141565	IMG5028	US FETAL DOPPLER UMBILICAL ARTERY (76820)	76820
141571	IMG5031	US HEAD ECHO (76506)	76506
141573	IMG5032	US INF VENA CAVA (93978)	93978
141605	IMG5048	US KIDNEYS WITH BLADDER (76770)	76770
141581	IMG5036	US LIVER TRANSPLANT DOPPLER (76705 & 93975)	76705
156964	IMG5100	US OB 1ST TRIMESTER - FETAL NT (76813)	76813
141583	IMG5037	US OB < 14 WEEKS (76801)	76801
141589	IMG5040	US OB > 14 WEEKS (76805)	76805
140566	IMG5168	US OB LIMITED FOR TTTS SURVEILLANCE (76815)	76815
141585	IMG5038	US OB ULTRASOUND REPEAT (76816)	76816
141587	IMG5039	US OB US DETAILED (76811)	76811
141593	IMG5042	US PELVIC MASS EVAL (76856)	76856
174543	IMG5218	US PENILE VASC STUDIES (93980)	93980
141597	IMG5044	US SCAN & EVAL AORTA - SCREEN FOR AAA	76706
141599	IMG5045	US SCAN & EVAL ASCITES (76700)	76700
201134	IMG5103	US SCAN & EVAL AXILLA, BILAT (76882)	76882
201132	IMG5102	US SCAN & EVAL AXILLA, LT (76882)	76882
201130	IMG5101	US SCAN & EVAL AXILLA, RT (76882)	76882
141601	IMG5046	US SCAN & EVAL BLADDER (76775)	76775
141603	IMG5047	US SCAN & EVAL GALL BLADDER (76705)	76705
201256	IMG5106	US SCAN & EVAL KIDNEYS DUPLEX (RAS) W DOPPLER (76770 & 93975)	76770
141607	IMG5049	US SCAN & EVAL LIVER (76705)	76705

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
141611	IMG5051	US SCAN & EVAL PARATHYROID (76536)	76536
141615	IMG5053	US SCAN & EVAL SPLEEN (76705)	76705
141619	IMG5055	US SCAN & EVAL TESTICLE (76870)	76870
105141619	IMG5222	US SCAN & EVAL TESTICLE WITH DOPPLER (76870)	76870
141621	IMG5056	US SCAN & EVAL THYROID (76536)	76536
141623	IMG5057	US SCAN/EVAL TRANSP KID W/DOPPLER (76776)	76776
141625	IMG5058	US SCN/EVAL ABD ABSCESS (76700)	76700
197490	IMG5220	US SOFT TISSUE - BODY/TORSO (76705)	76705
141627	IMG5059	US SOFT TISSUE EXT US LT COMP (76881)	76881
141629	IMG5060	US SOFT TISSUE EXT US LT LIMITED (76882)	76882
141631	IMG5061	US SOFT TISSUE EXT US RT COMP (76881)	76881
141633	IMG5062	US SOFT TISSUE EXT US RT, LIMITED (76882)	76882
141635	IMG5063	US SOFT TISSUE MASS -HEAD/NECK (76536)	76536
141637	IMG5064	US SPINE SCAN (76800)	76800
141643	IMG5067	US TRANSVAGINAL OB (76817)	76817
141645	IMG5068	US TRANSVAGINAL PELVIC EVAL (76830)	76830
105141645	IMG5223	US TRANSVAGINAL PELVIC EVAL WITH DOPPLER (76830)	76830
141659	IMG5075	US VAS CAROTID DUPLEX SCAN (93880)	93880
141661	IMG5076	US VAS FOLLOW/UP LTD CAROTID DPLX - LT (93882)	93882
141663	IMG5077	US VAS FOLLOW/UP LTD CAROTID DPLX - RT (93882)	93882
141667	IMG5079	US VAS LOWER ARTERIAL DUPLEX - BIL (93925)	93925
141669	IMG5080	US VAS LOWER ARTERIAL DUPLEX-LTD - LT (93926)	93926
141671	IMG5081	US VAS LOWER ARTERIAL DUPLEX-LTD - RT (93926)	93926
141681	IMG5086	US VAS UPPER ARTERIAL DUPLEX - BIL (93930)	93930
141685	IMG5088	US VAS UPPER ARTERIAL DUPLEX-UNI - LT (93931)	93931
141683	IMG5087	US VAS UPPER ARTERIAL DUPLEX-UNI - RT (93931)	93931
141687	IMG5089	US VAS UPPER EXT ARTERIAL EXAM - BILAT (93930)	93930
201214	IMG5136	US VEN DUPLX SCAN BILAT, VEIN MAP LOWER (93970)	93970

