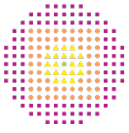


Looking Glass[®]
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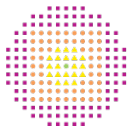
Streamline Health

CLIENT SUPPORT GUIDE

Rev Date 6.1.16



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CONTACT INFO

Method	
Phone	800.878.5269
E-mail	mysupport@streamlinehealth.net

24x7 After-Hours Support

Streamline Health provides 24X7 support for all critical issues. If a client experiences a Priority 1 or Priority 2 (see “Client Case Prioritization”) issue, Streamline Health provides an answering service which will contact the Support Analyst on-call. All after-hours support issues requiring Streamline Health’s immediate assistance should go through the 800.878.5269 number.

Client Support Policies

To allow the Streamline Health Support Services team to provide quality support and resolve the issues in the targeted resolution times, please follow these policies:

1. The Streamline Health Support Service team will be the primary point of contact for all client support issues. In an effort to enforce this process, all calls made directly to other parties (e.g., National Account Managers, Product Development/Management, and non-contracted third party vendors) will be redirected to Support Services.
2. **All Priority 1 & 2 issues require a call (800.878.5269) to escalate the ticket.**
By default, all tickets begin as Priority 3. Any tickets that need to be treated as Priority 1 or 2 require a call to Streamline Support to escalate.
3. Priority 3 & 4 issues may be submitted via a phone call, e-mail or via the client portal.
4. When submitting an issue, a qualified representative(s) from the client organization should be the one to report the issues. The representative should have the following:
 - o Knowledge of the Streamline Systems and Solutions
 - o Ability to assist users and/or STRM support personnel in troubleshooting the issue
 - o Ability to effectively test the resolutions provided



Client Case Prioritization

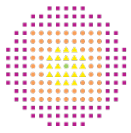
The following table details the initial Support Services call back time for all priority levels.

Priority	Priority Descriptions	Support Services
1. System Down	<ul style="list-style-type: none"> • System Down - No users can access system • Fatal Errors/Crashing • Security breach of patient related data 	Within 1 hour
2. Module Down	<ul style="list-style-type: none"> • Module Down • Part of the system, or functionality, fails for <u>all users</u> 	Within 1 hour
3. Application errors	<ul style="list-style-type: none"> • User experiences an error in using documented functionality • A functionality fails but has a known error/bug with a defined workaround. • Data is in error for 1 or more records but does not affect all data. • A part of the application fails for some users but not all • Client requested data changes or reporting requests 	Within 24 hours On STRM Business Days
4. Issue or Informational	<ul style="list-style-type: none"> • Issue is educational • Informational in nature 	Within 24 hours On STRM Business Days



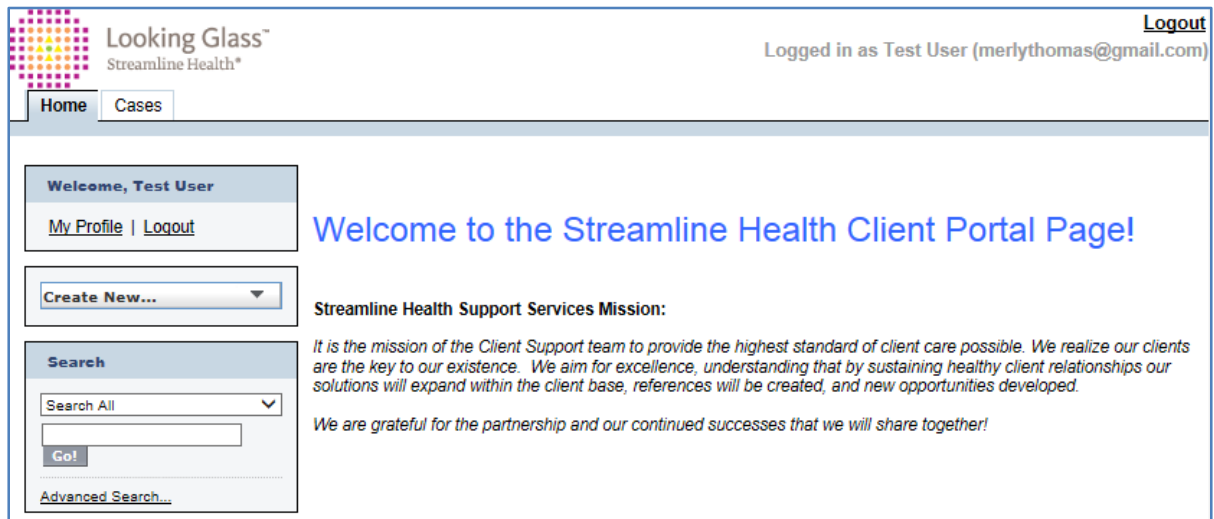
Notes:

