

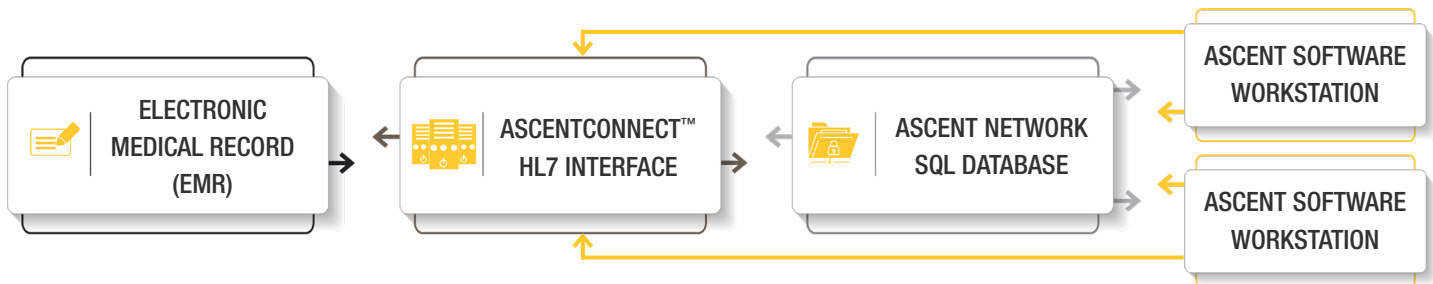
ASCENT

cardiorespiratory diagnostic software



SOFTWARE MAINTENANCE & INTEGRATION SUPPORT

CONTRACT COVERAGE GUIDE



MGC Diagnostics understands the critical role that software plays in your daily operations. Our Software Management & Integration Support* provides the expertise you need to ensure your software applications, databases, and integrations function optimally. With our remote support, you can focus on your core business while we take care of the technical complexities.

WHAT WE'LL DO:

PRIORITY REMOTE SOFTWARE SUPPORT: Our team of experienced technicians provides assistance with troubleshooting, installation, configuration, and updates for your software programs.

DATABASE MANAGEMENT: We offer support for database administration tasks, including performance optimization, security management, and backup and recovery procedures.

INTEGRATION EXPERTISE: We have the skills to seamlessly integrate your various software systems and databases, ensuring smooth data flow and eliminating manual data entry.



Ascent Networking



UNIFIED DATA INTEGRATION

Ascent Networking effortlessly connects diagnostic workstations and review stations, enabling the sharing and storage of critical data in a centralized Microsoft SQL Server® database. This connectivity harmonizes all workstations, whether on a local area network (LAN) or a wide area network (WAN).

SIMPLIFIED IT SOLUTIONS

Our enterprise-friendly approach allows IT/IS departments to utilize their approved hardware, eliminating the need for additional vendor hardware.

CYBERSECURITY

Ascent Software is designed to meet today's cybersecurity demands with the latest data security standards.

