

## SECTION D: SERVICE SCHEDULES

### 1 HOSTWISE SERVICES

AVAILABLE SERVICES		LEVEL OF SERVICE	SERVICES PURCHASED (✓)		
			Standard	Premium	Plus (FFS)
<b>Secure Health Connectivity and Private Network</b>					
1.	<b>Network Connectivity</b>	<ul style="list-style-type: none"> <li>▪ Secure Health Connectivity between <b>Error! Reference source not found.</b> head office located at &lt; &gt; and RGPG, including cabling through to termination at <b>Error! Reference source not found.</b> LAN switch.</li> <li>▪ Service backed by 24/7 support SLA with leading communication provider</li> <li>▪ Internet access and data – shared access along with other HostWise users; a shared resource between all system users – unlimited data subject to reasonable use as per RGPG Fair Use Policy</li> <li>▪ Connection to Secure NZ Health Intranet (Connected Health) subject to authorisation by Ministry of Health; Access to NZ Health Intranet services NHI, Special Authorities</li> </ul>	✓	✓	
2.	<b>Automated site communications 3G failover</b>	<ul style="list-style-type: none"> <li>▪ Automated site failover from primary fibre link if fibre service connection lost via 3G</li> </ul>		✓	
3.	<b>Remote Login</b>	<ul style="list-style-type: none"> <li>▪ Used for supply of VPN client licence provided by RGPG for remote access outside customer head office</li> </ul>			✓
4.	<b>HealthLink</b>	<ul style="list-style-type: none"> <li>▪ Medical message transfer application</li> </ul>			✓
<b>Hosted Services</b>					
5.	<b>Hosted Environment</b>	<ul style="list-style-type: none"> <li>▪ Provision of a HostWise Windows terminal hosted Desktop environment</li> <li>▪ Available to users 24/7 unless within maintenance window timeframes (as per Section 7)</li> </ul>	✓		

AVAILABLE SERVICES		LEVEL OF SERVICE	SERVICES PURCHASED (✓)		
			Standard	Premium	Plus (FFS)
		<ul style="list-style-type: none"> <li>▪ Unique username and password per user, along with active directory group membership. Known identity of user access to designated infrastructure. Manage access levels and user permissions.</li> <li>▪ Allocated file share space for documents, PDFs, scanned images subject to available capacity and reasonable use as per RGPG Fair Use Policy (50GB). Shared and individual file storage, secured according to practice business rules.</li> <li>▪ Server and network based intrusion and threat protection and monitoring. Secure network firewalls.</li> <li>▪ Network print server configuration and support (<i>Note: not all printer models can be supported</i>). Maintenance of server side print functions. Printers must be network based<sup>1</sup>.</li> </ul>			
<b>Health Management and Third Party Applications (requires Hosted Services to provide)</b>					
6.	<b>Email</b>	<ul style="list-style-type: none"> <li>▪ One Microsoft exchange email client and mailbox per user (mail, calendar, tasks).</li> <li>▪ Email account for each user. Storage limits may apply<sup>Error! Bookmark not defined.</sup>. Additional mailboxes can be supplied on request.</li> <li>▪ Mail anti-spam filtering</li> </ul>		✓	
7.	<b>PMS Hosting</b>	<ul style="list-style-type: none"> <li>▪ Hosting (Standard) of software licencing as supplied by Customer. Licence fees for application use are &lt;Customer&gt;'s responsibility</li> <li>▪ application support including installation, and upgrades (including pretesting and user acceptance testing)</li> </ul> <p>&lt;Customer&gt;'s responsibility to ensure that their staff are trained to a reasonable level of proficiency.</p>	✓		

<sup>1</sup> Before purchasing, contact RGPG support for advice on supported models

AVAILABLE SERVICES		LEVEL OF SERVICE	SERVICES PURCHASED (✓)		
			Standard	Premium	Plus (FFS)
8.	<b>Application Hosting</b>	<ul style="list-style-type: none"> <li>▪ Hosting of software licencing as supplied by Customer: Licence fees for application use are &lt;Customer&gt;'s responsibility.</li> <li>▪ application support including installation and upgrades including pre-test</li> <li>▪ escalating and management of any technical issues with vendor.</li> <li>▪ staff training</li> <li>▪ assignment of work such as installation of new vendor software releases or major changes to system configuration will be considered and prioritised on a 'best effort basis</li> </ul>		✓	
9.	<b>PrimeWise</b>	<ul style="list-style-type: none"> <li>▪ Custom PrimeWise services available on quotation</li> </ul>			✓
10.	<b>Open Office</b>	<ul style="list-style-type: none"> <li>▪ Open source application (word processing)</li> </ul>	✓	✓	
11.	<b>Microsoft Office Suite</b>	<ul style="list-style-type: none"> <li>▪ Microsoft office applications available on quotation</li> </ul>			✓
12.	<b>Inteleviewer</b>	<ul style="list-style-type: none"> <li>▪ Access for authorised providers: Picture Archiving and Communication (PAC) applications</li> </ul>			✓
13.	<b>Nfuse</b>	<ul style="list-style-type: none"> <li>▪ Access for authorised providers: Lakes DHB hospital portal</li> </ul>			✓
14.	<b>MIMS online</b>	<ul style="list-style-type: none"> <li>▪ Medicines formulary</li> </ul>			✓
<b>Support</b>					
15.	<b>Standard First level support</b> (Technical queries)	<ul style="list-style-type: none"> <li>▪ Queries, general knowledge Q&amp;A (refer section 7)</li> <li>▪ Changes to user accounts, user access and permissions, adding new users, inactivating users</li> </ul>	✓	✓	