1. Support Services will call back and email the client after the case has been opened/submitted by the client.
2. All production (GA code) issues will take precedent over issues that are reported in a test and/or BETA environment.
3. Issues reported to the support team that are out of scope for support will be redirected to the appropriate Streamline Health team (i.e. problems related to an implementation project, system upgrades, development inquiries, new project requests)
4. Issues reported to support that are out of scope (see Item 3 above) will be routed to the correct group and the client will be provided the correct contact information and the case will be closed.
5. Issues reported to support that are determined to require a system change (release, patch, upgrade) and are outside the scope of support will be transitioned to appropriate group and closed.
6. For issues reported to support that require and modification to the client application (i.e. upgrade, requested application change) the support team will transition the request to the clients Account Executive to reach out to the client to address the specific requests. Once transitioned to that account executive the support ticket may be closed of support has no further action to be taken.



Client Case Submission

1. Call STRM Support Services at 800.878.5269 or send e-mail to mysupport@streamlinehealth.net.
2. Salesforce (SFDC) is used for Case Management. The secure client portal is a way of receiving updates to your support cases. All case updates and information will be stored securely within SFDC minimizing the potential of sharing patient information through email. When an update is made to your case, an email will be forwarded with a link to access the updates to the case through the secure portal.



3. Quick Steps for accessing the client support portal page

1	Go to -> http://streamlinehealth.net
2	In the upper right-hand corner of the web page select -> client login
3	Select the Client Support Portal

4. When submitting an issue (and regardless of how it is submitted), we recommend using the Client Support Issue Questionnaire (Appendix A) to ensure all of the requisite data is collected. Completing this step will expedite the support process.
5. A Streamline Health Support Services analyst will assign a Salesforce, call tracking case number, enter the above information, and assign a priority, a status, and an owner.



- The Support Services analyst will provide the client with the Salesforce, case number and an automated email notification will be sent to the client from the Salesforce, call-tracking system. All information and correspondence on the issue will be contained in the case. Please reply to the specific case referenced in order to include all case updates within the case management system.

The screenshot shows the 'My Cases' page in the Looking Glass Streamline Health portal. The user is logged in as 'Test User (merlythomas@gmail.com)'. The page displays a list of cases with the following table:

Action	Case Number	Subject	Contact Name	Status	Priority	Date/Time Opened
Edit	00034943	Test logo case	User_Test	Closed	3	6/11/2014 2:17 PM
Edit	00023974	test case	User_Test	Closed	3	4/17/2013 1:08 PM
Edit	00023240	test case 7	User_Test	Closed	3	3/7/2013 11:01 AM
Edit	00023195	test case	User_Test	Closed	3	3/4/2013 8:22 PM
Edit	00023193	Test BA Case2	User_Test	Closed	3	3/4/2013 7:09 PM
Edit	00023192	Test BA Case	User_Test	Closed	3	3/4/2013 7:05 PM

- The issue will be worked according to the priority description table (Section 4) and escalated within the support team as necessary and according to the support analyst escalation structure described in Section 5.
- As the issue moves through the support process, the status of the issue can change as well. Below is a description of the potential status' for an issue:

New	An issue has been entered and the client receives case number.
Open	The issue has been assigned to a STRM Support Analyst.
Pending	Waiting on client to provide additional information or confirmations.
Escalated	The issue has been assigned to a STRM Associate outside of Support. Support is still engaged on the issue and is the primary point of contact.
Closed	Client has agreed that call is resolved.

