

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



ITEM: 3.68
(ID # 30837)

MEETING DATE:
Tuesday, July 14, 2026

FROM : RUHS-PUBLIC HEALTH

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM-PUBLIC HEALTH: Ratify and Approve the CareLink Site Agreement #HSARC-26-080 with Loma Linda University Shared Services for CareLink Site Access for the Period of Performance of July 1, 2026, and Shall Continue in Full Force Until Terminated by Either Party. All Districts [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and approve the CareLink Site Agreement #HSARC-26-080 with Loma Linda University Shared Services for CareLink site access for the period of performance of July 1, 2026, and shall continue in full force and effect unless and until terminated by either party; and
2. Authorize the Chair of the Board to sign the Agreement on behalf of the County; and
3. Authorize the Director of Public Health, or designee, and as approved to form by County Counsel to: (a) sign amendments to the agreement, including modifications to the statement of work that stay within the intent of the Agreement; and (b) sign all certifications, assurances, reports or other related documents required by Loma Linda University Shared Services.

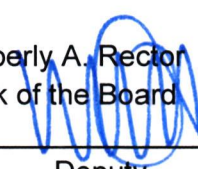
ACTION:Policy


Kim Saruwatari, Director of Public Health 6/29/2026

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Medina, Spiegel, and Gutierrez
Nays: None
Absent: Washington and Perez
Date: July 14, 2026
xc: RUHS-PH

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

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

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: N/A	
			For Fiscal Year: 26/27- until terminated	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

CareLink is a secure, web-based service developed by Epic Systems Corporation that allows authorized providers to access patient information for care coordination. Loma Linda University Shared Systems (LLUSS) implemented CareLink as part of its EHR Platform, enabling secure access to confidential patient data, including clinical records, physician notes, laboratory and imaging results, demographic information, and insurance details for CareConnect Partners' patients.

The CareLink site supports the Riverside University Health System – Public Health California Medical Services (CMS) Service Authorization Request (SAR) workflow by providing access to required medical documentation. Access to this system is essential for CMS to meet State compliance requirements for SAR processing.

Impact on Residents and Businesses

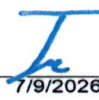
Without access to the CareLink site, CMS would be unable to obtain and submit the documentation required to process SAR authorizations. This would likely result in delays or denials of medically necessary services for CMS clients, negatively impacting timely access to care.

Additional Fiscal Information

There is no cost to the County for access to or use of the shared information.

ATTACHMENTS:

ATTACHMENT A. Agreement #HSARC-26-080 Loma Linda University Shared Services


Douglas Cordonez Jr. 7/9/2026


Maria Bryant 6/30/2026

CareLink Site Agreement

(CareLink and Other Epic CareLink Solutions)

This CareLink Site Agreement ("**Site Agreement**") is made and entered into as of July 14, 2026 between County of Riverside, of California, on behalf of (**"Organization"**) and Loma
Riverside University Health System-Public Health
Children Medical Services,

Loma University Shared Services, a California religious nonprofit corporation on behalf of itself and its Affiliates ("**LLUSS**"), in light of the following facts:

A. LLUSS has installed and made operational a system capable of, among other things, storing and processing electronic medical records (EMRs) and electronic health records (EHRs) (collectively, as it evolves, the "**LLUSS EHR Platform**").

B. CareLink is a web-based service developed by Epic Systems Corporation to provide physicians who refer patients to CareLink facilities secure access to information about their patients' treatment. LLUSS has implemented CareLink as part of the LLUSS EHR Platform, providing certain access to the secure electronic database of confidential patient information included within the LLUSS EHR Platform, including but not limited to clinical and hospital treatment records, physician notes, laboratory and imaging records, patient demographic information, insurance and third-party payer information and other information regarding CareConnect Partners' patients. While CareLink displays certain confidential patient information, it does not necessarily display all information found in the patient medical record.

C. In addition, certain components of the CareLink Program facilitate secure communication between a healthcare organization and the external entities referred to as "Plans" with which the organization has established relationships, such as management service organizations and health plans to grant certain affiliates access to referrals, clinical and insurance information specific to the healthcare organization's managed care members. . The CareLink software and system described in Recitals B and C shall be collectively referred to as the "**CareLink Program**".

