

ARMC patient volume: 250,000 appointments annually

Provider Equivalent: 69.5

Provider equivalent calculation: # of monthly appointments / 300 (average monthly volume per FTE)

Relatient agrees to provide the products below at the pricing listed for a period of one (1) year following contract execution.

<b>Retail Pricing</b>	<b>Per Provider Per Month</b>	<b>Total Monthly</b>	<b>Total Annually</b>	<b>Setup Fees (one-time)</b>
Relatient Messaging: Appointment Reminder Package*	\$99.00	\$6,880.50	\$82,566.00	\$5,500
secure 2-way chat	\$29.00	\$2,015.50	\$24,186.00	\$500
eRegistration and Check-In	\$125.00	\$8,687.50	\$104,250.00	\$5,000.00
Patient Self Scheduling and Waitlist	\$125.00	\$8,687.50	\$104,250.00	\$500.00
Health Campaigns Manager	\$49.00	\$3,405.50	\$40,866.00	\$250.00 (per campaign)
MDpay and Patient Balance Messaging**	\$49.00	\$3,405.50	\$40,866.00	\$1,500.00
Surveys and online reviews	\$29.00	\$2,015.50	\$24,186.00	\$500.00

<b>ARMC Pricing (approx. 34% discount)</b>	<b>Per Provider Per Month</b>	<b>Total Monthly</b>	<b>Total Annually</b>	<b>Setup Fees (one-time)</b>
Relatient Messaging: Appointment Reminder Package*	\$65.00	\$4,517.50	\$54,210.00	\$5,500
secure 2-way chat	\$19.00	\$1,320.50	\$15,846.00	\$500
eRegistration and Check-In	\$82.50	\$5,733.75	\$68,805.00	\$5,000.00
Patient Self Scheduling and Waitlist	\$82.50	\$5,733.75	\$68,805.00	\$500.00
Health Campaigns Manager	\$32.00	\$2,224.00	\$26,688.00	\$250.00 (per campaign)
MDpay and Patient Balance Messaging**	\$32.00	\$2,224.00	\$26,688.00	\$1,500.00
Surveys and online reviews	\$19.00	\$1,320.50	\$15,846.00	\$500.00

\* Relatient Messaging: Appointment Reminder Package (as recommended and proposed in RFP response- see detailed description on next page) includes **unlimited**:

- Appointment Reminders: sent by voice, email and text (SMS) messages
- Broadcast Messaging
- 2-way Messenger Chat
- No-show reengagement
- Automated recalls
- RelConnect. RelConnect with Epic enables SMS messaging directly from MyChart, Cadence and OpTime.

\*\*Credit Card transactions for MDpay charged at 2.69% + \$0.50

Relatient messaging encompasses a suite of software solutions that are leveraged together to create a cohesive patient communication strategy that's flexible enough to meet ARMCC's unique needs and structure while reaching patients with critical information using intuitive communication methods.

Relatient Messaging includes:

- Unlimited Appointment Reminders: Customizable by provider, location and appointment type.  
Send by text, voice, and email
  - Built for enterprise organizations to allow for customization by provider, location, and appointment type.
  - Appointment reminders can be sent via text, voice and email.
  - Ability for patients to respond, "confirm", "reschedule" or "cancel", by voice, text, and/or email
  - Enterprise-level configurations: messages can be customized by location, provider, appointment type, and other data points to be able to meet the needs of each one of your specific entities
  - Unlimited users get full access to the Relatient portal (with role-based user privileges) with complete visibility into all messages that Relatient sends out on your behalf
  - On-going support, maintenance, and upgrades
- Automated Recalls
- No-show reengagement
- 2-Way Messenger Chat
  - Patients prefer the convenience and access of using text messaging in their daily communication.
  - Connecting through text allows for 2-way conversations between staff and patients that are more effective than the back and forth of phone calls and yields a faster response rate than email.
  - Allows staff to easily text with patients and manage conversations across multiple specialties and multiple locations.
  - Built to enhance the Relatient patient-engagement platform, Messenger integrates with and enhances all existing solutions (Appointment Reminders, Surveys, Patient Self Scheduling and Waitlist, MDpay and Health Campaigns) for a cohesive experience between patients and staff. **(Added note from Lee: the solutions highlighted here in blue are not all included in this package – we are simply describing that 2-way chat is integrated with all these products for a seamless experience).**
  - Text conversations are recorded and visible to the practice and patients.
  - Identifies patients by phone number on file automatically
  - Patient or staff-initiated text messages (easier than phone calls)
  - Share the responsibility. Anyone on your team can see and respond to messages, even across locations
  - Notifies staff when new messages are received (email and portal)
  - Multiple staff members can read and reply in a conversation
  - Chat history provided
  - Alerts for unread patient text, if no one reads the message within 10 minutes
  - Out-of-office messaging when no one is there to answer
- Broadcast Messaging
  - Deliver critical communication to your patients via email, text, or voice in a matter of seconds.
  - Message thousands of patients by schedule, provider, appointment type, or time range
  - Use the same feature to call, text, or email your staff in seconds.