- When the case is closed, an e-mail notification that will reference the Salesforce case.
- All Salesforce cases remain in the system indefinitely and can be referenced or re-opened later.
- To re-open a case, a new comment can be added to an old case which will re-open the case.



Management Escalation Procedure

Quality support is a critical component of client satisfaction. Therefore, if the processes presented in this guide are followed and the resolution and/or support provided by the Client Support team are not acceptable, please contact the following individuals, in order:

<p>David Carnazzo, Director, Client Experience Office: 404.920.2431 Cell: 404.992.7655 Email: david.carnazzo@streamlinehealth.net</p>
<p>Bill Garvis, Vice President, Client Services Office: 404.920.2416 Email: bill.garvis@streamlinehealth.net</p>



Appendix A – Client Support Issue Questionnaires

The purpose of this template is to aid the Client System Administrator with a checklist of questions to ask the end user so all applicable information can be provided to STRM Support. The process of capturing detailed information during the initial call/email allows the Client Support Analyst to target areas for troubleshooting preventing the need to reengage the client for basic information about the issue.

Looking Glass® Financial Management Support Case

Client Contact Name:
Contact Phone Number:
Contact Email:
Description of problem (Report, Access, Operational, Worklist):
STRM Applications/Modules affected (Which report or worklist?):
Is there an Error Message (describe) Attach screenshot or report, if possible
Exact steps taken when issue was encountered (or to replicate issue):
Which version of IE are you using?
Has problem occurred before? Date/time issue first noticed:
Is any particular Account, Filter or Crosswalk being affected
Priority: Please state if this should be a P1 or P2:

Looking Glass® Coding, CDI or CAC Support Case

Client Contact Name:
Contact Phone Number:
Contact Email:
Description of problem (Operational, Process, Education, Technical):
STRM Applications/Modules affected (Which Solution? Version? Interface?):
Is there an Error Message (describe) Attach screenshot or report, if possible
Exact steps taken when issue was encountered (or to replicate issue):
Is this occurring in test, production or both? Which version of IE are you using? Is there an internal incident #?
Has problem occurred before? Date/time issue first noticed:
Number of users affected? Which facility?
Medical Record Number? Account numbers?
Has there been any hardware, software, environment, network, configurations, upgrades or other changes made to your organization recently?
Priority: Please state if this should be a P1 or P2:



Looking Glass® Clinical Analytics Support Case

Client Contact Name:
Contact Phone Number:
Contact Email:
Clinical Analytics User Name:
Name of Study:
What is the Study Method (List, Time To Outcome, Time In Range, Comorbidity):
What is the Date Range:
Description of Study Criteria:
Description of the Problem:
Have you shared the study with Support?
Which version of IE are you using?
Has the problem occurred before or been replicated?

Looking Glass® Enterprise Content Management Support Case

Client Contact Name:
Contact Phone Number:
Contact Email:
Description of problem (Operational Process; Educational; Technical):
STRM Applications/Modules affected (Application or Service):
Is there an Error Message (describe) Attach screenshot, if possible
Exact steps taken when issue was encountered (or to replicate issue):
Is this occurring in test, production, or both?
Has problem occurred before? Date/time issue first noticed:
Number of users affected:
Number of workstations affected:
Medical Record Number, Account, Doc Type in use when error occurred: Does issue affect multiple of these?
Scanner or other hardware issue? If yes, please provide serial/K number:
Has there been any hardware, software, environment, network, configurations, upgrades or other changes made to your organization recently?
Priority: Please state if this should be a P1 or P2:



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