D. From time to time, Epic Systems Corporation may offer programs compatible with and/or integrated with the CareLink Program (the "**Other Epic CareLink Solutions**"). The CareLink Program and such Other Epic CareLink Solutions added to this Site Agreement pursuant to the provisions of Section 1.1 below are collectively referred to as the "**CareLink Solutions**").

E. The CareLink Solutions are designed to permit, among other things, Organization to communicate with practitioners, order, refer, or otherwise arrange for clinical services, and to obtain information regarding Organization patients' care and treatment at a LLUSS health facility or any other health facility sharing the LLUSS EHR Platform (each a "**CareConnect Partner**") at no cost under this Agreement. A current list of CareConnect Partners is available at <http://careconnectpartners.lluh.org>.

Now, therefore, in consideration of the mutual promises herein contained, LLUSS and Organization agree as follows:

ARTICLE 1

Section 1.1 Grant of Limited Use.

(a) Promptly upon execution of this Agreement, and from time to time during the term hereof, Organization shall complete and deliver to LLUSS (i) the form attached as Exhibit A-1, setting forth the information about Organization, its Site Administrators and facilities at which the CareLink Solutions will be used (each a “**Site**”) more particularly described in Exhibit A-1, and (ii) the form attached as Exhibit A-2, setting forth for each Authorized User, the information required therein. Organization is responsible to keep such information updated and current and will deliver revised Exhibits A-1 and A-2 as and when such information changes.

(b) If Organization identifies any requested user as a “Provider Profile”, a “Clinical Profile”, and/or a “Clinical View-only Profile” on the attached Exhibit A-2 (each a “**Medical Provider**”), then LLUSS hereby grants the Organization the non-transferable and non-exclusive access to and use of the CareLink Program only at the Sites identified on Exhibit A-1 and for the sole and limited purpose of permitting the Medical Providers, and each of their office administrators, billing/coding staff and nurses/clinical staff (collectively “**Authorized Users**”) to electronically access and use the CareLink Solution solely for storing, processing and displaying medical records and other information, images and content on the LLUSS EHR Platform related to the provision of healthcare to patients of such Medical Providers. Organization may obtain health information about care or treatment received by Organization’s patients from CareConnect Partners which is necessary for the Organization’s current treatment of the patient for whom the information is sought. All other use of the CareLink Program is strictly prohibited. Any other patient information sought by the Organization shall be obtained upon the patient's written authorization and under the terms of standard patient information release practices and procedures of the particular CareConnect Partner(s), and applicable Federal and California law and regulations. The Organization’s access to the CareLink Program is subject to audit and review at any time by all CareConnect Partners, in accordance with applicable Federal and California law and regulations.

(c) If Organization identifies any requested user as a “Payor Profile” on the attached Exhibit A-2 (each a “**Plan**”), then LLUSS makes the further license grant in this Section 1.1(c): In such case, LLUSS hereby grants the Organization the non-transferable and non-exclusive access to and use of the CareLink Program only at the Sites identified on Exhibit A-1 and for the sole and limited purpose of permitting the Plans, and each of their office administrators, billing/coding staff and nurses/clinical staff (collectively “**Authorized Users**”) to access and use the CareLink Program solely for storing, processing and displaying information regarding medical records and referrals, and insurance information for the applicable Plan’s managed care members’ insurance information and other related information, images and content on the LLUSS EHR Platform related to the provision of healthcare to patients of Medical Providers, together with such other uses as may be permitted by LLUSS from time to time during the term of the Agreement. All other use of the CareLink Program is strictly prohibited. Any other patient information sought by the Organization shall be obtained upon the patient's written authorization and under the terms of standard patient information release practices and procedures of the particular CareConnect Partner(s), and applicable Federal and California law and regulations. The Organization’s access to the CareLink Program is subject to audit and review at any time by all CareConnect Partners, in accordance with applicable Federal and California law and regulations.