PROCEDURE ID	PROCEDURE MASTER #	PROCEDURE RECORD NAME	CPT CODE
201212	IMG5135	US VEN DUPLX SCAN BILAT, VEIN MAP UPPER (93970)	93970
141699	IMG5095	US VENOUS MAPPING (93970)	93970
141701	IMG5096	US VENOUS REFLUX BILAT (93970)	93970
141703	IMG5097	US VENOUS REFLUX UNILAT - LT (93971)	93971
141705	IMG5098	US VENOUS REFLUX UNILAT - RT (93971)	93971
143666	IMG8001	DEXA BONE SCAN APPENDICULAR (77081)	77081
143665	IMG8000	DEXA BONE SCAN AXIAL (77080)	77080
34552	IMG572	DXA BONE DENSITY AXIAL SKELETON (77080)	77080
140458	IMG4004	MAMMO DIAGNOSTIC BILAT (G0204)	G0204
140460	IMG4005	MAMMO DIAGNOSTIC LT (G0206)	G0206
140462	IMG4006	MAMMO DIAGNOSTIC RT (G0206)	G0206
140464	IMG4007	MAMMO SCREENING BILAT (G0202)	G0202
140470	IMG4010	MAMMO SCREENING LT (G0202)	G0202
140472	IMG4011	MAMMO SCREENING RT (G0202)	G0202

EXHIBIT E

Statement of Work Appendix B-6

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to implementing Epic functionality to support cardiovascular diagnostic laboratory (CDL) procedures being performed at the Customer Medical Center. This Statement of Work shall be effective as of the Amendment Effective Date. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

1. Statement of Work Description:

Customer has requested the implementation of an Epic Radiant workflow for CDL procedures being performed at the Medical Center. In order to utilize an Epic Radiant workflow, a new department in the Riverside Service Area will need to be created along with a schedulable epic resource (SER) record for each of the imaging machines being used by this new location. The list of devices in scope for this effort is provided in Schedule A of this Statement of Work Appendix B-6.

This new department and Epic Radiant workflows will be defined in the Riverside Service Area to perform the list of procedures and associated CPT codes as defined in Schedule B of this Statement of Work Appendix B-6. Schedules for the devices to perform these orders will be created in the shared EHR so Customer Radiology staff will be able to assign a patient order to a unique device managing the performing and billing of that order as it is carried out. The resulting of these orders will be done using existing workflows and technology. Access to these departments, the SER schedules, and visits will need to be defined and applied for both the department staff and supporting services as part of this level of effort. LLUSS will provide training curriculum and materials and Customer will the conduct the actual training of staff to support this change.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements for both parties in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 4 as outlined in the Milestone Schedule section of this SOW.

2. Specifications and Special Terms and Conditions:

This statement of work is applicable to the list of devices (Schedule A of this Statement of Work Appendix B-6) and procedures (Schedule B of this Statement of Work Appendix B-6) attached to this document. Resources from Customer that serve as their subject matter experts for CDL procedures and supporting clinical and business processes are required participants for the success of this project. The milestone schedule in this SOW outlines the key events that must be achieved by the project team in order to realize a successful implementation.

