

## Practice Director IT Support Services

Definition of terms (See Page 2 for Definition of Terms)

### **Practice Director IT Services Must be able to connect to equipment in question:**

1. Installation or support for any device that runs Practice Director must be remotely accessible. As Such, I Pads and Android tablets at this time are not able to be remotely accessible; therefore we cannot assist in the setup of a remote desktop connection to Practice Director EHR.

### **Practice Director IT Services Included with Software Support:**

1. Initial installation of Practice Director Server
2. Initial connection of workstations to Practice Director Server
3. When purchased, initial linking of ocular equipment connected to Practice Director.
4. Issues with E Prescribe service if purchased.
5. When purchased, setup of Practice Director Cloud backup service backing up both database and documents and images.
6. Setting a static IP address on the Practice Director Server computer.
7. Troubleshooting Practice Director error messages.
8. Adjusting configuring of antivirus software (on server only) to work with Practice Director Database.
9. Setup of SpexUPC for an individual computer, network SpexUPC is not included in software support.

### **Services Not Included in Contract Scope**

1. Subsequent Installations of Practice Director Server after the first install, e.g. client purchases a new server and therefore needs Practice Director re---installed. This service will be billed at \$90 per hour.
2. Installing Practice Director Server application on temporary server as replacement for crashed computer. This service is billed at \$90 per hour.
3. Maintaining and supporting scripts and data extraction that are outside the system, such as TOS, 4Patient Care, email extraction.
4. SpexUPC Network setup for multiple workstation access set and any related maintenance.
5. Antivirus setup or any related computer maintenance work, including operating system updates to server or workstation computers.
6. Workstation configuration related to domains and or workgroups to network equipment, SpexUPC or any other service that requires a fully networked system.
7. Windows Server Active Directory configuration and management.
8. Troubleshooting network bandwidth, VPN, Terminal Services, and all other remote access systems.
9. Monitoring workstation network connections.
10. Setting up network security for servers and workstations.
11. Troubleshooting programs other than PD
12. Virus / malware removal.

13. Documenting network information such as other software and services being used on client computers and the IP addresses of computers
14. Support related to printers
15. Support related to scanners
16. Practice Director does charge a \$250.00 onetime setup fee for third party vendors (i.e. Demandforce and Websystems3).

\*We recommend hiring an IT person to assist with services that are not covered by our Support Team\*

### **Definition of Terms**

**Practice Director server** – the physical computer on which the **Practice Director Server application** is installed. There is at most one Practice Director server per office, or one Practice Director server shared between multiple offices

**Practice Director Server application** – the program, which runs on the **Practice Director server** and allows other computers to input and retrieve data

**Practice Director Workstation** – the physical computer which is used to input and view data in Practice Director. Although the **Practice Director server** can be considered a workstation by this definition, we will always refer to that computer as the **Practice Director server** because its true function is to host the **Practice Director Server application**. There can be multiple **Practice Director workstations** in any office.

**Practice Director Client application** – the program that users run on each client computer to log in and enter data into Practice Director.

## Practice Director Support Services

### **Practice Director Support Included with Annual Software Support Payments:**

1. Unlimited monthly phone and email support 6:30am-5:00pm CST Mon-Fri, 8:00am-12:00pm CST Sat (Sat support is available by calling 402-429-1586)
2. 24/7 Access to online training videos <http://training.practicedirector.com/>
3. 24/7 Access to client documentation site <http://www.practicedirector.com/client---documentation/>
4. One on one training when scheduled in advance with your Implementation and Support Specialist
5. New feature updates typically twice a year and maintenance updates on a more frequent basis

If a client chooses to discontinue support payments, support will be billed at an hourly rate of \$150 per hour with a minimum charge of \$100. The client will not receive updates

Should a client wish to reinstate monthly/annual updates and support the client will pay 50% of the support and update fee that the client would have paid from the date of cancellation of support and update services to obtain the most recent generally available version of Practice Director and then resume normal Update and Support fees