(d) From time to time, as and when LLUSS, in its discretion, implements one or more Other Epic CareLink Solutions on the LLUSS EHR Platform, LLUSS may offer such Other Epic CareLink Solution to Organization. The terms and conditions applicable to offering such Other Epic CareLink Solutions to Organization shall be as agreed to between LLUSS and Organization. Upon such agreement, the parties shall execute an additional Exhibit (numbered A-3 and following) constituting an

addendum to this Site Agreement, setting forth the terms and conditions, and such Other Epic CareLink Solution shall be added to this Site Agreement.

(e) In addition to the provisions of Section 3.2(a) of the Agreement, the Organization further agrees that all information accessed through the CareLink Solutions will be maintained in the strictest confidence and in the same manner the Organization safeguards its patient care records and other confidential information, as required by federal and state law.

(f) As used herein, Medical Providers (described in Section 1.1(b)), Plans (described in Section 1.1(c), and any other authorized entity added pursuant to the provisions of Section 1.1(d) are collectively referred to in this Agreement as “**Providers**”.

Section 1.2 No Maintenance or Support to Program. Organization acknowledges and accepts that no technical or administrative support shall be provided to Organization by LLUSS or any other CareConnect Partner with respect to Organization’s access to or use of the CareLink Solutions. Organization acknowledges and agrees that any hardware, software, network access or other components necessary for Organization to access and use the CareLink Solutions must be obtained separately by Organization. None of LLUSS or any other person shall be responsible for the procurement, installation or maintenance of any necessary components, and LLUSS makes no representations or warranties regarding the operation of the LLUSS EHR Platform, access thereto through the CareLink Solutions, the components required to access the CareLink Solutions or otherwise. Any fees for the components shall be borne by Organization and paid directly to the suppliers of the components.

ARTICLE 2

Section 2.1 Organization Access.

(a) Organization agrees to manage access to the LLUSS EHR Platform by Organization’s Authorized Users in accordance with LLUSS’ standard policies and procedures.

(b) Throughout the term of this Site Agreement, Organization shall deliver to LLUSS updates to the information described in the attached Exhibits A-1 and A-2, including without limitation: the identity of the Authorized Users whom it authorizes to access the CareLink Solutions on its behalf under this Site Agreement; and (ii) the name of a Site Administrator to act on behalf of the Organization to enroll, manage, and terminate Organization user accounts using the CareLink Solutions. Organization shall assign each Authorized User individual access credentials, by which such Authorized User may access the CareLink Solutions for the limited purposes stated in Section 1.1 herein.

(c) Organization shall present each Authorized User with terms and conditions of use, as such terms and conditions may be prepared by LLUSS from time to time during the term of this Site Agreement (the “**Terms and Conditions**”) upon the initial log in to each and every CareLink Solution. The Terms and Conditions in effect as of the Effective Date are attached as Exhibit B. LLUSS will on a periodic basis, as set forth in Article IV including Section 4.4 of this Site Agreement, require Site Administrators to validate the current list of Authorized Users in order to determine they are still with the Organization and authorized by the Organization to have access to and use of the CareLink Solutions. LLUSS reserves the right to disable user accounts for which a confirmation is not timely provided by the Organization’s Site Administrator or based on conditions stated in Section 4.5 therein.

Section 2.2 Sharing of Passwords Prohibited. The Organization agrees that access to and use of the CareLink Solutions shall be limited to and achieved through unique access codes provided for each individual Authorized User by the Organization (collectively, “**Passwords**”), and that each Authorized

User shall be prohibited from using another Authorized User's Password to access and/or use the CareLink Solutions. The Organization shall protect the confidentiality of Passwords consistent with the requirements detailed in the Terms and Conditions and all applicable California and federal law and shall not divulge such Passwords to any other persons.

Section 2.3 Notification of Compromised Password. In the event that a Password is compromised, including by disclosure to a person other than the applicable Authorized User, the Organization shall upon learning of the compromised Password, immediately provide written notice to LLUSS (with a copy to the LLUH Compliance Department) so actions can be taken to limit access by that Password and to issue a new Password to the Authorized User, if appropriate. Such notices shall be sent as required by Section 6.3.

