



## Training, Support and Consulting Options

1<sup>st</sup> For Physicians offers services based on our 29 plus years of experience in practice management and IT administration. Training is scheduled in 3 or more hour sessions. As each situation varies, depending upon such things as the previous computer experience of the office staff, complexity of office/billing structure, and individual comprehension, it is not possible to predict exactly how much information can be covered in the amount of support time that you purchased or if additional training time will be necessary. Travel expenses may be required.

Senior Level Consulting – When you need the very best in experience and expertise. *Call for Pricing*

**1ST FOR PREFERRED SUPPORT OPTIONS** - *Your best choice for maximum support time at low hourly rates!*

Time may be used for on-site training, consulting, telephone or remote internet support. Recommended, but not required, for clients with new network installations, offices requiring software customization or practices who want to improve their use of computers, software, or administrative processes. Preferred support hours expire if unused after 2 years. Minimum on-site visit is 2 hours. In certain situations travel charges may apply.

**Bronze Basic** – 7 Hours of 1st For Preferred Level Support. Cost \$1,280.00

**Bronze** – 12 Hours of 1st For Preferred Level Support. Cost \$1,890.00

**Silver** - 20 hours of 1st For Preferred Level Support. Cost \$2,500.00

**Gold** - 44 Hours of 1st For Preferred Level Support. Cost \$4,998.00

**Platinum** – 70 Hours of 1st For Preferred Level Support Cost \$6,998.00

**Diamond** – 120 Hours of 1st For Preferred Level Support Cost \$10,998.00

**Remote Phone Support & Training/Remote/RDP: No on-site visits.**

1 Hour = \$155.00

3 Hours = \$395.00

6 Hours = \$695.00

**TRAINING SPECIAL** - training sessions. Includes ONE 3 hour on-site training *Cost \$1,295.00*

*Plus* Includes upto 4 hour INTERNET training, remote/phone support hours.

**REFRESHER SESSION** – 3 Hour on-site training session. This option is limited to previous users of the software and is designed as a refresher course or for users upgrading to a newer software version. Cost \$450/ each additional on-site hour is \$129.00.

### HOURLY HARDWARE/NETWORKING/SOFTWARE SUPPORT

\$198.00 per hour for on-site, hardware/software consulting, troubleshooting/problem solving, networking. Minimum initial on-site charge is 2 hours for \$396.00, unless client chooses one of the support options listed below. After that additional on-site hours, are billed in increments of 1/10 of an hour or 6 minutes. Hourly rate for visits during non-business hours including evenings, Saturday and Sunday, as well as emergency calls are at \$297 per hour or 1.5 times the contracted rate.

**\*TELEPHONE/REMOTE ONLY SUPPORT** Remote/Modem/RDP- Complex or serious corruption may cost additional.

Versions 21 & 22 Lytec 2017 & 2018 \$150/hr \$395/3 hours Data Fix \$499.00 Conversions \$199.00

Versions 19 & 20 Lytec 2015 & 2016 \$198/hr \$595/3 hours Data Fix \$799.00 Conversions \$799.00

**Legacy Window Products** \$ 299.00 per hour Data Fix \$998.00 Conversions \$998.00

**DOS Products** \$ 299.00 per hour Data Fix \$1,295.00 Conversions \$1,295.00

**\*TECHNICAL/NETWORKING SUPPORT-** \$198.00/hr (Remote/Telephone support only)

*\* Phone Support expires after 1 year.*

*\* In certain situations travel charges may apply.*

PO Box 605, Marlton, NJ 08053

(T) 888.333.4288/856.996.0500 (F) 856.996.0514

www.1stForPhysicians.com



## Contract Acceptance

Date: \_\_\_\_\_

CLIENT: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Accepted Service/Support Package \_\_\_\_\_ Total \$ \_\_\_\_\_.

- Check - Check Number \_\_\_\_\_
- I would like information on leasing my product/s
- Credit Card – Paid in full
- Visa     MasterCard     Discover Card     American Express

Card Number: \_\_\_\_\_

Expiration date: \_\_\_\_\_

Card holder information if different from above:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_, State: \_\_\_\_\_ Zip: \_\_\_\_\_

