

Order Form #1 for Licensed Content and Services

This Order Form (“Order Form”) is made and entered into effective as of April 1, 2026, pursuant to the Master Services Agreement (“Agreement”) by and between the undersigned Client entity (“Client”), with offices at 400 Pepper Avenue, Colton, CA 92324 and Mercury Healthcare, Inc. dba WebMD Ignite, with offices at 283-299 Market Street, 2 Gateway Center 4th Floor, Newark, NJ 07102. The parties agree that the content and services contracted for hereunder may be performed by Mercury Healthcare, Inc. dba WebMD Ignite or its Affiliates (collectively, “Vendor”).

<p align="center">1</p>	<p align="center">Licensed Content and Products</p>	<p><u>Product</u> Ignite On-Demand® (IOD) Custom Content Builder (CCB) Ignite On FHIR (IOF) Patient Portal Integration for Ignite on FHIR Infobutton for Patient Portal</p> <p><u>Content</u> Krames HealthSheets™ Krames Exit-Writer™ (discharge instructions) HealthClips Video Collection SWARM 3D Animation – Gold Collection</p>
<p align="center">2</p>	<p align="center">Authorized Sites</p>	<p>Allocation of Licensed Content and Products beyond the Total Volume (listed below), in the aggregate, shall be subject to an adjustment in the Annual License Fee (as defined below).</p> <p>Total Visit Volume* annually: 1,508,838 (*as measured across Client's emergency department visits, ambulatory visits, and discharges)</p> <p>Authorized Sites: Access may be provided via the product solutions listed in Section 1 Licensed Content and Products above. Whether those products have been accessed (i) from within the physical location(s) of Client, or (ii) remotely by an authorized clinical system user whose access has been authorized by the Client.</p> <p>In accordance with the terms and conditions of the Agreement, this Order Form shall cover license rights for use of the Licensed Content by the Authorized Users in Client’s Enterprise. For purposes of this Order Form, “Client Enterprise” shall mean all inpatient and outpatient ambulatory sites and facilities operated by Client and its Affiliates now or hereafter that have access to Client’s EPIC electronic health record modules.</p> <p>Licensed Content may be displayed at the Authorized Community Connect Sites. An Authorized Community Connect Site is defined as a healthcare facility that 1) has authorized access to Client’s EPIC EMR medical record system, and 2) has entered into a sublicense agreement with Client to display the Licensed Content under terms substantially similar to and no less restrictive than those contained in the Agreement with respect to such Licensed Content.</p>

3	Initial Term Start	April 1, 2026
4	Initial Term End	March 31, 2031
5	Annual License Fees; Billing Terms	<p><u>Annual License Fees for Year One (4/1/2026 – 3/31/2027): \$111,360.91*</u></p> <ul style="list-style-type: none"> • <u>Annual License Fee Year One: \$106,795.16</u> • <u>*Community Connect Prorated Fee (6/1/2026-3/31/2027): \$4,565.75</u> <p><u>Annual License Fees for Year Two (4/1/2027 – 3/31/2028): \$117,909.92</u></p> <ul style="list-style-type: none"> • <u>Annual License Fee: \$112,134.92</u> • <u>Community Connect Sites Fee: \$5,775.00</u> <p><u>Annual License Fees for Year Three (4/1/2028 – 3/1/2029): \$123,805.42</u></p> <ul style="list-style-type: none"> • <u>Annual License Fee: \$117,741.67</u> • <u>Community Connect Sites Fee: \$6,063.75</u> <p><u>Annual License Fees for Year Four (4/1/2029 – 3/1/2030): \$129,995.69</u></p> <ul style="list-style-type: none"> • <u>Annual License Fee: \$123,628.75</u> • <u>Community Connect Sites Fee: \$6,366.94</u> <p><u>Annual License Fees for Year Five (4/1/2030 – 3/1/2031): \$136,495.47</u></p> <ul style="list-style-type: none"> • <u>Annual License Fee: \$129,810.19</u> • <u>Community Connect Sites Fee: \$6,685.28</u> <p><u>Billing Terms:</u> The Annual License Fees will be billed in full at the Initial Term Start date, April 1, 2026, and annually thereafter.</p> <p>Annual license fees are calculated from the Total Visit Volume in the Authorized Sites Section 2, above. The Parties agree that pricing may be increased on an annual basis, based upon increases in Client's Total Visit Volume, as measured across Client's emergency department visits, ambulatory visits, and discharges. Client shall provide annual Total Visit Volume, for the previous twelve months, starting on a date at least thirty (30) days, but in no case more than sixty (60) days, prior to the end of the first twelve (12) months of the term of the this [Order Form], and annually thereafter (each such twelve-month period an "Annual Reporting Period"). If Client adds a new service location or facility, or their patient volume increases by 10% or greater during a billing annual period, Client will notify Vendor no later than thirty (30) days from the start of this increase.</p> <p>Upon such increase, operating in good faith, and with mutual negotiation, the Vendor may increase the pricing herein by issuing an Amendment to the original Order Form. In any event, the representative (PMPY/PVPY) price will not increase. The Annual price may increase to reflect the increase in Total Visit Volume. If Vendor does not issue updated pricing prior to the end of the then-current Annual Reporting Period, the pricing for such immediately-subsequent Annual Reporting</p>

