



Washington State Health Information Exchange
Secure Hub Services Schedule

Effective Date: **3/1/2011**

OneHealthPort hereby offers the Services described below to any person which is a Participant under a Participation Agreement for OneHealthPort HIE Services.

Subject to acceptance by OHP, Participant, by submission of a HIE Service Election Form electing Secure Hub Services, subscribes to and agrees to comply with this Schedule, and the HIE policies and procedures applicable to the following HIE Services:

1. SECURE HUB SERVICES. The Participant may use the Secure Hub Service to obtain electronic information from and make electronic information available to any other Participant for purposes authorized under the HIE Policies and this Schedule, including as elected by the Participant, the following:

- **Web Trader** . A browser-based, zero footprint mailbox for Participants with limited infrastructure to upload files up to 200GB with applet over a HTTP/S connection. Used for Participants who want or need ad-hoc file transfer capability. Includes non-repudiation, checkpoint restart and acknowledgements of all messages.
- **Activator** . A lightweight software B2B gateway component that allows Participants to securely and reliably exchange documents with complete visibility, tracking and confirmation of receipt. PUSH or PULL with other Participants from either end. Enables lifecycle view with Sentinel Services. Activators provide a connection to easily begin transacting over the Internet with other Participants with multiple protocols available including AS2.
- **Sentinel Service** . Complete Business Activity Monitoring that provides end-to-end visibility and proactive alerts to meet audit requirements for all file based data movement and process activities from Synchrony components or from other information systems and applications. Business and Operational Dashboards with drill down technology provide real-time visibility into the file transfer life cycle with pro-active problem analysis and alerts.

2. SUBSCRIPTION PERIOD. The Subscription Period for the Service(s) is from the Effective Date stated above through the earlier of the date of (a) the termination of the Participation Agreement, (b) the withdrawal of this Schedule by OneHealthPort, or (c) the termination of this subscription by the Subscriber as provided in Section 6 below.

3. APPLICATION OF HIPAA. The Service is a HIPAA-Regulated Service.

4. FEES FOR SERVICES. The Service(s) are provided under the following payment terms:

[DESCRIBE PAYMENT TERMS]

5. SERVICE LEVEL COMMITMENTS.

Support Levels:

Severity 1 Issues . 24 hour support for Severity 1 issues reported through the HIE Services Hotline.

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Severity 2 and 3 Issues . Support between 7 AM and 4 PM Pacific Time, Monday through Friday (Excluding Federal holidays) for Severity 2 and 3 issues reported through the HIE Services Hotline.

Response Time:

	Response Time	Target Resolution Time
Severity 1	2 Hours	4 Hours from Acknowledgement
Severity 2	4 Hours	8 Hours from Acknowledgement
Severity 3	Next Business Day	5 Business days from Acknowledgement

Response Time is the elapsed time between when an issue is logged in as an incident and the time a support individual contacts the reporting Participant.

Resolution Time is the time necessary to provide and implement a corrective action plan.

Severity 1 Issues are issues involving a system or critical business function down condition, and which result in a major impact on Participant's ability to operate.

Severity 2 Issues are significant issues affecting a HIE User's or workgroup's ability to conduct business efficiently and which critically impair business operations, but for which an inefficient workaround exists.

Severity 3 issues are issues affecting a limited number of users and for which an acceptable, but not optimal, workaround exists, resulting in no significant impairment of critical business operations.

6. TERMINATION OF SUBSCRIPTION BY PARTICIPANT.

6.1 Termination at Will. The Participant may terminate its subscription at any time without cause by giving not less than sixty (60) days prior notice to OneHealthPort.

6.2 Termination for Change in Subscription Conditions. If a change to any HIE Policy or this Schedule materially affects the Participant, the Participant may terminate this Schedule by giving OneHealthPort written notice of termination not more than thirty (30) days following OneHealthPort's notice of the change.

6.3 Effect of Termination on Participation Agreement. The termination of this Schedule by the Participant shall not terminate the Participation Agreement.