Section 2.4 Organization Notification of Termination of Employment and Other Events Ending An Employee's Right to Access the CareLink Solutions. In the event any Authorized User ceases to be employed by or associated with the Organization, experiences a change in job function no longer requiring access to the CareLink Solutions, or for any other reasons that the Organization chooses to no longer provide such person access to the CareLink Solutions, the Organization's Site Administrator shall immediately modify or terminate the right of such Authorized User to access and/or use the CareLink Solutions, including without limitation terminating an Authorized User's Program account (as set out in the policies and procedures promulgated by LLUSS from time to time). In such event, the Organization shall immediately provide oral notification to LLUH Community Partner Support at (909) 558-4840 together with concurrent written notice delivered to LLUSS as required by Section 6.3. Organization shall remain responsible for any Authorized User's actions in accessing the CareLink Solutions and using the information obtained thereby.

Section 2.5 Organization Training Requirement. The Organization shall provide, at a minimum, annual training to its Authorized Users on issues related to information security and patient confidentiality, which training shall, at a minimum, meet industry standards for such training. The Organization shall maintain written records evidencing such training and provide copies upon request to the LLUH Compliance Department.

ARTICLE 3

Section 3.1 Ownership. No rights to the CareLink Solutions or patient information contained therein are transferred to the Organization under this Site Agreement.

Section 3.2 Accessing, Using, and Disclosing PHI or Medical Information.

(a) The Organization may only make paper copies of CareLink Program medical records which are necessary and essential for the sole purpose of Medical Providers' diagnosis, evaluation and treatment of a current patient. The Organization may only make paper copies of CareLink Program records which are necessary and essential for the sole purpose of the Organization's (including the Plans') legitimate business purpose with respect to any particular patient governed by the existing payor contract. The Organization shall not disclose medical information and protected health information, as such terms are defined in the California Medical Information Act as amended ("*CMIA*"), the Health Insurance Portability and Accountability Act of 1996 as amended ("*HIPAA*"), and the Health Information Technology for Economic and Clinical Health Act ("*HITECH*") and other applicable law and regulations (collectively, "*PHI*") or any other medical information in any manner other than as permitted by this Site Agreement and applicable law, including without limitation CMIA and HIPAA. The Organization further agrees that all information accessed through the CareLink Solutions will be

maintained in the strictest confidence and in the same manner the Organization safeguards its patient care records and other confidential information, as required by federal and state law.

(b) Organization may not make electronic copies of medical records or other documents contained in the CareLink Solutions, except for the sole purpose of attaching such PDF documents to California Children's Services (CCS) Service Authorization Request (SAR) authorization workflow, or when such documentation is required to (i) facilitate inter-county transfers for CCS clients by providing necessary medical records to the receiving County for SAR processing and continuity of care, or (ii) verify CCS eligibility for new referrals submitted by family members or legal guardians prior to case activation

(c) Organization shall not rewrite or otherwise alter, destroy, circumvent or sabotage the CareLink Solutions or compromise the integrity of electronic medical records and documents stored and maintained in the LLUSS EHR Platform.

(d) Organization shall not access, use or disclose any information contained in the LLUSS EHR Platform for any purpose with the intent to negatively impact LLUSS, LLUH or any other CareConnect Partner(s).

ARTICLE 4

Section 4.1 Medical Records Confidential.

(a) Organization recognizes its status as a covered entity and its obligation to maintain the confidentiality of medical records under HIPAA and agrees to carry out its responsibilities under this Site Agreement in accordance with all applicable local, state and federal privacy laws and regulations including but not limited to the CMIA, HIPAA and HITECH.

(b) Organization shall not disclose information from such records except to: (i) other physicians and personnel under the direction of the Organization who are participating in the treatment of the respective patients; (ii) entities involved in the payment or collection of fees for medical services rendered by Organization; (iii) to other persons or entities as to whom such disclosure is required by law; and (iv) upon obtaining the patient's written authorization, in accordance with the requirements of California and federal law, the Organization may release paper copies of documents obtained from the CareLink Solutions that are maintained with Organization's own medical record of the patient.

