



Equicare CS Customer Support Manual

Revision: Version 1.4

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Publication date

March 2024

Produced in Vancouver, B.C.

Scope of document

This Equicare CS Customer Support Manual is both an external and internal guide on Equicare customer support policy for Equicare Health products.

Updates to this document

The Equicare CS Customer Support Manual is reviewed and updated on a regular basis, with new editions distributed to customers, either in hard-copy or on-line. For the purpose of clarity, Equicare Health considers only the most recent version of this document to be valid. It replaces and supersedes all previous versions, applicable to Equicare products.

Corporate address

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Trademarks

EQUICARE CS™ is a trademark of Equicare Health.

Equicare Health Software Service Agreement Overview

Continuous customer satisfaction of Equicare Health products such as EQUICARE CS™ (ECS) and Advanced Patient Portal (APP) are cardinal goals for us. Equicare Health believes in a close ongoing relationship with customers rather than a onetime product sale. We pay close attention to customer needs and devote the resources needed to fulfil them. Equicare Health's Software Support Agreement is a valuable aid in protecting our customers' investment. It guarantees that the system is always equipped with the latest software upgrades and the newest version available. By keeping the system updated, the ease and comprehensiveness compliance with mandatory standards is enhanced.

Core Support Hours

Equicare Health products are typically not considered tier 1 mission critical or financially critical to the business, however, Equicare continues to provide exceptional services with:

- i) core support hours of 6:00 a.m. to 7:00 p.m. (Pacific Time), Monday through Friday, except that no Support Services are available on *Labour Day*, *Christmas Day*, and *New Year's Day*; and
- ii) the hours of 7:00 a.m. to 3:00 p.m. (Pacific Time) on statutory holidays observed in the Province of British Columbia and other designated Equicare Health holidays. For example:
Family Day (third Monday of February)
Good Friday
Easter Monday
Victoria Day (third Monday of May)
Canada Day (July 1 or following Monday if it falls on a weekend)
B.C. Day (first Monday of August)
National Day for Truth and Reconciliation
Canadian Thanksgiving Day (second Monday of October)
Remembrance Day (November 11 or following Monday if it falls on a weekend)
Boxing Day (day after Christmas Day or following Monday if it falls on a weekend)

Support issues, such as re-configuration, updates, and upgrades are provided during core hours. Equicare Health will schedule the installation of any updates at a mutually agreed upon time to limit impact to the customer.

Unless specifically listed in the contract, the Software Support Agreement does not include any installation, deployment, configuration or support for (a) Customer's network, (b) Hardware; (c) third party software products (other than Third Party Software, as defined in the Quotation) or (d) any interfaces between the Software and other products (other than interfaces listed in the contract.).



How to Log a Support Request?

Equicare will provide technical support for the software during support hours as follows:

- (a) Standard Telephone Support. Equicare will provide customer access to its call center via a toll-free telephone number at 1-877-708-9075 for use by customer in reporting software errors.
- (b) Standard Email Support. Customer may contact Equicare support at Support@EquicareHealth.com for use by customer in reporting software errors.
- (c) Online at <http://customerservice.equicarehealth.com>

Equicare will provide remote electronic diagnostic and remedial support services for the Software through Bomgar provided by Equicare or other remote access program, provided by the customer.

To ensure a better and faster service, the following information is required when opening a case:

- Contact & Site name
- Contact phone number
- Contact email address
- A description of the problem
- Patient Identifier, if necessary
- Screen shot, if necessary

How support issues are resolved?

- Equicare Customer Service Representative (CSR) will note information and open a service support ticket.
- A ticket number will be provided to the customer.
- The CSR will work to resolve the issue and will provide the customer with regular updates.
- Resources available to CSR include other Support staff, Engineering staff, and Product Management team.
- The CSR owns the issue through to resolution even if other resources are engaged.



Severity Levels and Response Times

"Severity Level 1"	a Software Error that prevents the performance of any critical program functions, and that cannot be circumvented or avoided by Customer on a temporary basis.
"Severity Level 2"	a Software Error that significantly impairs the performance of any critical program functions, and that cannot be circumvented or avoided by Customer on a temporary basis.
"Severity Level 3"	a Software Error that does not prevent or significantly impair the performance of any critical program functions, or where such prevention or impairment can be circumvented or avoided by Customer on a temporary basis.
"Severity Level 4"	a low impact Software Error or Documentation issue.

If there is any dispute between Equicare and customer as to the severity level of a reported Software Error, then the classification of that Software Error by Equicare in good faith will be final and binding on the parties.

Restricted



Once customer reports a software error to Equicare, Equicare will, subject to the exceptions set forth below, use reasonable commercial efforts to assess and commence corrective action on the reported software error based on the assigned Severity Level, during Equicare published Support Hours, as follows:

Severity Level	Response Time for Initial Assessment of Software Error (from time report received by Equicare)	Corrective Action
1	within 120 minutes	Commencing as soon as possible after the initial report of the Software Error and continuing until a Software Correction has been implemented or until the Software Error is no longer classified as Severity Level 1.
2	within 120 minutes	Commencing as soon as possible after the initial report of the Software Error and continuing until a Software Correction has been implemented or until the Software Error is no longer classified as Severity Level 2.
3	by end of next business day	Equicare will initiate a resolution to the Software Error within a reasonable period of time after the initial report and will continue to develop a Software Correction during Support Hours or until the Software Error is no longer classified as Severity Level 3.
4	by end of next business day	Equicare will initiate a resolution to the Software Error within a reasonable period of time after the initial report and will incorporate an appropriate Software Correction into the Software within a reasonable time or will incorporate the Software Correction into a future version of the Documentation.

