

Consortium Membership Services Annual Pricing Menu

Service Packages		
Service Packages	Telemedicine Cart-Property of UAMS e-Link	\$2,500.00
	Desktop Unit-Property of UAMS e-link	\$1,200.00
	Equipment Delivery/Installation/Training (<i>per location</i>)	\$250.00
	Two Trainings per Year are permitted at no additional cost	No cost
	Additional Onsite Training (<i>per hour</i>)	\$150.00
	Training Session via Interactive Video (<i>per hour</i>)	\$75.00
	Customer-Owned Equipment Registration	\$1,200.00
	Cisco Meeting App (<i>customized software</i>)	(see pricing options, p 3)

Service Package Add-ons		
Service Package Add-ons	Custom Product & System Design Implementation Projects	Request quote
	Digital Scope: Audiology/Dermatology/ENT/Ophthalmology/General Exam	Request quote
	EKO Digital Stethoscope Lease & License	\$630.00
	Telehealth Utilization Report	\$100.00
	Event IT Support	Request quote
	Basic Live Event Recording	\$45.00
	Event Editing	Request Quote
	Event Archive	Request Quote

UAMS e-Link Advisory Team		
UAMS e-Link Advisory	Advisory Team Services	Request Quote
	Site Assessment	Request Quote
	Go LIVE! (<i>Implementation Facilitation Team assists with launch of new clinic</i>)	Request Quote

UAMS e-Link Consortium - USAC / FCC Filing		
USAC / FCC Filing	USAC Filing Fees (<i>10% of cost savings per filing</i>)	(see examples, p 6)
	*For USAC <i>ineligible</i> entities, 10% of the total final cost per circuit	(see examples, p 7)
	Consortium Benefits	(see description, p 7)
	USAC Eligible Criteria	(see examples, p 7)
	Eligible USAC Expenses: Networking Equipment, SIP Services, Broadband Internet, WAN Connectivity, etc.	
	Other eligible USAC expenses (see list)	(see examples, p 8)

UAMS Adam D. Rule Training Center			
UAMS Adam D. Rule Training Center	Telehealth Program Development:	½ day	\$1,200.00
		1 day	\$2,500.00
		1½ days	\$3,600.00
		2 days	\$4,800.00

Description of Services

UAMS e-Link, one of the nation's largest telemedicine networks with more than 25 years of Telehealth experience, is a consortium of healthcare providers. Through telemedicine technology, rural community hospitals, medical and behavioral health outpatient clinics are connected to specialists, giving patients access to care in underserved areas. Selection of an item(s) on our Service Packages list entitles you to the privileges of UAMS e-Link Consortium Membership.



SERVICE PACKAGES

Telemedicine Cart / Desktop Units

UAMS e-Link provided telemedicine carts have integrated cameras, displays, and allow network access to help bring subspecialty care to patients in your facility as well as continuing education for your staff. Desktop units feature a 23" touchscreen and webcam. You may connect it to your PC or Mac to share content in meetings or use the unit as a display. Video technicians are available 24/7 to track and manage the telehealth system to ensure the highest quality customer support.

The following features are available:

- Access to more than 400 healthcare and education sites throughout the state
- Access to ~1,000 endpoints
- Access to point-to-point and multiparty interactive video connections
- HIPAA-compliant security and encryption
- 24/7 access to remote on-the-spot connectivity support

Cost: \$2,500 per device (telemedicine carts); \$1,200 per device (desktop units)

Equipment Delivery/Installation/Training

UAMS Video Technicians will schedule delivery and installation of the telemedicine cart(s) with site's IT staff. When installation is complete and the cart is registered to the e-Link network, Video Technicians will provide training on basic cart and CODEC functions, describe troubleshooting techniques and how to engage video support.

The specific deliverables of this service:

Cart function - technical training on how to

- Power on and off
- Move the work surface up and down
- Lock and release wheel locks
- Pull and retract the cable reels

CODEC function – technical training on how to

- Make and receive a video call
- Change from PC connection to laptop connection
- Control the pan/tilt/zoom camera

Cost: \$250.00 per location

Two Trainings/year

Each site is entitled to two trainings per year. It is recommended that you identify one or two "super-users" among your staff who can provide training to other staff members. **Cost:** \$0.00

Additional Onsite Training

If further training is needed on the use of telemedicine carts, clinical assessment tools and/or Cisco Meeting, a fee will be assessed.

Cost: \$150.00 per hour

Training Session via Interactive Video (IAV)

Training can also be delivered through remote means by using interactive video equipment, which will connect trainers and the trainees through real-time technologies.

The specific deliverables of this service:

- Telemedicine equipment training
- Clinical assessment tools training
- Discussions of successful telemedicine programs and strategies

Cost: \$75.00 per hour

Cisco Meeting App *(may be customized according to the needs of your organization)*

This product is an affordable platform that utilizes computers and/or mobile devices to allow interactive video for clinical, educational and administrative purposes. This option requires broadband/cellular connectivity and a device with a camera and microphone.

