



**Compulink**

## **Acknowledgment of Compulink Data Review**

Rev 10/21/2008

*Compulink can perform an analysis of your "Advantage" files and assist with supporting our software via dial-in with WebEx® communications software. This program enables us to connect with your office via the internet and either view your staff procedures or operate the workstation remotely in order to troubleshoot questions or concerns. In order to connect to your office, your staff must log on to the internet and into the Webex website, and subsequently authorize permission for a Compulink staff member to access your information. This ensures that your data is kept private and confidential in accordance with HIPAA standards. You are responsible for proper installation and configuration of the Webex software which will be downloaded to your computer during your initial connection to the Webex website. In the event the WebEx® program and/or your internet connection are not functioning properly we will ask that you contact your ISP Provider and/or systems technician for assistance.*

In some cases, a data review dial-in to correct database problems will require exclusive rights to the files in the Advantage folder. If this is the case all stations must exit the software and your office will experience "down time" during this process. Attempting to launch or run the Advantage program during the dial-in will result in errors and lock ups, further extending the "down time". Since the dial-in affects your live data (not a backup copy), our data review team will take every precaution to protect your office data. This includes, but is not limited to, making backup copies of specific data files before making modifications. However, Compulink assumes no liability for data or system problems resulting from remote dial-in. By signing below you agree that you have and will at all time be keeping a current, viable backup of all files within your Advantage folder and that this backup is available for restore if needed.

In other cases, Compulink data review technicians may request a backup of your software be sent to us so we may perform testing "in house" to determine the issue without having to take your office down for extended periods of time. In these instances the Compulink support website contains information relating to the types of backup media that Compulink can read. The website address for this information is:

<http://www.compulink-support.com/technotes/backupswecanreadsw200.htm>

Data Repair/Retrieval may be necessary to restore data integrity to your "Advantage" files. In the event your data is damaged, you will be given the option to restore to a previous date's backup and re-key the activity that occurred since the backup was performed. If you would like Compulink to repair or retrieve data from the current data set, we will provide you with a description of the work and an estimate of programming time/fees. We will endeavor to repair/retrieve as much data as possible but cannot guarantee the results. In the event there is database corruption, the corrupted records must be removed to restore data integrity to your system. The data review department will provide your office with as much information as possible, account numbers, patient names, etc., to allow you to recreate lost data, unless database damage has rendered the information unrecognizable. Data review, retrieval, repair services are not part of your Support Agreement (see excerpt below).

1. **SERVICES NOT PROVIDED:** COMPULINK shall not provide services under this Agreement including, but not limited to, recovery of lost or damaged data caused, directly or indirectly, by any hardware, operating system, software or network component failure
2. **EXCLUSIONS:** COMPULINK shall not be obligated to provide the services required by this Agreement if:
  - A. The software or associated databases/files have been modified by anyone other than COMPULINK or its authorized agent or external data modification via a non-COMPULINK product has occurred;
  - B. The software failure resulted from external factors, including but not limited to, loss or damage resulting from the elements, misuse, abuse, or the operation of the software in improper or unauthorized hardware environments, such as, but not limited to, locations having defective hardware, inadequate power source, static electricity, or excessive interference caused by external sources;

By signing the form below you acknowledge that a Compulink employee may request Dial-in access or a backup sent in house for purposes of viewing your Advantage databases for support assistance or resolving data issues. To insure compliancy, no dial-in or "in house" support or data review will take place until Compulink has this signed acknowledgment.

**Signed:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Company:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Client Account #:** \_\_\_\_\_