Gold Managed Care CLINiC™

Service Overview

Iron Bow Healthcare Solutions offers a suite of Managed Care services focused on assisting clients with the sustainment of their telehealth program and supplementing IronCare™ Maintenance. Managed Care is designed to enhance program success, increase customer satisfaction and eliminate IT complexity. This allows healthcare organizations to focus on their core mission while maximizing service availability of their Iron Bow CLINiC™.

While IronCare™ Maintenance covers hardware failures of a specific device, Iron Bow Managed Care enhances support by assisting the client's telehealth support organization with diagnosing and resolving unit problems and system-wide performance issues.

Iron Bow's Managed Care support is founded on the Information Technology Infrastructure Library (ITIL) best practices and offered 24 hours a day, 7 days a week, ensuring a high level of support for your telehealth environment.

Service Feature Highlights

- 24x7x365 phone support

- Redundant locations in the U.S.

- End-user support for usage questions

- Collaborative problem-solving working with the Customer's telehealth support organization

- Comprehensive remote troubleshooting and problem remediation of devices and peripherals, including end-to-end connectivity and compatibility issues

- Contextual awareness of the Customer's use case, operating environment and unit configuration

- Proactive monitoring of telehealth devices, notification of faults, and collaborative fault resolution

- Monthly reporting on resolved and unresolved incidents, SLA performance, managed assets and comprehensive information to aid in telehealth performance and usage analysis

- Service Level Agreements (SLAs) for response and resolution

- Formal Root Cause Analysis (RCA) reporting for mission critical events

- Comprehensive program management for supported Telehealth elements

- Asset management

- Configuration management

- Preventative maintenance

Specifications

Feature	Delivery Specifications
Coverage window	Services as described are delivered remotely and in the Iron Bow Client Service Center 24 hours per day, 365 days per year.
Awareness of the Customer's use case, operating environment and specific unit configuration	Before service commences for a Customer, Iron Bow conducts a thorough onboarding process with the Customer. During this process, customer asset and configuration information is captured by Iron Bow, and Iron Bow specialists are trained on the specific Customer use case.
	Once an incident is identified, Iron Bow leverages this knowledge to immediately begin working to resolve the issue without needing to gather information about the operating environment or specific unit configuration, and can tailor support to the specific Customer use case.
End-user support for usage questions	Iron Bow will provide remote technical assistance to answer questions regarding device usability, connectivity, and other general questions regarding the usage of the device in the customer environment.
Proactive monitoring of device	Iron Bow performs proactive remote monitoring of the covered product to detect performance issues and failures, collect usage information, and record trend data. Proactive monitoring provides a convenient central point of administration and enterprise view of the operational status of the Customer's telehealth environment. The remote system access enables the Iron Bow support specialist to provide more efficient troubleshooting and faster problem resolution.
Service Level Agreements (SLAs)	To ensure a positive user experience, Service Level Agreements (SLAs) are in place to dictate incident response and incident resolution timeframes. SLA performance is reviewed monthly and a report is provided to the customer which includes any applicable corrective actions.
Incident reporting	Incidents with covered devices can be reported either by the customer to the Iron Bow Client Service Center or through automated alerts received from proactive monitoring. Customer initiated events shall be reported to the Iron Bow Client Service Center via the designated support telephone number. In either case, Iron Bow will acknowledge receipt by logging the incident, assigning an incident ID, and communicating the incident ID to the Customer.
Remote incident troubleshooting and remediation	Iron Bow will provide remote technical assistance to troubleshoot and isolate the incident impacting the device or the telehealth environment, provide remediation actions, and resolve the incident with the Customer. For events discovered through proactive monitoring Iron Bow will immediately begin addressing the incident while also providing status to the Customer as applicable based on incident severity. Iron Bow may ask the Customer to provide relevant information, initiate and perform remote diagnostics, and perform other support activities at the request of Iron Bow. Incidents may be remediated through changes in the device configuration, or changes to the Customer's telehealth operating environment. Remediation is considered complete upon end user verification that the device or system malfunction has been corrected.