The following features are available:

- One-year software license with included support
- Ability to make calls and share presentations
- HIPAA-compliant security and encryption
- Cisco Meeting tutorial and training
- 24/7 remote technical support

Cisco Meeting App Pricing & Add-ons	Cisco Meeting App	\$1,200.00
	Allows account holder to connect point-to-point to other video endpoints or software clients	
	Cisco Meeting App w/VMR	\$1,700.00
	<i>Virtual Meeting Room: Maximum of 10 participants with ability to send link</i>	
	<i>Each additional Virtual Meeting Room: Maximum of 10 participants with ability to send link</i>	
	\$250.00	
	Stand-Alone Virtual Meeting Room	\$500.00
	<i>Participants must have the ability to dial into the meeting space</i>	
	Custom Landing Page	\$8,000.00
	<i>*features organization's brand</i>	
	<i>*requires a minimum of 5 Cisco Meeting App Accounts with VMRs</i>	

Cisco Meeting App: Allows account holder to connect point-to-point to other video endpoints or software clients.

Cost: \$1,200.00

Cisco Meeting App with Virtual Meeting Room (VMR): Allows account holder to connect by emailing a hyperlink to a maximum of 10 concurrent participants who have access to a Windows OS, Apple OS, Android, or iOS device.

Cost: \$1,700.00; each additional VMR: \$250.00

Stand-Alone Virtual Meeting Room: Allows individuals to dial in to a meeting space using SIP or H323 compliant software or hardware.

Cost: \$500.00

Custom Landing Page: The Custom Landing Page is a group of accounts associated to a customized web portal specified to your business brand. The landing page will feature your organization’s logo and a backdrop of your choosing. (Minimum of 5 Cisco Meeting App Accounts with VMRs required)

One Time Cost: \$8,000.00

Customer-Owned or Provided Equipment Registration

Customer furnishes their own telemedicine cart or room system for registration to the UAMS e-Link network.

The specific deliverables of this service:

- Access to more than 400 healthcare and education sites throughout the state
- Access to ~1,000 endpoints
- Access to point-to-point and multiparty interactive video connections
- HIPAA-compliant security and encryption

Cost: \$1,200.00 per connection



SERVICE PACKAGE Add-ons

Custom Product & System Design/Implementation Projects

Our team of video technicians and product/system design teams will work directly with you and your designated points of contact to strategize around current issues/problems/needs.

The specific deliverables of this service:

- Assess physical and technical requirements of space
- Review needs specific telemedicine systems/kits, telemedicine rooms, software and/or application development
- Formulate a design estimate for review

Cost: Request quote

Clinical Assessment Tools *(based on availability)*

Tools such as digital stethoscopes and scopes for ENT, dermatology, ophthalmology, audiology, women's health and general examinations have greatly enhanced delivery of patient care in a telemedicine setting.

Among the clinical assessment tools available are:

- **Digital Video Scopes:** an easy-to-use hand-held video system used for capturing images of the body. This system utilizes interchangeable attachments making it ideal for multi-discipline medical applications
- **Digital Stethoscopes:** sophisticated transducers provide clinicians the ability to amplify heart murmurs and lung sounds. These devices help convert acoustic sound waves to digital electronic signals, which can then be amplified, processed, and manipulated in various ways.

Cost: Request quote

Telehealth Utilization Reports

Telehealth utilization reports are available to allow members to assess adoption of telemedicine in their organization and provide documentation of healthcare encounters required for reimbursement. These reports help identify which Systems/Cisco Meeting accounts are getting the most use, duration of encounters, outgoing and incoming calls, and a myriad of other variables. This valuable data can help sites evaluate their bandwidth and equipment needs.

The specific deliverables of this service:

- Site-specific detailed reports of equipment usage (available in monthly, quarterly and annual intervals)
- Documentation of encounter (date, duration) for reimbursement purposes

Cost: \$100.00

Event IT Support

Our event team will work directly with your event coordinators to understand the scope, deliverables, and desired outcomes of the event related to audio-visual, network requirements, and interactive conferencing/live streaming. This enables us to communicate and facilitate the technical requirements and outcomes to the conference center staff hosting your event.

The specific deliverables of this service:

- Conduct connection test runs prior to event
- Monitor event to trouble-shoot, as needed

Cost: Request quote

Basic Live Event Recording (optional: Editing & Archival)

When holding a conference or meeting, it is often beneficial to record the interaction for further review or playback for essential staff members who were unable to attend.

