Clinic Pro Contract

ClinicPro Software Inc
80 Juniper Drive
Sedona AZ 86336

Fax: (928) 460-5283

Phone: (928) 554-1168

Purchase includes:

♦ Free training
♦ 90 days free upgrades and telephone support

Refund policy – It is the purchaser's responsibility to evaluate whether Clinic Pro will meet the needs of their office. To ensure that every purchaser has ample information to evaluate Clinic Pro prior to purchase, we offer a 30-day free trial of the fully functional program and an online demo.   Once Clinic Pro has been installed and registered, no refund will be issued.

Clinic Pro Practice Management	3.495.00
Clinic Start Level - 500 patients	1,295.00
Touchscreen EMR with Practice Management	2,000.00
Touchscreen EMR Standalone	3,495.00
New Renaissance Template	750.00
Monthly Support - PM or EMR	70.00
Monthly Support - PM + EMR	100.00
Data conversion	750.00
Cloud Backup $25 setup $30/month ongoing fee	30.00

Total

Marilyn K Gard

Marilyn K Gard, MBA, CEO

_____   _____
Purchaser   Date

This is a chiropractic order form. Software must be licensed to a chiropractor or chiropractic clinic.

ClinicPro Training Agreement

One of the many benefits of being a ClinicPro user is that **free training** is included with your purchase of the program!
One **FREE TRAINING PACKAGE** is included with your purchase of any ClinicPro program.

> A **FREE TRAINING PACKAGE** is defined as: Several one-hour training sessions, via phone, with a ClinicPro support team member until your staff at the time of purchase has been trained on all areas of the program you plan on using and has completed the ClinicPro User Training Guide provided to you by our staff.
>
> ** The number of one-hour sessions for your staff will depend on how quickly they are able to comprehend and navigate the software.
> ** The ClinicPro User Training Guide will be considered completed when your staff has been trained on and has signed off on all sections of said guide.

After completing your **FREE TRAINING PACKAGE**, any future training sessions that are requested by your office (for new staff members, retraining of old staff members, etc) are available to you for the cost of $50/hour. Call the support office to schedule these trainings.

Based on our many years of experience, this method of training will help your office staff use ClinicPro with the highest level of success. We highly recommend you take advantage of this **FREE TRAINING**!

If, however, your office, for any reason, notifies a ClinicPro support team member that you decide not to take advantage of your **FREE TRAINING PACKAGE**, *you will be required to complete 1 one-hour training session* with a ClinicPro support team member to ensure you are trained on any feature of the program that, if not used properly, could result in problems for you in the future. This one-hour session will occur within the first 30 days you use ClinicPro.

I have read and understood the above ClinicPro Training Agreement and

> **YES!** I would like to take advantage of the **FREE TRAINING PACKAGE** offered to help make my office successful with ClinicPro!

_____   _____
Signature   Date

-OR-

> NO. At this time I feel my office does not want to take advantage of the **FREE TRAINING PACKAGE** offered by ClinicPro. My staff that will be using ClinicPro will complete the required one-hour training session with a ClinicPro Support Team member within our first 30 days of ClinicPro use.

_____   _____
Signature   Date

For information on the other great features your ClinicPro Support team offers, please review our Support Policies at www.clinicprosupport.com or ask your sales representative for a copy.

ClinicPro Support Agreement

The following defines the ClinicPro technical support agreement.

Free Program Updates. A substantial portion of your support fee covers the programming costs necessary to provide upgrades. The ClinicPro Support Agreement entitles you to free updates, as they become available, to the ClinicPro program you purchased. Right now we are releasing updates every 45-60 days. As we update our work on the ANSI transmission mandated by HIPAA, you will receive the updates which keep you HIPAA-compliant.

Telephone support. Technical support personnel are available by phone from 6:30 – 3:00 p.m. – MST Monday through Friday.   You may only need to talk to a tech once every six months, but it is important that they are available when you need them.

Disaster assistance. If you are current on your support and experience a computer crash, you receive immediate assistance in getting up and running. We prioritize support calls using this protocol:
   a. High priority – any situation where the program isn't running
   b. Second priority – any situation that yields rejections on electronic billing
   c. Third priority – any program bug that can be documented and duplicated
   d. Fourth priority – changes needed for future electronic or HCFA needs
   e. Fifth priority – program changes/additions that will benefit all users
   f. Low priority – program changes needed by only one office or small number of users

Payment of support. Support fees are due in the month prior to service. ClinicPro offers an automatic recurring credit card or checking account debit to assist ClinicPro users in maintaining current status with support.

Nonpayment of support.   If you choose not to pay sign up for Clinic Pro Support, you may:
   1. Purchase updates as they become available. The typical update cost is between $1,000-$3000 per update depending on the enhancements in each update. Major updates such as electronic billing format changes (ANSI 5010) or ICD-10 codes will be priced at the top of the scale.
   2. Purchase telephone support at $195/issue, payable prior to assistance.
   3. Disaster assistance – you may pay $195/issue plus $50/hour for assistance getting operational again in the event of hardware failure. However, your office will be scheduled as staff time permits; it will not be high priority if ClinicPro technical staff time is already scheduled.

Termination. Either party may terminate this agreement with ninety (90) days written notice.

    Yes. I want to take advantage of free updates and phone support by purchasing ClinicPro technical support.

    No. I choose not to purchase ClinicPro support at this time and understand that, in making this choice, I will have to pay for individual upgrades or telephone support as outlined above.

_____   _____
Signature   Date

ClinicPro Start Policies – Completion of this page is only necessary if you are purchasing Clinic Start

It is hereby acknowledged that I understand and agree to the provisions of the Clinic Start program I am purchasing.   Clinic Start is limited to 500 patients..   It is intended for new practices and designed to provide a way for users to enjoy the capabilities of the full version of Clinic Pro, limited only to the number of patients that can be entered.

The full version of Clinic Pro costs $3495; monies paid for Clinic Start will be applied toward the full version.

When the patient limit is reached, I understand that I must upgrade to the next level to continue to edit patient demographics and add new patients.   The levels are as follows:

Clinic Start   - 500 patients   - $1295

Clinic Pro Practice Management - unlimited   - $3495

(*These prices are minus the cost of the EMR program – see main order page for costs of support when the EMR package has been purchased*)

I agree to the provisions of the Clinic Start program.

_____   _____
Signature   Date