Notification of faults and collaboration with the client's support organization on resolution	As a result of proactive monitoring Iron Bow will detect and begin troubleshooting incidents before a customer becomes aware of a problem or notices any performance issue. Iron Bow will contact the Customer's support organization upon discovery of a degradation or fault that in Iron Bow's opinion may require a corrective action. If on-site collaborative troubleshooting is required, the Iron Bow specialist will work with the Customer's support organization at a time convenient to the Customer.
Escalation management and problem resolution monitoring	Iron Bow has established formal escalation procedures to facilitate the resolution of complex incidents. Iron Bow coordinates incident escalation, enlisting appropriate Iron Bow technical resources and operational managers to assist with problem-solving and customer communication. Incidents will be escalated based on severity and the amount of time open without resolution. Customers may elect to escalate their incident within the Iron Bow Client Service Center at any time.
Root Cause Analysis (RCA) reporting	A comprehensive analysis is performed for problems and high severity incidents to identify underlying causes and necessary corrective actions that will prevent recurrence. Upon completion of this analysis a report is provided to the Customer for review.
Asset Management	The Iron Bow Client Service Center will perform an initial inventory of assets to include location, serialization, points of contact and other configuration information. As assets move and points of contact change Iron Bow will work with the Customer telehealth organization to ensure asset records are updated accordingly.
Configuration Management	The Configuration Management process facilitates orderly administration of system parameters (including ongoing system changes) to ensure there is up-to-date information regarding hardware, software and firmware versions as well as other pertinent configuration data. With this information Iron Bow can more effectively manage resolution of systemic problems and more efficiently conduct upgrade and patch management activities.
Preventative Maintenance	As Iron Bow releases entitled firmware and software updates or patches to covered hardware products, the Client Service Center will notify Customers of the update schedule based on predetermined and customer agreed maintenance windows. The Client Service Center will manage the update process and perform system updates to ensure minimal downtime and disruption to the Customer's telehealth environment.
Telehealth Program Management	In order to better serve larger and more complex telehealth environments, Iron Bow provides program management services to work collaboratively with the Customer's telehealth organization. Encompassing the full program lifecycle, this service provides consultative guidance to the Customer for the telehealth program operations, and includes routine scheduled review meetings with findings and recommendations to address the following areas (as contracted): • Deployment management • End user adoption • Incident management and trend analysis

- Operational enhancements and process improvement
- Clinical workflow efficiencies related to covered products
- Product and service offerings roadmap
- New technology innovations

Monthly reporting	As part of this service, Iron Bow will provide monthly reports to the Customer containing information on: • Incidents opened, incidents closed, and incidents currently in-progress/unresolved • Device usage reporting to aid review of telehealth system adoption • Trend analysis and reporting of system availability and performance anomalies • Fault information from monitoring and statistical summaries of monthly events • Asset reporting for devices under management • SLA performance reporting • Statistical analysis of telehealth system behavior

Prerequisites

The Customer must have purchased IronCare™ Maintenance and have a current license for any underlying software or firmware that will be covered under these services.

In order to provide proactive monitoring, the Customer must allow Iron Bow to install a data collection system at the Customer site, or the Customer must permit access to telehealth systems from the Iron Bow Client Service Center through Customer network firewalls and other security devices.

Customer Responsibilities

Upon request, the Customer will support Iron Bow's remote problem resolution efforts by:

- Providing all information necessary for Iron Bow to deliver timely and professional remote support and to enable Iron Bow to determine the level of support eligibility
- Starting self-tests and installing and running other diagnostic tools and programs with the remote assistance of the Iron Bow Client Service Center
- Upon notification by Iron Bow, the Customer is responsible for installing all critical updates in a timely manner
- Performing other reasonable activities to help Iron Bow identify or resolve problems, as requested by Iron Bow

If the Customer does not act upon the specified Customer responsibilities, at Iron Bow's discretion, Iron Bow will not be obligated to deliver the services as described.

Service Limitations

The following activities are excluded from this service:

- Backup and recovery, support of other software, and retention of data
- Support of applications not native to the CLINiC™
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by Iron Bow
- Services required due to failure of the Customer to take avoidance action previously advised by Iron Bow
- Services that, in the opinion of Iron Bow, are required due to improper treatment or use of the product, including product damage
- Services that, in the opinion of Iron Bow, are required due to unauthorized attempts by non-Iron Bow personnel to install, repair, maintain, or modify hardware, firmware, or software

Iron Bow retains the right to determine the final resolution of all opened cases.

Contact Information

For general inquiries or to order service, please contact:

Iron Bow Healthcare Solutions
2303 Dulles Station Blvd., Suite 400, Herndon, VA 20171
Tel: 703.279.3000
www.ironbowhealthcare.com

For technical support, please contact:

Iron Bow Client Service Center
Toll: 833-IRONBOW

Iron Bow Managed Care is provided subject to the IronCare™ & Managed Care Terms and Conditions posted at www.ironbowhealthcare.com. Iron Bow reserves the right to change the specifications in this document at any time and without notice.   07/16