AscentConnect™ HL7 Interface

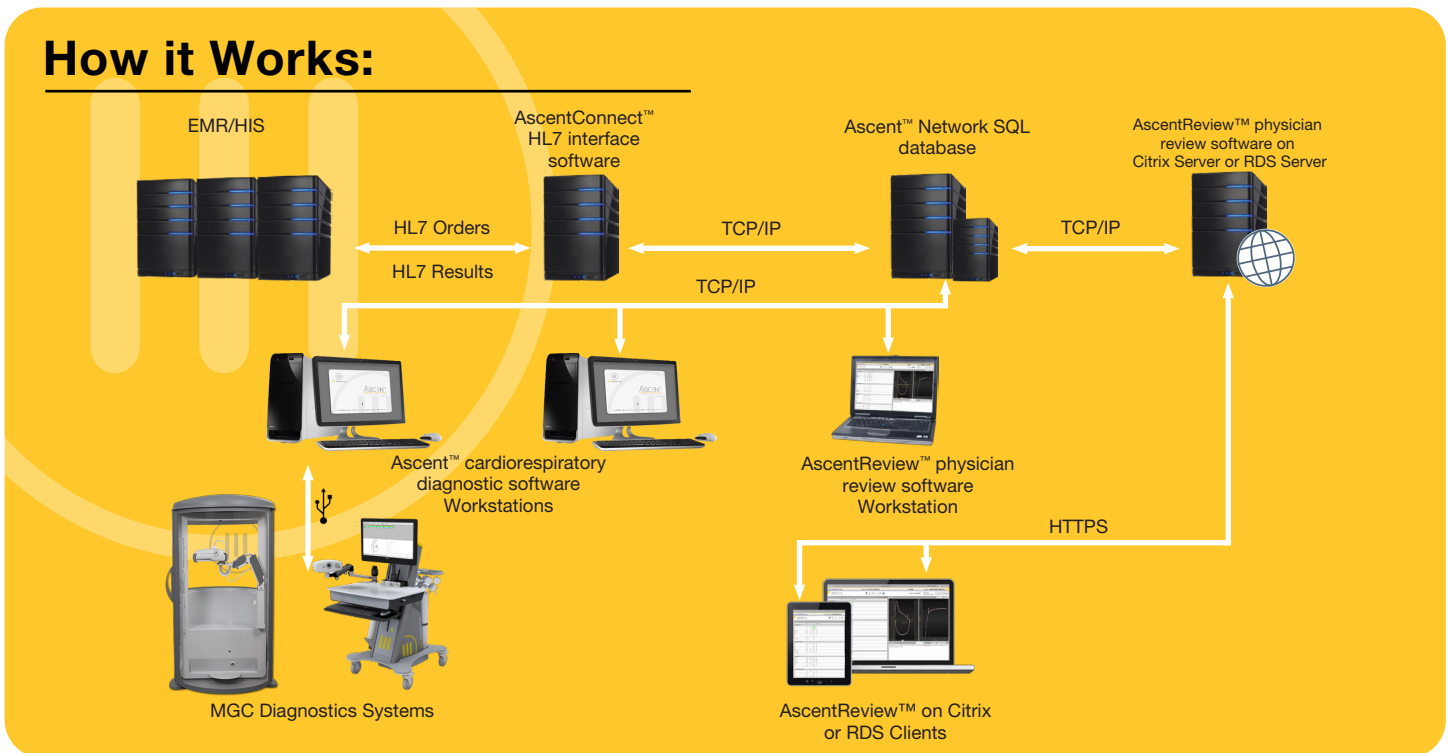


SEAMLESS DATA EXCHANGE

AscentConnect HL7 interface software opens the gateway for an unlimited number of networked systems to effortlessly exchange data with the electronic medical records (EMR) system. Compatible with most commercial and facility-developed hospital information systems (HIS), it provides seamless access to patient information from any location linked to the facility's EMR system.

STREAMLINED WORKFLOW

Let's break it down: Patient orders and/or demographics (ADT) are received on a workstation. Post-testing and interpretation, the AscentConnect HL7 interface software efficiently sends test data, PDF reports, text reports, or a combination of these to the EMR system in HL7 format.



Why Choose MGC Diagnostics?

Elevate your integration with our Software Implementation and Support Team



Experience Seamless Integration:

Our software implementation and support program is accessible to all our customers. Our team of expert application and support technicians is at your service, dedicated to ensuring the seamless integration of MGC Diagnostics equipment and software into your hospital network.

Tailored Expertise, Regardless of Scale:

Whether you're a single office or part of a vast integrated delivery network (IDN), our experienced team will guide you through the intricate process. Our goal is to guarantee that your systems are not only up and running but are also secure and operating at peak efficiency.

Contract Options

We offer two options to suit your specific needs.

Your sales consultant can help choose the best contract for your desired level of integration.

CONTRACT BENEFITS	Network Only Support**	Interface & Network Support**
Maintains Software application on workstation(s) and Software Upgrades <i>(when available)</i>	✓	✓
Software Application Services and Databases <i>(including IT test environment, administrative, and reading stations)</i>	✓	✓
Maintains Citrix Review	✓	✓
Maintains Bi-Directional Interface with EMR System	-	✓
Supports Issue Resolution and Testing Requirements <i>(due to EMR system updates)</i>	-	✓
Support Server Migration	✓	✓
Administrative Maintenance	✓	✓
Web-based Training for Super Users	✓	✓
Proactive notification of Service Pack (SP) Releases <i>(SP includes bug fixes and cybersecurity updates)</i>	✓	✓
Software Upgrades <i>(when available)</i>	✓	✓
Direct Phone Line Into Software Implementation and Support Team	✓	✓
Priority Response and Resolution for Calls	✓	✓
Report and Predicted Set Customization	✓	✓

ERROR POLICY

Urgent Errors Service Level Agreement

Two (2) business hour response upon contact from customer to MGC Diagnostics technical support via phone call, voicemail, or email. This contact should include the delivery of a case number from MGC Diagnostics to the customer business contact. Status Updates to be delivered to IT Support contact every four (4) business hours until resolution.

Examples:

- Network Outage
- Server Crash
- Ascent Data Services- connection to database

Non-Urgent Error Service Level Agreement

Forty-eight (48) business hours response upon contact from customer to MGC via phone call, voicemail, or email. This contact should include the delivery of a case number from MGC to the customer business contact. Ongoing status updates to be delivered to IT Support until project completion or resolution.

Examples:

- Software upgrade to latest version (version, bug fixes, or service packages)
- Server database migrations
- Maintenance for Citrix Review (if already purchased)
- Maintenance for bi-directional interface with EMR system
- Issue resolution and testing requirements due to EMR system updates
- Server migration

SCOPE OF SERVICES

* Software maintenance and integration support (including IT test environment, administrative, and reading stations); maintains Citrix Review; maintains bi-directional interface with EMR system; supports issue resolution and testing requirements due to EMR system updates; support server migration; provides administrative maintenance web-based training for super users; provides proactive notification of service package releases for bug fixes and cybersecurity updates; provides software upgrades when available; provides direct phone line into our software implementation and support team; provides priority response and resolution for calls into our software implementation and support team; supports report and predicted set customization.

** Coverage exclusions: Windows upgrades, hardware replacements, spare parts, on-site service, field service repair, work performed outside normal business hours (server support 8 am to 5 pm CT), IT support for problems not caused by or the result of an issue with MGC Diagnostics equipment or software, and requests for customization outside contract scope (e.g., custom database scripts). Customers should have their contract number ready when they call. Calls will be returned on the same day by the next available resource if a Voicemail is left. For hardware related assistance, customer must continue to contact Technical Support at 800-333-4137. Calls into the the software implementation and support contract line are limited to support for contract benefits.

Proven Expertise

With a track record of excellence, we are trusted by healthcare professionals worldwide.



MGC DIAGNOSTICS CORPORATION, through its subsidiary Medical Graphics Corporation
350 Oak Grove Parkway St. Paul, Minnesota USA 55127-8599

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All specifications subject to change without notice. Products may vary from those illustrated.

MGC Diagnostics and its affiliates are equal opportunity/affirmative action employers committed to cultural diversity in the workforce.

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