Section 4.2 Indemnification. Organization hereby indemnifies, defends and holds LLUSS, LLUH and all other CareConnect Partner(s) harmless from and against all claims, demands, suits, judgments, costs and expenses (including reasonable attorney's fees and court costs), if any, that may be made or taken against LLUSS, LLUH or any other CareConnect Partner(s) as a result of any access, use or disclosure of any information (which includes PHI or other medical information) accessed through the CareLink Solutions by Organization, any of its Authorized Users, obtained through use of Passwords issued to Organization's Authorized Users or otherwise by Organization, its employees, officers, directors, contractors or others affiliated with Organization.

Section 4.3 Third Party Access. The Organization shall obtain the written approval of the particular Care Connect Partner(s) that owns or operates the health facility where the applicable patient was treated (the "***Applicable Care Connect Partner***") prior to allowing any agent or subcontractor access to PHI or medical information that is stored in the LLUSS EHR Platform with respect to such patient. In the event that the Applicable CareConnect Partner consents to such third party access on a case-by-case basis, the Organization shall ensure that the agent or subcontractor agrees to be bound by the same

restrictions, terms and conditions that apply to the Organization through this Site Agreement. The Organization shall require that any agent or subcontractor notify the Organization of any instances in which PHI or medical information is used or disclosed in a manner not expressly authorized by this Site Agreement. The Organization shall provide written notice to the LLUH Compliance Department (as required by Section 6.3) within two (2) business days of discovery and shall take steps to cure the breach of confidentiality and end the violation or shall terminate the agency agreement or subcontract, as required by the LLUH Compliance Department or the applicable Care Connect Partner.

Section 4.4 Unauthorized Access, Use or Disclosure.

(a) If the Organization discovers an unauthorized access, use or disclosure of PHI or medical information by Organization, its officers, directors, employees, contractors, agents or by a third party to which the Organization disclosed PHI or medical information, the Organization shall as soon as possible but not later than two (2) business days following the discovery of such unauthorized acquisition, access, use or disclosure of PHI or medical information provide notice to the LLUH Compliance Department by telephone and/or in writing at the telephone numbers and addresses set forth in Section 6.3. Organization shall be considered to have discovered such unauthorized activity as of the first day on which the unauthorized activity is known or, by exercising reasonable diligence, could have been known to the Organization. Such notice shall include identification of each individual whose unsecured PHI or medical information has been, or is reasonably believed by the Organization to have been, accessed, acquired, or disclosed during such unauthorized activity.

(b) The LLUH Compliance Department and each Applicable Care Connect Partner, at its sole discretion, shall be entitled to make the determination of whether or not a "Breach" (as defined in the HITECH Act, 45 CFR §164.402) has occurred. If either the Applicable Care Connect Partner or LLUH Compliance Department determines the unauthorized activity by Organization or its agent or employee constitutes a Breach that triggers the HITECH breach notification requirements, then the Organization will reimburse LLUH for all costs incurred to mitigate the Breach, including but not limited to notifying affected individuals of the Breach and any costs associated with credit monitoring for affected individuals. In addition, the Organization shall institute appropriate disciplinary actions against the agent(s) and or employee(s) responsible for the Breach. Upon request from either the Applicable Care Connect Partner or LLUH Compliance Department, as the case may be, Organization shall provide evidence of any disciplinary actions taken. In addition to disciplinary actions taken by Organization, LLUH may, at its sole discretion, and without prejudice to any of its rights against the Organization as a result thereof, terminate this Site Agreement and terminate the access to the CareLink Solutions. Organization agrees to promptly and fully cooperate with the Applicable Care Connect Partner and LLUH Compliance Department in any investigation of suspected breach of patient confidentiality.

(c) Organization shall provide LLUH with the name and direct contact information for its Privacy Officer and shall notify LLUH of any change in such contact. The Organization shall also designate a Site Administrator to coordinate Authorized User access (such person can also be the Privacy officer). The Site Administrator is responsible for managing the modification and termination for accounts that the Organization is provided. Before access to the CareLink Solutions, each Authorized User shall sign and comply with the terms listed in the Terms and Conditions of Use. Periodic re-attestation may be enforced by the LLUH. Organization agrees to ensure that each Authorized User approved for access under this Site Agreement adheres to the requirements of this Site Agreement and the Terms and Conditions of Use.