AVAILABLE SERVICES		LEVEL OF SERVICE	SERVICES PURCHASED (✓)		
			Standard	Premium	Plus (FFS)
		<ul style="list-style-type: none"> <li>3 days' notice is normally required. Urgent changes can be made when necessary, eg staff sickness.</li> </ul>			
16.	<b>Premium First level support</b> (application business process improvement)	<ul style="list-style-type: none"> <li>Business process streamlining using existing application functionality (refer Section 7)</li> </ul>		✓	
17.	<b>Second level support</b>	<ul style="list-style-type: none"> <li>Form/business process improvements (BA) involving custom improvements: <ul style="list-style-type: none"> <li>Form changes</li> <li>Report creation</li> </ul> </li> </ul>			✓
<b>Business Continuity Services</b>					
18.	<b>Standard backup and restoration</b>	<ul style="list-style-type: none"> <li>Local data centre data replication and backup and restore health management services applications and data (refer Section 7)</li> </ul>	✓	✓	
19.	<b>Premium backup and restoration</b>	<ul style="list-style-type: none"> <li>Multi-site datacentre replication and backup of health management service applications and data, plus restoration following emergency (refer Section 7) <b>[[add]]</b></li> </ul>		✓	
20.	<b>Engineering Support</b>	<ul style="list-style-type: none"> <li>24/7 engineering support from a major Tier 1 NZ systems supplier On call response from technicians every day of the year</li> </ul>			✓

**NOTE**

\* *May incur an additional licence fee*

\*\* *Reasonable use applies, in accordance with HostWise Policy*

\*\*\* *Before purchasing, contact RGPG support for advice on supported models EnrolWise service schedule*

## 2 ENROLWISE SERVICE SCHEDULE

AVAILABLE SERVICES		LEVEL OF SERVICE	SERVICES PURCHASED (✓)		
			Standard	Premium	Plus
1.	Enrolment support (a)	<ul style="list-style-type: none"> <li>▪ Collection of enrolment forms – if applicable</li> <li>▪ Scanning and validation of forms, loading to EnrolWise site</li> <li>▪ Storing hard copy forms – if applicable</li> <li>▪ Provision of Enrolment updates (rule changes including eligibility and entitlement)</li> <li>▪ Practice reports</li> </ul>			✓
2.	Enrolment Support (b)	<ul style="list-style-type: none"> <li>▪ Enrolment audit support</li> </ul>			✓

**3 OTHERWISE SERVICE SCHEDULE**

AVAILABLE SERVICES		LEVEL OF SERVICE	SERVICES PURCHASED (✓)		
			Standard	Premium	Plus (FFS)
1.	<b>Education</b>	<ul style="list-style-type: none"> <li>▪ ACLS</li> <li>▪ CPR</li> </ul>			✓
2.	<b>Business Support</b>	a) Practice Management Services			✓
		b) Fee review support			✓
		c) Insync Register/Capitation Processing			✓
		d) Best Practice Decision Support			✓
3.	<b>Member Support</b>	a) Accreditation Support			✓
		b) Practice Profiles			✓
		c) New staff orientation			✓
		d) Locum facilitation			✓

Note

\* as per quote for service

#### 4 SERVICES NOT PROVIDED

To provide certainty about the scope of this Agreement, RGPG will not provide the following services:

SERVICES PROVIDED	SERVICE LEVEL
<b>Practice Management Software PMS</b>	
Patient Management Software Licences	Responsibility of practice to purchase directly from vendor
Training of staff to a reasonable level of PMS and <b>Error! Reference source not found.</b> business process proficiency	RGPG can undertake staff training needs assessments and provide courses*
<b>Support</b>	
Licensing, testing, installation and support of additional applications	Where possible, requests will be accommodated*
<b>Network</b>	
Network circuits between other locations/remote users and RGPG	Subject to Service Level Agreement with designated communication providers
LAN network switches and LAN cabling on practice site	It is recommended to provide clean UPS protected power to these devices.
Electrical supply at <b>Error! Reference source not found.</b> s site(s)	
<b>Desktop computing and peripherals</b>	
Supply, installation, repair, onsite configuration, relocation and/or other onsite services pertaining to PCs, thin clients, laptops, printers and/or other network or PC attached devices	Where possible, requests will be accommodated or advice given on best option for resolution*

Note

\*may incur an additional service fee (see below)

#### 5 ADDITIONAL SERVICES

Additional services may be purchased at any time. RGPG's standard rate is \$150 per hour. Members may purchase additional services at a discounted member rate of \$100 per hour.