3. Acceptance Criteria:

Customer Physician Authorized Users will place orders in the Riverside Service Area for procedures (listed in Schedule B of this Statement of Work Appendix B-6) to be carried out by the CDL department. These procedures will be scheduled and performed in Epic, and resulted using existing technology and workflows. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the shared EHR platform. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

4. Milestone Schedule:

Phase 0 – Project Discovery and Approval (Estimated at 2 months)		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	Amendment Effective Date
Phase 1 – Project Planning and Resourcing (Estimated at 4 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
2	Project Kickoff and approved project plan	20 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer	20 business days from Milestone#1
Phase 2 – Build and Testing (Estimated at 8 weeks)		

<p>Description – This project phase consists of building, testing, and validating this change into the Riverside Service Area and is achieved when reaching the milestones listed below:</p>		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed workflow design	10 business days from Milestone#3
5	LLUSS completes the build in the Riverside Service Area test environment.	10 business days from Milestone#3
6	Test data validated by Customer and LLUSS	5 business days from Milestone#5
7	LLUSS completes the build in the Shared Epic EHR production environment.	10 business days from Milestone#6
8	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#7
<p>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</p> <p>Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:</p>		
#	DESCRIPTION OF MILESTONE	DATE
10	Customer delivers end user change communication and training	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

5. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer for approval.

6. Integration and Installation:

The shared EHR platform will contain the CDL department for the Customer Medical Center that will incorporate the devices listed in Schedule A. The list of procedures performed by this department, the associated charge and CPT codes, are listed in Schedule B. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new interface. The devices listed in Schedule A will utilize the existing PACS system for interfacing the DICOM imaging generated with the Riverside Service Area.

7. Hardware:

No additional hardware is required to develop and implement this change to the Riverside Service Area.

8. Software Tools and Licensing:

No additional software tools and licensing are required to develop and implement this change to the Riverside Service Area.

9. Continuing Support (type, estimated hours, and estimated costs):

The new radiology services at the Corona Clinic will require additional continuing support so an increase in these costs, as defined in Exhibit C of the Original Agreement, is warranted. The increase has been determined to be 5 additional EHR application analyst hours a month, which equates to \$6,750.00 using the labor rates as defined in Exhibit D of the Original Agreement. LLUSS will begin charging Customer these new rates once milestone 9 is achieved as outlined in the milestone schedule above.

10. Resources (type, estimated hours and estimated costs):

Resource costs are provided below for LLUSS. These costs are an estimated level of effort and could change due to delays or changes in project scope.

LLUSS:

Project Manager	20 hours	\$3,000.00
ADT Application Analyst	15 hours	\$2,250.00
Radiant Application Analyst	45 hours	\$6,750.00
Resolute HB Application Analyst	10 hours	\$1,500.00
Resolute PB Application Analyst	10 hours	\$1,500.00

OpTime/Anesthesia Application Analyst	35 hours	\$5,250.00
Security Application Analyst (Access)	5 hours	\$562.50
Integration Analyst	10 hours	\$1,125.00
Principle Trainer	10 hours	\$600.00
Total		\$22,537.50

An outline of the Customer resources required for this project are provided below. Although the costs are not outlined in this SOW for non-LLUSS resources, they are required in order to achieve a successful implementation of this change. All hours are an estimated level of effort and could change due to delays or changes in project scope.

Customer:

Physician Super User (Testing and Validation)	20 hours
CDL Department Super User (Testing and Validation)	20 hours
Hospital Billing Super User	20 hours
Scheduling Super User	20 hours
Integration Analyst	10 hours
Epic Radiant Certified Trainer	20 hours
Epic HB Certified Trainer	20 hours
Epic OpTime Certified Trainer	20 hours

SCHEDULE A – List of Devices for Customer CDL

The following devices are in scope for the CDL new department, each will have an SER record created as well as a schedule.