(d) For purposes of this Site Agreement, access to the CareLink Solutions shall be permitted only for such categories of employees of the Organization who have a reasonable need to access PHI or medical information of the Applicable CareConnect Partners' patients for purposes of

carrying out their duties to such patients. The initial Authorized Users who shall have access to the CareLink Solutions upon execution of this Site Agreement are listed in Exhibit A-2. Organization further agrees to validate in writing to LLUSS that the designated Site Administrator and all Organization Authorized Users active at the time of the validation continue to require access to the CareLink Solutions and continue to be employees or agents of the Organization. This validation process is to take place every 90 days.

Section 4.5 Additional Legal Remedies for Prohibited Acts. Should the Organization or any contractor, agent, employee or Organization Authorized User access, use or disclose any data, patient information or other information stored or maintained in the CareLink Solutions for any purpose not authorized in this Site Agreement, LLUSS may unilaterally and immediately terminate the access to the CareLink Solutions by Organization and seek such legal and/or equitable relief as it deems appropriate. Further, the Applicable Care Connect Partner may, by written notice to LLUSS, request that LLUSS immediately terminate the access to the CareLink Solutions by Organization and the Applicable Care Connect Partner may seek such legal and/or equitable relief as it deems appropriate.

Section 4.6 Certification Regarding Debarment, Suspension, Proposed Debarment, and Other Responsibility Matters. Organization certifies that it is not debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any federal agency. If at any time Organization learns that such certification was made in error, it shall provide immediate written notice to LLUH Compliance. The certification in this Agreement is an important fact upon which LLUSS relies when entering into this Agreement. Despite any other provision in this Agreement, if it is later determined that Organization made an erroneous certification, in addition to other remedies available, LLUSS may terminate this Agreement.

ARTICLE 5

Section 5.1 Disclaimer of Warranties. NEITHER LLUSS NOR ANY OTHER CARECONNECT PARTNER MAKES ANY REPRESENTATION, WARRANTY OR GUARANTY, EXPRESS OR IMPLIED, INCLUDING (WITHOUT LIMITATION) ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE WITH REGARD TO THE CARELINK SOLUTIONS SUPPLIED TO ORGANIZATION PURSUANT TO THIS SITE AGREEMENT. SHOULD THE CARELINK SOLUTIONS FAIL OR BE INACCURATE, UNDER NO CIRCUMSTANCES SHALL ANY CARE CONNECT PARTNER OR LLUSS BE LIABLE FOR ANY LOSS OF PROFITS TO ORGANIZATION OR FOR SPECIAL, CONSEQUENTIAL, EXEMPLARY OR ANY OTHER DAMAGES (ALL OF WHICH ARE HEREBY EXPRESSLY WAIVED BY ORGANIZATION AS PART OF THE CONSIDERATION FOR THIS SITE AGREEMENT), EVEN IF CARECONNECT PARTNERS OR LLUSS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

ARTICLE 6

Section 6.1 No Assignment. Organization may not assign this Site Agreement.

Section 6.2 Fees and Expenses. If LLUSS or Organization brings any action at law or in equity, to enforce its rights under this Site Agreement or arising from access granted under this Site Agreement, each party shall be responsible for its own attorney's fees, costs and expenses, in addition to any other remedy or relief to which each party may be entitled.

Section 6.3 Notice. Notice referenced under this Site Agreement shall be as follows:

(a) For report of potential privacy breaches/unauthorized use of the CareLink Solutions or information obtained thereunder, contact:

To: LLUSS Corporate Compliance
Privacy and Security Officer

LLUH Corporate Compliance Privacy
and Security Officer
101 E. Redlands Blvd.
Ste. 1400A
San Bernardino, CA 92408
Phone (909)651-4200
Fax (909)651-4213

(b) For notice of change in job function or other reason for which Organization desires to terminate access by Site Administrator to the CareLink Solutions, contact :

To: LLUSS

LLUH Community Partner Support
(909) 558-4840

(c) For all other reasons, including notice of breach of this Site Agreement, as follows:

To: Organization:

Robert Ibrahim
4210 Riverwalk Parkway, #300
Riverside, CA 92505
RIbrahim@ruhealth.org

With a copy to:

RUHS – Public Health Contracts Unit
4065 County Circle Drive, #403
Riverside, CA 92503
Ph-contracts@ruhealth.org

