

Digital Physician EHR Service Level Policy

Maintenance Periods

One significant benefit of using Digital Physician's systems is you never have to pay for or install upgrades or other system improvements. To bring you these benefits, we usually schedule a weekly late night two-hour maintenance period during which we perform minor system and/or application upgrades. This late night maintenance usually occurs on Tuesday evenings. Several times a year, we release a major update in which we add significant new functionality to our service. These periodic major releases may take several hours to complete, and will typically occur on Friday or Saturday evenings. Scheduled maintenance generally occurs during the non-peak 10 p.m. to 7 a.m. (EST) hours to minimize the impact on your business.

Uptime Objectives

Our current service level objectives, measured monthly and excluding scheduled maintenance, are as follows (all times EST):

Period	Timeframe	Uptime % Goal
Peak	Weekdays (Mon-Fri, 7 a.m. to 7 p.m.)	99.50%
Peak	Weekends (Sat/Sun, 7 a.m. to 7 p.m.)	99.00%
Non-Peak	Nights (Mon-Fri, 7 p.m. to 7 a.m.)	95.00%

These percentages indicate our uptime objective. For example, we aim to be down less than 0.5% of the time (less than 5 minutes per day average) during the 7 a.m. to 7 p.m. Week Day time periods.

Data Retrieval

Your data security is critical to us, which is why we store everything in our world-class data center, complete with biometric security, redundancy, and offsite backups. While we securely manage your information for you, it is always your data. Digital Physician offers the ability for you to export your primary data from our applications anytime you like into either standard Comma Separated Value (CSV) or XML files, giving you peace of mind and the flexibility you require.