Device Name
Bi Plane Cath Angio Lab
POC Ultrasound Machine

SCHEDULE B – List of Procedures for Customer CDL

PROCEDURE ID	PROCEDURE RECORD NAME	PROCEDURE MASTER #	CPT CODE	LINKED CHARGEABLE
178179	AORTOGRAM SUPRAVALVULAR	CAR298	93567	CAR999
178197	CARDIAC CATHETERIZATION	CAR307	CAR307	CAR999
178203	CON RIGHT TRNSPTL LFT CTH THRU EXIST	CAR310	93533	CAR999
176561	CON RIGHT TRNSPTL LFT CTH THRU INTCT	CAR263	93532	CAR999
176094	CONGENITAL LEFT HEART CATH	CAR214	CAR214	CAR999
176090	CONGENITAL RIGHT AND LEFT HEART CTH	CAR211	93531	CAR999
178201	CONGENITAL RIGHT HEART CATH	CAR309	93530	CAR999
176563	CORONARY ANGIO DUR CONG HEART CATH	CAR264	93563	CAR999
176565	CORONARY CAN WO LHC CORONARY ANGIO	CAR265	93454	CAR999
176565	CORONARY CAN WO LHC CORONARY ANGIO	CAR265	93454	CAR999
176567	CORONARY CAN WO LHC CRNRY GRAFT IM	CAR266	93455	CAR999
178169	CVL CARDIAC CATH PROCEDURE	CAR350	93458	CAR999
105101	CVL LEFT AND RIGHT HEART CATH W CORONARY ANGIO	CAR463	93460	CAR999
176122	CVL LEFT AND/OR RIGHT CATH	CAR228	93460	CAR999
201328	CVL LEFT HEART CATH AND CORONARY ANGIO	CAR460	93458	CAR999
177078	LEFT HEART CATH BY TRANSSEPTAL	CAR297	36005	CAR999
176960	LEFT HEART CATH CORONARY W WO LV/LA	CAR279	93458	CAR999
176958	LEFT HRT CTH COR GRFT IM W WO LV/LA	CAR278	93459	CAR999

176124	LEFT VENTRICULOGRAPHY	CAR229	CAR229	CAR999
176962	LV/LA ANGIO DURING CONG HEART CATH	CAR280	93565	CAR999
176150	RIGHT HEART CATH	CAR242	93451	CAR999
176972	RIGHT HRT CTH COR CAN WO LHC COR	CAR285	93456	CAR999
176974	RIGHT HRT CTH COR CAN WO LHC COR GR	CAR286	93457	CAR999
176152	RIGHT VENTRICULOGRAPHY	CAR243	93566	CAR999

EXHIBIT F

Statement of Work Appendix B-7

MCEI Project

This Statement of Work sets forth the scope of work, milestones, fees and additional and different terms and conditions specific to the Epic Change Request submitted for the (Multi-County eConsult Initiative) MCEI Project. This Statement of Work shall be effective as of the Amendment Effective Date. Such different and additional terms are applicable only to the Statement of Work described below and in no way alter the terms and conditions applicable to other Statement of Works incorporated into the Agreement by addition of other Statement of Work Appendices. All the terms used in this Statement of Work Appendix shall retain the same meaning as defined in the Agreement and such definitions are incorporated herein by reference.

11. Statement of Work Description:

LLUSS shall use commercially reasonable efforts to build and implement an integrated workflow between the Customer Service Area and the eConsult vendor system, Safety Net Connect (SNC). This integration is intended to allow Customer providers the ability to launch the SNC system from the Customer Service Area, and to send patient data into SNC and receive patient referral data from SNC back into the Customer Service Area.

