PSYCHĒ

Medical Laboratory Software

Psychē Systems Technical Support

Policies and Procedures Guide

Updated December 2020

Table of Contents

Support During Standard Business Hours

Standard Response Times During Psychē Systems Corporation Standard Business Hours*

- Emergency: One (1) hour for a response
- Non-emergency: Four (4) hours for a response

*Please check your contract for exact support hours at your lab

Support Contact Information

Please note that response times above are guaranteed only for issues reported directly to the support email, fax, and phone numbers listed below. Response times cannot be guaranteed if issues are reported outside of the support procedure outlined here.

Method	Contact Information	Requirements/Details
E-mail **Primary Method**	support@psychesystems.com *No PHI permitted*	**Minimum information needed:** • Company name • Contact Person (Name, email and/or phone number) • <u>Detailed</u> description of problem and/or step by step instructions to reproduce. The more details included, the faster a resolution is found • Examples: case numbers, order numbers, screen shots of the error, etc. *Do not send Protected Health Information (PHI) to this email address.*
Fax	208-439-6722 *Secure – safe to send PHI*	**Minimum information needed:** • Company name • Contact Person (Name, email, and/or phone number) • <u>Detailed</u> description of problem and/or step by step instructions to reproduce • Examples: case numbers, order numbers, screen shots of the error, etc. • This secure fax number is safe to send Protected Health Information (PHI)
Phone	774-804-3017 ***Phone support reserved for EMERGENCY issues only.*** **An emergency is defined as a software issue which adversely affects the customer's ability to conduct business, resulting in a substantial increase in expenditures and/or serious disruption of the normal conduct of business.*	**Minimum information needed:** • Company name • Contact Person (Name, email, and/or phone number) • <u>Detailed</u> description of problem and/or step by step instructions to reproduce • Examples: case numbers, order numbers, screen shots of the error, etc. This phone line is monitored by Psychē personnel during normal business hours (8:30am-5:00pm Eastern). If all support members are assisting other clients, we cannot guarantee a person to answer every call placed to this line. In those instances, please leave a message after the prompt. Phone calls must be reserved for true emergencies and urgent issues to ensure speedier service. Outside of normal business hours, emergency calls to this line will be forwarded to an answering service, who will send messages to the appropriate Psychē team member.

Note: If a response is not received within the timeframes listed above, please send a follow up e-mail to support@psychesystems.com.

Psychē Support FAQs

Who Should Contact Support?

In order to provide the most efficient support to our clients, we request that only authorized/trained laboratory personnel contact Psychē Support.

All support issues are to be reported to the laboratory system manager(s) or designee. Physician Practices, third-party vendors (such as interface vendors), physicians and/or satellite specimen collection facilities are **not** permitted to contact Psychē Support directly. They are unaware of our policies and procedures and may inadvertently cause delays with response and resolution times.

Is it better to call or e-mail my issue?

When reporting an issue, please notify Psychē Support of non-critical issues by e-mail or fax. This method of communication automatically generates a ticket in our system that allows for tracking and follow up. It will also create an issue acknowledgement for your reference. This ticketing system is constantly monitored and allows all of Psychē Systems employees to quickly identify our clients and pertinent information about you. The majority of tickets should be reported via e-mail and fax.

Emergency and/or urgent issues may be reported via telephone. Please reserve phone calls for issues that are truly urgent, so as not to cause delays in those situations. Please do not call or e-mail Psychē personnel directly regarding a support issue, as doing so may inadvertently increase the response and resolution time.

Issue Acknowledgement

When Support receives an emailed issue, an immediate acknowledgement containing the assigned TaskID# will be returned to the sender via email. If you do not receive that auto-generated email, please re-send the ticket to support@psychesystems.com, stating this is your second attempt to report the issue. If we receive it, the email should be generated automatically.

Issue Correspondence
All issue correspondence to Psychē Support must reference the TaskID# in the subject line of the e-mail. If support requests additional information to further investigate an issue, the request will also reference the assigned TaskID#. Do not modify the subject of the email correspondence, as it may lead to the creation of duplicate tickets, and an inadvertent delay of response time.

Responses must be provided to Psychē Support within 10 business days of the request otherwise, the issue will be closed.

Off Hours Support

When to Use Off Hours Support

Off hours support is provided for <u>emergency</u> issues which occur outside of Psychē Systems Corporation's standard business hours. Psychē Systems Corporation reserves the right to determine whether an issue is considered to be an emergency. Application questions and other non-critical issues received after business hours will be responded to the following business day.

Please do not call off hours with non-critical issues. To report non-urgent issues off hours, please email support@psychesystems.com any time, and you will receive a response the next business day.

Contact Off-Hours Support

Please refer to your contract to determine if you are eligible for off-hours support.

<u>For clients currently contracted for off hours support:</u>

- Call the Psychē Support number 774-804-3017

- Provide the details to the answering service. This information will be triaged to a member of our support team.

- A support team member will contact the client within one hour of the initial call.

<u>For clients without off hours support:</u>

- Psychē Support cannot guarantee that personnel will be available to assist off-hours.

- Calls to off-hours support are billable at 1.5 times Psychē Systems Corporation's current hourly rate.