YOUR SIGNATURE BELOW WILL SERVE AS AUTHORIZATION TO CHARGE YOUR CREDIT CARD

Accepted by : \_\_\_\_\_ Date: \_\_\_\_\_

Please Print: \_\_\_\_\_

**Please fax completed acceptance page to 856-996-0514. Thank you for choosing 1<sup>st</sup> For Physicians.**

## Terms and Conditions

**PRICING** – 1st For Physicians reserves the right to periodically review and alter price offerings without notice. Support Contracts are based on pricing in effect on date of contract signing; all previous offerings are null and void. **SUPPORT** - References made to time required to complete specific projects, training, networking, upgrading, updating, and all other types of support or blocks of time which appear on proposals ARE ONLY ESTIMATES based on previous experience. Unforeseen problems with hardware, software, data, etc. may result in additional time to complete. Client is responsible for payment of actual number of hours support is provided. Client must have an available Support Time balance of at least 2 hours to schedule on-site support. Telephone or dial-in support only will be provided for clients maintaining less than a two-hour balance. On-site Support provided at 1st For discretion. Should client cancel Support Contract or stop appropriate payments prior to the end of the Contract term, the hourly rate will revert to 1ST Care's normal hourly consulting rate per hour for all Support Time used by client to that point. For clients choosing Payments over time, should total Support Time used in any one month exceed average number of hours allotted for that month, early monthly Support payment may be required for continued Support to be supplied by 1ST Care. 1st For reserves the right to determine the appropriate method of Support to be supplied to client. Emergency rate is based on client's need for a non-scheduled on-site visit, on-site visit after normal business hours and/or immediate response (i.e. system crashes, database corruption, power failure). A "Support Hold" may BE placed on client account for non-payment of, and/or non-compliance with contractual obligations and this designation is made solely at 1st Care's discretion. **BACK-UPS**- Clients are responsible for maintaining current backups of all software/data files. 1st For recommends that backups be completed before work of any kind is performed on a system. 1st For is not responsible for loss of data for any reason. **CUSTOM PROGRAMMING/REPORTS** - Support Time provided by 1st For to assist its clients in the development of customized reports utilizing MediSoft Patient Accounting databases are provided on a "best effort" basis. 1st For cannot guarantee that every type of report requested can be successfully developed. The Support Time required to attempt development is billable at 1st Care's normal Support Rates and will be deducted from the clients' purchased Support Time. **NETWORKS** - Unless otherwise specified, time to install network will be deducted from support time. Installation of network equipment not purchased from 1st For is not guaranteed. Should equipment not be compatible, 1st For will reimburse hardware purchase price, and installation time and materials will be charged. Installation of wiring will be charged to Support Time. Hardware, software, networking equipment, etc. NOT purchased from 1st For is not guaranteed with regard to functionality or compatibility with hardware, software or network items purchased from 1st Care. **COMPATIBILITY** - 1st For can assume no responsibility for incompatibility of products due to use of below minimum required hardware or software version. **POWER FAILURES, SURGES, PROBLEMS** - 1st For assumes no responsibility for damage to hardware, software or other equipment, or loss of functionality and/or data due to electrical failures, surges or other problems from any source (faulty wiring, electrical storms, lightning hits, reconfiguration by other than 1st Care, etc.) **CHANGING PROFILES, MASTER FILES, ETC.** - 1st For is not responsible for any profiles changes, master files changes, etc. necessitated by installation of hardware, software and/or networking equipment to be used with previously installed hardware, software and/or networking equipment. **CONFIDENTIALITY/NON-DISCLOSURE AGREEMENT** - By requesting this proposal, client agrees to the following terms: No part of this proposal may be reproduced or transmitted in any form or by any means, electronic or mechanical, including but not limited to photocopying, recording, or information recording and retrieval systems, for any purpose other than the express purpose of receiving for consideration to purchase 1st Care's products and services, without the express written permission of 1st Care. This proposal is solely for the use of 1st Care's potential customers and said customers agree not to share this with any other computer hardware vendor, software vendor or consultant. **MEDIISOFT UPGRADES/UPDATES** - Prices quoted on upgrades to a MediSoft product presuppose credit issued for the return of the originally purchased MediSoft disks and manuals. In the event original disks and manuals are not returned, full purchase price will be charged. Pricing also presupposes that proper serial number registration, verifiable through MediSoft Corp. Software updates periodically provided by MediSoft will be made available to 1st For clients and will be priced in accordance with MediSoft guidelines, with applicable 1st For discount, plus shipping and handling charges. **TYPOGRAPHICAL/CALCULATION ERRORS** - 1st For is not responsible for typographical and/or computation errors within this document. **LEASING** - 1st For provides referrals to Leasing Companies as a service to our clients. Agreements made with these companies are solely between the leasing company and the client. 1st For is in no way a party in that agreement. **ADDITIONAL CHARGES/TRAVEL/TELEPHONE/SHIPPING** - Travel will either be charged via separate invoice for mileage and/or time or, for client convenience, converted to hours and charged against Support Time. Includes time to pick up and deliver for repair work. **Computer Transfer Technology**: 1st For HealthCare Consultants refers to a "Office Computer System". 1st Care's proposal/contract represents only those items specified and may include medical software, general accounting software, clinical software, general software, fax/modem/scanner and hardware put together for the express purpose of automating a Practitioner's office. Unless stated in the contract this total Does Not Include: applicable sales or use taxes or governmental fees, All applicable forms, miscellaneous computer supplies and disks, Applicable travel expenses, telephone installation or line charges, Input of any files or codes, Shipping, Input of patient data or files for the new system **LIMITED WARRANTY** - 1st For warrants that the product delivered by it will be of the kind and quality described in the order or invoice and will be free of defects in workmanship and material. Should any failure to conform to this warranty appear the manufacturers warranty shall take precedence, including any manufacturers warranty mandating return of equipment in original packaging for warranty repair or replacement. Lack of original packaging may result in additional cost. The hardware and software described in this document is furnished under license agreement or nondisclosure agreement, by third parties. 1st For is a dealer or re-seller of the hardware and software and makes no express or implied warranties of either the hardware or software. As a dealer 1st For makes no representations, warranties or guarantees, expressed or implied including warranties or guarantees of merchantability or fitness for any use or any particular purpose with regard to the third party software, documentation, or the hardware. The software is licensed to the user on an "as is" basis. 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We are unable to accept returns without an RMA number. No refunds or exchanges are allowed after 10 days from the date of purchase unless stated otherwise. All items must be in new condition, including the original box, packaging, manuals and accessories. An open box fee equal to 15% of the purchase price will be charged on any opened item, unless the item is defective and exchanged or the exact same item. The 15% open box fee will be assessed at the time of refund or exchange. Opened peripherals may only be exchanged for the exact same item and may not be returned for a refund. Refunds or credits are issued after receipt and inspection of returned goods. Refunds on cash or check purchases will be issued by check within 30 business days of the return date. Refunds on purchases made with a credit card will only be made to the same card. Shipping, support, insurance and telephone charges are not refundable.