This build will utilize Epic interfaces and web services settings that will be modified as necessary to meet the future state workflow listed in Schedule A of this Statement of Work Appendix B-7. Future state workflow (Schedule A of this Statement of Work Appendix B-7) has been assessed and thus will be used as a foundation for determining the integration requirements during this project. The build will be completed first in the non-production environments along with integrated testing and acceptance before it can be implemented in the production environment of the Customer Service Area. The implementation will be a shared effort with LLUSS and Customer resources.

LLUSS will use a train-the-trainer model for this level of effort. LLUSS will use principal trainers to assist with the development of training documentation and curriculum, such as Tip Sheets and/or Quick Start Guides describing the new workflow. This LLUSS training documentation will serve as a starting point for the Customer training efforts and documentation. Customer will provide resources and subject matter experts to engage with LLUSS principle trainers during the term of this statement of work as necessary or appropriate. Customer will be responsible for providing Credentialed Trainers (CT) who have taken formal training and been credentialed in Epic application(s) through LLUSS outside of this statement of work. These CT's will be responsible for classroom training, managing the learning program, and maintaining the training content in the Customer learning management system. Customer will also provide sufficient training facilities to accommodate end-user training. Additionally, Customer will provide project team workspace and meeting space to accommodate on-site meetings between LLUSS and Customer resources for this level of effort.

The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project on a monthly basis. Any changes to the charges estimated in this statement of work will require a change request and approval before they will be accepted and billed. LLUSS has the right to suspend work pending such change request and approval. This request will be submitted by LLUSS to Customer for approval. Customer will provide resources and subject matter experts to engage with LLUSS resources during the term of this statement of work as necessary or appropriate. LLUSS will outline the estimated resource requirements

for LLUSS in the Resources section of this document. These resources will be engaged initially during Phase 0 and will remain engaged through Phase 4 as outlined in the Milestone Schedule section of this SOW.

12. Specifications and Special Terms and Conditions:

This statement of work is applicable to only the build and implementation of an integrated workflow between the Customer Service Area and the eConsult vendor system (SNC) as specified in Schedule A.

13. Acceptance Criteria:

Customer providers will be able to utilize the Customer Service Area integration with the SNC system to meet the workflow described in Schedule A. Achieving the build validation milestone will signify that these criteria have been met by all involved parties. Validation of these criteria will be done in both test and production environments of the Customer Service Area. Upon the completion of this project, Customer will transition to ongoing support and maintenance under the terms of the existing Service Level Agreement following this period.

14. Milestone Schedule:

Phase 0 – Project Discovery and Approval		
Description – This project phase consists of scoping and contractual approval for this level of effort and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE
0.1	Project Discovery and Initial Scoping	Complete
1	Execution of the Statement of Work Appendix	Amendment Effective Date
Phase 1 – Project Planning and Resourcing (Estimated at 2 weeks)		
Description – This project phase consists of planning and resources alignment along with an agreed upon technical and interface design and is achieved when reaching the milestones listed below:		
#	DESCRIPTION OF MILESTONE	DATE

2	Project Kickoff and approved project plan	10 business days from Milestone#1
3	Project Resources assigned by LLUSS and Customer	10 business days from Milestone#1
<p>Phase 2 – Build and Testing (Estimated at 12 weeks)</p> <p>Description – This project phase consists of building, testing, and validating this change in the Customer service area and is achieved when reaching the milestones listed below:</p>		
#	DESCRIPTION OF MILESTONE	DATE
4	Customer and LLUSS have reached an agreed build design	10 business days from Milestone#3
5	LLUSS completes the build in the Customer Service Area test environment.	25 business days from Milestone#4
6	Test data validated by Customer and LLUSS	10 business days from Milestone#5
7	LLUSS completes the build in the Customer Service Area production environment.	10 business days from Milestone#6
8	Customer, and LLUSS tests the deliverables against the Acceptance Testing Criteria.	5 business days from Milestone#7
9	End-User training curriculum and content completed and deliver to Customer Training Manager.	5 business days from Milestone#7
<p>Phase 3 – Training and Go-Live (Estimated at 2 weeks)</p> <p>Description – This project phase consists of training and supporting the Customer end-users submitting these new electronic orders and is achieved when reaching the milestones listed below:</p>		
#	DESCRIPTION OF MILESTONE	DATE

