

## Patient Self-Service Service

PNC's Patient Self-Service Service (PSS) provides a patient-centered platform that integrates pre-registration, registration and patient-flow management to enhance patient experience and engagement. The solution set includes, but is not limited to, the following modules:

- Pre-Registration: A multi-channel interface for patients to request an appointment or service; update demographic, insurance and other personal information; complete questionnaires and sign forms; make a payment and obtain a barcode 'boarding pass' to automate onsite check-in.
- On-Site Registration: This module allows the patient to complete Pre-Registration and certain registration requirements at the customer's facility using an approved connected device or purchased hardware. Patients can check-in by scanning the customer's Pre-Registration barcode 'boarding pass'; scan the customer's insurance card or other forms of identification; authenticate the customer using biometric palm-vein scanning (if purchased); and/or make point-of-service (POS) payments with a credit card or other payment card using approved hardware (purchased separately) or at staff assisted point of service.
- On-site Text Messaging is an additional feature that offers patients the opportunity during the on-site check in process to opt in to receive text messages (e.g., updates on current appointment, wait times, onsite directions) for that particular appointment. The patient must opt in for text messaging with two levels of authentication (including receiving a code via text to use to opt-in).
- Patient-Flow Management: Allows the customer to simplify the check-in process, prioritize and queue patient flow, based on urgency, manage walk-ins and estimate wait times.
- Pre-built reports and dashboards are available to give the customer's staff and management team access to reports for streamlined performance visibility.

### PNC Obligations:

- PNC will work with the customer, depending on the service, to integrate with the following standards: SIU, HL7 ADT, billing (HL7, web-services or flat files), document management (sftp), insurance eligibility (X12, ED270-271), payment processor (web-services), payment estimation (if not PNC's service) (HL7 or web-services) and clinical interfaces (HL7 CCD). The level of functionality desired by the customer will define the interface requirements.

The following support and/or services are not covered:

- Maintenance or replacement of service that is altered, modified, mishandled, destroyed or damaged, by natural causes or damaged due to a negligent or willful act or omission, by the customer or used by the customer other than as specified in the applicable documentation.
- Services or software required for a software problem resolution caused by the customer, including, but not limited to, changes to the customer's network, system(s), third-party product(s) and system(s) or any unforeseen circumstances. Resolution of software problem(s) caused by the customer shall be billed on a time and materials basis at PNC's prevailing labor rates.
- Any additional network audit, network assessment, network design, consulting and/or training services.

### Customer Obligations:

- Purchase all required hardware, including kiosks, tablets, palm scanners and displays, directly from Vecna or a Vecna-approved hardware vendor.
- Develop content and digital forms used to collect patient information during Pre-Registration or Registration, including the questions, format and purpose of usage and any language translation (if needed).
- Provide PNC with the customer's policies and procedures applicable to the customer's patients and the services purchased, including but not limited to payment practices, fees and appointment scheduling/cancelation.

- Acknowledge that the customer is responsible for developing the content for all digital forms for collection of medical conditions, symptoms and related information from the patient during Pre-Registration or Registration, including the questions, format and purpose of usage and any language translation (if needed). The customer also will work with PNC to meet the customer's defined requirements such as workflow, business rules and branding of patient facing screens according to the implementation project plan.
- Understand that some data that exists in the customer's systems, (e.g., current patient data, historical or future appointment data), may need to be delivered to and populated into the Patient Self Service solution to enable full functionality of the Service.
- Work with PNC to complete setup as required, including but not limited to, providing technical resources and conducting User Acceptance Testing (UAT), and meeting the customer's defined requirements such as workflow, business rules and branding of patient facing screens, according to the setup and implementation project plan. Ensure the customer and the customer's third-party vendors adhere to PNC's HL7 specifications for the desired integrations.
- For On-site Text Messaging, develop text language guidelines so that the patient knows that these text messages are coming from the customer's staff or facility. For example, the customer would use facility or staff member identifiers within the text message subject line or body. If a patient texts back STOP during the appointment, no further texts may be sent. If a patient decides not to opt in, this will apply only to his/her current appointment. Understand that it is the customer's responsibility to comply with any Telephone Consumer Protection Act requirements regarding this and any other texting programs the customer uses in the customer's organization (for example, prescription notifications, other wait time notifications, etc.).
- Provide the required VPN connectivity needed to communicate with PNC for Support/Maintenance of Service operations. Resolve any facility issues that may arise (i.e., bad or incorrect cabling, not meeting cable plant, environmental or power specifications, VPN connectivity to PNC's hosting facility etc.) as quickly as possible.
- Understand that the customer may conduct the customer's own authentication (instead of having PNC do so). In addition to the customer's other indemnification obligations under this Agreement, the customer agrees to indemnify PNC against, and to release PNC from, any liability or loss related to any breaches or unauthorized access related to the customer's authentication of users.
- In addition to the customer's other indemnification obligations under this Agreement, the customer agrees to indemnify PNC from any loss or liability related to the customer's policies and procedures, forms, translations, other specific content provided by the customer to PNC, as well as any communications between the customer's staff and patients that take place via this Service.
- Agree that if the customer terminates this Service before the end of thirty-six (36) months from when the customer begins to use the Service, for any reason other than PNC's failure to reasonably perform PNC's obligations, then the customer agrees to pay to PNC, as liquidated damages and not as a penalty, an amount equal to the remainder of the thirty-six (36) month subscription fee for this Service.
- Understand that this Service contains valuable intellectual property rights that are propriety to PNC and PNC's licensors, including but not limited to Vecna, and title thereto remains with PNC and PNC's licensors. Understand that the customer does not acquire any rights, express or implied, in this Service or any third-party software incorporated therein other than those specified in this Agreement. All applicable rights to patents, copyrights, trademarks and trade secrets in this Service are and shall remain with PNC or PNC's licensors.