The specific deliverables of this service:

- Recording of live interactive video sessions on UAMS e-Link content server (without editing)
- Optional add-ons
 - Editing of video for seamless viewing
 - Archival of recorded video to index server where the video may be accessed for review
- Disc provided upon request

Cost: \$45.00 per basic event recording (4 hour max.); \$150 per hour basic event video editing; \$100 (annually) for event video archival



UAMS e-Link Advisory

Advisory Team Services

The UAMS e-Link's team of experts specializes in assisting health systems, community hospitals and academic medical centers with a variety of services related to the development, management and implementation of telehealth and telemedicine programs.

The specific deliverables of this service:

- Development of clinical templates
- Technical selection and implementation
- Billing related to telemedicine
- Staff requirements for telemedicine delivery
- Strategic and financial planning for telemedicine
- Disclosures and Consents
- Recommend appropriate contracts
- Guidance on evaluation development

Cost: Request quote

Site Assessment

Determining readiness is an initial step to assure a successful telemedicine program. Before implementation, the UAMS e-Link Advisory team will conduct a site assessment.

The specific deliverables of this service:

- Evaluate physical space being made available for telemedicine equipment and its optimal placement
- Make recommendations for placement of network drops
- Determine if bandwidth is sufficient
- Make recommendations for the most effective and efficient use of telemedicine equipment

Cost: Request quote

GO LIVE! Implementation Facilitation Team

UAMS e-Link understands that launching a Telemedicine clinic or consultation for the first time can be stressful. Even the most organized and enthusiastic clinicians can become discouraged when problems arise during their first telemedicine encounter - such as audio/visual latency, difficulty manipulating clinical assessment tools or reassuring an anxious patient seeing a healthcare provider over video.

The specific deliverables of this service:

- A team of telemedicine experts will provide guidance at the originating site (where the patient is located) and/or remote site (where the consulting health care provider is located)
- GO LIVE team will help troubleshoot any unforeseen logistical/technical complications

Cost: \$1,000.00 per day



UAMS e-Link Consortium FCC/USAC Filing

USAC Filing Fees (10% of cost savings per filing)

**For USAC ineligible entities, 10% of the total final cost per circuit*

UAMS e-Link assists its qualified Consortium members in applying to receive Rural Health Care Connect funding for eligible telecommunications/broadband services and network equipment. UAMS e-Link will work with your organization to obtain necessary information to complete, submit and track forms to determine FCC/USAC eligibility. If deemed eligible, as a member of the UAMS e-Link Consortium, you could qualify for USAC funding resulting in substantial savings for items such as networking equipment, SIP services, broadband internet, Wide Area Network connectivity and other eligible USAC products. See other examples on page 7.

Requests for equipment and services purchases must be submitted through the UAMS e-Link (IDHI) UAMS e-Link RFI portal found at <https://arkansaselink.com/how-to-join-arkansas-e-link/>.

Cost: 10% of the cost-savings per USAC filing, 10% of the total final cost per circuit for USAC ineligible entities



Consortium Benefits:

- 65% flat-rate discount on all USAC eligible expenses
- 50-70% vendor discounts for businesses operating broadband, telecom, and network equipment
- Fixed broadband cost for three (3) year period with options for two one (1) year extensions
- Sustainable bandwidth for EMR deployment, Health Information Exchange, administrative centers (billing/appointments), and data centers (managed services)

USAC Eligible Criteria:

The health care provider (HCP) must be a **public or nonprofit entity**. Each HCP site or location is considered an *individual HCP*. Each site must demonstrate that by itself, it is an eligible entity. The HCP must be one of the following types of entities:

- Post-secondary educational institutions offering health care instruction (teaching hospitals or medical schools),
- Community health centers or health centers providing health care to migrants,
- Local health departments or agencies,
- Community mental health centers,
- Not-for-profit hospitals,
- Rural health clinics including mobile clinics,
- Dedicated emergency room of a rural for-profit hospital, or
- Skilled Nursing Facilities (SNFs)
- Broadband connections associated with off-site data centers and administrative offices used by eligible HCPs

Examples of Eligible USAC Expenses:

- Bonded T1
- Dedicated Internet Access (DIA)
- Digital Subscriber Line (DSL)
- Ethernet
- Fractional T-1
- Frame Relay
- ISDN
- ISDN BRI
- ISDN PRI
- Managed Ethernet
- Managed MPLS
- MPLS
- Cable, copper (HCP own)
- Cable, fiber (HCP owned)
- Fiber Network Transport Equipment
- Fiber – Dark
- Fiber – Lit
- Fiber – Lit Recurring Costs
- Firewall (HCP owned)
- Firewall (leased)
- Maintenance Contract (3-year)
- Managed Services
- Managed Network Services
- Managed Video Services
- Network Maintenance
- Professional Services
- Network Management Service (Consortium site premises)
- Network Server (HCP owned)
- Network Server (leased)
- Network Server (warranty 3-year)
- Network Switch (HCP owned)
- Network Switch (leased)
- Network Management Services (HCP premises)
- Routers (HCP owned)
- Routers (leased Optical Network Equipment)
- Switches (HCP owned)
- Switches (leased owned)
- Wide Area Network (WAN)
- Wireless Equipment (HCP owned)