		Period shall remain as set forth herein. The Parties agree that a decrease in aggregate usage shall not entitle Client to a reduction in pricing.
6	Renewal Terms	The time period beginning on the Initial Term Start Date and ending on the Initial Term End date shall be the “Initial Term.” Upon the conclusion of the Initial Term, this Order Form shall renew for consecutive periods of five (5) years (each, a “Renewal Term”, and together with the Initial Term, the “Term”) unless either party gives written notice of its intent not to renew the Order Form at least thirty (30) days prior to the end of the then-current Term. Notwithstanding the foregoing, the parties agree they shall negotiate renewal pricing for any Renewal Term no less than sixty days (60) days prior to the expiration of the then current Term.
7	Client's Bill-to Address	400 Pepper Avenue, Colton, CA 92324
8	Vendor Remit-to Address	12186 Collections Center Drive, Chicago, IL 60693
9	Description of Products and Content	<p>Ignite On-Demand® (IOD) - Is an application that enables Clients to administer and deliver patient education content to patients during all healthcare encounters. Ignite On-Demand allows healthcare providers and authorized users to:</p> <ul style="list-style-type: none"> ● Search for, preview, and provide printed patient education including HealthSheets, Video HealthSheets and Medication Sheets ● Access automatic updates that ensure accurate and current content ● Create and manage health system education folders ● Support Meaningful Use requirements by recording the history of patient education given to the patient back into the EHR and by providing routine reports ● Create and integrate modified patient education with Custom Content Builder, a built-in editing tool <p>Custom Content Builder (CCB) - Is an add-on solution to the Ignite On-Demand (IOD) application created for organizations that choose to develop their own custom content. A Client can add custom content to their Ignite On-Demand patient education library, as well as create edited versions of the Krames HealthSheets™ and Exit-Writer discharge instructions for use during the term of their license and within the IOD application. CCB also includes a library of copyrighted images that can be used with customized content within the application.</p> <p>Ignite On FHIR - Is a flexible integration solution that allows Client to deliver the Licensed Content via various delivery channels that may include SMS, print, patient portal, digital, email, mobile, and TV. Using SMART on FHIR technologies, Ignite on FHIR is integrated into the following clinician workflows:</p> <ul style="list-style-type: none"> ● Inpatient ● Emergency ● Ambulatory

Patients have access to the education resources shared from Ignite on FHIR through the Patient Portal Integration Application.

Ignite on FHIR allows clinicians to:

- Optimize distribution to end users via print, patient portal, and digital, as supported through Patient Portal Integration
- Access automatic updates that ensure accurate and current patient education
- Indicate education favorites by clinician
- Access curated patient education in Folders
- Prescribe video content and other self-care educational assets to patients
- Support Meaningful Use requirements by recording the history of patient education prescribed to the patient back into the Client's EHR and by providing standard usage reports available in Ignite On-Demand.
- Access client-customized patient education modified using the Custom Content Builder
- Optimize distribution to end users via print, patient portal, and digital, email, SMS and other modalities as supported through Patient Portal Integration

Patient Portal Integration for Ignite on FHIR - Is an application that allows Client to deliver the Licensed Content as a component of their EMR's patient portal. Using SMART on FHIR technologies, the Patient Portal Integration is integrated into the patient portal to provide patients with the education that was recommended by a clinician using Ignite on FHIR.