To: LLUSS:

Mark Zirkelbach
Chief Information Officer
11155 Mountain View Ave.
Suite 220
Loma Linda CA 92354
mzirkelbach@llu.edu

With a copy to:

Kent Hansen
Office of General Counsel
Loma Linda University Health
24890 Tulip Ave.
Loma Linda, CA 92354
khansen@llu.edu

(d) Except as otherwise specified in this Site Agreement, all notices, permissions and approvals hereunder shall be in writing and shall be deemed to have been given upon: (i) personal delivery, (ii) the second business day after being sent by certified mail return receipt requested, or (iii) the first business day after sending by a generally recognized national guaranteed overnight delivery service. Each party shall send all notices, demands, requests or other communications which may be or are required to be given hereunder to the other party at the address set forth above.

Section 6.4 Term & Termination.

(a) This Agreement shall be effective as July 1, 2026 and shall continue in full force until terminated by either Party.

(b) Organization acknowledges that LLUSS reserves the right to modify or discontinue the CareLink Solutions or Organization's access to the CareLink Solutions and that LLUSS may terminate this Site Agreement at any time for any reason without penalty; regardless of any effect such termination may have on the Organization's operations. Further, Organization may, by written notice to LLUSS (with a copy to LLUSS), request that LLUSS discontinue Organization's access to the CareLink Solutions or terminate this Site Agreement at any time for any reason without penalty; regardless of any effect such termination may have on the Organization's operations.

(c) All privacy and confidentiality obligations established under this Site Agreement shall survive termination of this Site Agreement or access permitted under it.

Section 6.5 Entire Agreement, Governing Law, Jurisdiction, and Venue. This Site Agreement constitutes the complete understanding among the parties and incorporates all prior understandings among the parties on the subject of access to the LLUSS EHR Platform, through the CareLink Solutions. There are no promises or agreements, either oral or written, among the parties on this subject other than as set forth herein. No modification of this Site Agreement shall be binding unless the same is in writing and signed by the respective parties hereto. This Site Agreement shall be governed by and construed in accordance with the laws of the State of California, without regard to conflict of law principles. Each party consents to submit to the exclusive jurisdiction and venue of the federal and state courts within the State of California and each party hereby consents to personal jurisdiction in such forum, for any action, suits or proceedings arising out of or relating to this Site Agreement.

IN WITNESS WHEREOF, the parties hereto acknowledge and warrant that they have the authority to bind and have duly executed this Site Agreement as of the Site Agreement Effective Date.

County of Riverside, a political subdivision
of the State of California

By: Karen S. Spiegel
Name: Karen Spiegel
Title: Chair, Board of Supervisor
Date: July 14, 2026

ATTEST: Kimberly Rector, Clerk of the Board

By: [Signature]
Deputy Esen Sainz

APPROVED AS TO FORM: _____
By: Esen Sainz, Deputy County Counsel

Loma Linda University Shared Services

By: [Signature]
Name: Mark Zirkelbach
Title: Chief Information Officer
Date: 10/10/2025

By: [Signature]
Name: Angela Lalas
Title: Executive VP for Finance/CFO
Date: 10/10/2025

Exhibit A**Business Terms****1.0 CareLink Solutions:** *[Please check all that are applicable.]*☒ CareLink Program☐ Other Epic CareLink Solutions:*[Please specify here:]*☐ _____ (See Exhibit A – 3)☐ _____ (See Exhibit A – 4)☐ _____ (See Exhibit A – 5)**2.0 Site Information:** Exhibit A-1 to Site Agreement**3.0 Authorized Users:** Exhibit A-2 to Site Agreement

3.0.1 Medical Providers: physicians, independent practices, hospitals, post-acute facilities and other health care providers approved by LLUSS. Please see users identified as “Provider Profile”, “Clinical Profile” and/or “Clinical-View Only Profile” designation on the attached Exhibit A-2.

3.0.2 Plans: health plans, management services organizations and other third-party providers providing support services to health care providers approved by LLUSS. Please see users identified as an “Payor Profile” designation on the attached Exhibit A-2.

4.0 General Terms and Conditions of Use: Please see attached Exhibit B