UAMS Adam D. Rule Training Center

Telehealth Program Development

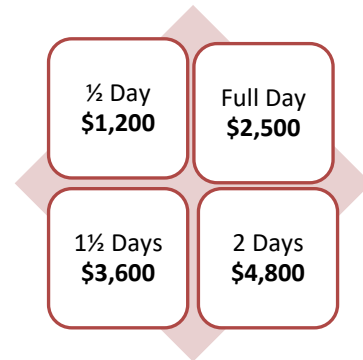
UAMS e-Link extends a wealth of telemedicine knowledge through the Institute for Digital Health & Innovation. A state-of-the-art Training Center was established to serve Arkansas and others developing their telehealth programs. Telemedicine eliminates barriers to quality care and by enabling telehealth access in all rural communities, patients around the globe can seek specialized care no matter their distance from the nearest tertiary center.

The Adam D. Rule Training Center provides technological assessment and advisement on appropriate telehealth technologies for organizations interested in expanding or establishing telehealth systems. The IDHI can assist health organizations successfully and efficiently branch into distance health addressing multiple ideas and platforms. Visitors may choose from the below menu of telehealth topics. Each visit is tailored to the needs of the visitor(s). General overviews are free to participating Arkansas groups; however, there is a fee for in-depth training. Out-of-state groups are also welcome. Sessions are designed for 1 to 7 participants for a half day up to two full days. For a general estimation of the fees, see the pricing schedule below. Fee is dependent on the detail level and time required to explore the selected topic. The UAMS e-Link offers a free 30-minute telephone or video consultation to aid potential visitors in their decision.

Menu of Telehealth Topics:

Program Development	Telehealth 101
	Business & Sustainability
	Billing & Reimbursement
	Legal & Regulatory Issues
Clinical	General Clinical Program Development
	ANGELS (Maternal-Fetal Health)
	Arkansas SAVES (Tele-Stroke)
	Neonatal & Pediatric Care (Tele-Nursery, ANGELeye®, Genetics)
Telehealth Technology	Building your IT Team
	Network Design & Maintenance
	Managing a State-Wide Network
	Equipment, Maintenance & Troubleshooting
Additional Topics	Obtaining Continuing Medical Education via Telehealth
	Research & Evaluation
	Clinical Simulation Center

Training Center Pricing:



**Individualized projects may require custom pricing*

Call Center Triage / After-Hours Access

UAMS e-Link offers its members access to a partnering center that provides clinical triage for patients through their providers in any range of clinical issues. The Call Center is staffed with nurses who specialize in the triage of patients, while also extending support in facilitation of emergency transports to the nearest, most appropriate hospital. In some cases, the Call Center can also connect callers to specialists who can offer support through phone and, at times, through interactive video.

The specific deliverables of this service:

- Access to Call Center triage services between the times of 5PM to 8AM on Monday-Friday (weekdays) and from Friday 5PM to Monday 8AM (weekends).
- Transcription of triage data taken during the call and subsequent transmission of data to the caller's associated medical facility.

Cost: Request quote

UAMS e-Link LIVE (Language Interpretation through Video Exchange) Services

Language interpretation is currently offered in Spanish with more languages to be integrated as need is identified. This service allows a live interpreter to join your patient consultation by video or phone to offer support for patients with limited English proficiency, interpreting both the provider message and the patient response. Written translation services are also available. Broadband connectivity and interactive video equipment are prerequisites to accessing the interactive video portion of this service.

The specific deliverables of this service:

- Access to trained staff to provide scheduled or impromptu language interpretation through interactive video or telephone during normal business hours (subject to staff availability).

Cost: Request quote

LearnOnDemand

The LearnOnDemand.org education portal allows health care providers to obtain continuing education credit for completed online modules. On-site assistance with registration is available for hospitals and clinics in Arkansas. LearnOnDemand.org can be accessed 24-hours a day, 7-days a week from any device with internet connectivity, including mobile.

<https://learnondemand.org/lms/home>

Cost: "FREE" online professional education courses

UAMS e-Link Portal

The UAMS e-Link Portal is a virtual care extension of the EMR that facilitates video encounters, specialty referrals, on-demand queues, and patient self-service scheduling. It integrates with existing legacy endpoints and provides easy interactions wherever the patient may be.

Cost: Request quote

To request UAMS e-Link Consortium membership and receive an order form, please complete the UAMS e-Link "Request for Information" form online. <https://arkansaselink.com/how-to-join-arkansas-e-link/>

For further information about these or additional services available to UAMS e-Link Consortium members, please contact Roy Kitchen at KitchenRoy@uams.edu or (501) 686-6227