Customer acknowledges and agrees that a Software Correction may consist of one or more temporary work-arounds that are designed to resolve the Software Error, provide an interim solution to the business impediment caused by that Software Error or to reduce the Severity Level of that Software Error. If the Severity Level of a software error is reduced, then Equicare will continue corrective action in accordance with the reduced Severity Level.

Equicare will notify Customer promptly if it is unable to resolve any Software Error.

Exceptions

The following events are exceptions to Equicare's response time and corrective action commitments in this Attachment:

- (a) The failure of Customer equipment (including but not limited to Hardware, network servers, routers, firewalls, or other peripheral desktops or thin clients and printers) whether or not supplied by Equicare.
- (b) Software Errors resulting from software and hardware defects of access devices and systems not under Equicare control that provide service to and from the Software.
- (c) Outage or degradation of service caused by the internet service provider delivering services to Customer.
- (d) Outages due to Force Majeure Events.
- (e) Some or all of the availability and/or functionality of the Software may be reduced or prevented during scheduled maintenance periods.
- (f) Support Services undertaken by Equicare at Customer's request that require a system shutdown and/or reboot.
- (g) Instances where Equicare is not granted remote access to the Customer facilities to provide Support Services, where such access is required.
- (h) Negligence of the Customer or third parties authorized by Customer other than Equicare.

Escalation process

The Support team is trained to qualify cases according to the severity levels:

The customer's first point of contact is the CSR, who takes the issue and owns it through to resolution. Customers may advise their CSR, if they need to escalate an issue. The first point of escalation is the Support Manager who oversees all the support activities within the product group. The Support Manager will facilitate any further escalations to executive levels when necessary.

Product enhancement request process

Equicare Health encourages customers to suggest a product enhancement via product enhancement request. Product enhancement request can be submitted through a Support Request using any of the methods listed above. The CSR will forward the request to Product Management for evaluation and review. It is internally tracked via our product enhancement database. While every request is reviewed and evaluated, Equicare makes no guarantee that specific suggestions or enhancement requests will be implemented.



Backup Guidelines

Customers are responsible for implementing procedures to copy the DB backup file to the appropriate device (NAS, tape-drive, etc.) on a scheduled basis, and for monitoring the backup process. Customers may create SQL Server jobs to back up the DB directly to NAS/SAN. The ECS SQL database is backed up to the ECS Database server's local hard drive (e.g. C:\EquicareCS\Backups\) every night

All ECS website files are stored in a single folder (e.g. C:\EquicareCS\Website). Customers are responsible for implementing procedures to copy the application folder to the appropriate device (NAS, tape-drive, etc.) on a regularly scheduled basis, and for monitoring the backup process.

All Equicare CS OIS Interface configuration files are located in ..\EquicareCS\Extract\Shared. Customers are responsible for implementing procedures to copy the application folder to the appropriate device (NAS, tape-drive, etc.) on a regularly scheduled basis, and for monitoring the backup process.

Anti-Virus Guidelines

Customers are responsible for installing their own anti-virus software. Equicare ask that the anti-virus solution exclude the SQL Server files (C:\EquicareCS\Datafiles).

OS Update and Maintenance Guidelines

Customers are responsible to ensure servers/VMs are online and functioning normally. Customers are responsible for installing update for Windows OS and SQL Server software.

DELL servers purchased from Equicare Health includes 3Yr Basic HW Warranty Repair (5x10 Next Business Day Onsite), and customers may contact DELL directly.

Customers are responsible for purchasing, installing and maintaining SSL Certificates on the Patient Portal.

Customer Network Change Guidelines

Please notify Equicare Health support team should changes be made/required of Host name, IP Address and Domain changes, especially if it will affect the upstream systems, SMTP server or staff's user accounts.

Signature Manifest

Document Number: MAN2001

Revision: 1.4

Title: Equicare CS Support Manual

Effective Date: 18 Mar 2024

All dates and times are in Pacific Time.

equicare health support manual

Change Request

Name/Signature	Title	Date	Meaning/Reason
Warren Pon (WARREN.PON)	Director of Operations	04 Jan 2024, 11:00:54 AM	Approved

Departmental Approval

Name/Signature	Title	Date	Meaning/Reason
Andrew Laveaux (ANDREW.LAVEAUX)	System Administrator	04 Mar 2024, 01:57:08 PM	Approved

Author Approval

Name/Signature	Title	Date	Meaning/Reason
Warren Pon (WARREN.PON)	Director of Operations	04 Mar 2024, 12:13:56 PM	Approved

Quality Approval

Name/Signature	Title	Date	Meaning/Reason
Warren Pon (WARREN.PON)	Director of Operations	05 Mar 2024, 08:51:45 AM	Approved

Set Date

Name/Signature	Title	Date	Meaning/Reason
Warren Pon (WARREN.PON)	Director of Operations	05 Mar 2024, 08:55:46 AM	Approved

Review: MAN2001 1.4 Equicare CS Support Manual

Review

Name/Signature	Title	Date	Meaning/Reason
Eugene Palomado (EUGENE.PALOMADO)	Senior Project Manager	07 Feb 2025, 11:45:43 AM	Reviewed
Warren Pon (WARREN.PON)	Director of Operations	28 Feb 2025, 02:55:44 PM	Reviewed
Andrew Laveaux (ANDREW.LAVEAUX)	System Administrator	28 Feb 2025, 03:01:40 PM	Reviewed