

Partner Program Summary



ZH Healthcare provides innovative OpenEMR based Electronic Medical Records and fully integrated Revenue Cycle Management solutions to healthcare providers worldwide who are seeking improved patient care through greater insight into treatment, fewer errors, and more meaningful treatment plan coordination, with affordable software solutions that removes IT burden. With a team of over 75 information technology professionals ZH Healthcare has made significant contributions to the OpenEMR software movement including revenue cycle management features to enhance productivity, patient portal to improve office and patient communication, eRx integration, lab integration, and a notes editor that has revolutionized how physicians chart their patient visits.

ZH Healthcare offers select businesses the opportunity to become ZH OpenEMR Partners.

This document describes the ZH Healthcare Partner Program and is intended to answer initial and basic questions about the program.

What does ZH Healthcare offer in the Partner Program?

ZH Healthcare provides solutions that Partners use to solve the needs of healthcare service providers. This includes better patient care, charting accuracy and flexibility, increased revenue, and response to government regulation and compliance. Specifically we offer the following assets:

- A robust and comprehensive EMR and Practice Management solution. Marketable solutions that solve the need of their healthcare service providers.
- A specialized consulting team experienced in delivering ZH Healthcare solution education and healthcare practice and industry best practices.
- Experienced Support staff that ensures healthcare providers receive value for their EMR and Practice Management investments.
- Billing Services that increase collections, improve cash flow, and decrease time and effort associated with managing claims.

In addition, there may be the opportunity to receive Sales and Marketing Support. This may be in the form of performing initial demonstrations, sales coordination, market knowledge, and marketing strategies and campaigns.

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What types of businesses is ZH Healthcare seeking for the Partner Program?

Businesses in the following area are candidates for our ZH Healthcare Partner Program.

- Medical Services Providers (Billing, Transcription, IT Services)
- OpenEMR Providers (On-premise support and service providers)
- Specialty Network or Consulting Company
- Existing EMR providers, business partners, and resellers

What does ZH Healthcare expect of our Partners?

ZH Healthcare expects partners to create a successful and sustainable business by providing our solution to their market. Partners should be able to identify and plan for growth above the 25-provider level in order to ensure the investment of ZH Healthcare resources and reputation are not diminished.

Partners should have business and marketing plans that provide details on how they will start and grow their business to their goal levels.

Are there different types of Partners?

There are two classifications of partners, which are based on how they go to market.

- "Business Partner" – these partners brand their own ZH OpenEMR solution. Their customers are not aware of ZH Healthcare.
- "Reseller" – these partners sell the ZH branded version of the OpenEMR solution. Their customers are aware of ZH Healthcare.

Each type of partner may select the level of involvement of ZH Healthcare in the support and service of their customer. The table below indicates the ZH Healthcare involvement with the partner's customer.

Classification	Solution	Help Desk	Support	Training	Enrollment*
Business Partner	Hosted	✓	✓	✓	✓
Coordinated	Hosted	✓			✓

Are partners restricted to territories?

ZH Healthcare does not make territory assignments or define exclusive territories for our partners.

What are the financial parameters of the Partner Program?

Financial parameters (pricing and incentives) are defined in the individual partner Agreement. Financial components and fees to be considered are:

- ZH OpenEMR Package,
- Training Packages,
- Customization Service Packages,
- Other Services (data base conversion, etc),
- Private / White – Labeling.

Incentives are available based on volume and growth thresholds.

What are the prices offered to ZH Healthcare direct customers?

ZH Healthcare package prices are available on our web site at www.zhhealthcare.com/zh-openemr-packages

Does ZH Healthcare set prices for partners?

ZH Healthcare encourages partners to create their own value-add pricing.

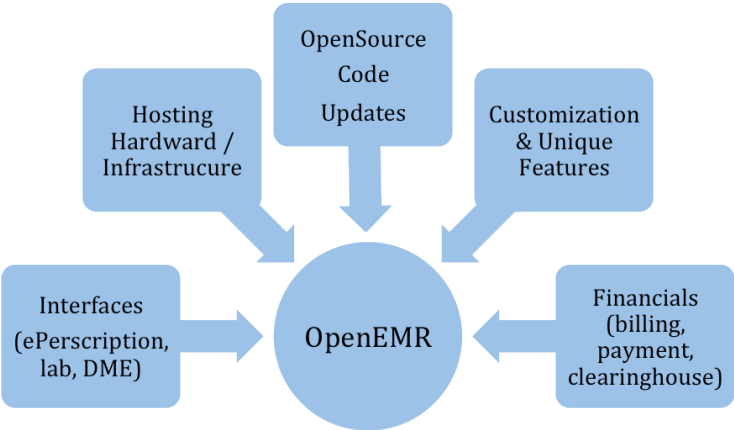
What are the obligations of the partner?

