FollowMyHealth ("FMH") Assumptions

- General Project Assumptions – required conditions that enable successful implementation,
- Allscripts Assumptions – clarifications to the scope of work that Allscripts shall perform

General Assumptions

1. The parties shall work together to ensure effective Project execution and fulfillment of contractual obligations and the key deliverables.

2. The Project timeline is documented in the mutually agreed upon Project plan(s).

3. All workbooks and requirements have been provided by the client and are mutually agreed upon between Client project team and Allscripts.

4. All changes to the baseline Project plan(s), Project timeline, or Scope documents shall be reviewed and mutually agreed upon by Client, Allscripts Project leadership and will include Sales.

5. FollowMyHealth will adhere to the client's governance structure and follow the documented processes that support the following requirements:

   - Committees for making clinical and operational decisions based on Project timelines.
   - A committee for processing all change requests including but not limited to Scope and configuration;
   - A committee for advising Project on operational and organizational changes required by the project, including but not limited to workflows and policies and procedures.
   - A committee for addressing and managing escalated issues and risks.

6. Allscripts makes the following technical assumptions:

   - TCP/IP is the specified communication protocol in use;
   - Client shall provide consistent patient identifiers across its entities;
   - A unique medical record number exists across facilities and entities;
   - A unique provider identification number exists across facilities and entities;
   - Sending and receiving systems utilize the same medical record number/visit number format and content;
   - HL7 v2.3 is the supported integration version for all Allscripts solutions;
   - Client and/or EMR and Practice Management vendors have provided industry standard integration documentation.

7. Allscripts shall provide training for the core project team. The client is responsible for training other staff members. All end users must be trained per the project timeline, and the client is responsible for scheduling and tracking the completion of training for the Project team and end users.

8. The Client is responsible for end users having basic computer skills and relevant workflow training.

9. Allscripts shall provide remote Activation (go-live) support. The Client is responsible for all shoulder-to-shoulder go-live support of end users.

10. Following Transition to Support/Project Close the Client will secure ongoing support through the case management process.

11. All client resources supporting FollowMyHealth will join Allscripts Client Connect and the FollowMyHealth community, where support resources and documentation related to the application are available.

12. The Client shall provide access and support to all environments that host Allscripts software. These environments are constantly available to Allscripts personnel during normal operating hours (or as otherwise specified in the contract or in writing by the Client).

13. The Client shall provide remote access in accordance with Allscripts-approved mechanisms and security measures, which is SecureLink.

14. It is the Client's responsibility to make any necessary configuration changes to non-Allscripts products that affect the Allscripts implementation.

15. The Client shall acquire knowledge of the Allscripts software and documentation and shall actively input Client data into the system throughout the course of the project, ultimately managing the configured product in its own environment.

16. The Client is responsible for the revision of all policies and procedures to support the implementation and operation of Allscripts products.

17. The scope for services in this project is based on the assumptions contained herein.

18. If Client makes changes to any tasks, deliverables, resource requirements and/or assumptions that could result in project delays, or postpones or halts any material project or implementation date for any reason, Allscripts may invoice Client for reasonable fees and costs resulting from such changes and Client shall pay any such invoices in accordance with the payment terms set forth in the Agreement.

Allscripts Assumptions

1. Allscripts shall implement the most current Generally Available (GA) versions of its software. Allscripts defines General Availability (GA) as; software (full or installable version of code of the application) and fundamental books that were developed, tested and declared deployable for Client consumption.

2. Allscripts will not implement or install products on top of unsupported software or on software that must be upgraded to perform the implementation or installation services. Accordingly, if the services in this SSO require other software to be upgraded, Client is responsible for such upgrades. If Client desires for Allscripts to perform such upgrade services, such services must be set forth in a separate SSO for additional fees.

3. Software updates may need some degree of regression testing, which must be scheduled in this Project Plan and could extend the Project timeline. It is the Client's responsibility to ensure that all third-party systems, contracted separately or via Allscripts, that are connected via interfacing, integration, API's, or workflows need to be evaluated with each upgrade. An upgrade or Cumulative Update can add hours and

extend duration of a project, which may require additional hours which will be contracted for in a separate agreement.

4. For tasks in the Project plan(s) to which both Allscripts and the Client are assigned, Allscripts' responsibility is to provide guidance toward completion of that task.

5. The Allscripts Project Manager shall deliver baseline Project plan(s) to the Client. The Project plan(s) describe all Project deliverables, resource assignments and prerequisites.

6. The Allscripts Project Manager shall maintain and own the Project plan(s) related to FollowMyHealth. Any changes to the Project plan(s) shall be mutually agreed upon.

7. If delays in the scheduled activation (as documented in the mutually agreed upon project plan(s)) arise because of Client's actions or failure to act, Allscripts may charge Client additional fees and costs to be mutually agreed upon in writing, and shall be entitled to re-assign project resources.

8. During the Project, if additional issues and constraints emerge due to the complexity of Client's technical environment, or for any other reason, the project team shall reassess and revise the Project plan(s), as needed.

9. If Allscripts cannot perform its obligations under this Scope and Project plan(s), due in whole or in part to Client's failure to perform its obligations under the Agreement, or due to the failure of any assumptions, Allscripts shall be relieved of any such failure to perform.

10. Allscripts shall assign resources to implement the Allscripts solutions and as such shall coordinate the following activities:

    - Facilitate the kick-off call;

    - Provide decision workbook asset to be completed and delivered to Allscripts prior to configuration, if one exists;

    - Work with the Client to begin configuration exclusion activities;

    - Transfer knowledge and provide guidance throughout all tasks in the project;

    - Provide consultative services on test strategy and test script guidelines;

    - Provide consultative services on training strategy;

    - Assist with issue identification and escalation within Allscripts and Client organizations as necessary to achieve resolution.

11. Client is responsible for all testing tasks including functional and integrated testing. Client is responsible for any additional testing, resulting from issues discovered during testing. Allscripts and Client will partner and work together towards resolution of all issues discovered during testing.

12. Services are estimated to include only remote work efforts if onsite is required or requested Client is responsible for all travel and living for onsite work efforts pertaining to this order according to Clients Agreement.

13. Allscripts provides train-the-trainer consulting as part of the implementation for these solutions as identified in the Project plan(s). Client is responsible for training the end-user community.

Confidential Information

14. Out of Scope Projects. Additional services required as a result of Software release changes, modifications, improvements, User Product Training, On-Site Live Date Support, Extended Productive Use Support, Consulting Packages, interfaces and conversion, additional training, extending the mutually agreed project timeline, or any are services that are beyond the implementation or services defined in this SOW Exhibit. In the event Client requests any additional services, Allscripts and Client will determine the scope of additional services to be provided and the terms and conditions (including any additional fees to be paid if any) pursuant to which should additional services be provided by Allscripts. Client and Allscripts will mutually agree to any modifications to the Implementation Services in writing.

15. If Client makes changes to any tasks, deliverables, resource requirements and/or assumptions that could result in project delays, or postpones or halts any material project or implementation date for any reason, Allscripts may invoice Client for reasonable fees and costs resulting from such changes and Client shall pay any such invoices in accordance with the payment terms set forth in the Agreement.

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