



Exhibit C: Interface Services

Interfacing the InfraWare 360 transcription platform to other systems can extend the value of the user experience and increase the return on investment. Additional time and effort can be pulled from the workflow and accuracy can be improved with a lower need for QA because the data comes from the source.

Overview

Interfaces are available for both pulling data into InfraWare and for pushing data out.

The most common interface is an incoming ADT interface. In this scenario, a healthcare facility's scheduling system or HL7 gateway provides InfraWare with their current patient information. When physicians submit dictations, the patient identifier they provide is matched to the information received via the interface. When an MT opens a new job to transcribe, the ADT Screen is already filled out with the correct patient information.

A second incoming interface is for orders. Commonly used in the radiology customer environment, orders are similar to ADT records, but they are unique for each order rather than for each patient.

Outgoing interfaces are for delivery of report documents directly into the healthcare facility's EMR. This valuable service eliminates manual efforts to handle reports provided by a transcription team.

Since interfaces connect two unique systems, good communications and planning is required by each party.

Interface Options

InfraWare can interface to nearly any willing party who has the data the platform needs or who needs resulting reports from the platform. The complexity and associated cost of an interface depends almost entirely on the clarity of the specifications that define the scope of the project. Clear specs that don't change are much faster and less expensive to code. Sometimes, customers need assistance with gathering or negotiating specs with their customers or partners. Other times, they even need new functionality in the platform to accommodate special needs. For these reasons, InfraWare offers three levels of engagement for each interface:

Basic Interface: Basic interfaces are available for customers with deep experience and understanding of interfaces, associated requirement specifications and project management resources. The customer does the legwork of communicating with third parties, developing the specs, etc. and submits a completed InfraWare specifications questionnaire to define the scope of work. If, during the project, the customer requests assistance with refining specs and conferencing with third parties, the project and fee are automatically promoted to the next level (below).

One-time Fee: \$1995 Monthly maintenance: \$29/mo Hourly changes: \$165/hr

Interface with Spec Development: This involves the same as the Basic Interface, plus InfraWare personnel will participate in conference calls with third parties (as made available by customer) to develop and refine the specifications needed to begin the work. If specifications change after work begins, such changes will be worked at InfraWare's hourly rate. If the customer requests changes to the underlying platform to accomplish their goals, the project and fee are elevated to the next level (below).

One-time Fee: \$2995 Monthly maintenance: \$29/mo Hourly changes: \$165/hr

Advanced Interface: Involves the same as the Interface with spec development but also provides for minor changes to the underlying platform (subject to IW acceptance) and/or business logic that involves computing data that is not already stored in the system.

One-time Fee: \$3995 Monthly maintenance: \$29/mo Hourly changes: \$165/hr

- Notes: 1. A separate interface project and fee are required for each different scenario involving data transfer, parsing or business logic. (i.e. ADT, Orders, Results). Change orders to an interface to accommodate minor changes will be at an hourly fee.
2. VPNs, sometimes needed by an interface, are priced and maintained separately.
3. InfraWare reserves the right to decline any interface project where, in InfraWare's sole judgment, the parties and/or technologies are not conducive to a successful outcome.