The partner has the responsibility to comply with all laws governing the use of healthcare information and cloud-based information technology systems. In addition, depending on the type of Partner agreement, the partner will be responsible for the training of customers, coordinating customer's implementation needs, and providing first level support.

Partners will be responsible for the payment of all fees associated with their customer, including access, service, training and support fees.

Why would a business consider becoming a ZH Healthcare Partner when they could do it themselves?

Standing up an OpenEMR environment can be complicated and risky. The complexity and high degree of flexibility means there are many moving parts that must be coordinated. Practices rely on their EMR and Practice Management systems to ensure their own financial health, which emphasizes the need to reduce the risk of outages, time-consuming interfaces, and errors. ZH Healthcare has packaged and put together a program that reduces this complexity and also reduces the time it takes to standup and configures a system to the needs of the practice.



There are many areas that must be considered when a business is determining if they should stand up their own stand-alone or hosted OpenEMR system. The following areas should be carefully evaluated to ensure your business has the right IT resources, experience, and knowledge of external integration to create and maintain the OpenEMR environment.

Hosting Hardware/Infrastructure

On-Premise installation of OpenEMR will require a centralized server to which all users can connect. Practices accomplish this by buying their own hardware and incurring the on-going maintenance cost. Considerations for HIPAA compliance, physical security, disaster recovery and business continuity all must be considered. In addition to the technical human resources are required to manage the environment.

ZH Healthcare has the responsibility for the hosted environment and system performance.

Open Source Code updates

OpenEMR has a very vibrant community with enhancements and code contributions being added and debugged almost daily. These changes are released as patches at least once a month. Coordinating release maintenance and implementation should

be carefully considered and planned for in either a stand-alone or privately hosted environment.

ZH Healthcare handles the testing and implementation of all OpenEMR code base changes.

Customization and unique features

A very positive aspect of OpenEMR is that it is highly customizable and since the system is Open Source, you have access to the actual code of the project. Unfortunately this also presents one of the greatest deterrents: change can be costly if you don't know what you're doing.

ZH Healthcare's ZH OpenEMR allows you to both customize the system yourself and request that ZH resources perform desired programming changes, with the knowledge that the change will not have unintended consequences.

E-Prescription

e-Prescription is a vital component of OpenEMR and supports the achievement of the drug allergy and drug-drug interactions requirements of Meaningful Use. The OpenEMR system uses an external commercial entity (NewCrop), which is not a part of the open source environment. There is a dedicated monthly cost for this feature.

ZH Healthcare provides a highly integrated eRx capability that is bundled into our packages at a reduced cost.

Lab Interface

Similar to the e-Prescription feature, lab interface and exchange is an external component. Integrating lab orders and results for multiple laboratory facilities can become complicated and expensive.

ZH Healthcare removes the effort of coordinating and creating unique lab exchanges by providing a Quest Laboratory interface at a reduced cost.

Advanced Billing Module

The OpenEMR system has billing and claim generation capabilities. Most practices find these capabilities inadequate and difficult to use. This results in extraordinary time and effort to manage the practices' revenue and financial processes.

ZH Healthcare provides a simplified and greatly improved revenue management system with strong Practice Management features in our proprietary and comprehensive Advanced Billing Module.

Clearinghouse Interface

Seamless integration with a clearinghouse is not in the community version of OpenEMR. Eligibility verification, ERA and claims updates require manual and multistep processes that are time consuming and error prone.

ZH Healthcare Advanced Billing Module provides and automated and seamless integration into the clearinghouse, which reduces time and effort.

Patient Portal

The off-site patient portal is a free platform provided to the OpenEMR community (available at www.mydocsportal.com). The Patient Portal allows practices to easily define what types of information they would like to make available to their patients. In addition the Patient Portal can be configured to accept on-line payments, which greatly increases collections.

ZH Healthcare eliminates the effort of managing the installation and management of the external Patient Portal module. We also can install and set up a payment gateway using Authorize.net.

What is the process for becoming a Partner?

We are interested in talking with parties who are serious about becoming a partner and are committed to making you successful. Our Partner Evaluation and Onboarding process consists of:

- Completion of the Partner Application and Questionnaire
- Partner Interview and Evaluation – consisting of review of business and marketing plan for ZH Healthcare EMR
- Partner Agreement - This step is taken if both ZH Healthcare and Partner applicant determine it is a good fit and will be a successful partnership.
- Partner Onboarding – Once the agreement is signed we begin our Onboarding process which includes initial training, provisioning of partner demo environment, and support for initial sales success.