Patient Portal Integration allows patients to:

- Access digital patient education that has been selected by their care team who are using Ignite on FHIR. The education is presented to the patient through their patient portal.
- Access client-customized patient education modified using the Custom Content Builder

Infobutton for Patient Portal - The Infobutton for Patient Portal is an HL7 Infobutton standard that is a context-aware knowledge retrieval standard. The Infobutton for Patient Portal provides recommended patient education content to the consumer from within the Patient Portal, based on the Infobutton standard. Additionally, for the 14 top-ranked HCUP conditions and treatments, the Infobutton Portal includes rich, interactive Self-Care Plans to provide patients with educational content regarding various aspects of their conditions and treatments.

Krames HealthSheets™ - Are typically one to two pages in length and follow strict health literacy design principles. The HealthSheets are peer-reviewed during development for clinical accuracy by clinicians and are medically reviewed and

		<p>updated as needed at least every two years or as the published medical standards are updated. The HealthSheets are available in English and Spanish.</p> <p>Krames Exit-Writer™ (discharge instructions) - Are intended for ambulatory and emergency room settings. The instructions provide patients with information to: (a) manage immediate care after discharge, (b) recognize important symptoms, and (c) recognize when to call for medical attention until the follow-up appointment. Instructions are typically one to two pages in length and follow strict health literacy design principles. Patient Discharge Instructions are available in English and Spanish</p> <p>HealthClips Video Collection – Is a powerful medium in patient education, leading to greater comprehension and recall in people of all learning abilities. This collection includes evidence-based videos spanning a range of health subjects to help people understand their condition, tests or procedures, learn health self-management skills and support shared decision-making while improving overall health outcomes. The video library is written at 5th-7th grade reading level, deploys a variety of styles to enhance engagement, and is available in English and Spanish. Additionally, the videos meet accessibility guidelines with closed captions and transcripts.</p> <p>SWARM 3D Animation Gold Collection Video Streaming – A series of vibrant, animated videos that may include rotating 3D models, labeled slides and printable text, available in hundreds of topics, (each an “Animation”) that helps consumers and patients understand complex medical topics. SWARM 3D Animation Gold Collection are only available in hospitals and customers in the U.S. Additional disclaimers may be required to be displayed with the Licensed Content. The SWARM 3D Animation Gold Collection provides Client with access to an unlimited number of the Animations set forth above.</p>
10	Affiliates	<p>Notwithstanding anything to the contrary in the Agreement, any Vendor Affiliate may sign this Order Form. Any references to “Vendor” hereunder shall be read to apply to Vendor and/or the signing Vendor Affiliate fulfilling obligations hereunder. Further, Vendor obligations under this Order Form may, at Vendor’s discretion, be performed by one or more Vendor Affiliates without such Affiliate being named under this Order Form. In either case, (i) any rights, interests, and obligations of Vendor under this Order Form related to such obligations apply equally to such Vendor Affiliates performing such obligations, and (ii) such Vendor Affiliate is bound by the terms and conditions governing this Order Form, but only with regard to the obligations being performed by such Vendor Affiliate. “Affiliate” means any entity that, either directly or indirectly, controls or is controlled by or is under common control with another entity.</p>

This Agreement may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Agreement. The parties shall be entitled to sign and transmit an electronic signature of this Agreement (whether by facsimile, PDF or other mail transmission), which signature shall be binding on the party whose name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Agreement upon request.

In witness whereof, the parties have caused this Order Form to be duly executed as of the effective date set forth above.

Mercury Healthcare, Inc. dba WebMD Ignite

**San Bernardino County on behalf of Arrowhead
Regional Medical Center**

Name: Ann Bilyew _____

Name: Dawn Rowe _____

Title: President _____

Title: Chair, Board of Supervisors _____

Signature: _____

Signature: _____

Date: _____

Date: _____