10	Customer delivers end user change communication and training	10 business days from Milestone#9
11	LLUSS provides ongoing support and maintenance under the terms of the existing Service Level Agreement	10 business days from Milestone#9
12	Customer accepts or rejects deliverables.	10 business days from Milestone#9

15. Financial Terms:

Payment terms are per the Agreement and billed monthly as incurred. The project costs provided in this document are an estimated level of effort only, and LLUSS will bill Customer for all time and materials that are incurred with this project invoicing on the tenth day of each month an account of charges incurred in the immediately preceding month. Any changes to the scope estimated in this statement of work will require a change request and approval before they will be accepted and billed. This request will be submitted by LLUSS to Customer for approval.

16. Integration and Installation:

The Customer Service Area will include integration of patient data to and from the SNC application. This change will support the workflow outlined in Schedule A. Upon a successful implementation, LLUSS will provide ongoing support and maintenance services provided under the terms of the existing Service Level Agreement for this new integrated application in the Customer Service Area.

17. Hardware:

No additional hardware is required to develop and implement the electronic interfaces and web services involved in this project.

18. Software Tools and Licensing:

Additional interface licensing may be required to develop and implement the electronic interfaces and web services involved in this project. Cost estimates for the additional interface licenses are included in the estimated level of effort in this Statement of Work.

Any software licensing with SNC or other parties will be the responsibility of Customer only and any licensing or agreement between Customer and SNC will not include LLUSS or impose any requirements on LLUSS outside the desired workflow outlined in Schedule A.

19. Continuing Support (type, estimated hours, and estimated costs):

Annual maintenance support fees will result in an increase to the existing SLA of \$29,025. The increase consists of up to 7.5 hours per month (90 hours a year) of additional support from the LLUSS Integrated Delivery team, which will result in an increase of \$10,125 per year. The increase also consists of up to 10 hours per month (120 hours a year) of additional support from the LLUSS EHR Application Analyst team, which will result in an increase of \$13,500 per year. For the licensing of the two new interfaces, there is an estimated annual maintenance fee of \$5,400 that will be based on throughput. Changes to Customer annual eConsult referral volumes will affect interface licensing pricing.

