

## Support Policies

Think of support as an insurance policy. You probably pay for car insurance even though you hopefully will not crash and need it. You probably pay for fire insurance even though you will hopefully never have a fire. Clinic Pro support is so much more than disaster protection but that is part of our support function.

1. Updates – This is the most important part of support because it keeps your program from becoming obsolete. Clinic Pro support entitles you to free updates, as they become available, to the ClinicPro program you purchased . Right now we are releasing updates every 45-60 days. As we update our work on the ANSI transmission mandated by HIPAA, you will receive the updates which keep you HIPAA-compliant. Is this important? Absolutely. You will need the ANSI transmission changes to bill electronically or you will get rejections. A substantial portion of your support fees cover the programming costs necessary to provide upgrades.
2. Telephone support – Technical support personnel are available from 8:00 a.m. – 6:30 p.m. EST Monday through Friday. You may only need to talk to a tech once every six months, but it is important that they are available when you need them.
3. Disaster assistance – If you are current on your support and experience a computer crash, you receive immediate assistance in getting up and running. We prioritize support calls like this:
  - a. High priority – any situation where the program isn't running
  - b. Second priority – any situation that yields rejections on electronic billing
  - c. Third priority – any program bug that can be documented and duplicated
  - d. Fourth priority – changes needed for future electronic or HCFA needs
  - e. Fifth priority – program changes/additions that will benefit all users
  - f. Low priority – program changes needed by only one office or small number of users

\*\* If you choose not to pay support, you may:

1. Purchase updates as they become available. The typical update cost is between \$500-\$2000 per update depending on the enhancements in each update.
2. Purchase telephone support at \$195/issue.
3. Disaster assistance – you may pay \$195/issue for assistance getting operational again. However, your office will be scheduled as staff time permits – it will not be high priority if staff time is already scheduled.

If you have any questions about our support policies, please let us know.

I have read and agree to the above ClinicPro Support Policies and

YES! I want to take advantage of free updates and phone support by purchasing annual ClinicPro support.

\_\_\_\_\_  
Signature of ClinicPro purchaser

\_\_\_\_\_  
Date

- OR -

NO. I choose not to purchase ClinicPro support at this time and understand that, in making this choice, I agree to pay per issue for any telephone support or updates I may need.

\_\_\_\_\_  
Signature of ClinicPro purchaser

\_\_\_\_\_  
Date