Exclusions to Psychē Support Policy
(Hardware, Network, 3rd Party Software)

Supporting a client-server system can be a complex task. When problems occur, it can be difficult to pinpoint the cause. Our focus is supporting our proprietary applications. Even though we may be able to assist with problems not related to Psychē software, the Psychē Standard Software Support Agreement does not cover some items.

While we take great pride in providing exceptional support, a major factor to providing good service is setting appropriate expectations. Our goal is to set appropriate expectations regarding what services your Software Support Agreement covers.

Below are some examples of support-related issues that are **_not_** covered by standard software support.

- If an existing workstation is upgraded, replaced, or has a hardware component such as the hard drive replaced, the time required for Psychē Systems to reinstall our applications are not covered by standard software support. *Please contact Psychē Systems for written instructions for reinstalling your Psychē application.*

- Support of 3rd party applications, such as upgrades to Windows or printing problems with applications other than a Psychē application.

- Restoration of your Psychē software application and/or database due to hardware failure. Psychē Systems can only restore your database using the most recent successful backup. Therefore, it is extremely important that the client performs routine system maintenance such as changing the backup tape as scheduled, monitoring the backup software's status via the backup software's program or log files, and that the UPS, if applicable, is functioning. (This does not apply to Psychē's hosted clients).

- Failures related to changes in the network configuration, such as changes to the TCP/IP addresses, or changes to cabling, switches or other network components.

On occasion, the cause of an issue will not be clear until it has been investigated. Any consultation by Psychē Systems may be billed at Psychē's current hourly rate. In these cases, you will be contacted regarding potential charges. You will be provided with an estimate, in hours, of the time required to resolve the issue. Once we have received formal approval from you, the work will be scheduled and completed. Please note that in the case of an emergency we will not wait for formal approval to begin working on an issue. In these cases, Psychē Systems will follow up with you as soon as it is feasible. Psychē Systems cannot guarantee to resolve any problem with any product not manufactured by Psychē Systems.

Client Responsibilities

Maintain Trained Applications System Managers

In order for Psychē to provide adequate software support, the client's contact with Psychē regarding technical matters must be made through authorized and trained personnel. The client will provide to Psychē (in writing) the name of a designated Application System Manager and up to two other authorized backups. The Application System Manager is responsible for proper use and maintenance of the computer system and is authorized to contact Psychē regarding use and maintenance of the laboratory information system (LIS). The other authorized contacts may call Psychē regarding use and maintenance of the system in the Application System Manager's absence. The Application System Manager and authorized contacts will have successfully completed Psychē's standard Application System Manager Training Course. Failure of the client to have a trained Application System Manager may result in increased charges.

It is the Application System Manager's responsibility to utilize the Psychē application-specific User Guide and Functional Change documents to address application questions as they arise.   The Application System Manager should refer first to their User Guide and Quarterly Release documents prior to contacting Technical Support.

Designate Backup(s) Monitor*   ******This does not apply to Psychē Hosted Clients*

Backing up an application database is a two-part process. If the client chooses, Psychē Systems can be responsible for configuring the first part, which includes the job of SQL Server to backup the database to disk in a designated location (fees may apply). Otherwise, this is the client's responsibility to set SQL Server jobs. The client is always responsible for configuring the second part, which includes a tape or network backup job performed **by a standard** file backup method. Therefore, the client is responsible for routine system maintenance such as changing the backup tape as scheduled, monitoring the SQL Server backup, and the backup software's status via the backup software's program or log files and that the UPS, if applicable, is functioning.

Continual and Immediate Access to the Server

Per Psychē Systems' Standard Terms and Conditions found in your contract, the client is responsible for providing Psychē personnel with immediate and continual access to its system (via VPN, etc.) in order for Psychē to provide service and support to ensure that the software conforms to the requirements as stated in the Standard Terms and Conditions.   Psychē Systems cannot guarantee response times as indicated earlier in this document if we are not provided with such access. If Psychē does not receive immediate access to the client's server at the time that the support member is available to troubleshoot the issue, the support person will move on to other client issues and the original issue will go to the bottom of the queue. Once the client does provide Psychē with access, we cannot guarantee that we will be available to troubleshoot the issue at that time. For additional information, please refer to the Terms and Conditions section of your Psychē contract.

Holiday Schedule

We would like to remind you of our company holiday schedule for the coming year. Psychē Systems will be closed to observe the holidays on the following dates:

New Year's Day	**Friday**	**01/01/21**
President's Day	**Monday**	**02/15/21**
Patriot's Day	**Monday**	**04/19/21**
Memorial Day	**Monday**	**05/31/21**
Independence Day	**Monday**	**07/05/21**
Labor Day	**Monday**	**09/06/21**
Columbus Day	**Monday**	**10/11/21**
Thanksgiving Day	**Thursday**	**11/25/21**
Day after Thanksgiving	**Friday**	**11/26/21**
Christmas Day, observed	**Friday**	**12/24/21**
New Year's Day 2022, observed	**Friday**	**12/31/21**

Please be sure that your personnel are aware of the holiday schedule. For Technical Support on these days, please refer to the Off-hours Technical Support portion of this document.