20. Resources (type, estimated hours and estimated costs):

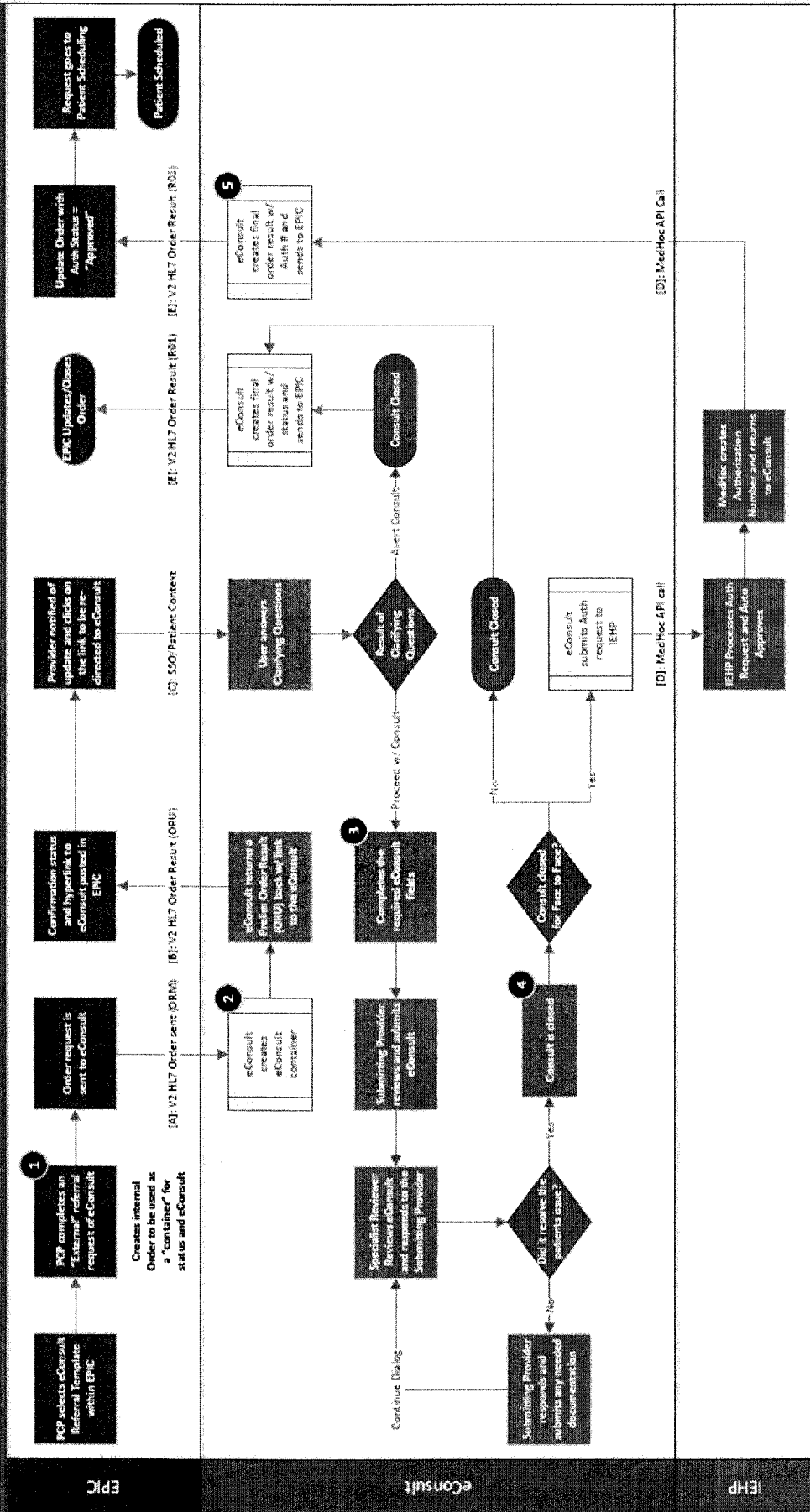
Resource costs are provided below for LLUSS. All costs and hours are an estimated level of effort and could change due to delays or changes in project scope.

Role	Estimated Hours	Estimated Costs
Cadence Analyst	112	\$14,560
Referral Analyst	152	\$19,760
Ambulatory Analyst	130	\$14,625
Interfaces/Interconnect Analyst	400	\$45,000
Project Lead	80	\$7,880
Outgoing Ancillary Orders Interface Licensing Fee		\$7,500
Outgoing Referral Notifications Interface Licensing Fee		\$7,500
Project Contingency 10%		\$11,683
Total Estimated Hours & Costs	874	\$128,508

Schedule A

eConsult - EPIC: Potential EPIC Integration Points

Rev 01.19.2018



Workflow #	Data Field	Source
1	Patient ID	EPIC
1	Order ID	EPIC
1	Patient First Name	EPIC
1	Patient Last Name	EPIC
1	Patient DOB	EPIC
1	Diagnosis Code	EPIC
1	Clinical Question	EPIC
1	Insurance ID	EPIC
1	Submitting Provider	EPIC
2	Consult ID	eConsult
3	Clarifying Questions	eConsult
3	Procedure Code	eConsult
3	Requested Provider	eConsult
4	Closing Status/Code	eConsult
4	Transcript of Dialog	eConsult
4	Additional Documents	eConsult
5	Authorization Number	IEHP